

Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

Council

To the Members of Thurrock Council

The next meeting of the Council will be held at **7.00 pm** on **30 January 2019**

Council Chamber, Civic Offices, New Road, Grays, Essex, RM17 6SL

Membership of the Council:

Barbara Rice (Mayor)
Terry Piccolo (Deputy Mayor)

Qaisar Abbas
Tim Aker
Abbie Akinbohun
John Allen
Alex Anderson
James Baker
Clare Baldwin
Russell Cherry
Colin Churchman
Gary Collins
Mark Coxshall
Jack Duffin
Tony Fish
Mike Fletcher
Leslie Gamester
Oliver Gerrish

Robert Gledhill
Garry Hague
James Halden
Graham Hamilton
Shane Hebb
Victoria Holloway
Deborah Huelin
Andrew Jefferies
Barry Johnson
Tom Kelly
Cathy Kent
John Kent
Martin Kerin
Angela Lawrence
Steve Liddiard
Susan Little

Sue MacPherson
Ben Maney
Bukky Okunade
Jane Potheary
David Potter
Joycelyn Redsell
Gerard Rice
Elizabeth Rigby
Sue Sammons
Sue Shinnick
Peter Smith
Luke Spillman
Pauline Tolson
Aaron Watkins
Lynn Worrall



Lyn Carpenter
Chief Executive

Agenda

Open to Public and Press

		Page
1	Apologies for absence	
2	Minutes	7 - 44
	<p>To approve as a correct record the Minutes of the meeting of the Council, held on 28 November 2018.</p> <p>To approve as a correct record the Minutes of the Meeting of the Extraordinary Council, held on 11 December 2018.</p>	
3	Items of Urgent Business	
	<p>To receive additional items that the Mayor is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.</p>	
4	Declaration of Interests	
	<p>To receive any declaration of interests from Members.</p>	
5	Announcements on behalf of the Mayor or the Leader of the Council	
6	Questions from Members of the Public	45 - 46
	<p>In accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.</p>	
7	Petitions from Members of the Public and Councillors	
	<p>In accordance with Chapter 2, Part 2(Rule 14) of the Council's Constitution.</p>	
8	Petitions Update Report	47 - 48
9	Appointments to Committees and Outside Bodies, Statutory and Other Panels	
	<p>The Council are asked to agree any changes to the appointments made to committees and outside bodies, statutory and other panels,</p>	

as requested by Group Leaders.

10	Police Fire and Crime Commissioner (Presentation)	
11	Healthy Housing for the Third Age: Improving Older People's Health through Housing - Annual Public Health Report 2018	49 - 94
12	Local Council Tax Scheme 2019-20	95 - 100
13	Report of the Cabinet Member for Public Protection and Anti-Social Behaviour	101 - 112
14	Report of the Cabinet Member for Regeneration	113 - 126
15	Questions from Members	127 - 128

In accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.

16	Reports from Members representing the Council on Outside Bodies	
17	Minutes of Committees	

Name of Committee	Date
Corporate Overview and Scrutiny Committee	4 September 2018
Planning Committee	18 October 2018
Children's Services Overview and Scrutiny Committee	9 October 2018
Cleaner Greener Safer Overview and Scrutiny Committee	4 October 2018
Lower Thames Crossing Task Force	15 October 2018
Standard and Audit Committee	27 September 2018
Housing Overview and Scrutiny Committee	2 October 2018
Planning Transport and Regeneration Overview and Scrutiny Committee	6 November 2018

Standing Advisory Council for Religious Education	17 October 2018
Planning Committee	22 November 2018
Lower Thames Crossing Task Force	10 December 2018
Corporate Parenting Committee	5 September 2018

18 Update on motions resolved at Council during the previous year 129 - 130

19 Motion submitted by Councillor Kelly 131 - 132

Queries regarding this Agenda or notification of apologies:

Please contact Jenny Shade, Senior Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Future Dates of Council:

27 February 2019 (Budget), 20 March 2019 (Provisional)

This page is intentionally left blank

Information for members of the public and councillors

Access to Information and Meetings

Members of the public can attend all meetings of the council and its committees and have the right to see the agenda, which will be published no later than 5 working days before the meeting, and minutes once they are published.

Recording of meetings

This meeting will be recorded with the audio recording being published on the Council's website. The meeting will also be filmed and live streamed. Members of the public not wishing to be filmed the Mayor will give them the opportunity to leave the chamber. At the start of the meeting the Chair will confirm if all or part of the meeting is to be recorded.

Members of the public not wishing any speech or address to be recorded for publication to the Internet should contact Democratic Services to discuss any concerns.

If you have any queries regarding this, please contact Democratic Services at Direct.Democracy@thurrock.gov.uk

Guidelines on filming, photography, recording and use of social media at council and committee meetings

The council welcomes the filming, photography, recording and use of social media at council and committee meetings as a means of reporting on its proceedings because it helps to make the council more transparent and accountable to its local communities.

If you wish to film or photograph the proceedings of a meeting and have any special requirements or are intending to bring in large equipment please contact the Communications Team at CommunicationsTeam@thurrock.gov.uk before the meeting. The Chair of the meeting will then be consulted and their agreement sought to any specific request made.

Where members of the public use a laptop, tablet device, smart phone or similar devices to use social media, make recordings or take photographs these devices must be set to 'silent' mode to avoid interrupting proceedings of the council or committee.

The use of flash photography or additional lighting may be allowed provided it has been discussed prior to the meeting and agreement reached to ensure that it will not disrupt proceedings.

The Chair of the meeting may terminate or suspend filming, photography, recording and use of social media if any of these activities, in their opinion, are disrupting proceedings at the meeting.

Thurrock Council Wi-Fi

Wi-Fi is available throughout the Civic Offices. You can access Wi-Fi on your device by simply turning on the Wi-Fi on your laptop, Smartphone or tablet.

- You should connect to TBC-CIVIC
- Enter the password **Thurrock** to connect to/join the Wi-Fi network.
- A Terms & Conditions page should appear and you have to accept these before you can begin using Wi-Fi. Some devices require you to access your browser to bring up the Terms & Conditions page, which you must accept.

The ICT department can offer support for council owned devices only.

Evacuation Procedures

In the case of an emergency, you should evacuate the building using the nearest available exit and congregate at the assembly point at Kings Walk.

How to view this agenda on a tablet device



You can view the agenda on your [iPad](#), [Android Device](#) or [Blackberry Playbook](#) with the free modern.gov app.

Members of the Council should ensure that their device is sufficiently charged, although a limited number of charging points will be available in Members Services.

To view any “exempt” information that may be included on the agenda for this meeting, Councillors should:

- Access the modern.gov app
- Enter your username and password

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

When should you declare an interest *at a meeting*?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

What is a Non-Pecuniary interest? – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

Pecuniary

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

- Not participate or participate further in any discussion of the matter at a meeting;
- Not participate in any vote or further vote taken at the meeting; and
- leave the room while the item is being considered/voted upon

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps

Non- pecuniary

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

PROCEDURE FOR MOTIONS

No speech may exceed 3 minutes without the consent of the Mayor [Rule 19.8], except for the proposer of any motion who shall have 5 minutes to move that motion (except on a motion to amend where the 3 minute time shall apply) [Rule 19.8(a)]			
All Motions will follow Section A and then either Section B or C			
A.	A1 Motion is moved A2 Mover speaks A3 Seconded A4 Secunder speaks or reserves right to speak		[Rule 19.2] [Rule 19.8(a) (5 minutes)] [Rule 19.2] [Rule 19.3] (3 minutes)
Then the procedure will move to either B or C below:			
B.		C.	
IF there is an AMENDMENT (please see Rule 19.23)		If NOT amended i.e. original motion	
B1	The mover of the amendment shall speak (3 mins).	C1	Debate.
B2	The seconder of the amendment shall speak unless he or she has reserved their speech (3 mins).	C2	If the seconder of the motion has reserved their speeches, they shall then speak.
B3	THEN debate on <u>the subject</u>.	C3	The mover of the substantive motion shall have the final right of reply.
B4	If the seconder of the substantive motion and the amendment reserved their speeches, they shall then speak.	C4	Vote on motion.
B5	The mover of the amendment shall have a right of reply.		
B6	The mover of the substantive motion shall have the final right of reply.		
B7	Vote on amendment.		
B8	A vote shall be taken on the substantive motion, as amended if appropriate, without further debate.		

Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

1. **People** – a borough where people of all ages are proud to work and play, live and stay
 - High quality, consistent and accessible public services which are right first time
 - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
 - Communities are empowered to make choices and be safer and stronger together

2. **Place** – a heritage-rich borough which is ambitious for its future
 - Roads, houses and public spaces that connect people and places
 - Clean environments that everyone has reason to take pride in
 - Fewer public buildings with better services

3. **Prosperity** – a borough which enables everyone to achieve their aspirations
 - Attractive opportunities for businesses and investors to enhance the local economy
 - Vocational and academic education, skills and job opportunities for all
 - Commercial, entrepreneurial and connected public services

This page is intentionally left blank

Minutes of the Meeting of the Council held on 28 November 2018 at 7.00 pm

Present: Councillors Barbara Rice (Mayor), Terry Piccolo (Deputy Mayor), Qaisar Abbas, Abbie Akinbohun, John Allen, Alex Anderson, Russell Cherry, Colin Churchman, Gary Collins, Mark Coxshall, Jack Duffin, Tony Fish, Mike Fletcher, Leslie Gamester, Oliver Gerrish, Robert Gledhill, Garry Hague, James Halden, Graham Hamilton, Shane Hebb, Victoria Holloway (*arrived 7.20pm*), Deborah Huelin, Andrew Jefferies, Barry Johnson, Tom Kelly, Cathy Kent, John Kent, Angela Lawrence, Steve Liddiard, Susan Little, Ben Maney, Bukky Okunade, Jane Potheary, David Potter, Joycelyn Redsell, Gerard Rice, Elizabeth Rigby, Sue Sammons, Sue Shinnick, Peter Smith, Luke Spillman, Aaron Watkins and Lynn Worrall

Apologies: Councillors Tim Aker, James Baker, Clare Baldwin, Martin Kerin, Sue MacPherson and Pauline Tolson

In attendance: Lyn Carpenter, Chief Executive
Sharon Bayliss, Director of Commercial Services
Sean Clark, Director of Finance & IT
Jackie Hinchliffe, Director of HR, OD & Transformation
David Lawson, Assistant Director of Law & Governance
Detlev Munster, Assistant Director - Property & Development
Rory Patterson, Corporate Director of Children's Services
Julie Rogers, Director of Environment and Highways
Ian Wake, Director of Public Health
Karen Wheeler, Director of Strategy, Communications and Customer Service
Jenny Shade, Senior Democratic Services Officer
Lucy Tricker, Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

The Mayor invited Reverend Canon Darren Barlow to lead those present in prayer.

68. Minutes

The minutes of the Meeting of Council held on the 31 October 2018 were approved as a correct record.

Councillor Redsell requested further wording be added to her announcement of the recent trip made by the Royal British Legion Standard Bearers to Ypres in Belgium.

“That on the 8 August 2018 brought together the Standard Bearers in all of the United Kingdom and beyond. This was to celebrate the 90th pilgrimage and also the 100 years’ war. All the Standard Bearers from Essex were taken by coach to Ypres in Belgium. This was the British Legions largest membership event to take place in modern history. Most of the funds to send the standards were raised by their local club. Each club was asked to raise £1000 for the four day event. I would like to thank at this point in time, Port of Tilbury and Ensign Buses for their support to the Chadwell St Mary branch. Councillor Redsell stated what an experience for the young and old alike with 1113 branches attending and 1160 Standard Bearers on parade. A moving event for everyone remembering those who lost their lives so we could live ours. Also to remember those who returned. As the last post was played, poppies were released from the vault ceiling of the memorial. Surely those who attended will never forget the emotion that they felt at that moment. The memories will stay with them forever.”

69. Items of Urgent Business

No items of urgent business were received.

70. Declaration of Interests

No declaration of interests were received.

71. Announcements on behalf of the Mayor or the Leader of the Council

The Mayor invited all those present to reflect on and remember Thurrock’s fallen of World War One. Councillor Coxshall thanked Mr Perrin for raising such a good Motion and it had been fabulous to hear all the names being read out. The Mayor echoed Councillor Coxshall comment and thanked Mr Perrin on behalf of all the Members in the Chamber.

The Mayor sadly announced the passing of former Councillor Beverley Barton and a minute silence was held.

The Mayor was pleased to announce the launch of “Give a Gift” on Monday 26 November at Intu Lakeside and encouraged Members to take a star from her this evening so that a suitable gift could be donated.

The Mayor invited Council Gledhill to make any announcements he wished to make as Leader of the Council.

The Leader provided an update on Lower Thames Crossing and stated that despite the Council submitting a written request to Highways England to bring a final version of the consultation response to January Full Council for agreement unfortunately Highways England had insisting that it be submitted on the day the consultation closed on Thursday 20 December 2018. This had left the Council no choice but to arrange an Extraordinary meeting on Tuesday 11 December 2018 to present and discuss the report and the consultation response. The Leader stated that the Project Director of

Highways England had specifically told him in a meeting before the statutory consultation began, the Council's response could be submitted later and be submitted in January but stated that every time the Council speak to Highways England the story changed the very second that it did not suit them. This meant Officers had been given less time to view the thousands of pages of documentation including the consultation before developing the response. With the information given to the Council the same time as everybody else. The Leader encouraged every resident and business in the Borough to complete a response of the consultation.

The Leader was pleased to announce free Saturday parking over the Christmas period to ensure that small businesses had enough access to residents using those shops rather than going elsewhere in order to get their Christmas shopping. The Leader also announced that the Council had been working with the King Street car park owners in Stanford-le-Hope to provide two hours free parking on Saturdays over Christmas and the New Year period. The Leader stated that Thurrock had some excellent shops and small businesses and encouraged everybody to get out and use them.

The Leader stated it was fantastic to see more progress had been made to create much needed school spaces across Thurrock. Together with the Council's partners who had invested more than £70 million to create more than 3500 new school places across the Borough. The Leader further stated that at Cabinet last month, it had been agreed to spend another £7 million on the expansion at St Clere's school in Stanford-le-Hope and the recreation of temporary classrooms ahead of the opening of the proposed new Orsett Heath Academy in Grays.

The Leader referenced the new Harris Academy Riverside project which had been built in Purfleet and hosted a 'topping out' ceremony. This project would form part of the vital regeneration plan of Purfleet and was also another example on how the Council was getting community and structure in place for new housing.

The Leader stated that the successful education awards had been held last Thursday at the Civic Hall to celebrate teachers, support staff, governors, trusts and head teachers across Thurrock. With winners being announced across 14 award categories and the Leader congratulated all those that were not only nominated but also won.

And finally, the Leader gave a quick update on Clean it, Cut it, Fill it with 2591 fixed penalty tickets being issued for offences such as littering, dropping cigarette butts, anti-social behaviour and had prosecuted 163 people for not paying the fines. The Leader stated that further updates would be provided by the Portfolio Holder for Environment and Highways this evening and in the Leader's Portfolio Holder report being presented in January.

72. Questions from Members of the Public

A copy of the transcript of questions and answers can be viewed under the relevant meeting date at <http://democracy.thurrock.gov.uk/thurrock> and are attached at Appendix A at these minutes.

73. Petitions from Members of the Public and Councillors

The Mayor informed Members that, in accordance with the Council's petition scheme, the requisite notice had been given by two members of the public who wished to present a petition at the meeting.

Ms Morris presented a petition on the behalf of West Thurrock residents calling the Council to arrange and provide a better broadband facility by upgrading the service to superfast capability.

Mr Colley presented a petition with regard to the immediate end of the use of Uber operating in Thurrock unless they obtained a Thurrock operator's license.

Councillor Holloway arrived into the Council Chamber at 7.20pm.

74. Petitions Update Report

Members received a report on the status of those petitions handed in at Council Meetings and Council Offices.

75. Appointments to Committees and Outside Bodies, Statutory and Other Panels

The Mayor enquired whether Group Leaders wished for any changes to be made to the appointments previous made by Committees and Outside Bodies, statutory and other panels.

The Leader of the Council, Councillor Gledhill, informed the chamber that he wished to make the following changes:

For Councillor Maney to be removed from the Cleaner Greener and Safer Overview and Scrutiny Committee and replaced with Councillor Lawrence.

For Councillor Piccolo to be removed from the Planning Committee and replaced with Councillor Lawrence.

For Councillor Jefferies to be removed from the Planning Committee and replaced with Councillor Sammons.

For Councillor Hague to be removed from the Licensing Committee and replaced with Councillor Sammons.

For Councillor Sammons to be appointed as a substitute to the Health and Wellbeing Overview and Scrutiny Committee.

Councillor J Kent, Leader of the Labour Group, informed the chamber that he wished to make the following change:

From Councillor Abbas to be removed from the Lower Thames Crossing Task Force and replaced with Councillor Shinnick.

Councillor Spillman, Leader of the Thurrock Independent Group, informed the chamber he wished to make the following changes:

For Councillor Potter to be appointed as a member to the Planning Committee.

For Councillor Hamilton to be appointed as a member to the Planning Committee.

76. Report of the Cabinet Member for Environment and Highways

Councillor Watkins, Portfolio Holder for Environment and Highways, presented his portfolio holder report and stated that it was an honour to be presenting his second annual report on Environment and the first time for Highways. Councillor Watkins stated that the team had been very busy and stated the following achievements:

- That 50,000 street bins, 10.5 million residential and trade waste bins had been emptied
- That 1185 acres of grass had been cut
- That 3,837 pot holes had been filled
- That 5.2 miles of road had been resurfaced
- That significant investments had been made into the services including £0.939 million for Clean It Cut It Fill It
- That £8 million had been invested into Fleet Management
- That 29 new refuse collection vehicles and 5 gritting lorries had been procured
- That £50 million had been secured for the East Facing slips project which will improve traffic flows between Lakeside shopping centre and the A13
- That the Street Bin review had been completed with the type and design of new bins agreed and procurement completed
- That there are more Enforcement Officers carrying out duties
- That 2 Park Engagement Officers had been recruited with their role to consult and engage with residents and community groups
- That work would continue on the appearances of cemeteries
- That improvements would be made on congestion working with Smart Thurrock to provide better control and responsibility in managing road networks
- That work would continue on HGV and Parking Plans
- Working with C2C and TFL on the need for contactless payments at all Thurrock stations

Councillor Watkins reference to the sad news of two Enforcement Officers being attacked last week and wished them a speedy recovery and hoped that justice would be carried out.

Councillor Worrall thanked the Portfolio Holder for the report and questioned why the financial statement had been missed from the report. Councillor Watkins apologised for the oversight and would send this out to Members. Councillor Worrall further asked the Portfolio Holder to assure Members that the budget had not been overspent and asked what two steps were being taken to alleviate pressures on the budget. Councillor Watkins stated that waste disposal costs which were currently being discussed with contractors to get these costs back down and to address the issue of collection HGV drivers following the issues experienced in the summer.

Councillor Smith thanked the Portfolio Holder for the detailed report and had interest in the HGV Plan going forward. Councillor Smith stated that adversely more bin collections in Aveley and Purfleet were being missed and questioned was this as these collections were towards the back of the week. Councillor Watkins stated there had been pressure on the services particularly in the summer which had been recognised and plans were in place to address these. Councillor Watkins stated that in October 2018 the target rate was 99%.

Councillor Spillman requested a meeting with the Portfolio Holder and the Director of Public Health in relation to the concerns of air pollution in Tilbury.

Councillor Jefferies stated that improvements had been made on the Flowers Estate following the procurement of road sweeps and mowers but more could be done. Councillor Watkins stated that the service was in a good place but agreed more could be done and agreed to meet with ward councillors and residents of Flowers Estate.

Councillor C Kent stated the new junction between Lodge Lane and Bradleigh Avenue needed to be addressed as four accidents had already happened and residents should be move involved to ensure that junction changes are right. Councillor Watkins stated reviews are undertaken following any road junction change and would be happy to meet with ward councillors and residents.

Councillor Watkins stated he was very proud of the work undertaken by the teams in preparation for the Remembrance Weekend and particularly thanked Susan Newton for all her hard work. That Clean It Cut It Fill It would continue to be pushed forward and Bin It would improve

77. Report of the Cabinet Member for Communities

Councillor Huelin, Portfolio Holder for Communities, presented her Portfolio Holder report and stated the following achievements:

- That the Active Thurrock had met with over 40 clubs

- That work on local issues and plans for future development had been undertaken with the National Governing Bodies of Sport
- That funding for the Thurrock Museum and Coalhouse Fort projects had been allocated
- That the Thameside Theatre was now in a break even financial position
- That the Council had volunteers across a variety of services and had been the success of the hubs. Councillor Huelin thanked them for their hard work and stated what a privilege it had been working with the community
- That work continued with the library steering groups
- That 70% of indicators had been on target
- Further investments would be made to keep the budget balanced

Councillor Holloway questioned what approach had been undertaken and had staff been involved in the consultation as they were the key professionals. Councillor Huelin stated that staff had been involved and a resident survey had been undertaken with a full day workshops being provided for staff to attend.

Councillor Gerrish questioned the corporate performance element of the report and questioned that with a number of areas failing with challenges on under-performance how would the proposal to spend £10 million on a new Council Chamber affect the performance of services. Councillor Huelin stated that services were passing at 70% compared to the 46% when Labour were in Administration and stated that this figure proved that services were improving.

Councillor Spillman thanked the Portfolio Holder for the report and questioned the grant monies raised for the arts and cultural consultation. Councillor Huelin agreed to contact Councillor Spillman following the meeting to identify which grants were being referred to.

Councillor Jefferies raised concerns over the closure of libraries in the borough and asked the Portfolio Holder to reassure Members that no library would close. Councillor Huelin stated that library services would not close and remain in the community they are already in. Councillor Huelin stated that some of the library buildings may change but services would remain the same.

Councillor Cherry thanked the Portfolio Holder for the report but questioned why the Sports and Leisure Team had not met with Thurrock Rugby Clubs. Councillor Huelin stated the report highlighted just a few of those clubs spoken to and that of course the Sports and Leisure Team had been interacting with the rugby clubs. Councillor Huelin stated that all clubs were invited to attend the Active Thurrock User Group.

Councillor Worrall questioned what had happened to the Thameside Theatre Review as Members and those involved in the consultation had never been told of the outcome. Councillor Huelin stated a full consultation had taken place and reassured Members that the consultation had not been buried.

Councillor Huelin would be happy to meet with those who were involved in the consultation process and take up any issues raised.

78. Questions from Members

The Mayor informed the Chamber that 5 questions to the Leader had been received and 9 questions to Cabinet Members. Those not heard would either receive a written response or have the option to withdraw and resubmit.

A copy of the transcript of questions and answers can be found at Appendix A to these minutes.

Councillor Anderson withdrew his question and requested a written response.

At 8.24pm the mayor called time on this item.

Councillor Okunade requested a written response.

Councillor Shinnick requested a written response.

Councillor Smith requested a written response.

Councillor Fletcher withdrew his question.

Councillor Fletcher requested a written response.

Councillor J Kent withdrew his question.

Councillor J Kent requested a written response.

79. Reports from Members representing the Council on Outside Bodies

Councillor Abbas presented a report on behalf of the trustees of Citizens Advice Bureau Management Committee Thurrock and Basildon had made a decision in principal that both organisations would be merged so that a bigger organisation could help to generate more funding. Councillor Abbas stated the merger would not affect any service in Thurrock; neither would there be any closing of office based staff. It was felt by both Boards that this was an opportunity to improve the existing quality of services and to explore new ways of working that would allow management to support more people.

80. Minutes of Committees

The Minutes of Committees as set out in the Agenda were received.

81. Update on motions resolved at Council during the previous year

Members received an information report updating the progress in respect of Motions received at Council.

Councillor Duffin requested that all Members receive a copy of the reply letter from the Secretary of State in relation to Motion calling the Government to reverse the worrying trend of the 8% cuts per pupil since 2010 in their review of the national funding formula.

Councillor Redsell requested an update to her Motion following the Tree Strategy Report being presented at the Cleaner Greener and Safer Overview and Scrutiny Committee on the 6 December 2018.

82. Motion submitted by Councillor J Kent

The Motion, as printed in the Agenda was proposed by Councillor J Kent and seconded by Councillor Gerrish. The Motion read as follows:

Thurrock taxi trade is under huge pressure at the current time. Much of this pressure is being caused by the proliferation of Uber in the borough and there needs to be a level playing field for the long standing Thurrock Licensed Taxi Trade and Uber alike. To help achieve this Members call on the Authority to work with Uber London Limited and Transport for London to achieve a redrawing of the boundaries of Uber's geo fence which, currently, includes Thurrock as part of Greater London.

Councillor J Kent introduced the Motion by stating that the Thurrock Licensed Taxi Trade were under pressure and that having spoken to local drivers their takings were significantly down with some drivers leaving the borough and not being replaced. That there were a significant rise of Uber drivers in the borough who were not licensed or regulated by Thurrock Council. Councillor J Kent stated he was proud of the rigorous checks undertaken by the Licensing Team with vehicles being checked and drivers being vetted to protect the public. That currently there was not a level playing field for those Thurrock Licensed Taxi drivers with Uber drivers not abiding by the rules and parking up in Thurrock and accepting fares when being approached. Cllr J Kent summed up that the Motion accepted would demonstrate Thurrock Council supported the withdrawal of the geo fence around Thurrock and provide a level playing field for all those Licensing Taxi drivers in Thurrock.

A proposed amendment to the Motion had been submitted by Councillor Maney and seconded by Councillor Gledhill. The amended Motion read as follows:

Thurrock taxi trade is under huge pressure at the current time. Much of this pressure is being caused by the proliferation of Uber in the borough and there needs to be a level playing field for the long standing Thurrock Licensed Taxi Trade and Uber alike. To help achieve this members call on the Council to undertake a review of Uber's operations in Thurrock. In particular, officers are asked to:

- 1. Investigate the Thurrock Taxi Driver Association's assertion that Uber is acting unlawfully in Thurrock.*

2. *Consider the merits of inviting Uber to seek an Operator's license in Thurrock.*
3. *Explore whether the council should make representations to Government in respect of the need for a national licensing standard for taxi drivers / operators and consider whether this could be done in conjunction with neighbouring licensing authorities.*
4. *Consider whether representations should be made to TfL so as to encourage it to raise its licensing standards, to the extent that they better align with the higher tests set by Thurrock Council and many other local authorities outside of London.*
5. *Evaluate whether the Council should enter into dialogue with Uber over Thurrock's inclusion in the Greater London geo fence zone.*

That having undertaken the said review, officers bring a report to the Authority, including Members, before the end of the municipal year.

Councillor Maney introduced his amendment by thanking Councillor J Kent for raising this issue into the Council Chamber and giving Members the opportunity to debate.

Councillor Maney agreed that the local taxi trade was under pressure and that a level playing field was required. Councillor Maney stated the Amendment was not based on anti-Uber but the Council recognised a need for a level playing field and to ensure the local trade thrived but the Council needed to recognise that Uber was part of an established market. Councillor Maney stated the Amendment went a lot further to ask the Council to take an examination of the Uber operation in Thurrock and to report back on a wider range of issues. That the Council should be listening to local trade and obtaining clear legal barrister opinion that Uber was acting lawfully in the borough. Councillor Maney stated that the Council should be approaching Uber for formal discussions and the Council would expect Uber to apply for an operator's licence and be under the same regulatory control as the established trade and be based in Thurrock on a level playing field. That the Government needed to provide clarity on the current law and have representations being made with TFL stating that their standards need to be raised. Councillor Maney stated that it would not be enough to tell Uber to pack up and go away, the Council needed a reasonable argument to do this. Councillor Maney summed up by stating that he had asked Officers to prepare a more detailed response to this issue that will be brought back for Members attention.

Councillor Holloway stated that Uber were valued at \$92 billion who did not pay their drivers properly who recently went on strike in support of this. Councillor Holloway stated that taxi firms who pay their drivers properly should be encouraged into the borough so that those drivers could live properly in the borough.

Councillor Halden stated his support to the Amendment and to ensure that those that operate Uber in the borough are operating on a level playing field. That Thurrock Council had rigorous standards that apply to all operators.

Councillor Halden stated the original Motion only called on the good will and charity on those that the Council had no legislative power over to withdraw the geo fence.

Councillor G Rice stated that the Motion identified the heart of the problem and that a clear message should be sent for this to stop as Uber were illegal and not licensed by Thurrock Council.

Councillor Spillman stated he would not be supporting the Amendment and stated that Members did not need to raise a Motion for this but to let the Licensing Team do their job. That Members should be supporting local taxi drivers and with the Uber business model not being encouraged anywhere in the country, Thurrock Council should not be supporting the business model as it stands.

Councillor Hague stated his support to the Amendment and agreed that the consultation should take place with local taxi firms, Uber and TFL to ensure the safest and best taxi service locally.

Councillor Redsell stated her support to the Amendment with the Licensing Committee playing more of a role and be able to monitor progress better.

Councillor Coxshall stated his support to the Amendment and it was crucial to have the facts right before Uber was approached and the five points of the Amendment would enable this information to be provided.

Councillor Johnson stated his support to the Amendment that a level playing field was required to ensure that other driver's trade was not being restricted.

Councillor Gerrish stated he was aware of Uber operating in Thurrock and the main concern had to be to keep residents safe. Councillor Gerrish stated the motion was no criticism of those that used Uber or a criticism of those that drove for Uber but had concerns on the Uber business practices and that Thurrock Council should take the lead on protecting the licensing regime in Thurrock. The Motion proposed would have the capability to undertake a wider consultation and would not be supporting the Amendment.

Councillor Gledhill stated his support to the Amendment by stating that residents had a choice but acknowledged that local taxi trade were at a disadvantage. Councillor Gledhill had concerns with the taxi rules being so outdated. Councillor Gledhill stated that residents of Thurrock were protected when using local taxi trade and agreed that Uber should apply to have an operator's license so they operated under the same standards as local taxi drivers. Councillor Gledhill stated that Officers had already engaged with Uber in January 2018 and encouraged Members to vote for the Amendment.

Councillor Maney stated that the Motion as it stood would have no affect and Members should look long and hard in supporting the Amendment. That a sensible and evidence based approach would be the way forward, seeking

the appropriate legal advice and with the Licensing Committee playing an active role.

Councillor J Kent summed up by stating that some interesting debate had been heard this evening and it was clear that Members want the same thing. That more faith should be given to Officers who would be expected to obtain that evidence before agreeing any policy to work with Uber. Councillor J Kent stated that the geo-fence did not include Southend.

The Mayor called a vote on the Amended Motion.

Upon being put to the vote 21 Members voted for the Amendment with 22 Members voted against, whereupon the Mayor declared the Amendment lost and the original motion carried.

The meeting finished at 9.03 pm

Approved as a true and correct record

CHAIR

DATE

**Any queries regarding these Minutes, please contact
Democratic Services at Direct.Democracy@thurrock.gov.uk**

Appendix A to the Council Minutes – 28 November 2018

Item 6 – Questions from Members of the Public

There were 2 questions from members of the public.

1. From Ms Swash to Councillor Watkins

Could the Portfolio Holder tell me what tests have been carried out in Tilbury in light of the dark, finely milled dust like substance that is blighting Tilbury Homes?

Mayor

Councillor Watkins can you please respond.

Councillor Watkins

Thank you very much Madam Mayor and good evening to Ms Swash. Thank you for your question firstly and obviously appreciate why you and the residents of Tilbury would be quite rightly concerned about this.

The Council has been consulting with the Environment Agency about this for some time, tests were carried out by the Environment Agency and the results have come back and have stated that it is from iron oxide. The dust from that part of the area seems to be coming from European Metal Recycling and possibly other companies.

The Council's Public Health Team have been consulted with, or have been consulting with I should say sorry with Public Health England and its specialist about the test results from Environment Agency and have been advised that although residents will find it rightly concerning it does not pose a direct risk to health and that comes directly from the Public Health England. European Metal Recycling are regulated under the Environment Agency not the Council but we do have regular contact with the Environment Agency about this and in July of this year the Environment Agency did a review of EMR and came back with six recommendations. Three of those to name a couple to name three of those was the insulation of dust compression cannons, use of a water curtain and removal of metal piles which have a higher dust or dirt content and there were a few more on there.

What I will say is after speaking to colleagues from Public Health today and recently about this in further light I know there was obviously a bit of news last night which I believe we spoke about and as well as Councillor Allen spoke about that as well that we will be creating a steering group in relation to this whereby steering group role would be to ensure that pressure is put on the Environment Agency that they are obviously making sure that EMR are following the recommendations which the Environment Agency have said that need to be conducted and hopefully that gives a bit of light to the Tilbury residents but the Council are taking this seriously, we will get this steering

group up and running and we will make sure that we also communicate back to both Councillors and residents.

Mayor

Ms Swash do you have a further supplementary question.

Ms Swash

No but just to say thank you very much. Thank you.

2. From Mr Perrin to Councillor Little

Councillor Little, is it a fact that children, for whom the Council has statutory responsibility under Corporate Parenting legislation, cease to be the Council's responsibility at the age of 16 as they are then classed as young adults?

Mayor

Councillor Little please respond.

Councillor Little

Thank you for your question Mr Perrin and no that is not the fact.

Mayor

Mr Perrin do you have a supplementary question.

Mr Perrin

There is no doubt about your personal reputation as a Councillor who cares. This Christmas will you be the "good fairy godmother" to those "young adults" who have over the past year ceased to be the legal responsibility of the Council and, together with your 48 other "little helpers", strive to ensure that they have a roof over their heads, food on their tables and are in a safe environment over this Christmas? Let the message from this Council be "caring is not just for Christmas but for as long as needs be".

Mayor

Councillor Little

Councillor Little

Thank you Mr Perrin. Sorry I probably misunderstood because you asked is it fact that children for homes and the answer was no it was not fact. As corporate parents we have a responsibility to them until they are 18 because they are still classed as 18 and actually if they are children in my care and care leavers we actually look after them until they are 25 if they so wish. Because as you so know some children don't want to be but I think you may

have thought that this was all children within Thurrock which may come under housing but if they are corporate children then we have to look after them and we have a responsibility until they are 18 but we actually carry on until they are 25.

Mr Perrin

Madam Mayor, may I take this opportunity to wish you and all the other Councillors a very happy Christmas and a happy, healthy, prosperous new year.

Mayor

Thank you Mr Perrin and hope you have a happy Christmas too.

Item 14 – Questions from Members

QUESTION TIME

Questions from Members to the Leader, Cabinet Members, Chairs of Committees or Members appointed to represent the Council on a Joint Committee in accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.

There were 5 questions to the Leader and 9 questions to Cabinet Members, Committee Chairs and Member appointed to represent the Council on a Joint Committee.

1. From Councillor Shinnick to Councillor Gledhill

Councillor Shinnick

Thank you Madam Mayor, could the Leader please update the chambers on the progress with dealing with serious anti-social behaviour issues on the flower estate in Ockendon

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor.

Officers and Police are addressing the residents' concerns in relation to the anti-social behaviour on the Flowers Estate and I would like to take this opportunity to thank all those residents for attending the monthly residents meeting and having the confidence to report to either the Council or the Police with the problems they are experiencing.

The housing anti-social behavioural team regularly patrol the area out of hours in particular focusing on youth nuisance and in response to concerns of drug dealing in the vicinity. I am pleased to advise that the closure order been placed on one property in Copper Beach Road, and another property has been served a notice accordingly. The Estates team have carried out site visits to address concerns raised in relation to entry to Canterbury Parade and I am pleased to confirm the security doors are now in full working order at both ends of the block, and the anti-climb paint has been reapplied to rear walls and garages where necessary.

Community safety inspector has assured me that the community policing team have increased the frequency of patrols in the area and in the area of greatest concern and working closely with partners from the Council to identify individuals involved to enable them to take appropriate enforcement action.

The engagement of local business and engagement with local resident forms continues to ensure we understand fully the concerns and the appropriate action is taken to remedy them.

On top of this I have met with the Police and indeed I have met with Councillor Jefferies who wrote to the Police way back early in November and to reiterate from that the Police did set up their patrols in the area that resulted in seven stop and searches and resulted in drugs and knives being seized. One person is issued with a community resolution order and has to appear in court. Six community protection orders has been issued with individuals banned from Canterbury Parade, Ockendon Wreck, Brandon Groves and Broxburn Drive; all being in a group of 3 or more and as mentioned Police operations having increased in the area both in uniform and plain clothes. However as always both the Police and Council can only act on the intelligence received from the Community as I said.

I would like to thank the residents of Ockendon for coming forward with this and would ask them to do so continuously. I will continue to urge and encourage residents to report anti-social behaviour and criminal matters to the Police or anonymously to Crimestoppers where there are concerns and for concerns relating to the Council such as broken doors and broken security doors, need for CCTV, or things that relate to housing tenants especially to come to us and continue working a close partnership that we have seen, not only in Canterbury parade, but also across Brandon Groves and the Flowers Estate.

Mayor

Very succinct Councillor Gledhill, would you like to pose a supplementary Councillor Shinnick?

Councillor Shinnick

No that's alright, thank you.

2. From Councillor Spillman to Councillor Gledhill

Mayor

Thank you, we now move on to question 2 Councillor Spillman would you like to read out your question.

Councillor Spillman

Thank you Madam Mayor. Does the Leader of the Council agree with me on whether there are potential benefits to further developing our service user focused approach through more use of qualitative approaches to the assessment of the standard of customer service being provided by departments within Thurrock Council?

Mayor

Councillor Gledhill, please respond.

Councillor Gledhill

Thank you Madam Mayor and Councillor Spillman for this.

I wrote this earlier as my voice was going to say the short answer is yes. Anything that would help improve customer services is always something that should be investigated. As you know customer services strategy was approved by Cabinet in April 2017 following consultation with the Overview and Scrutiny Committee. It was aimed at creating a customer focused culture by the right operation procedure and infrastructure to deliver consistent high quality customer service by measuring customer satisfaction, embracing change and technology and striving for continuous improvement.

The action plan was developed and meant that 400 staff went through training, there is obviously refurbishment of the reception area that is already taking place, and a future one to take place as earlier discussed. The Council retained the customer contact association globe standard accreditation which independently assesses what we do and includes listening to calls, but in addition to this, services have a mechanism for received regular calls for customer feedback including, for example, an option satisfaction survey after each call to the Council contact centre.

However, I feel, like you, there is room for improvement here and I will tell you, where not only with just telephone calls, but when people exit here. The number of times when I'm outside I hear people say, "hold on they just said this", and it suddenly dawns on them they may not have got the service they want. I also feel there is a huge place for mystery shopping, I use to be a mystery shopper myself and I know what organisations are like and when they get this, they really value it and it can change the way the whole organisation can operate and that's the kind of thing I welcome cross party approach to be able to do, this is not trying to catch officers out or anything like that. This is

about making sure our services are fit for purpose now and fit for purpose for the future and not one of our residents are left behind.

Mayor

Councillor Spillman, would you like to propose a supplementary question.

Councillor Spillman

Yes, very brief, I can completely agree the amount of qualitative assessment we do is just not enough, there is so many vulnerable people come through this Council and we don't even ask how their experience was, how they felt about the service they got and I think it is not beyond the wit of this Council or beyond the financial limits of this Council to start doing that work because it would improve services across the board. Does the Leader believe that it would be worth considering placing the responsibilities for this assessment in one of the fine voluntary organisations we have in Thurrock.

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor and thank you Councillor Spillman for your excellent follow up question there.

I would like to say, it is really great to help the vulnerable but to be honest it is not just vulnerable that are coming through here and feeling that sometimes they don't get the service they feel they deserve. Equally, I had a number of emails that say that actually they had some really good service, thank you very much for getting the issue resolved. Yes, should there be money made available, yes I think there should, it is money well spent.

Every time someone walks around out of here, doesn't get good services you can guarantee they will tell 10 people and 10 people will tell 10 people and then it will be all over social media and we will be slammed just for that one poor service. When 10 people come in with good service they won't tell anybody they will just assume they got the service they deserve. Should it go out to one of our fine voluntary services, if this was to become something we did it would obviously have to go through the tendering process but I would actively encourage those CVS and CAB and so on to be able to bid for that, because this is money that they can use to improve not only our service but theirs so again not only is it money well spent, it's money doubly well spent.

Mayor

No further questions. We now move on to questions 3. Councillor Spillman can you please read out your question on page 81 of the agenda.

3. Councillor Spillman

Can I just say that these sentences are the monitoring Officers fault and not mine, I had punctuation in mine! Can the Leader of the Council please explain what steps were taken prior to the increases being proposed by Cabinet and agreed by full Council to assess the impact of his administration Council tax rises on consumer spending local business and the welfare of low income working households and disabled people in Thurrock.

Councillor Gledhill

Thank you Madam Mayor, and thank you Councillor Spillman and thank you the Monitoring Officer for making such a very long question. Indeed I noticed some punctuation there so very well done. As you are aware, Councillor, there is no requirement for a billing authority to undertake impact assessment with regards to increasing Council tax and the impact on residents can be completely different depending on the circumstances of the individual resident. However, in line with our Constitution, Cabinet asked the cross party Corporate Overview and Scrutiny Committee to consider the Council tax level at their meeting on 23 January 2018. The information provided demonstrated not just the increase for each band but the average impact on each household once various reductions such as single person discount and a local Council tax scheme were taken into consideration.

That Committee did not – sorry, despite the committee not ‘erring’ against the proposed 2.99% increase for 2018/19, Cabinet meeting on 7 February decided to ignore that recommendation and reduce the level of increase to 1.99%. The recommended level for Council tax was therefore 1% lower than the average of any other local authority. A quick check of the general funding increase for those that are on the LCTS or indeed other discounts the full impact on average was £4.75 per week, sorry £4.75 a year or 10p a week for the amount that went to the general fund.

We must, of course, remember that the Police also increase their proportion of Council tax by £1 per month and the coming weeks will see the impact of extra Police hitting the streets and there was also a 3% increase in Council tax to increase the amount of money spent on adults social care. So I am sure the extra £1.9 million raised locally for this will have a massive positive impact on those that receive support from the adults social care team. Whilst this administration of the process been maximising income from a number of sources it is important to remember that Council tax forms stays a stable platform that counts the finances and we still remain the lowest Council tax in Essex and one of the industry authorities in the country. This has always been the case since I have been a Councillor, and this has helped to achieve by 4 years of previous colligation government grant and Councils like Thurrock extra money to ensure 0% increase in Council tax in the past.

Mayor

Councillor Spillman do you wish to pose a supplementary question.

Councillor Spillman

I do, Madam Mayor. I know we have broken down per person what the changes, but there is as was. I spoke to the relevant officer in the Council and was informed that, no there isn't actually any impact study at all on what these increases are having on some of the poorest people in our borough, on disabled people, on working families, that are just managing and on businesses.

Now I'd hoped I mean in the last 2 years we've raised Council tax not just yourself, but with Police and crime addition as well. We've raised Council tax nearly 10% and yet we've not done any significant study of the impact of that on the most vulnerable people in our society and on businesses, don't you think it's about time we did start looking into that because this is the biggest decision we make in full Council, in Budget Council and we don't have all the evidence we need on the impact on it.

Mayor:

Councillor Gledhill

Councillor Gledhill:

Thank you Madam Mayor and thank you Councillor Spillman for your question.

As I said, the Local Government Finance Act, there is no actual requirement for us to do anything in that. In the past we've had a fairness commission to look at benefits changing around. Of course, there is overview and scrutiny that could quite easily commission that kind of work with the exception, obviously today, with the Vice-Chair of overview and scrutiny sitting in the Conservative benches until week after next I am sure. This is all something that the Chairs and Vice-Chairs of overview and scrutiny could easily put forward and indeed I would welcome this, just to see not only what the impact is on money going out and obviously also the impact on what is happening. Because with Clean It, Cut It, Fill It, eventually spits out and all the other programmes we put in place, we see a much cleaner street which benefits everybody. The Police, as I say there are extra Police being on the streets in the next couple of weeks and the Council tax had been raised last year. £1.9 million going extra into adult social care last year or this year alone.

All of this will have an impact on those residents as well so we can't just look at it on what's the impact of it with the money going out it's also the impact it's going to have with how their money is being spent on them on services they receive and how that's impacting on their ability to live well in Thurrock.

Mayor

Councillor Spillman do you have a second supplementary?

Councillor Spillman:

No.

4. From Councillor Jefferies to Councillor Gledhill

Mayor:

Councillor Jefferies, can you please ask your question

Councillor Jefferies:

Thank you Madam Mayor. Can the Leader outline the Councils approach to whistleblowing allegations and what the outcomes have been.

Councillor Gledhill:

Thank you Madam Mayor and thank you Councillor Jefferies for your question.

All whistleblowing allegations are taken seriously; the initial primary concern is always the protection and welfare of the whistleblower to ensure that they are not exposed to any detriment because of their whistleblowing. The initial steps for any whistleblowing allegations are; is this whistleblowing activity? Is it a protective disclosure? What steps need to be taken next? Avoiding the risk of any detriment to the whistleblower and consideration for the welfare and protection as I have stated. What is being done about the allegations? When the outcome of some of these recently have been a dismissal of staff, successful prosecution after the investigation into counter fraud and the investigation department and obtaining reassurance and changes to safety at work issues. So not just improving the safety of our staff but also residents alike.

It is worth noting that Ernst & Young, our external auditors reported 'we have reviewed the annual governance statement and can confirm it is consistent with other information from our audit of the financial statements and we have no other matters to report in relation to the whistleblowing'. This means that as there were no adverse comment as that comes under as part of that statement. Our external auditors are quite happy with the process that we have done and the way the outcomes are being dealt with. To be honest, as long as I have been a Councillor, I think we have had the same whistleblowing procedure every year that financial statement comes back and I am still quite some convinced with what we are doing is the right thing Madam Mayor.

Mayor

Councillor Jefferies do you have a supplementary question.

Councillor Jefferies

Thank you Madam Mayor. So with regards to the report at Cabinet with regards to the whistleblowing allegations concerning child safety issues could you explain to the chamber what has happened and the outcomes please.

Mayor

Councillor Gledhill

Councillor Gledhill

I have to be mindful of what I say in relation to this Madam Mayor but thank you Madam Mayor and thank you Councillor Jefferies for your supplementary.

In regards to the children services whistleblowing allegation, the day after the receipt of this anonymous letter on the 4 September 2018, the Monitoring Officer discussed possible methodology assessment of the Chief Executive, Director of HR, Deputy Head of Law and Governance safe guarding. It was agreed that some of the allegations were by definition of qualifying protective disclosure and further to the Monitoring Officer's lines of enquiry, it was referred to an external independent safeguarding expert, enquiries with the LGA public concern at work and acknowledged expert, and it was agreed to instruct Miss Judith Knight an experienced barrister since 1991 with specialist knowledge in the field of social care and local government and a former Head of Legal Services, I understand which included litigation and child protection. She was afforded full access to the relevant documents and any assistance she required in looking through her investigation.

Ofsted were kept fully informed of the above approach and monitored its progress through every stage. Inevitably with such an investigation, it contained sensitive personal data of individuals. Private briefings have been given at governance group and obviously the statement outcome was brought to Cabinet. Further detailed briefing of the inspections, questions and answer sessions have been scheduled with Group Leaders and I am glad to say we have had full attendance there this evening and that will not be a one off meeting. That will be ongoing to allow enough time to read the information that was provided and that includes me to be able to come to some answers and to hopefully have all their fears allayed.

It is good to hear that Council has received written confirmation from Ofsted that the governing body appointed to investigate a child safety matter and that they are satisfied that the appropriate investigation has been undertaken and that no further action is required. Ofsted have also confirmed that they are closing down this whistleblowing referral to them and noted the Council intends to progress the learning outcomes for such an investigation as normal practice and I also understand that the local safeguarding board is now to do a review of this particular case which we welcome.

Mayor

Councillor Jefferies do you wish to pose a second supplementary question.

Councillor Jefferies

You mention that some of the information cannot be disclosed to Members does that include you and why would that be.

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor. As I say, I have received the appropriate briefings governance group in connection with the public report and the report that was brought to Cabinet for public transparency in other correspondence such as Ofsted who recently published letter after they positively focused on the inspection of children's services in September 2018.

As mentioned, part of the Group Leaders and Portfolio Holder meeting today and as I have said they will continue. I must be clear that the information that comes into the Council's possession isn't always sharable and the need to know principles established in common law laid down by Regina v. Barns Borough Council ex parte coughlan makes it very clear that you should get the information to be able to undertake your role. Legally privileged information remains exactly that it cannot be shared however it is clear to me that the fact that Ofsted has seen the full report and have closed down and said that they are also satisfied that there is nothing being held back from Members.

The information supplied to Members included barristers findings, the reason for those findings, the recommendations and learnings outcomes and in deed the only information held back are the details that would put the Council at risk of a £16 million fine for personal data breach and personal information relating to certain officers or individual names associated with the case and other information that could be deemed to be contempt of court should be disclosed in an incorrect manner. This also applies to me as it does to every single Member and as I say there is an ongoing set of meetings with the Leader of the opposition, chair of overview and scrutiny in relation to a pack that was handed out today at the same time. Thank you.

5. Councillor J Kent

Has the Leader of the Council read the full report into whistleblowing allegations carried out by an Independent barrister?

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor. I won't take up too much time by repeating exactly what I have just said to Councillor Jefferies but as the Leader of the opposition knows I have not been privy to the whole report, I will not be privy to the whole report, and as outlined that the common law document laid down in the Regina v. Barns Borough Council ex parte Coughlan would only mean get that I need to know to be able to continue to be able to do my role effectively.

The information is in oversupply tonight and welcome the fact that every Member said exactly the same we need time to read the reports we have got, it is not the full report, as we will not get the full report as outlined and hopefully as mentioned at the end of the meetings we will end up in a situation where hopefully everybody is happy that the Council has acted appropriately, continues to act appropriately and that we will continue to put safeguarding children at the forefront.

Mayor

Councillor J Kent do you wish to pose a supplementary question.

Councillor J Kent

Madam Mayor, as the Leader of the Council said, today at 5 o'clock, Group Leaders and the Chair of Children's Services Overview and Scrutiny Committee were given a precis of the report. There wasn't time to properly read that and other documents that we were given. So will we be given the opportunity to read those documents in a closed room and leave the documents there when we leave? I believe that I do need to see and to read the whole report to get the kind of assurance and comfort that I want. I understand that parts of that might need to be redacted. Will the Leader of the Council undertake to make the full report available to Group Leaders and the Chair of Overview and Scrutiny?

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor. As the Leader of the Opposition is fully aware it is not in my gift to say which documents and what documents cannot be given out into the public domain. I am sure if he could show good reason to the Monitoring Officer and the Monitoring Officer should need to take advice in relation to this and thinks that Councillor Kent is entitled to those documents all being that the redacted ones as he has outlined; then I am sure the Monitoring Officer will do that and I would welcome that accordingly.

However, in the discussions that I have had with both the Monitoring Officer and the Chief Executive, I feel that the information that has been given out at the moment satisfies me not just because it has been given to me by 2 officers but also that Ofsted have made it very clear that they feel there is no more information or nothing more required otherwise that what we are doing at the moment. Ofsted are those that set by the government to ensure that our children are protected, if they say everything is fine and what we have is right I am happy with that. But as mentioned should it change I am more than happy to see that.

Mayor

Councillor J Kent, do you wish to pose a second supplementary question.

Councillor J Kent

Madam Mayor with the brief time that we had to peruse the documents this evening, there were areas of clear concern that were flagged up and as the Leader of the Council has already said this evening, there is a further review now underway. In a response to Councillor Jefferies earlier, he spoke about the opposition Group Leaders and the Chair of Scrutiny having their fears allayed. Madam Mayor, does the Leader of the Council have any concerns remaining over this.

Mayor

Councillor Gledhill

Councillor Gledhill

Thank you Madam Mayor and thank you Councillor Kent for your excellent question. You are quite right we did have a brief time to look at them, when I say we, all of us. Not just you, not just the overview and scrutiny Chair or indeed the Leader of the Thurrock Independent, but all of us had exactly the same amount of time to read this.

Do I have fears from what you have raised in that meeting? I have concerns that information that is coming from overview and scrutiny, for instance, is not getting passed up to the point where overview and scrutiny gets the reports that are either asked or entitled or indeed, if there is a problem that the Chairs are being briefed enough time to understand before the information goes out to the public that there is reason that things are being redacted or on there or indeed need to be followed up in full.

It really is a concern because I put value on overview and scrutiny that is why I always insist that Chairs and Vice Chairs of overview and scrutiny are not those of the Administration. Certainly when we are at the point of only 22 Members. With regards to the whistleblowing allegations which we must remember is about whistleblowing allegations, those whistleblowing allegations in my opinion have been fully looked at but not only internally,

externally. Not only fully looked at once, but twice. All be it on the second time slightly more and I am happy not only have officers made clear that basically everything we have done or everything that could have been done has been done.

The information in regards to the independent report that has been given to me also makes it clear that, as I have said 3 or 4 times tonight now. Ofsted have also said there is nothing further that they feel that they need to investigate. They are the professionals in this so when I have a professional telling me that we have done everything that we need to do in relation to these whistleblowing allegations then yes I am happy but as said I do have concerns as Councillor Kent and indeed as Councillor Spillman raised tonight in relation to communications. And I'm not going to leave Councillor Okunade out she also raised some concerns which again are being addressed. Thank you.

QUESTIONS FROM MEMBERS TO CABINET MEMBERS, COMMITTEE CHAIRS AND MEMBERS APPOINTED TO REPRESENT THE COUNCIL ON A JOINT COMMITTEE

1. Councillor Anderson withdrew his question and requested a written response.
2. **From Councillor Rigby to Councillor Halden**

Please can the Portfolio Holder for Education and Health update the chamber on the progress to deliver new Medical Centres in the borough?

Mayor

We just have a minute left Councillor Halden, can you be as brief as possible please with your answer. Thank you.

Councillor Halden

Thank you Madam Mayor. Great progress is being made. Shortly we will be in a position which we can share with scrutiny the plans for a redesigned Thurrock hospital better utilising that space. Plans have already gone forward to Cabinet to redesign a bus route to ensure that people can flow to the new medical centres.

I know concerns have been expressed regarding the reports that there is a cost viability issue with the integrated medical centres, this is not the case. There is a statement of fact to be made as because of the call in of the decision of the STP regarding Orsett Hospital, we cannot properly go through the process of saying how much revenue will go to each medical centre to repay the cost of borrowing because we can't predicate the decision on services decanting from Orsett into the medical centres because that decision is paused, this is a unwelcomed pause, but not a show stopper. And I would just say for the members of the public who are expecting us to deliver on £70 million of new health estate it is very disappointing that the decision about

Orsett was published in June and it has taken to the 5 December for the scrutiny committee to do its job and actually call it in.

Mayor

Thank you Councillor Halden. That is the end of question time I will now go through the questions that have been submitted but not been able to be posed this evening. I will ask if you would wish to withdraw the question or if you want a written response.

3. Councillor Okunade requested a written response.
4. Councillor Shinnick requested a written response.
5. Councillor Smith requested a written response.
6. Councillor Fletcher withdrew his question.
7. Councillor Fletcher requested a written response.
8. Councillor J Kent withdrew his question.
9. Councillor J Kent requested a written response.

This page is intentionally left blank

Minutes of the Meeting of the Extraordinary Council held on 11 December 2018 at 7.00 pm

Present: Councillors Barbara Rice (Mayor), Terry Piccolo (Deputy Mayor), Abbie Akinbohun (*arrived 7.06pm*), John Allen, Alex Anderson, Russell Cherry, Colin Churchman, Gary Collins, Mark Coxshall, Jack Duffin, Tony Fish, Leslie Gamester, Oliver Gerrish, Robert Gledhill, Garry Hague, James Halden, Shane Hebb, Victoria Holloway, Deborah Huelin, Andrew Jefferies, Barry Johnson, Tom Kelly, Cathy Kent, John Kent, Martin Kerin, Angela Lawrence, Steve Liddiard, Susan Little, Ben Maney, Bukky Okunade, Jane Pothecary, David Potter, Joycelyn Redsell, Gerard Rice, Elizabeth Rigby, Aaron Watkins and Lynn Worrall

Apologies: Councillors Qaisar Abbas, Tim Aker, James Baker, Clare Baldwin, Mike Fletcher, Graham Hamilton, Sue MacPherson, Sue Sammons and Pauline Tolson

In attendance: Laura Blake, LTC Task Force, Lower Thames Crossing Action Group
Linda Mulley, LTC Task Force, Resident Representative
Peter Ward, LTC Task Force, Port of Tilbury
Lyn Carpenter, Chief Executive
Steve Cox, Corporate Director Place
Sean Clark, Director of Finance & IT
Roger Harris, Corporate Director of Adults, Housing and Health
David Lawson, Assistant Director of Law & Governance
Rory Patterson, Corporate Director of Children's Services
Karen Wheeler, Director of Strategy, Communications and Customer Service
Matthew Boulter, Democratic Services Manager and Deputy Monitoring Officer
Jenny Shade, Senior Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

A two minutes silence was held in memory of Grace Millane, the young British backpacker who had tragically been killed in New Zealand. The Mayor stated that Grace's grandfather, Martin Millane, had served as a Labour Councillor and as Mayor in Thurrock for a period of time. The Mayor extended her sadness and thoughts were with the family at this sad time.

83. Declaration of Interests

No interests were declared.

84. Urgent Item: Issues and Options (Stage 2) Consultation

Councillor Coxshall, Portfolio Holder for Regeneration, presented the report and stated the Local Plan would be guided and shaped throughout by the right infrastructure, positive health and wellbeing impact, the housing needs of the borough, to protect and enhance the character of communities, maintain effective green belt and to meet employment needs. Councillor Coxshall stated the report was not the final plan nor was it about numbers or specific sites. It was the commitment to residents on the quality and new infrastructure into the borough and for residents to decide on the shape of future plans. Councillor Coxshall thanked the cross party working group and specifically thanked Councillor G Rice, Councillor Gerrish, Councillor Spillman and Councillor J Kent.

Councillor Kerin as Chair of the Planning Transport and Regeneration Overview and Scrutiny Committee stated the document was not perfect but good enough to agree to the consultation process. That the success of the Local Plan to be adopted in 2022 and beyond would be to address affordable, low cost and Council housing, that it was crucial that communities were involved and to ensure that the urban extensions and new settlements would not destroy the character and history of the borough.

Councillor J Kent agreed that the consultation be undertaken with residents and businesses of Thurrock to see how the borough be shaped. That this would now be for the Council to take forward and was pleased that the document was in a much better place compared to several months ago. Councillor J Kent suggested a new recommendation that the consultation process be extended to allow sufficient time for all residents to have their say.

Councillor Spillman stated he would not be blocking the Local Plan and thanked Officers for the hard work undertaken.

Councillor Potheary stated that the document was now in a better place and in a healthier shape with good communications amongst all groups taking place and agreed that the consultation process should be extended to allow all residents to have time to response. Councillor Potheary stated her concern how evidence on the connection between congestion and air quality could be proven, referred Members to the development of Grays Town Centre and the proposed Urban Extensions of the Local Plan and had serious concern how these would impact those residents in the areas mentioned. Councillor Potheary stated that she was not against going to the consultation stage only that this should have happened much sooner and that all analyse should be included in the report.

Councillor G Rice stated this support for the Local Plan and was pleased that the document had been in good order and the Council had committed to the infrastructure led plan in the borough. Councillor G Rice thanked Officers for

the hard work undertaken and agreed that further discussions should still continue.

Councillor Gledhill stated that infrastructure in the borough was key alongside affordable and Council homes. That a thorough consultation would take place to involve residents through the whole process were all points would be taken forward to strengthen the commitment being made.

Councillor Gerrish had several concerns and referred Members to Page 40 of the Local Plan, Strategic Housing Market Assessment, and questioned how the consultation around housing numbers would be undertaken. Page 85 of the Local Plan, Digital Infrastructure, how all residents would be given the opportunity to engage with the consultation process. That question 35 on Page 99 of the Local Plan, Car Parking, was a leading question. Councillor Gerrish stated concerns that assessments of Air Quality be feed back into the consultation. There had been no mention of Member Workshops where all 49 Members should be given the opportunity to feed into the process.

Councillor Worrall stated that the time framework was not long enough to allow residents to have their say and questioned how the consultation would be made available to every resident in Thurrock. Councillor Worrall referred Members to Page 33 of the Local Plan, Managing Waste, and stated a further consultation may get lost in the process and should be included as part of the whole Local Plan proposal. That the Local Plan had not mentioned any new cemeteries and parks to ensure that Thurrock's green belt was protected from developments, the Government and from ourselves.

Councillor Coxshall summed up but stating the debate tonight had been helpful. That the consultation period should be extended in light of the Christmas period to ensure that all residents had the opportunity to respond. That cross party workshops would continue to ensure that member engagement would drive ideas together and all 49 Members had a stake in the document.

Councillor Spillman requested a requisition vote.

The Mayor called a requisition vote. A requisition vote took place, the result of which was:

For: Councillors Akinbohun, Anderson, Churchman, Collins, Coxshall, Fish, Gledhill, Hague, Halden, Hebb, Holloway, Huelin, Jefferies, Johnson, Kelly, C Kent, J Kent, Kerin, Lawrence, Liddiard, Little, Maney, Okunade, Piccolo, Pothecary, Redsell, B Rice, G Rice, Rigby, Shinnick, Watkins and Worrall
(32)

Against: Councillor Gerrish **(1)**

Abstain: Councillors Allen, Cherry, Duffin, Gamester, Potter, Smith, Spillman **(7)**

Whereupon the Mayor declared the recommendations carried.

RESOLVED

- 1. That Full Council agree the Thurrock Local Plan Issues and Options (Stage 2) Consultation Document for public consultation.**
- 2. That Full Council delegate to the Corporate Director of Place in consultation with the Portfolio Holder for Regeneration the authority make any factual changes that may arise and any other inconsequential alterations to the wording of the Issues and Options (Stage 2) consultation document arising from the Council meeting.**
- 3. That Full Council agree the Local Plan Issues and Options (Stage 2) – Engagement Strategy.**

85. Lower Thames Crossing (LTC) - Consultation Response

Councillor Gledhill presented the report which set out the draft response of the Council to the Statutory Consultation from Highways England (HE) on the proposals for the Lower Thames Crossing (LTC) which commenced on 10 October 2018 and closes on 20 December 2018. Councillor Gledhill stated that in April 2017, the preferred route for the proposed LTC was announced and the Council had been clear in its unanimous objections to the LTC, setting up the cross party LTC Taskforce, including resident and business representation, and continued to raise objections to the proposals. With the Council actively working with stakeholders in sharing the concerns about the proposal including no discernible benefits for Thurrock or the surrounding South Essex areas. With Thurrock standing opposed to the LTC it was now time to say no by preparing a constructive response setting out the reasons and the shortfalls of the report.

Councillor Gledhill summarised the detail of the consultation response and referred Members to Appendix A, the Local Authority Response and Appendix B, the Interest in Land response.

Councillor Smith as Chair of the Lower Thames Crossing Task Force reported on a couple of the points raised by the task force group on the LTC consultation covered their concerns on questionable value for money, response rates, lack of information, physical design and environmental standards. Councillor Smith stated there had been gaps in the LTC report and that Highways England strategic tests had not been met. Councillor Smith believed that the LTC proposal was now out of date with the consultation full of holes. That Highways England should now take away the proposals and listen to the residents of Thurrock.

Linda Mulley, LTC Resident Representative, stated that the Highways England proposals would destroy huge areas of greenbelt agricultural and

environmentally sensitive and historic sites in Thurrock. That the loss of this land could have been used for building much needed homes that would now leave much of Thurrock population and the most vulnerable without homes in years to come. That the quality of life for those Thurrock residents would be irreversibly damaged with the potential levels of pollution that the LTC will cause. Linda Mulley stated that going forward a united resolve by every Member, cross party, to use their contacts, office and determination to prevent Highways England from going into the final approval with this destructive and flawed plan.

Laura Blake, Lower Thames Crossing Action Group, thanked the Mayor for the opportunity to speak and thanked Officers who had worked on the LTC response. That time had been extremely tight for the response to be prepared adequately. Laura Blake stated her concern on the consultation being full of inadequacies such as inadequate connections to and from the LTC, the A13 detour, how traffic would be migrated between the two crossings, the increase in congestion, the increase in pollution and errors made in letters sent to residents and businesses in Thurrock from Highways England. That the LTC had not one single true benefit to the people of Thurrock with any regard to resident's life, home, health, communities, greenbelt, farmland and forests and mental wellbeing. That the Council and residents should continue to stand opposed to the LTC and encourage all to take part in the consultation.

Peter Ward, Port of Tilbury, stated that Port of Tilbury was the largest employer in Thurrock and stood opposed to the LTC in the form that had been released for consultation. In particularly disappointed in the omission of the Tilbury link road from the plans. That it was inconceivable that one of the UK's largest ports will not have adequate connectivity to the LTC. That the LTC had not met the tests required under the National Network policy and informed Members of the 7 key objectives of that policy; Peter Ward stated the reinstatement of the Tilbury link road would greatly assist in meeting a number of these objectives. The Port of Tilbury response would be submitted next week which will address all the points of concern.

Councillor Kerin as Chair of the Planning Transport and Regeneration Overview and Scrutiny Committee stated that it was a clear message a crossing was needed but not this crossing. That all 49 members and residents should say no to the proposed LTC as this was the wrong crossing in the wrong place.

Councillor J Kent stated the LTC had been debated for nearly 10 years and that the expectation was that it would not be as bad as it was. The point made was that it was the wrong crossing in the wrong place. That the LTC would split the borough into two separate communities and residents would feel isolated. Councillor J Kent stated the LTC would increase congestion, increase traffic and increase pollution and urged all Members to support the recommendations.

Councillor Spillman echoed comments made by Members and stated that not one person with any regard to the residents of Thurrock would not see that

the LTC proposal was a catastrophe. Councillor Spillman thanked Directors, Assistant Director, Task Force and residents for their contributions and that it was good to see all parties working together and agreed that the time period should be extended to ensure everyone had an opportunity to respond. Councillor Spillman questioned that more logistical and financial support should be given to support these local groups.

Councillor G Rice stated an alternative option had been put on the table some 18 months ago to build a crossing from Essex to Kent via Canvey from a Chinese State Railway Company. With the cost involved being the payment of tolls over a number of years but unfortunately no local MPs had spoken to them. Councillor G Rice stated to improve environment heavy trucks needed to go onto a railway scheme which would take traffic away from the M25 and all major junctions. Councillor G Rice pleaded to the Conservatives to reach out to Government to get a meeting with the Chinese State Railway Company organised.

Councillor Potheary welcomed the consultation response and acknowledged the cross party task force that had been identified in the response. Councillor Potheary thanked Laura Blake and Linda Mulley for their contributions as part of the task force group.

Councillor Little stated the proposed LTC would be devastating for her ward. With areas being affected by light and air pollution and with Orsett Showground and Baker Street being lost. Councillor Little questioned where the construction site would be located and where would the spoils from the evacuating go.

Councillor Okunade stated at Children's Services Overview and Scrutiny Committee last week a report had been presented on a Free School Site currently earmarked for Orsett Heath Academy. Councillor Okunade stated the concern was the potential poor air quality and the high levels of pollution so close to the school. Councillor Okunade stated that this should be strongly highlighted to Highways England.

Councillor Redsell agreed that all 49 Members were in agreement that the proposed LTC would increase pollution in the borough. That the red line continued to be moved which had caused stress on residents not knowing how they would be affected. Councillor Redsell stated it was clear that Thurrock did not want the LTC and that Thurrock did not want the pollution that came with that crossing.

Councillor Johnson stated that as Portfolio Holder for Housing the housing allocation had been based on need and there was a need for housing. That the borough would become a toxic triangle with fumes from the increased traffic and that no matrix studies had taken place. Councillor Johnson stated his fight against LTC would continue and encouraged all residents to complete the consultation response.

Councillor Worrall agreed that it was the wrong crossing in the wrong place and questioned the effects to residents if the construction was to go ahead. Councillor Worrall stated on behalf of the 12,000 Tilbury residents they do not want the Tilbury Link Road reinstated.

Councillor Allen stated his full opposition to the LTC with the PEER report not covering the impact to human health. Highways England should be looking at Value for Health not Value for Money.

Councillor Collins stated he was totally opposed to the LTC.

Councillor Lawrence stated the proposed plans for LTC were a bad design for the Belhus Ward and would make the area into a toxic triangle. Councillor Lawrence agreed that a new cross was needed but this should be built further up the river in Canvey. That the Council would continue to stay united, fight and continue to scrutinise to get the best for Thurrock residents.

Councillor Watkins stated the important of everyone completing the consultation and for Thurrock to continue to fight. Councillor Watkins stated how poor the Highways England consultation had been and the proposed LTC would not improve traffic but worsen with further congestion and pollution for Thurrock residents.

Councillor Hebb stated the report was pure contempt against each person living the borough and thanked the author of the consultation response and the technical report. Councillor Hebb stated that the Council should be assertive in its response going forward with the Council pulling together to do the right thing. That the scheme had no benefits to Thurrock residents at all and would divide Thurrock into two communities. Councillor Hebb stated there appeared to be no regard for the history and heritage of Thurrock with the red line changing continually.

Councillor Smith thanked all Officers and the LTC task force team for the very detailed report. That those comments made by residents should form part of the consultation response and agreed that it was the wrong crossing in the wrong place. Councillor Smith stated that if the time was right with the appropriate legal advice a judicial review should be undertaken.

Councillor Gledhill echoed Members comments by thanking Members of the Public, Officers, LTC Task Force and Thurrock Businesses. That Thurrock would stand united and continue to fight and had not disagreed with any Members comments made this evening. That Highways England had ignored the potential increase in pollution and Councillor Gledhill agreed it was the wrong crossing in the wrong place. That the fight would not stop on the 20 December but would continue and hoped that all Members would vote in favour of the recommendations.

RESOLVED:

1. **That the Council maintained its opposition to the Lower Thames Crossing in Thurrock and pursuant to Section 42 (1)(b) of the Planning Act 2008 objects in principle to the proposed scheme;**
2. **That the Council agreed the consultation responses set out in Appendix A (Local Authority response) and B (Interests in Land) and submits these to Highways England by 20 December 2018;**
3. **That the Council agreed to delegate authority to the Chief Executive and Corporate Director Place, in consultation with Group Leaders, Portfolio Holder for Regeneration and Chair of the LTC Task Force to make any final, minor changes to the consultation response which may arise during the consideration of the consultation response by Council on the night.**

86. Political Balance and Allocation of Seats on Committees

Councillor Gledhill introduced the report that confirmed the calculations relating to the allocation of seats on committees following a change to political balance in November 2018 with the Administration gaining seats in Corporate Overview and Scrutiny Committee, Planning Transport and Regeneration Overview and Scrutiny Committee and Licensing Committee.

Councillor Gledhill moved the report to the vote.

RESOLVED:

That the allocation of seats including manual adjustment, as set out in Appendix 1, be approved.

87. Appointments to Committees and Outside Bodies, Statutory and Other Panels

The Mayor enquired whether Group Leaders wished for any changes to be made to the appointments previous made by Committees and Outside Bodies, statutory and other panels.

The Leader of the Council, Councillor Gledhill, informed the chamber that he wished to make the following changes:

For Councillor Hague to be appointed as a member to the Corporate Overview and Scrutiny Committee.

For Councillor Jefferies to be appointed as a member to the Planning Transport and Regeneration Overview and Scrutiny Committee.

For Councillor Anderson to be appointed as a member to the Licensing Committee.

Councillor J Kent, Leader of the Labour Group, informed the chamber that he wished to make the following change:

For Councillor J Kent to replace Councillor Gerrish on the General Services Committee.

Councillor Spillman, Leader of the Thurrock Independent Group, informed the chamber he wished to make the following changes:

For Councillor Gamester to be removed from the Corporate Overview and Scrutiny Committee.

For Councillor Baker to be removed from the Planning Transport and Regeneration Overview and Scrutiny Committee.

For Councillor Cherry to be removed from the Licensing Committee.

The meeting finished at 8.25 pm

Approved as a true and correct record

CHAIR

DATE

**Any queries regarding these Minutes, please contact
Democratic Services at Direct.Democracy@thurrock.gov.uk**

This page is intentionally left blank

QUESTIONS FROM MEMBERS OF THE PUBLIC

There are 4 questions from members of the public.

1. From Mr Atkins to Councillor Halden

Could the Portfolio Holder please tell me what the criteria is for those children with special needs when it comes to qualifying for home to school transport.

2. From Mr Perrin to Councillor Johnson

I believe the Council operates what it calls a “like-for-like” policy when it comes to moving from one Council house to another and also the carrying out of repairs/replacements in Council rented housing including outside repairs/replacements such as boundary fencing. Would you accept that the “like-for-like” policy is no longer an acceptable practice and needs replacing with a policy that puts emphasis on improvement and enhancement?

3. From Ms Haywood to Councillor Huelin

Can the Portfolio Holder please explain what reasons there could be to withhold the use of the area under Centurion House, given to the people of Tilbury to be used for sports and recreation, from being used by Tilbury Martial Academy?

4. From Mr Arnold to Councillor Coxshall

Can the Portfolio Holder help me understand how a covenant placed on Sand Pits Car Park when it was disposed of, requiring the new owner to retain 100 free parking spaces for three-hour short-stays, is no longer in place?

This page is intentionally left blank

Petitions Update Report – 30 January 2019

Petition No.	Description	Presented (date)	Presented (by)	Status
515	Call for Thurrock Council to review its Permit Parking Area (PPA) in Hobart Road. This has left inadequate parking for all residents of Freemantle House, Brisbane House and Tasmania House.	31 October 2018	Councillor Allen	The provision of additional parking spaces to support residents in this location will require an allocation of Thurrock Council Housing land. This has been discussed with the Council's Housing team and locations considered to ascertain if additional parking spaces can be provided. There are another 2 car parks in addition to the car park situated next to Tasmania House, that provide in excess of another 40 spaces. These are located on Leicester Road and on Hobart Road (opposite no 9 Hobart Road) that residents living in the High rise flats could use. If the land is found to be suitable a revised plan to identify additional parking will be progressed and residents will be informed. Initial indications identify that 12 additional parking spaces could be implemented within the land that has been identified. A scheme to deliver these parking spaces is likely to commence in January/February 2019.
516	The residents of Grays are opposed to Thurrock Council's new interpretation of the parking restrictions on Lodge Lane which go against the agreement reached in 2005.	31 October 2018	Councillor C Kent	The Transport Development Team have commenced a review of the Traffic Regulation Order covering Lodge Lane and potential options will be considered. These options will be prepared for consideration and action as appropriate over the next few weeks.
517	The residents of West Thurrock call on the Council to arrange and provide a better	28 November 2018	Ms Morris	Resident was contacted on the 18 December 2018 stating that the Council was aware of a

Petitions Update Report – 30 January 2019

	broadband facility by upgrading our service to superfast capability.			specific issue in the area but with the broadband connectivity being an open commercial market, the Council is constrained in what can be done to influence individual providers. The Council contacted Open Reach with specific reference to the petition, but have been unable to gain any commitment from them to immediately improve their provision of service in the area.
518	To ask Uber to move their geo-fencing back to London Boroughs	28 November 2018	Mr Colley	<p>The Licensing Team have had a recent meeting with Uber on the matter of the inclusion of Thurrock within their London Geo Fence. This will be followed up in writing once counsel advice has been received.</p> <p>Officers will update with the outcome of these discussions in due course.</p>

30 January 2019	ITEM: 11
Council	
Healthy Housing for the Third Age: Improving Older People’s Health through Housing Annual Public Health Report 2018	
Wards and communities affected: All	Key Decision: Key
Report of: Councillor James Halden, Portfolio Member for Education and Health	
Accountable Assistant Director: Andrea Clement, Assistant Director and Consultant in Public Health	
Accountable Director: Ian Wake, Director of Public Health	
This report is Public	

Executive Summary

It is the statutory duty of the Director of Public Health to prepare an independent report on the health and wellbeing of the local population each year. Last year’s Annual Public Health Report focussed on the sustainability of Children’s social care in Thurrock. This year, the report considers the current and future needs of older people with respect to housing.

The report reviews evidence for what works for older people’s housing to describe a vision for Thurrock, and then analyses local and national data, including residents’ views, to identify older people’s needs and preferences, then translating these into a set of specific recommendations.

1. Recommendation(s)

That Council note the contents of the report and approve the recommendations within it.

2. Introduction and Background

- 2.1 One of the main goals of our Health and Wellbeing Strategy is to make sure Thurrock provides “Healthier Environments” and this encompasses ensuring that homes are developed that keep people well and independent and that strong, well connected communities are built.

- 2.2 There is a wide body of evidence that shows the link between good housing and health. Housing is widely accepted to be a key determinant of health and can impact positively and negatively on an individual's physical and mental health, in turn affecting the demand for and use of health and social care resources.
- 2.3 Thurrock has a growing and ageing population. Nationally, the population is living longer, albeit not necessarily healthier, lives. Within Thurrock, the over 65yrs+ population is estimated at 23,700 (2017) and is projected to grow by 5% by 2020, and potentially by 46% by 2035. As a result, it is anticipated that there will be a significant increase in the number of older people requiring health and social care services. Housing can contribute positively or negatively to the prevalence and management of health conditions.
- 2.4 Evidence suggests that issues related to accessibility, affordable warmth, managing gardens, maintenance requirements and running costs, and in some cases isolation from facilities, services and friends and family can make the existing homes of the population unsuitable for their needs in older age.

3. Issues, Options and Analysis of Options

- 3.1 These are set out in detail in the report itself.

4. Reasons for Recommendation

- 4.1 This report fulfils a statutory duty of the Director of Public Health (Health and Social Care Act 2012). The specific recommendations contained in the report arise from a detailed analysis of local and national data, as well as a review of evidence about what works for older people's housing.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 A wide range of stakeholders were consulted and contributed to this report. These are set out in the acknowledgements section of the report. Additionally, a local public engagement exercise was undertaken to ascertain the views of residents as to their housing needs and preferences and this is set out in the Appendix of the report.
- 5.2 The report was presented and discussed at Housing Overview and Scrutiny on the 18th December 2018. Following discussion around recognising local good practice examples, the report was subsequently amended to include greater reference to developments underway in Thurrock.
- 5.3 The report was presented at Cabinet on 16th January 2019 and recommended to Council.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 The report makes the case for focus on four key areas for older people's housing: the need to build a bespoke range of specialist homes, the need to build mainstream homes which are suitable across the life-course, the need to ensure existing housing is suitable for older people, and a need to develop healthy places which incorporate age friendly features.
- 6.2 The report suggests that these changes will help mitigate the effects of unhealthy, unsuitable, unsafe or insecure houses on the health of older people. Additionally, the report suggests that there are a number of ways in which housing can be used as a vehicle within which to enhance existing services and engage hard to reach groups to improve health.
- 6.3 The recommendations contained within the report have implications for planning and housing policy, and the development of The Local Plan.

7. Implications

7.1 Financial

Implications verified by: **Joanne Freeman**
Management Accountant Social Care & Commissioning

The report looks at potential future needs for older people's housing. Whilst forecasting has not been done as part of this report, the report indicates that health and social care costs will increase as the population of older people increases, and that by ensuring housing is appropriate for this population, there is an opportunity to mitigate this increase in costs. The report makes a number of specific recommendations about reviewing and developing/expanding current initiatives for which there may be a financial implication. Specific investment decisions arising from the recommendations in this report would be subject to the approval of detailed business cases for individual services and these would be approved through the normal governance processes.

7.2 Legal

Implications verified by: **David Lawson**
Assistant Director of Law & Governance

There are no legal implications. This report has been prepared in accordance with the statutory duties of the Director of Public Health.

7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**
**Community Engagement and Project
Monitoring Officer**

The report outlines evidence that older people's health and housing needs are not equally distributed across the borough and that older people cannot be classed as a group with the same needs in regards to attitudes and preferences about housing. The recommendations made in this report would reduce or prevent the escalation of health and social care needs and help older people live independently and healthier in the home of their choice for longer. No group with protected characteristics, as set out in the Equalities Act 2010, will be negatively impacted by the recommendations in this report.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- Detailed references are given in the main report.

9. **Appendices to the report**

Appendix 1 - Annual Public Health Report 2018: Executive Summary
Appendix 2 - Annual Public Health Report 2018: Full Report (copies available online and in the Civic Office reception)

Report Author:

Andrea Clement
Assistant Director and Consultant in Public Health
Public health

Annual Report of The Director of Public Health 2018

Healthy Housing for the Third Age: Improving Older People's Health Through Housing

Executive Summary

Page 53



Editor:
Ian Wake, Director of Public Health

Authors:
Andrea Clement, Assistant Director and Consultant in Public Health
Maria Payne, Senior Programme Manager: Health Intelligence
Nicola Smith, Public Health Information Analyst
Katie Powers, Public Health Graduate Trainee
Kelly Clarke, Public Health Information Support Officer

November 2018

Foreword



Page 54

This is my third Annual Public Health report, and this year following discussion with a wide range of stakeholders across the council including colleagues in Planning, Regeneration, Communities, Adult Social Care and Housing we have chosen to concentrate on the topic of Older People's Health and Housing.

There is a wide body of evidence that shows the link between good housing and health. Thurrock has a growing and ageing population, and significant opportunity and plans for regeneration, including the building of new homes. Evidence suggests that issues related to accessibility, affordable warmth, managing gardens, maintenance requirements and running costs, and in some cases isolation from facilities, services and friends and family can make the existing homes of the population unsuitable for their needs in older age. As a local authority, our ambitious place making agenda provides a once in a lifetime opportunity creating attractive housing and communities that meet the needs of our population as they age, and keep them as healthy and independent for as long as possible.

Thurrock is about to develop an Older People's Housing Strategy, and I hope that this report will be a useful resource in informing this vital piece of strategic planning.

Finally, I would like to thank Andrea Clement, Assistant Director and Consultant in Public Health who has led production of the main report, and to the members of my team and wider council officers, who have contributed to its production
Ian Wake, Director of Public Health.



We know we have real issues with housing. We don't have enough and we must build more. It's as simple as that. The public health impact of housing is massive - physical health, emotional well-being, employment, enabled communities, social care and so on. The question for us is how we get the right mix and balance. We need to help young people get on the housing ladder, but that does not mean we build separate communities for an older population. This would only lead to a divided borough.

We need to focus on how we can help people not just live longer, but live better. This means housing that allows independence but enables support.

This Annual Report is a vital piece of work. It outlines how we can make the decisions that will allow us to build for the housing needs of the future. The old and infirm are an integrated and valued part of Thurrock, but we need to ensure we plan now for the housing they need.

I thank the Director of Public Health and the team for their typically excellent efforts.

Leading on from this will be a separate JSNA product which talks about the young side of the housing spectrum and how we enable the chance to grow via making sure they can put a roof over their own heads. From here, a cross-department effort will be put in place to review the skills and training mix across the ASEL corridor to ensure we are training the workforce we need to deliver these new and innovative housing options. Ability to deliver is vital.

The public health team continues to lead from the front and is supporting innovation across local government and with partners, on social care, mental health, and now on housing.
Councillor James Halden, Cabinet Portfolio Holder for Education and Health..

Chapter 1:

Introduction



1. Introduction

One of the main goals of our Health and Wellbeing Strategy is to make sure Thurrock provides “Healthier Environments” and this encompasses ensuring that homes are developed that keep people well and independent and that strong, well connected communities are built.

There is a wide body of evidence that shows the link between good housing and health. Housing is widely accepted to be a key determinant of health and can impact positively and negatively on an individual’s physical and mental health, in turn affecting the demand for and use of health and social care resources. The housing and health link becomes increasingly important as we age, with Older People spending an average of 80% of their time at home.

Thurrock has a growing and ageing population. Nationally the population is living longer, albeit not necessarily healthier, lives. Within Thurrock, the over 65yrs+ population is projected to grow by 5% by 2020, and potentially by 46% by 2035. Evidence suggests that issues related to accessibility, affordable warmth, managing gardens, maintenance requirements and running costs, and in some cases isolation from facilities, services and friends and family can make the existing homes of the population unsuitable for their needs in older age.

Given the growing and ageing population in Thurrock, this report aims to answer the following four key questions for the population aged 65+:

Page 56

- What impact will demographic change have on the needs for new and existing housing stock across all tenures in the next 20 years?
- What types of housing do our elderly population want and what are the impacts of choosing to move to a home more suitable for later life?
- When considering a move to more suitable housing, what would make the option attractive to our older population?
- What impacts does housing have on health and how can we enhance the positives and mitigate against the negatives? And how can we ensure they are better understood by those affected, thereby enabling them to better care for themselves?

There are five main categories of housing (figure 1). This report only considers accommodation options that provide a self-contained unit of accommodation (kitchen, bathroom, toilet behind a front door which only that household can use). This covers ‘mainstream’ housing options, sheltered housing schemes and specialist retirement housing schemes that provide self-contained units of accommodation alongside communal facilities (lounges, dining rooms etc.) and care packages. Residential and nursing home provision falls outside the scope of this report but were discussed in detail in the 2016 Annual Public Health Report on a sustainable adult health and care system for Thurrock.

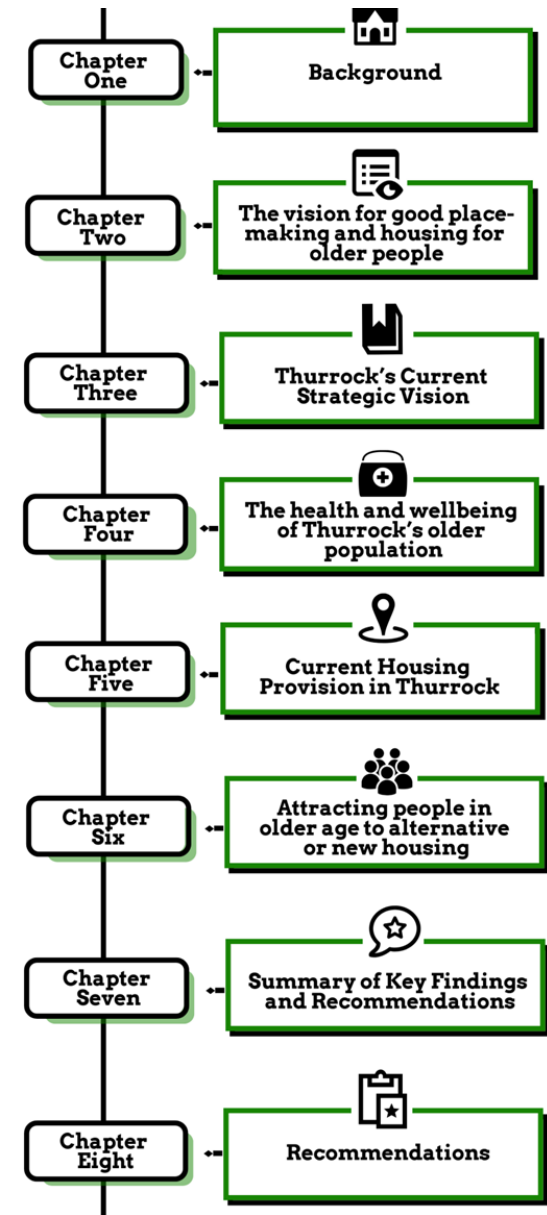
This report is organised into seven chapters, as shown in figure 2. Chapters two to six deal with specific topics relating to the complex issue of older people’s housing and health.

Chapter seven aims to bring together the learning throughout this report in order to answer the four key questions above, and make recommendations for health and housing policy moving forward.

Figure 1 – The five main categories of housing



Figure 2 – How this report is organised



Chapter 1. Introduction

1.1 How does housing impact on health?

The relationship between housing and older people's health and wellbeing is complex one, encompassing the issues of cold/fuel poverty, air quality, discharge from hospital, falls, mental health and economic factors.¹ These are demonstrated in figure 3. Accessible and well designed homes and neighbourhoods can significantly enhance health and wellbeing² Conversely, vulnerable people aged over 75 are the group most likely to be living in poor housing.³

The current UK 'housing crisis' has been well documented in the media. However recent research commissioned by *Sky News*⁴ identified that the UK is in fact facing five different types of housing crisis, playing out simultaneously across the country. (Figure 4). Thurrock is ranked 45th worst out of 390 local authority areas in terms of lack of supply. Affordability, distribution, quality and demand rate comparatively better at 261st, 345th, 326th and 309th respectively.

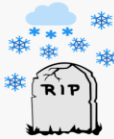
Figure 3: The Relationship Between Housing and Health



Relationship between Housing and Health

Excess winter deaths (EWD) and cold related ill health

- Cold homes have a serious impact on older people's health
- The Marmot review (2011) found a strong relationship between cold temperatures and cardiovascular / respiratory diseases.
- Residents who live in cold homes have a 20% greater risk of EWD
- Cold housing can increase the level of minor illnesses, exacerbate existing conditions and negatively effect mental health
- More than 90% of EWD occur in the 60+ age group.



Indoor Air Quality

- People living in damp mouldy homes are more likely to experience health problems e.g respiratory infections.
- Exposure to house dust mites can trigger allergic reactions such as eczema; repeated exposure can lead to asthma.
- Insufficient ventilation in houses can lead to increased indoor pollutants such as radon, carbon monoxide and nitrogen dioxide.

Page 57

Housing, hospital discharge and reduction of re-admissions

- Older people discharged to unsafe, cold, unsuitable homes are more likely to return to hospital
- Older people's health is better if they are discharged when medically ready, addressing housing shortcomings is key in effective hospital discharge.
- Delays in receiving appropriate housing or adaptations can delay discharge from hospital.
- 51% of care home residents were moved there after a hospital stay due to their home being unsuitable.



Falls

- One in three aged 65yrs+ and one in two aged 80yrs+ will suffer a fall each year with the home being the most common place for falls.
- Over 75% of deaths due to falls occur at home.
- Poor quality housing leads to increased risks of falls.
- Falls are also more frequent and serious in cold homes, likely due to restricted mobility caused by exacerbated arthritic and rheumatic symptoms.



Mental Health

- Exposure to louder noise due to poor home insulation can result in increased stress and anxiety levels, and also lead to risks of ischemic heart disease.
- Depression / feelings of isolation can develop as people feel they cannot escape their situation.
- It is estimated that 11% of aged 65yrs+ are often or always lonely and that neighbourhoods that exclude older people can exacerbate isolation and feelings of loneliness.



Economic Impact

- Each fall in the home can cost from £67 (cut/bruise) to £59,246 (quadriplegic fall) to treat.
- Up to £600 million of treatment costs could be saved nationally in the first year, if housing hazards were removed / reduced to an acceptable level.
- There is a link between poor housing and educational underachievement: this generation could lose up to £14.8 billion in lost earnings as a result of poor housing.



Figure 4: The Five Housing Crises Facing the UK in 2018



1.2 National Strategic Context

The Housing White Paper – Fixing our Broken Housing Market references Older People as a key group for which additional new homes are required and makes five recommendations including the need for ambitious plans for new housing at a local level; giving communities a stronger voice in the design of new housing; developing housing that meets future population need; supporting the most vulnerable; and developing sustainable approaches. Offering older people more housing choice that empowers them to live independently for longer to reduce costs on social care and health systems is stressed. The paper also promises a new statutory duty for local planning authorities to address the needs of older people's housing through their Local Plan.

Communities and Local Government Select Committee Enquiry (2018) made a series of recommendations including: to assist older people to overcome barriers to moving house; implement a national planning policy framework for the older population; require local authorities to publish a strategy for older people's housing and identify provision within their Local Plan; and that all new homes should be 'age proofed' to meet future population need.

The Prime Minister's Four Challenges were published in May 2018 as part of the Industrial Strategy and included "an Ageing Society". This referenced the need to use innovation to help meet the needs of an ageing population, with housing recognised as a key element of this challenge.

Care Act (2014)⁵ states that housing is a crucial for health and that services should be integrated with health and social care. The act places a statutory duty on local authorities to ensure sufficient capacity and capability to meet older people's needs, and to develop market position statements to promote a variety of accommodation.

National Memorandum of Understanding (2018) was devised to bring together key organisations from across the public and 3rd sector to maximise opportunities to embed the role of housing in joined up action on improving health and care services.

Chapter 2:

A Vision for Good Place- Making and Housing for Older People



Chapter 2: The Vision for Good Place-Making and Housing for Older People

2.1 Introduction

This chapter explores the vision for both housing and good place-making in the context of older people, by appraising the national and local policy guidance along with evidence from the academic literature and case studies from other areas. A more detailed discussion is provided in the full text of the Annual Public Health Report. Visioning has been undertaken on four key topics:

1. **The vision for good place-making** describes what a healthy place looks like, and what age-friendly features should be incorporated into the design of new developments
2. **The vision for new mainstream housing** describes the features that all new property should incorporate to make them better suited to the older population
3. **The vision for existing stock** considers how older people who live in existing mainstream housing can be supported
4. **The vision for specialist housing** describes what excellent specialist housing looks like and how this could be developed and incorporated into our Local Plan.

2.2. A Vision for Good Place-Making

Place-making is a multi-faceted approach to the planning, design and management of public spaces. Place-making capitalises on a local community's assets, inspiration, and potential, with the intention of creating public spaces that promote people's health, happiness, and well being. There is a growing evidence base on the components of a healthy place and on taking a people centred approach to understand how a place is used by its residents.⁶ The National Planning Policy Framework (13) updated in 2018 states that planning policies should aim to achieve health, inclusive and safe spaces that promote social interactions, are safe and accessible, and enable and support healthy lifestyles. NHS England recently proposed 10 principles for a healthy place, emerging from its Healthy New Towns Programme⁷. (Figure 5)

A significant amount of work has been undertaken both globally and nationally specifically on older people and the wider place-making agenda, most notably by the World Health Organisation with its age friendly agenda. The age-friendly initiative aims to promote active ageing to be a life-long process shaped by several factors that, along and together, favour health, participation and security in older adult life.⁸ Older people are arguably more susceptible to the positive and negative impacts of a place, and therefore incorporation of age-friendly features within a healthy place is important as these can enhance the potential benefits of a healthier place by better enabling older people to be active participants in it



Summary of Our Vision

- All new developments should have the principles of the *Healthy New Towns Programme* at their core
- All new developments should have age-friendly, place-making design, including public transport, green space, community, employment and volunteering opportunities, safety and security and digital inclusion.
- All new housing, including mainstream housing, should be built according to HAPPI principles
- Older people wishing to continue living in existing stock will be supported to do so through the use of adaptations and telecare where appropriate.
- There will be a wide range of specialised housing available of the appropriate tenure and high quality.
- Local people will be involved in the design of new specialised housing

Figure 5: The Five Housing Crises Facing the UK in 2018



Chapter 2: The Vision for Good Place-Making and Housing for Older People

The WHO identified five core principles for designing an age-friendly community⁹ are shown in figure 6. Figure 7 summarises the age-friendly features that should be considered in the wider place-making context, from the published evidence base.

Figure 6: The World Health Organisation Five Core Principles for an Age-Friendly Environment/Community



Figure 7: Age Friendly Considerations in Place-Making



Community

It is widely acknowledged that being part of a community and participating in social, leisure, cultural, and spiritual activities and community events can help to address social exclusion and isolation, and improve physical and mental health. It is widely accepted that older people should be included as full partners in their community with respect to decisions which affect them and they should be consulted by public, voluntary and commercial services on ways to serve them better.



Work, Volunteering and Education

Age friendly community's should enable and provide options for older people to continue to contribute to their communities through paid employment, voluntary work, micro-enterprise, timeBank, education and/or civic/political activities. This can support older people using a strength based approach, linking the skills of the wider community with the need of an older person who may just need a small amount of help to stay more independent and boosting mental capital which in turn increases individual resilience in later life.



Getting around

Public transport is preferred for many older people, and the availability, affordability, and accessibility of public transport can impact on an older person's ability to move around a place, access services, and participate in community activities. It should be comfortable, safe, not overcrowded, with appropriate stopping points, appropriate frequency and good signage. Older people also walk more, however their walking speed/distance decreases. It is important that places have safe walkways, with resting places and safe pedestrian crossings.



Health Facilities

Integrated, holistic services are the most effective way of providing care and this is even more relevant in the case of older people who are more likely to have multiple comorbidities alongside social factors. Taking a joined up place based approach can help in preventing, delaying and reducing future demand for health and care services. These health services need not only to be provided in a joined up way, but it is also important that these health care services are accessible close to an older person's home and with good transport links.



Shops and Leisure Facilities

Older people's housing tends to be best located in non-remote areas that have good access to town centre amenities and facilities. Several features of age friendly buildings which should be considered are: lifts, escalators, ramps, wide doorways and passages, suitable stairs (not too high or steep) with railings, non-slip flooring, rest areas with comfortable seating, adequate signage, public toilets with disabled access.



Crime and Neighbourhood Safety

A secure environment strongly affects older people's willingness to move about in the local community which in turn affects their independence, physical health, social integration and emotional well-being. Street lighting, violence, crime, drugs and homelessness in public places are concerns expressed everywhere.



Green Space

Green space should be available to all and in the UK the Green Flag Award is a recognised standard of quality for green spaces. Green space is of social, environmental and economic value, as it can contribute toward social connectedness, and have a function in overcoming loneliness, isolation and inactivity.



Digital Environment

A great value to older people with information readily available, it can be socially beneficial with social media helping them to stay in contact with friends/relatives and people who share an interest. Internet usage decreases with age, therefore older people may not be benefiting as much from the potential social benefits of technology. Technologies can provide access to in home health and social care i.e. telemedicine which includes alerts to remind people to take their medications and apps to track dementia patients.

Chapter 2: *The Vision for Good Place-Making and Housing for Older People*

2.3 A Vision for New Build “Mainstream” Housing

Not everyone can, or would wish to live in a specialist home. Therefore new mainstream housing needs to be built in a way that ensures that it is appropriate across the life to enable healthy ageing. This requires property be designed to enable flexibility, reducing the need for major adaptations which often require costly building work and are difficult to retro-fit in poorly designed homes.

Building regulation standards have been updated to make homes more accessible.¹⁰ However, some of these regulations remain optional. Additionally they do not incorporate other important features which would make the more suitable to healthy ageing. The ten HAPPI (Housing our Ageing Population Panel for Innovation) criteria are best practice for older people’s housing suitability, are considered to be an exemplar standard for all housing and should be applied more widely (figure 8).

The DWELL study¹¹ also found that adaptability or future proofing of homes is important. It describes how flexible design strategies fall into three broad categories:

- **Construction** – the ease by which the structure of the home can be changed e.g. the ability to knock through walls
- **Plan** – the size, connectivity and definition of internal spaces, which allows flexibility on how space is used
- **Services** – the ease of changing or replacing building services such as heating during the life span of the building.

partial regulatory impact assessment conducted by the Communities and Local Government department¹² suggested that building to lifetime homes standards could reduce or delay the need for people to move into residential care, reduce the demand for temporary residential care when people are discharged from hospital, free up hospital beds where people are ready to be discharged but cannot due to shortages in care arrangements or accommodation and reduce the need for home care.

Whilst further research is needed, this demonstrates that building future proofed mainstream homes have the potential to result in cost savings to both the NHS and wider system.

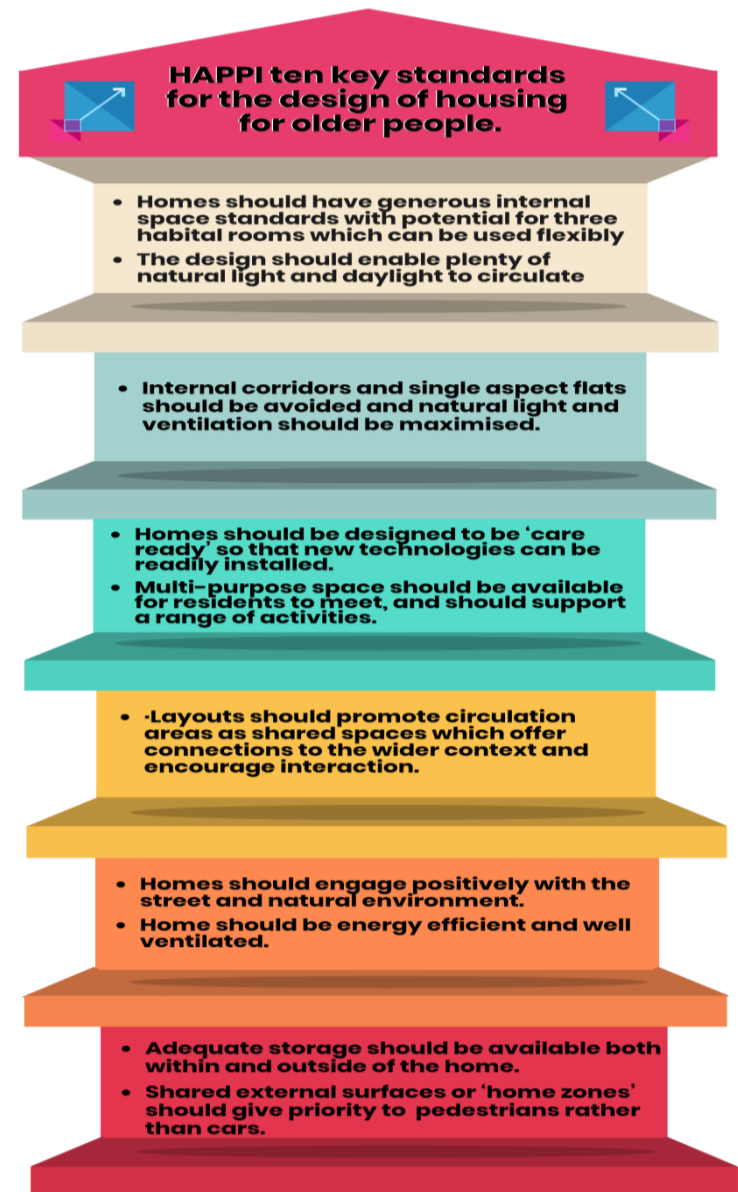
2.4 A Vision for Existing Homes

We know that the majority of the older population wish to remain in their current homes, however many mainstream homes are unsuitable for changing health and social care needs.

The Local Government Association in 2016 identified the three key issues of energy efficiency, safety and security which make housing less appropriate to the population as they age.¹³ Older people are much more likely to be affected by a cold home and suffer from fuel poverty (defined as using in excess of 10% of household income to heat a home). There is evidence to suggest warmth and energy efficiency can lead to improvements in respiratory health, mental health and cardio-vascular disease.¹⁴

Older people are at increased risk of unintentional injury in the home due to falls, trips and slips for example. There are several ways in which safety can be improved in existing housing stock, for example through housing adaptations and telecare solutions. As the risk of having an accident decreases, the ability and confidence of a person is likely to increase which may enable them to have greater independence and which in turn can lead to improvements in quality of life.

Figure 8: Ten HAPPI standards



Chapter 2: *The Vision for Good Place-Making and Housing for Older People*

There is strong evidence that minor home adaptations are effective and cost effective for preventing falls and injuries, improving performance of everyday activities and improving mental health. There is also strong evidence that minor adaptations are particularly effective at improving outcomes and reducing risk when they are combined with other necessary repairs and home improvements, such as improving lighting and removing trip and fall hazards.¹⁵ Evidence for major adaptations is more limited, but what is available suggests that the greatest outcomes are achieved when the individual, their family and their carers are involved in the decision making process, focusing on what the resident wants to achieve in their home¹⁵

Evidence of cost effectiveness is strongest on falls prevention with one study suggesting that programmes that mitigate hazards associated with trips on staircases have a return on investment of 62% and a payback time of fewer than 8 months. The study concluded that adapting homes could offset the need for residential care and highlighted that the average disabled grant award for such adaptations was £7,000 compared to the average residential care cost per person for £29,000.

Assistive technology (telecare) including Smart Homes has also been shown to maintain functional status¹⁶ promote independence¹⁷, and lead to savings in formal care services¹⁶. An economic modelling study¹⁸ found that adaptive technologies could lead to reductions in the demand for other health and social care services worth an average of £579 per recipient per annum, and an improvement in the quality of life of recipients worth £1522 per person per annum.

Handyman services which assist older people with minor home repairs, safety and home security measures and energy efficiency checks have also been found to be cost effective. One study (48) found that every £1 spent on such services delivers £4.28 in savings to health and care services from falls prevention, and that such services reduced falls risk by 36%.

2.5 A Vision for Specialist Housing

Around 25% of the older people population nationally would consider moving, and many of these would consider moving into a specialist home. The key barrier to moving into a specialist home is the lack of appropriate homes.¹⁹ The vision for Thurrock is to take the opportunity presented through the Local Plan, to invest in building the mix of new specialist homes that older people want and need.

Predicting the demand for specialist homes is subject to great uncertainty and estimates range from an increase by between 35 and 70% nationally.

Encouraging older people to downsize may have the impact of freeing up larger families homes which may contribute towards alleviating overcrowding, however this issue is highly complex.

Older people may not free up finances by downsizing and there needs to be emphasis on other 'pull' factors to make specialist housing more attractive.

A 2012 Market Assessment of Older People's Housing in England²⁰ found that there was very limited choice for older person households moving home to accommodate their support needs. It also found that there had been little progress in integrating a housing offer for older people into mainstream developments. The Market Assessment identified three types of movers amongst older people households:

- **Lifestyle Movers** (typically younger older) moving to the coast or abroad for a better quality of life
- **Planners** (typically middle aged older) moving before they need to and while they still have the energy from a realisation of changing health status or that current housing is becoming unsuitable
- **Crisis Movers** (often the eldest group) who remain in their existing home until an accident or ill health forces a move.

The UK generally lags behind other international western democracies in developing new models of specialist housing for older people (box below), and has favoured models more traditional models that promote and extend independence including sheltered housing and Extra-Care (self-contained specialist housing units with a care team on site providing 24-hour care, seven days a week, and access to communal facilities, such as a restaurant or activities room). Most of these schemes provide some form of communal space and social activities for residents, and the evidence suggests that residents of extra care can enjoy a better quality of life than community dwelling older people.^{21,22,23} There is a lower mortality rate in extra care than care homes²⁴ and a lower likelihood of entering institutional care than those receiving domiciliary care in the community²⁵ At the very least, there is evidence that extra care can help residents maintain their health status where it would have declined in a community context.

The evidence for the cost effectiveness of extra-care is somewhat mixed. Though many studies have shown long-term savings for extra-care over other institutional options, there is also evidence for higher costs^{23,26,27,28,29} This is likely due to the variability of service provision and size between schemes

Specialist housing should be co-produced/co-designed with local people to ensure it is designed with their needs in mind.

International Models of Specialist Housing for Older People

Co-Housing communities are created and run by their residents. Each household has a self-contained, private home but residents come together to manage their community and share activities. Cohousing is a way of combating alienation and isolation by creating 'neighbourly support'.

Garden Suites are a specialist version of a "tiny house", designed with features specifically for older people to support intergenerational living. A garden suite has a self-contained living area usually on the ground floor of a larger family home. In the UK they have been referred to as "Granny Annexes"

Intergenerational Housing Developments house older people alongside young people to create a dynamic community. Schemes have 'buddy programmes' which match older and younger residents for mutually beneficial social relationships as well as practical help for the older person.

Chapter 2: The Vision for Good Place-Making and Housing for Older People

2.6 Case Studies

Though nearly all of the little available evidence focuses on extra-care, there are other models of older adult housing that may be worth consideration. Below are two case studies each outlining a different type of scheme, some unique features and key elements or ideas to apply to future schemes. The third case study outlines two developments currently underway in Thurrock.

Case Study #1: Older Women's Co-housing (OWCH) group



Cohousing is a new concept in UK housing, though it has a long tradition in northern Europe and the USA. The cohousing model originated in Denmark in the 1960s. It aspires to encourage independent living within a social environment through shared goods, services, meals and chores. Residents self-manage the scheme and agree to a set of shared values which are intended to encourage social cohesion.

The UK's first cohousing scheme was recently completed, after 18 years of planning and development, in High Barnet. New Ground opened in late 2016 consisting of 25 purpose built homes for 26 women aged between 51 and 88 as well as communal spaces and facilities. New Ground is a self-managed intentional community in which the residents were active in the design process from the very beginning to ensure that the result fit the needs and wants of its intended community.

The OWCH group was not just a consultation of future residents, members set up regular social activities in the years before the site opened to build a strong social structure which resulted in an active community where the women know and can rely on their neighbours for help and support. There are outings and activities that residents arrange as well as a weekly communal meal. The women were motivated by the avoidance of loneliness as they got older as well as retaining autonomy and agency over their lives.

A cohousing model like this one requires forethought and the acknowledgement of the realities of aging as well as a desire to live in a community of other older people. Support for senior cohousing projects is encouraged by the authors and contributors of the HAPPI reports.

Key principles:

1. Consult with end users when designing housing for older adults
2. Communal facilities
3. Social architecture- facilitate meaningful relationships through activities etc.
4. Mixed ages
5. Allow for an element of self-management to allow residents to engage and retain agency

Case Study #2: Halton Court, Greenwich, London



Halton Court is a 170-unit scheme for over 55s, part of Kidbrooke Village, the regeneration of the now demolished Ferrier Estate in Greenwich, London. Halton Court provides part of the affordable housing contribution under the Section 106 Agreement for Kidbrooke Village. At design stage the scheme Halton Court won the HAPPI category of the 2010 Housing Design Awards. It is distinguished by: award winning quality design; very generous private and communal spaces; the scale and range of facilities; a dense urban setting; located on a prominent site of a major regeneration scheme; prioritised for older people seeking to downsize. Lettings in the first two months of opening were at double the rate anticipated.

The scheme challenges the orthodoxy of large extra care housing schemes in that, although this is a large scheme with generous facilities, it is firmly a housing-led scheme rather than driven by social care. There are no requirements for residents to have any care needs to live here, and currently any care needs are met through domiciliary care services. Lettings are made through the choice-based lettings system of Greenwich's housing department rather than social care referrals from social services. However, the scale of this development will allow both on-site care and operation of the scheme to be developed on a more flexible basis than traditional extra care housing.

Sixty percent of the self-contained apartments are 2-bedroom, in response to this being the most common size desired by older 'downsizers'. There are a large number of communal facilities, which serve both residents and the public including a restaurant, hairdressers, spa and a Village Hall that all ensure the scheme is at the heart of the community. There are also guest suites for visitors to stay in, allowing connections with family and friends to remain active.

Key Principles:

1. Future-proof care ready design can attract older people wishing to move to a smaller home regardless of care needs
2. Incorporate HAPPI design principles
3. Ensure the scheme is in a dynamic location at the heart of the community
4. Priority for the rented homes is given to council or housing association tenants who are living in family-sized housing and want to downsize

Case Study #3: Bruyns Court and Calcutta Road, Thurrock



Bruyns Court

Thurrock Council invested in a major new development of 25 flats at Derry Avenue in South Ockendon designed specifically for older people. Bruyns Court has been designed in accordance with the HAPPI report housing design recommendations. The location is ideal as it is close to shops and other local amenities such as the South Ockendon Centre (the community hub). 18 of the flats have two bedrooms so that people with live in carers can accommodate them, and this also makes them suitable for couples who for health reasons, need to sleep in separate rooms. The flats are very energy efficient and well insulated so easy to heat in the winter. Each flat has its own balcony or patio and the windows have been designed to ensure ample natural light. For people who spend a lot of time at home, access to an outside space and having plenty of natural light, is a great bonus. There is plenty of storage for mobility scooters, and the bathrooms were designed so that they can easily be turned into wet rooms, should the need arise. People living at the scheme will have access to a secure shared garden and there is a garden room which residents can use for social gatherings and meetings, as well as a variety of spaces in the scheme where neighbours can socialise.

Calcutta Road

This housing scheme in Tilbury, also being developed by the Council, is the 2nd to be designed to follow the recommendations of the HAPPI report. The scheme comprises 31 one-bedroom flats and 4 two-bedroom duplexes, with communal facilities. All homes are dual aspect, wheelchair adaptable, and with a private outdoor balcony or patio. The scheme will feature three main landscaped external spaces: a small public space fronting onto Calcutta Road, a secure shared podium-level garden and an allotment garden to the north of the scheme. Completion is expected in late 2019.

Key Principles:

1. Incorporate HAPPI design principles
2. Ensure the scheme is in a dynamic location at the heart of the community
3. Ensure there are communal areas and outside space

Chapter 2: The Vision for Good Place-Making and Housing for Older People

2.6 Vision for Dementia

Dementia prevalence is predicted to increase by over 75% over the next 20 years from 1,526 in 2017 to 2,673 in 2035. (See Chapter 4 for more details). People with dementia have specific needs in terms of housing and environment, and there is a drive to create dementia-friendly communities.

Dementia Friendly Community

Ensuring that people with dementia have their needs understood, respected and supported within the context of a wider community, and are able to contribute to community life. In a dementia-friendly community people are aware of and understand dementia, and people with dementia feel included and involved, and have choice and control over their day-to-day lives. A dementia-friendly community is made up of individuals, businesses, organizations, services, and faith communities that support the needs of people with dementia.³⁰

The aim of dementia friendly communities is to improve quality of life for people with dementia regardless of where they live. At present the majority of people with dementia choose to remain in their own homes with support or move into a residential or nursing home setting. Issues for older people, such as loneliness and isolation tend to be exacerbated when the older person has dementia.³¹

The Alzheimer's Society (2018) has published guidance on delivering a dementia friendly approach to housing³⁰ suggests that the three key areas for consideration: are people with dementia are:

People: All housing staff including landlords, housing teams, and support workers should have awareness and understanding of dementia, have ability to interact with and communicate effectively with people who have dementia and be able to recognise needs.

Place: The creation and maintenance of suitable housing can support people living with dementia including the interior and exterior of buildings, areas around buildings and locations and includes retrofitting existing housing.

Process: Accessing residential provision and housing related services such as adaptations should be designed to reduce barriers for people with dementia and provide clear opportunities for people with dementia to contribute to decisions about their homes.

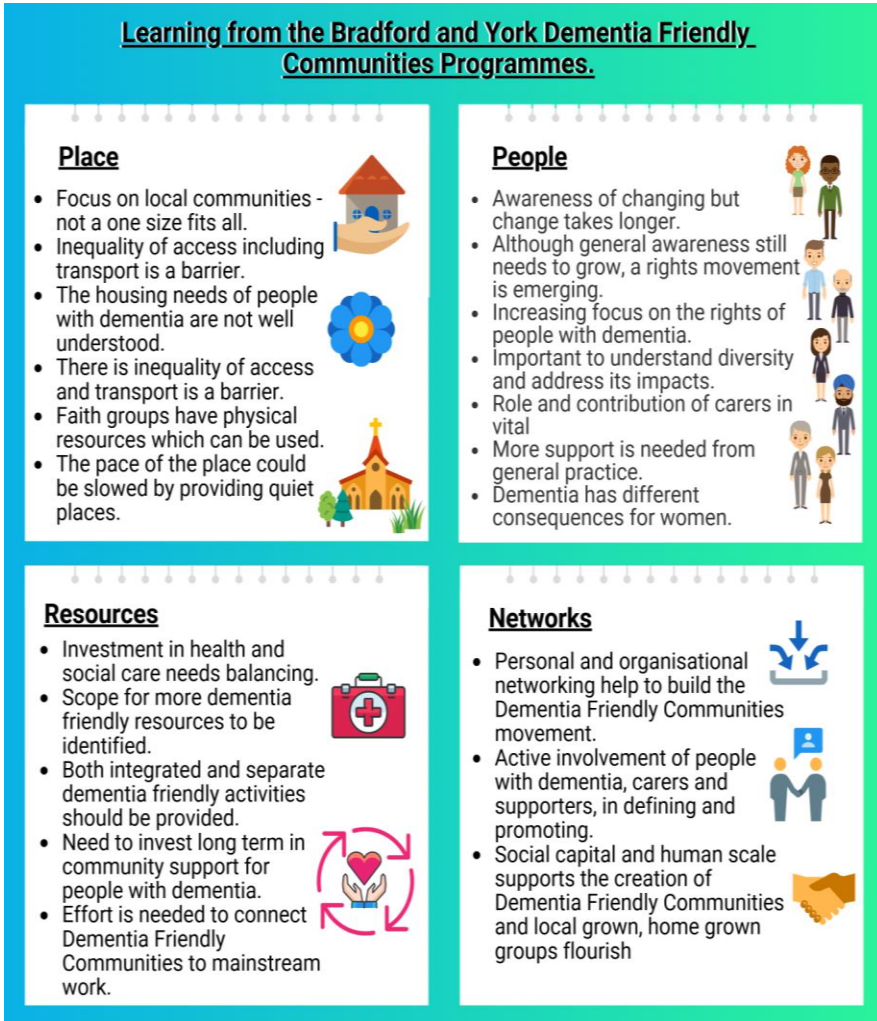
Many of these principles reflect general age-friendly principles however, there is also likely to be a need for specific developments to cater for the needs of people with dementia. Dementia Care (2015) identified that extra care housing is increasingly being provided however this is an extra step in the dementia journey which delays but does not remove the need for residential or nursing care. It felt that some form of specialist dementia housing model is needed as an alternative to moving to care home, where people often decline quickly and developed a model which is discussed in more detail in the full version of this report.

The Local Government Association (LGA) suggests that Councils should encourage developers to consider how design can support dementia friendly communities in for example, the layout of roads and streetscape, the design of adequate and legible signage, the design of wider and pedestrian only pavements with clearly defined edges, provision of more drop off and pick up points outside of public venues, good lighting and acoustics, appropriate seating and toilet facilities and the provision of more handrails at road crossings.

The LGA also suggests that housing providers, people with dementia and their carers should to consider assistive technology such as aids and adaptations, both low and hi-tech which can help them remain independent for longer.

Both Bradford and York have developed new approaches to developing *Dementia Friendly Communities*.^{32,33} The learning from their models is shown in figure 10

Figure 10: Learning from the Bradford and York Dementia Friendly Communities



Chapter 3:

Thurrock's Strategic Vision

Page 65



Chapter 3: *Thurrock's Strategic Vision*

3.1 Introduction

This Chapter summarises the current strategic vision and priorities for Thurrock and how they are relevant to older people.

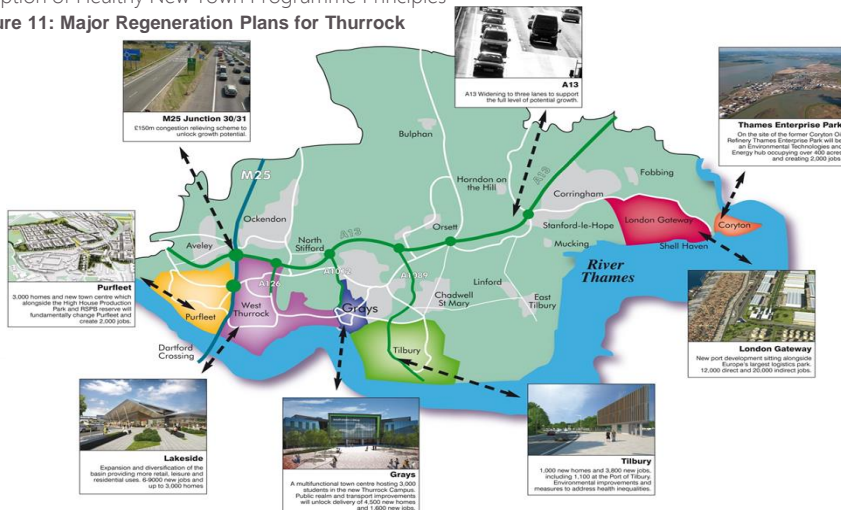
3.2 Planning

Thurrock Council's Local Plan will determine the amount and distribution of new development providing a comprehensive and long term planning framework for the period up to 2035 (along with planning policies for the determination of planning applications). The draft of the local plan is due to be published in the latter months of 2018 and adopted in 2020. Currently the Council is in the process of assessing over four hundred and fifty sites to see if they could be deemed as deliverable housing sites. (76) including a strategic housing market assessment (housing needs for South Essex), economic development needs assessment (employment land needs for South Essex), green belt assessment (how well Thurrock's green belt performs against the green belt purposes set out in national policy), active place strategy (quality of existing open spaces and sports facilities). In March 2017 the Thurrock Design Guide was adopted by Cabinet setting out the overarching principles that need to be considered by anyone putting forward a new development scheme in the borough. There is an opportunity presented through this work stream to influence the local plan and planning policies with respect to older people to ensure that the needs of the older population are met going forward.

3.3 Regeneration

The main priority for Regeneration in Thurrock is responding to the anticipated demand for 32,000 new homes by 2037 and ensuring that this growth comes with the required level of infrastructure (for example schools, health facilities, and high quality public realm). There will also be a need to contribute towards the need for 24,500 new jobs in the area. Activity in Thurrock is currently formed around six growth hubs namely Purfleet, Lakeside and West Thurrock, Grays, Tilbury, London Gateway and Thames Enterprise Park. (figure 11). The quality of the design of this regeneration has the potential to positively impact on the health of the population including older people through adoption of Healthy New Town Programme Principles

Figure 11: Major Regeneration Plans for Thurrock



3.3 Housing

In 2015, the council published its five year Housing Strategy (figure 12) which also lays out the long term vision for housing over the next 30 years. The strategy aims to ensure quality housing across all tenures, and to build 1,000 new homes by 2020 and to deliver high quality housing services that proactively support residents to maximise health, wellbeing and employment opportunities and create sustainable communities.

Figure 12: Thurrock Council Housing Strategy 2015-2020

<p>Leading the way <i>In providing well-designed, high quality, sustainable and aspirational homes that promote community cohesion and a healthy lifestyle</i></p>	<p>Increasing the supply <i>of family homes to support growing families, making best use of our existing stock.</i></p>	<p>Enabling young people <i>and single households to access the housing market with financial assistance including shared equity and increasing the provision of studio and one bedroom homes</i></p>
<p>Creating apprenticeship opportunities <i>with our partners and support residents to access training and employment pathways with targeted programmes for council tenants</i></p>	<p>Creating attractive housing for older people <i>that encourages independence and wellbeing</i></p>	<p>Reducing health inequalities <i>across the borough through targeted interventions and joint working</i></p>
<p>Safeguarding our residents <i>and deliver preventative measures to reduce violent crime and anti-social behaviour</i></p>	<p>WHAT DOES THIS MEAN FOR THURROCK?</p>	
<p>Improving the quality <i>of our own stock, prioritising those with damp and mould</i></p>	<p>Ensuring that residents <i>living in the private sector also benefit from high quality housing</i></p>	<p>Engaging with private landlords <i>to increase the availability of homes in the private rented sector working with neighbouring boroughs</i></p>
<p>Attracting and working collaboratively <i>with private developers and registered providers to boost housing supply</i></p>	<p>Upskilling our staff <i>to better support our residents with specific training on mental health, dementia and domestic abuse</i></p>	<p>Regenerating existing estates <i>to improve and increase affordable housing provision</i></p>

The Council plans to make better use of existing adapted properties while supporting residents in need of new home aids and adaptations as well as rolling out some sheltered housing services to those in general needs and private sector housing to increase independence. Through providing innovative and aspirational housing for older people, it hoped that older people could be supported to move into move suitable accommodation and downsize, freeing up family housing. It also aims to support the borough's most vulnerable residents by embedding safeguarding into the housing team and continuing to offer free home security equipment to residents of sheltered housing.

Chapter 3: *Thurrock's Strategic Vision*

The Council is reviewing its supply of extra-care housing to identify requirements for further schemes. Bruyns Court in South Ockendon is Thurrock's first older adult housing scheme built with HAPPI design principles. Progress is also being made at Calcutta Road, the Council's second HAPPI scheme. The Council is also aspiring to apply HAPPI principles to other housing schemes with the view to build adaptable homes that will support people throughout their lives. All new supported accommodation will meet REACH standards and the Council are working with Thurrock Coalition to better understand the needs of disabled and older people to inform the design of future schemes

3.4 ICT

The "Connected Thurrock" Digital strategy intends to work collaboratively with the private sector and government to complement these ambitions by ensuring that Thurrock is properly positioned to take advantage of all of the opportunities that are available to a vibrant 21st century community. Further details are available on the council's [website](#).

3.5 Health and Communities

The **Stronger Together** programme was developed to integrate a range of initiatives provided by the council's Community Development Team, Thurrock CVS and *Ngage*. The programme operates on five key principles:

1. *Place Based* – recognising that work needs to happen at a neighbourhood level that connects people to their immediate environment
2. *Focus on Strengths* – focusing on individual strengths and neighbourhood assets rather than on what's wrong.
3. *Citizen led* – putting communities in the driving seat
4. *Relationship building* – focusing on improving community connectivity and social capital
5. *Social justice* – an inclusive approach at the heart of community building

The programme includes successful and valued initiatives including Local Area Coordination, Asset Based Community Development, Community Organisers and Time Banking, and plays a key role in improving the wellbeing of older people including addressing issues such as loneliness.

Figure 13: Artist's Impression of the Proposed Integrated Medical Centre in Tilbury

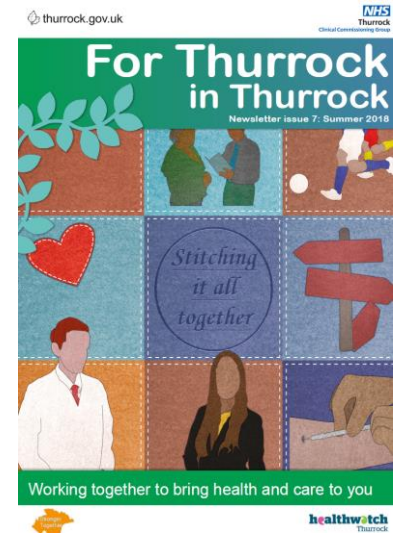


For Thurrock In Thurrock is the joint strategic health and care service transformation programme between the Council's Health and Adult Social Care functions and NHS Thurrock CCG that proposes new models of integrated health and care that places greater emphasis on neighbourhood based care in communities. It includes plans to develop four Integrated Medical Centres across the borough in Grays, Tilbury, Purfleet and Corringham. It also includes a new model of care *Better Care Together Thurrock* which encompasses significantly increasing the capacity and capability of Primary Care using a mixed skill clinical workforce centred around locality based networks of GP surgeries, a suite of projects to improve the diagnosis and clinical management of long term health conditions, and proposals to integrate health and care community services including new *Wellbeing Teams* and *Community Led Support Teams* based from our locality community hubs.

A new *Thurrock Integrated Care Alliance* of all major health and care providers has developed an MOU which commits stakeholders to working in collaboration to integrate commissioning and delivery of care on a single health and care systems basis, together with a new outcomes framework to support transformation. Sign off of this is imminent. This approach aims to prevent avoidable demand on the most expensive elements of the system; namely unplanned hospital admissions and entry to residential care by intervening earlier to improve the health and wellbeing of the population.

The **Mid and South Essex Sustainability and Transformation Partnership (STP)** is a new transformation programme for NHS services across Thurrock, Basildon and Brentwood, Castlepoint and Rochford, Southend-on-Sea and mid Essex. It has already developed a programme of hospital transformation between the three District General Hospitals including developing specialist centres for stroke, cardio-vascular disease, cancer and elective care on different hospital sites. A new STP Primary Care Strategy is replicating plans developed for Primary Care transformation as part of *Better Care Together Thurrock* across the entire STP footprint

All of these initiatives should have a major positive impact on the health and wellbeing of older residents, seeking to intervene earlier to prevent serious health events, promote independence, address the wider determinants of health including social isolation and loneliness, and bring simplified, easier to access, higher quality health and care services closer to home.



Chapter 4: *An Overview of the health and wellbeing needs of older residents*



Chapter 4: An overview of current and future health and wellbeing needs of older residents

4.1 Introduction

Understanding the current and projected future health and wellbeing needs of our older residents is important in helping us ensure our future housing offer keeps them as well and independent as possible. This chapter summarises the current and predicted health and wellbeing needs of our older residents and discusses the implications for the council, health partners on the third sector. More in-depth analysis is presented in the main report.

4.2 Population Growth and Segmentation

Our population is living longer, but not necessarily healthier lives. Within Thurrock, the older population (aged 65+) is predicted to grow by 5% by 2020 and 46% by 2035. This rate of growth is considerably greater than for the all-age population and does not factor in further population growth that may occur from migration into the borough as a result of our plans to build new homes. Whilst our increasing life expectancy is clearly a positive thing, a population of older people growing at a faster rate than the general population presents policy challenges in terms of increased demand on health and care services, and ability to raise revenue from taxation of the working age population to pay for them.

Older people are not one homogenous group. MOSAIC has undertaken population segmentation of the UK's older population (aged 65+) to create 14 distinct sub-categories shown figure 14, with differing characteristics. Some care needs to be taken when interpreting national MOSAIC population segments, as they may not always translate perfectly to local population characteristics.

Page 69

Figure 14: MOSAIC Population Segments for UK Population Aged 65+

A04	Village Retirement	Retired couples and singles	Larger village location	Like to be self-sufficient	Enjoy UK holidays	Most likely to play cricket and golf	Often prefer post for communications
F22	Legacy Elders	Oldest average age of 78	Mostly living alone	Own comfortable homes outright	Final salary pensions	Low technology knowledge	Broadsheet readers
F23	Solo Retirees	Elderly singles	Small private residence	Long length of residence	Own a suburban semi or terrace	Keep bills down by turning things off	Don't like new technology
F24	Bungalow Haven	Elderly couples and singles	Own their bungalow outright	Neighbourhoods of elderly people	May research online	Like buying in store	Pre-pay mobiles, low spend
F25	Classic Grandparents	Elderly couples	Traditional views	Not good with new technology	Most likely to have a basic mobile	Long length of residence	Own value suburban semis and terraces
G27	Outlying Seniors	Aged 60+	Low cost housing	Out of the way locations	Low income	Shop locally	Dislike being contacted by marketers
I37	Community Elders	Older households	Own city terraces and semis	Have lived there 20 years	Some adult children at home	Multicultural neighbourhoods	Respond to direct mail charity appeals
I39	Ageing Access	Average age 63	Often living alone	Most are homeowners	Modest income	1 or 2 bed flats and terraces	Pleasant inner suburbs
N57	Seasoned Survivors	Very elderly	Most are living alone	Longest length of residence (29 years)	Modest income	Own mostly 2 or 3 bed terraces	Retired from routine / semi-skilled jobs
N58	Aided Elderly	Developments for the elderly	Mostly purpose built flats	Most own, others rent	Majority are living alone	Have income additional to state pension	Least likely to own a mobile phone
N59	Pocket Pensions	Retired and mostly living alone	1 or 2 bedroom small homes	Rented from social landlords	Low incomes	Prefer contact by landline phone	Visit bank branch
N60	Dependent Greys	Ageing singles	Vulnerable to poor health	1 bedroom socially rented units	Disabled parking permits	Low income	City location
N61	Estate Veterans	Average age 75	Often living alone	Long term social renters of current home	Living on estates with some deprivation	Low income	Can get left behind by technology
O62	Low Income Workers	Older households	Renting low cost semi and terraces	Social landlords	Longer length of residence	Areas with low levels of employment	2 or 3 bedrooms

Figure 15 shows the distribution of Thurrock's population aged 65+ across the MOSAIC categories. In Thurrock, our three biggest segments are Solo Retirees, Classic Grandparents and Seasoned Survivors. These population groups appear to generally own some sort of property already and have modest amounts of incomes; however we don't know if they will have taken steps to already adapt their homes for future needs. This could be something to consider promoting. The Mosaic characteristics also suggest that many of them might not be confident with new technologies, which is something to consider if telecare / telehealth options are used or if digital technologies are otherwise used within new homes.

Figure 15: Number of Thurrock Residents in each MOSAIC Population Segment

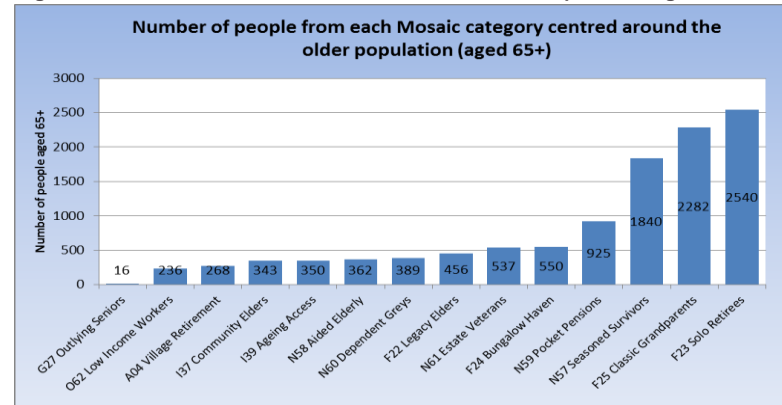
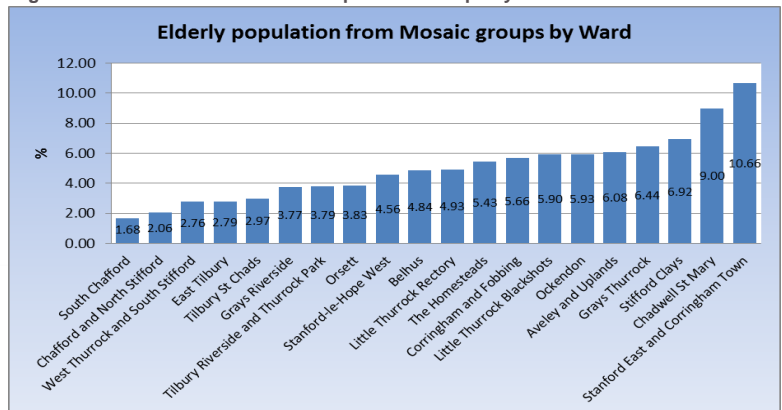


Figure 16 shows that older people are not distributed evenly across different Thurrock Wards, ranging from 1.68% of the ward population in South Chafford to almost 11% in Stanford East and Corringham Town. This has implications for where future health and care service development for older people should be prioritised, including the mix of services delivered from different Integrated Medical Centres.

Figure 16: Distribution of MOSAIC Population Groups by Ward

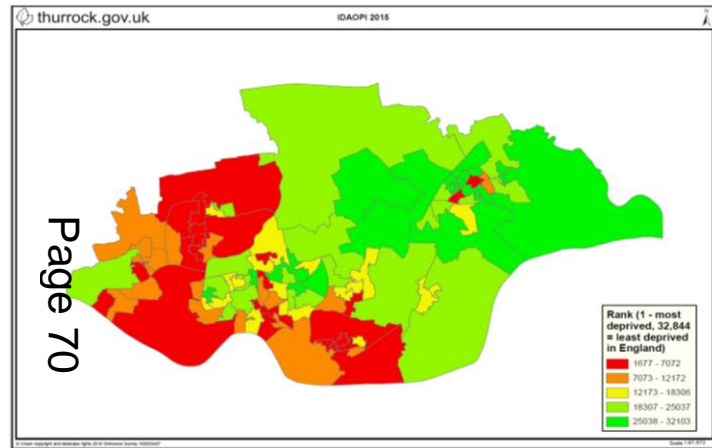


Chapter 4: An overview of current and future health and wellbeing needs of older residents

4.3 Deprivation

Deprivation is highly positively associated with poor health outcomes and is therefore the major driver of health inequalities. It can be measured using the Income Deprivation Affecting Older People Index (IDAOP) which is based upon the percentage of older people living in income-deprived households. Figure 17 shows that deprivation faced by Older People is not evenly distributed across the borough, with the majority of the highest levels older people's deprivation centred in Purfleet and South Ockendon and Tilbury and Chadwell. Older people in these areas are highly likely to have higher levels of morbidity and mortality, and require health and care services at an earlier age.

Figure 17: Index of Deprivation Affecting Older People (IDAOP) 2015 by Lower Super Output Area



4.4 Fuel Poverty

Fuel Poverty occurs when households have above average fuel costs and meeting those costs leave them with a residential income below the official poverty line.³⁴ In 2016, 5638 households in Thurrock were estimated to be in fuel poverty, with significant variation in fuel poverty prevalence between wards; Tilbury St. Chads and Grays having the highest prevalence.

Warmth and energy efficiency leads to improvement in general, respiratory and mental health and reduces the risk of cardio-vascular disease¹⁴, and is particularly important for older people who are already at significantly increased risk of these health conditions. However evidence suggests that older people are often unaware of energy efficiency schemes that they could benefit from. Addressing this through promotion of schemes like *Well Homes* is particularly important.

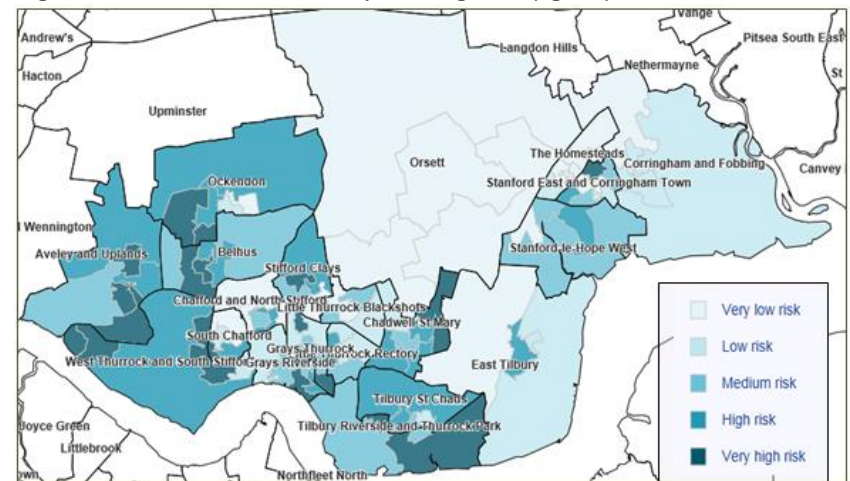
4.5 Community Connectivity and Social Capital

There is a growing body of evidence that suggests that feeling 'connected' to your community is vital to wellbeing and as such a key factor in the quality of life of older-people. Thurrock has almost 6000 residents aged 65+ with no access to a car or van, leading to a reliance of public transport and potential social isolation. The evidence shows that whilst older people walk more, their risk of falling increases. This finding emphasises the importance of designing places which have age friendly features such as safe pedestrian routes with resting places and no hazards, and providing homes in locations where facilities can be easily accessed; and for those parts of the borough with higher numbers of lone-person households with no car/van, ensuring that community facilities can be reached by public transport.

The Adult Social Care survey found that 47.2% of respondents do not have as much social contact as they would like, 36.7% stated that they do not generally leave their home, and another 14.9% felt that they were unable to get to all the places they wanted to. Whilst the reasons were not given, this highlights the importance of a) ensuring the home is safe and fit for purpose, b) looking at ways to support people to leave their homes if they should want to, and c) migrating additional hospital services closer to where people live. It might be that provision of telecare equipment (e.g. pendant alarms) or support with accessing appropriate public transport may facilitate this group of older people to access the places they wish to.

Social Isolation and loneliness can have serious implications for health and wellbeing. A recent meta-analysis of over 3.4 million people suggested that prolonged social isolation carries the same health risk as smoking 15 cigarettes a day. Age UK recently produced data showing the relative risk of loneliness in the population aged 65+ across Thurrock based on the 2011 Census data. The wards identified as carrying the highest risk of loneliness in Thurrock were Aveley and Uplands and Tilbury St. Chads. (Figure 18)

Figure 18: Risk of Loneliness in the Population Aged 65+ (Age UK)



Thurrock's approach to community development in terms of local area coordination, social prescribing and community hubs are vital in promoting social contact and reducing the risk of loneliness particularly amongst these higher risk groups, however there is clearly still more to do.

The case studies in Chapter 2 outline some examples of housing developments that incorporate elements of social spaces and facilities which could reduce the likelihood of loneliness in older age.

New models of care, particularly our proposed new *Wellbeing Teams* and *Community Led Support Teams* aim to deliver a more holistic, strengths based offer to older people, set in the context of linking residents to assets in the community that may improve their wellbeing, as opposed to simply meeting basic care needs. This approach, currently being launched in Tilbury and Chadwell should be rolled out across the borough if shown to be successful.

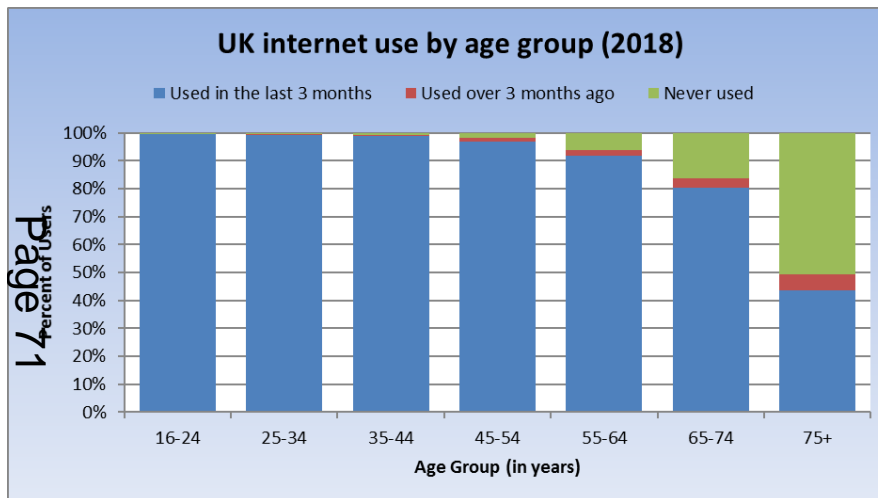
Chapter 4: *An overview of current and future health and wellbeing needs of older residents*

4.6 Digital Connectivity

A growing amount of social contact is undertaken via the internet both through emails and websites or via social media. This can offer the opportunity to facilitate and enable contact with others, and have the potential to increase connectivity and reduce risk of loneliness. When compared to the UK, However concerns are regularly raised by members that some of their older residents may be being 'left behind' in terms of this digital revolution.

National evidence bears out this concern, with figure 19 suggesting a significant fall in regular internet use in the population groups aged 65+ compared to middle aged and younger adults.

Figure 19: UK Internet Usage by Age Group (2018)



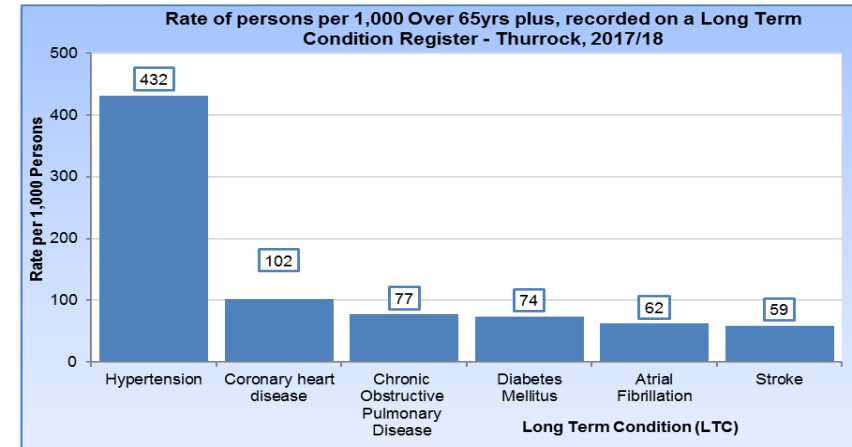
Evidence suggests that digital connectivity can bring benefits to older people. Using technology including Skype and Amazon Echo to deliver programmes such as Virtual Chair Based Exercise is about to be piloted as part of our new Wellbeing Team approach to delivering a more holistic home care offer to our residents. Triangulating national data with the segmentation data on our older population group set out in section 4.2, it is likely that we will have some residents who may benefit from support with using new technologies via education and training. This should also be considered when promoting new telecare and telehealth solutions and the council and healthcare partners need to be mindful of potential limited digital skills in our older population when implementing future roll-out of digital solutions to accessing our services. There are opportunities to provide an expanded offer to digital skills training through our community hubs.

Conversely, the data show that we are likely to have large numbers of "younger older people" who are confident using the internet. As this cohort continue to age over the next decade, it is inevitable that digital skills across the entire population will increase.

4.7 Long Term Health Conditions

As we age, the risk of developing one or more long term health conditions rises significantly. Figure 20 shows prevalence of different **diagnosed** long term health conditions within the population aged 65+ in Thurrock. High blood pressure (hypertension) is the most common diagnosed LTC followed by coronary heart disease and COPD.

Figure 20: Prevalence of Diagnosed Long Term Health Conditions in those aged 65+ in Thurrock, 2017/18.



Modelling work by Public Health England and stated within the Thurrock Annual Public Health Report 2016 indicates that there are a large number of patients who have long term health conditions who are not yet diagnosed and therefore not receiving any form of treatment. Whilst numbers are not available for 65+ only, we suspect some of the undiagnosed LTC patients will be older adults.

Undiagnosed or poorly managed long term conditions significantly increase the risk of serious cardio-vascular and respiratory health events and are often the precursor to avoidable hospital admissions and early entry into the care system. This highlights the importance of

- preventative interventions such as smoking cessation and weight management services to support all adults to reduce the likelihood of developing long term conditions;
- diagnostic interventions such as NHS Health Checks and Hypertension detection programmes which aim to diagnose early before conditions worsen;
- increasing the holistic treatment offer of care for patients with more than one long term condition.

Whilst there are a number of programmes in place already to address all of the above, more could be done to embed them within the Housing work programme – e.g. using communal sheltered housing complexes to host long term condition detection interventions, training more staff in Making Every Contact Count and ensuring housing improvement programmes such as Well Homes (see later section) adequately identify and refer patients to relevant health services.

Chapter 4: *An overview of current and future health and wellbeing needs of older residents*

4.8 Mobility and Falls

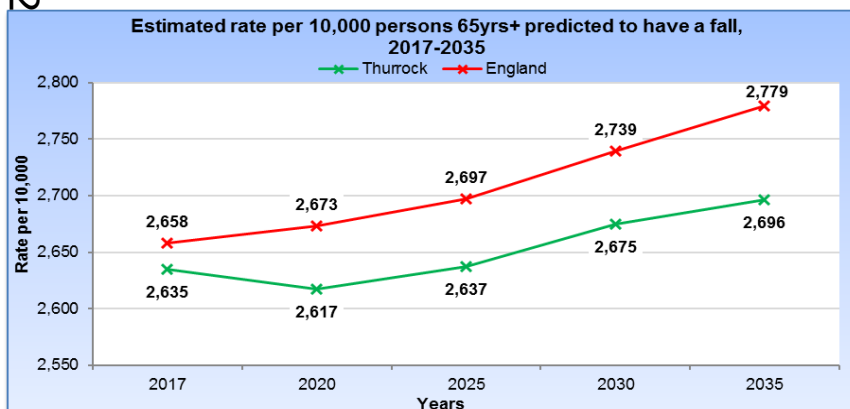
As our population ages, it is likely to become less mobile. Analysis from the main report suggests that up to 4,388 more older people will be unable to manage at least one self-care activity alone by 2035, with 2600 more struggling with increased mobility issues, indicating a significantly increased demand for adult social care support.

This indicates both a need to increase capacity all models of current provision, and more broadly to consider new innovative ways of delivering care within the community. It also highlights the importance of preventative and early intervention approaches that seek to keep people as well and independent as possible for as long as possible.

Falls are common in older people and are the leading cause of injury related admissions to hospital in people aged 65+, accounting for 14% of all hospital admissions in this age group.³⁵ Falls are also preventable and there is a strong evidence base relating to the efficacy of medication reviews, home safety checks, eyesight checks and postural stability training in reducing falls risk.³⁶

Rates of falls in older people are predicted to increase over the next 20 years (figure 21) perhaps reflecting changes in age structure of the population aged 65+, as the numbers of our oldest residents increases. Converting the rates in figure 21 into absolute numbers, suggests an increase from 6,245 to 9,759 (35%) in falls from 2017 to 2035.

Figure 21: Predicted falls rate per 10K residents aged 65+, 2017-2035



Despite figure 21 showing, a lower rate of falls in Thurrock compared to England, data in the Public Health England Outcomes framework shows that our rate of fractures of neck of femur is significantly higher than England's. This suggests that when older people are falling locally, their falls are more severe.

In 2017/18 there were 287 admission spells for Thurrock patients to Basildon Hospital with a recorded fall. The total cost of these was £1,344,620, with an average cost per spell of £4,685.

The wider impact of these falls to the longer term health and social care system is vast - one estimate from Craig et al.³⁷ indicates that the long term care costs resulting from a fall could be as much as £29,479 per person. Applying this to the Thurrock estimated number of falls (rather than just hospital activity presented above) would give long term care costs of **£184,096,355 for the 6,245 older adults estimated to have fallen in 2017, and costs of £287,685,561 for the 9,759 adults estimated to fall in 2035.**

Falls prevention approaches can therefore provide a large return on investment - this can be seen through the activity to date from the Well Homes service in terms of the Category 1 Hazards they have removed to date (see section on Private Housing).

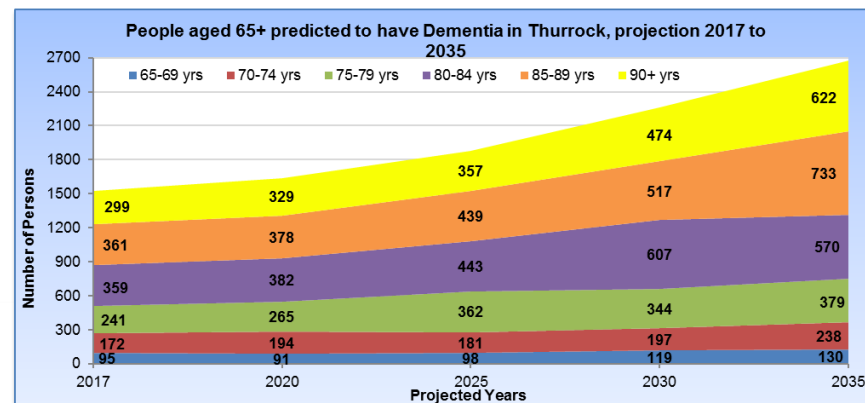
Thurrock has been operating a falls prevention service run by NELFT, which is part of the Older Adults Health and Wellbeing Service. The service includes a multi-agency team consisting of a Pharmacist, Consultant Geriatrician, Dementia Nurse, Nurse, HCA, Physio-therapist and Associate Practitioner. The team provide a Geriatrician led falls clinic, home therapy assessment including home hazard check, 12 week falls prevention group programme and direct support to care homes.

However, given the predicted increase in falls, together with further analysis in the main report suggesting that the severity of falls may vary between different GP practice populations and the highly cost effective nature of falls prevention programmes, there is a need to explore further how the current offer can be better used and perhaps expanded to mitigate projected rises in demand.

4.9 Dementia

Figure 22 shows the projected rise in dementia prevalence in Thurrock to 2035. Dementia is projected to rise by just over 75% with the biggest increases in the population aged 85+. This underlines the importance of planning for communities that are perceived to be dementia friendly, as discussed in Chapter 2.

Figure 22: Projected rise in prevalence of Dementia in Thurrock, 2017-2035

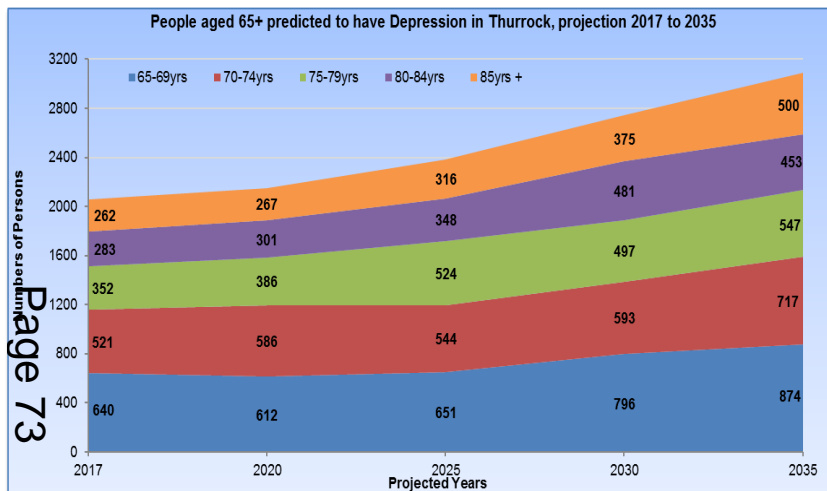


Chapter 4: An overview of current and future health and wellbeing needs of older residents

4.10 Depression

Risk of depression increases with age. Depression affects around 22% of men and 28% of women aged 65 years and over and up to 40% in those aged 85+³⁸, yet it is estimated that 85% of older people with depression receive no help at all from the NHS.³⁹ The number of older people in Thurrock with depression is predicted to rise as our population ages (Figure 23)

Figure 23: Projected risk in the prevalence of depression in older age groups in Thurrock, 2017-2035. Source: POPPI 2018



The impact of depression on the wider health and social care system is huge – information from the 2018 Thurrock Mental Health Joint Strategic Needs Assessment found that between 12-18% of all NHS spend on long term conditions is related to poor mental health, and the presence of poor mental health increases the average cost of NHS service use by each person with a long-term condition from approximately £3,910 to £5,670 a year. Applying this to the expected increased number of older people with depression locally by 2035, we calculate an additional £563,000 in treatment costs for long term health conditions.

There are already a number of initiatives underway to improve the diagnosis of depression in the adult population as a whole, including the cleansing of GP registers to identify patients likely to have a diagnosis but not accurately recorded as such, the implementation of depression screening in primary care for patients with Diabetes, and the use of practice level data on IAPT referral activity to drive referrals to treatment services. However more could be done to embed depression screening into the day job of more front line staff (e.g. housing officers) and those professionals who see older people regularly.

Work is also commencing in Thurrock to develop new, more integrated and holistic models of care for treating common mental health disorders.

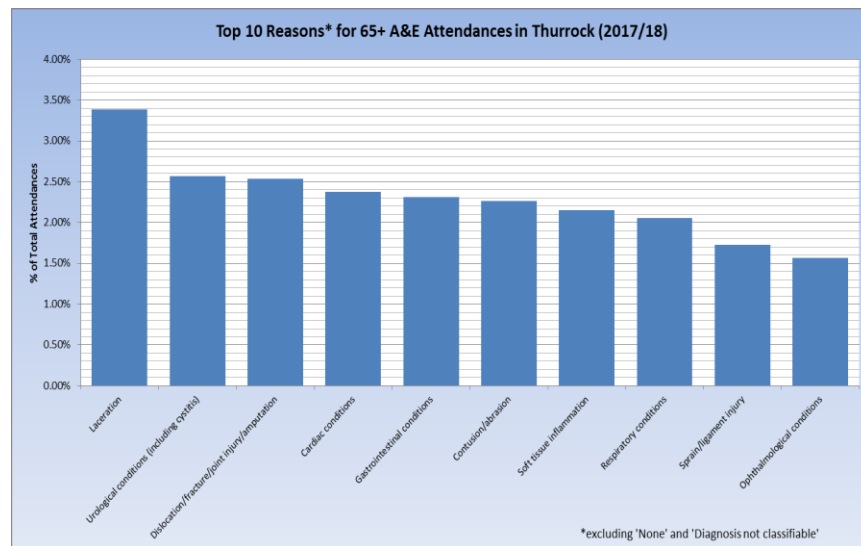
These will aim to link traditional clinical intervention with asset based community approaches including physical activity, addressing loneliness and isolation and support returning to work. Use of the community hubs and local area coordination are key to this process.

4.11 Hospital Use

In 2017/18 there were 12,173 A&E attendances for people aged 65+ in Thurrock, with the most popular diagnoses at admission being 'none' (65.31%) This suggests both on-going coding issues and potentially a cohort of older patients accessing A&E attendances were from people needing advice only; something that can and should be provided in Primary Care, and indicates ongoing issues with the populations ability and/or willingness to access local GP surgeries in a timely way.

Figure 24 shows the most common diagnoses from A&E attendances where coded. It is striking that many of the diagnoses are for conditions that could be treated within the Primary and Community care, if adequate access and facilities were available, highlighting the need for the proposed Integrated Medical Centres and for roll out of Primary Care Mixed Skill workforce proposals

Figure 24: Most Common Reasons for A&E Attendance in those aged 65+ where diagnosis was recorded.



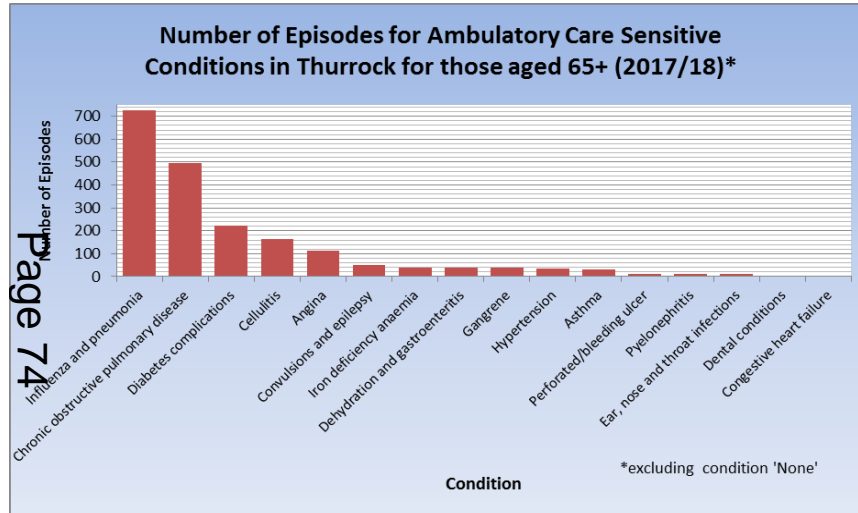
Overall A&E attendances in Thurrock for 65+ remained relatively stable with a small increase of 134 attendances between 2016/17 (12,039) and 2017/18 (12,173). However the cost increased from £1,545,024 in 2016/17 to £1,740,997 in 2017/18 – an increase of 12.7%. This could signify an increase in the complexity of patients attending A&E.

Chapter 4: *An overview of current and future health and wellbeing needs of older residents*

Ambulatory Care Sensitive Conditions

In 2017/18 there were 19,747 inpatient episodes of Ambulatory Care Sensitive Conditions (ACSC) for adults aged 65+ in Thurrock. This represents the number of inpatient episodes that could potentially have been avoided if a chronic condition had been managed better in primary or community care. Figure 25 shows the most common ACSC Hospital Episodes in Thurrock for those aged 65+.

Figure 25: Hospital Episodes for ACSC in those aged 65+ (2017/18). Source: HES



The top two causes for ambulatory care sensitive conditions are respiratory-based, and therefore could be influenced by work to improve housing quality (see sections on Well Homes and Transforming Homes). In addition, continuing to embed Making Every Contact Count principles across the wider front line workforce is key to earlier prevention or detection of conditions which could be managed within primary care and should not lead to an admission. This also underlines the importance of promoting healthy lifestyle interventions such as smoking cessation, and encouraging older adults to receive their free flu jab during winter months.

4.12 Delayed Transfers of Care (DTOC)

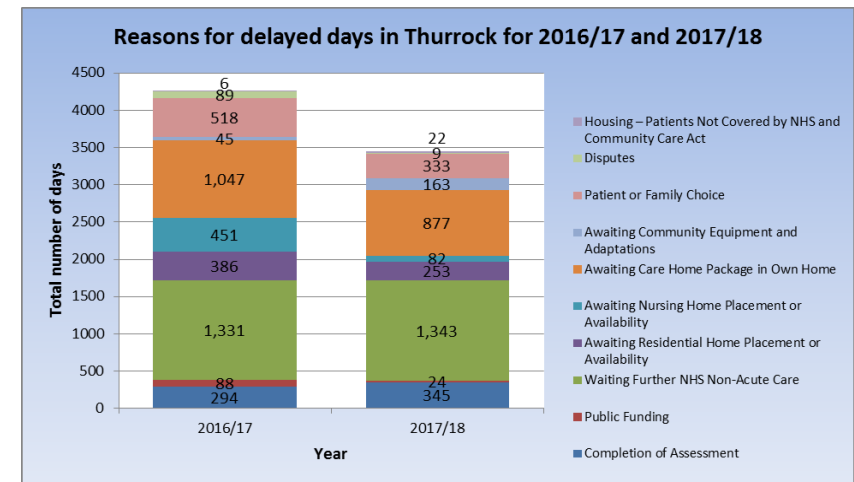
Reducing how long older people stay in hospitals can have benefits for patients, hospitals and reduce demand for adult social care. However discharging people from hospital relies on a suitable home environment which is equipped to meet their recovery and support needs. In 2017/18 there were 3,451 "delayed days" in Thurrock, which is a reduction from the number in 2016/17 (4,255). The latest data available at the time of writing this report was for April-June 2018, during which there were 385 delayed days in total. Comparing this to the same time period during the last two years, this is lower than the April-June period in both years.



Compared to its CIPFA comparators, Thurrock has very low levels of delayed transfer of care activity suggesting that the suite of initiatives commissioned from our Better Care Fund is effective in reducing DTOCs. Figure 26 shows the reasons for DTOC in 2016/17 and 17/18.

Whilst Thurrock has decreasing levels of delayed transfers of care, there are some delays caused by lack of equipment or a housing issue which have not decreased over time. This means there could be patients in a hospital bed who are well and could be discharged home if the correct equipment or adaptations were available, and consequently compounding the demand on the healthcare system unnecessarily.

Figure 26: Reasons for DTOC: 2016/17 and 2017/18 in Thurrock



The delays due to awaiting community equipment and adaptations could be due to either the NHS or Adult Social Care, it is something that should be monitored and could be unpicked further. Further information on the main types of equipment and adaptations accessed by Thurrock residents can be seen in the section on Housing Adaptations in the main report.

Page 74

Chapter 5:
*Current
Housing
Provision in
Thurrock*



Chapter 5: Current Housing Provision in Thurrock

5.1 Introduction

Understanding current local housing provision is key helping make strategic policy decisions on future provision. This Chapter summaries findings in the main report related to the borough's housing stock in terms of type, tenure, affordability, quality and suitability for older people.

5.2 Housing Type and Tenure

There are approximately 70,000 dwellings in the borough of which 12% are detached, 33% semi-detached, 32% terraced, 21% flat/maisonette/apartment and 1% bedsit/house of multiple occupation (HMO). The distribution of housing type is not uniform across the borough and varies considerably by ward. (See main report for more details).

The majority of housing stock in Thurrock (63.8%) is owner-occupied, and the rented sector split roughly evenly between private sector rented and socially rented (18.2% and 18.4% respectively). The data in figure 27 suggests a possible trend from owner occupied compared to privately rented over the last four years, although this change is not statistically significant.

Figure 27 Trends in Owner Occupier and Privately Rented Tenure in Thurrock 2012-15.
Source: Sub-national dwelling stock by tenure estimates, ONS

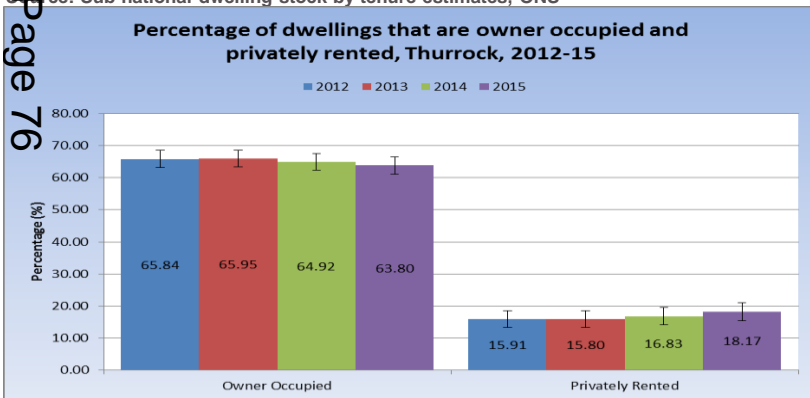


Figure 28 Home Ownership by Ward in Thurrock 2011. Source: Census, ONS

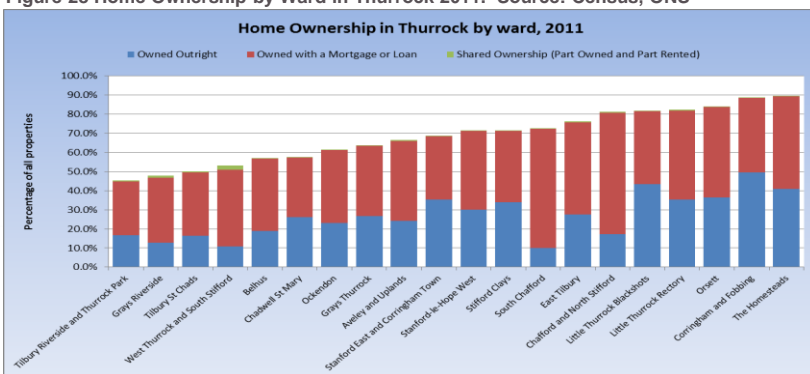
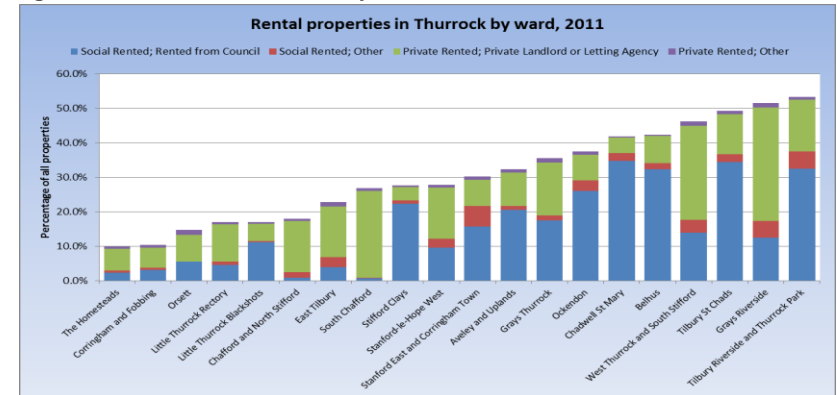


Figure 29 Rented sector in Thurrock by Ward, 2011. Source: Census, ONS



Housing tenure varies considerably between wards (Figures 28 & 29) In the Homesteads, almost 90% of housing stock is privately owned, whilst in Tilbury Riverside and Thurrock park, this figure falls to only 45%. This will in part a function of both where the council's own housing stock is located and partly where private sector landlords have chosen to invest which in turn will reflect demand within the private rented sector. (Figure 29)

Existing tenure needs to be considered when planning strategic planning for future housing provision for older people. A high level of home ownership could also mean a number of older people in homes they have lived in for some time, and therefore the responsibility for adapting these for future needs would lie with the individual. Evidence shows that it is cost-effective to adapt a home in order to prevent falls, or onward admission to residential care because a person cannot live independently, equally delays in receiving adaptation can negatively affect the effectiveness of that adaptation. The data above suggests that support for and access to adaptations within Thurrock should be reviewed to ensure that owner-occupiers in need as well as rental tenants are accessing the necessary adaptations. Additionally, this data may assist in identifying the need for the proportion of homes by tenure that are built in the future, particularly in terms of specialist homes, where the lack of options to buy a property may act as a barrier to moving for existing owner-occupiers. A range of homes for older people, of different tenures, are likely to be required.

5.3 House Prices

In 2017 the average cost of a property in Thurrock was £275,000, which is higher than the national average (£230,000) but lower than our the majority of our geographical neighbours, with only Southend having a lower median house price than Thurrock [see chart below]. It should be noted that the percentage increase from 2013-17 in median house price was 59.6% in Thurrock, which was more than double the increase seen nationally (24%).

Lower quartile house prices show a similar pattern with Thurrock having the second lowest (£224,000) of its geographical neighbours, but higher than England's £151,000 figure.

Chapter 5: Current Housing Provision in Thurrock

5.4 Housing Affordability

Considering median and lower quartile house price figures across all dwelling types risks disguising variation in price increases by house type. Figure 30 shows change in median house price by type of property. It suggests that the least expensive types of housing have increased the most in price, and at a rate that considerably outstrips England's.

Figure 30 Trends in Owner Occupier and Privately Rented Tenure in Thurrock 2012-15.
Source: Sub-national dwelling stock by tenure estimates, ONS

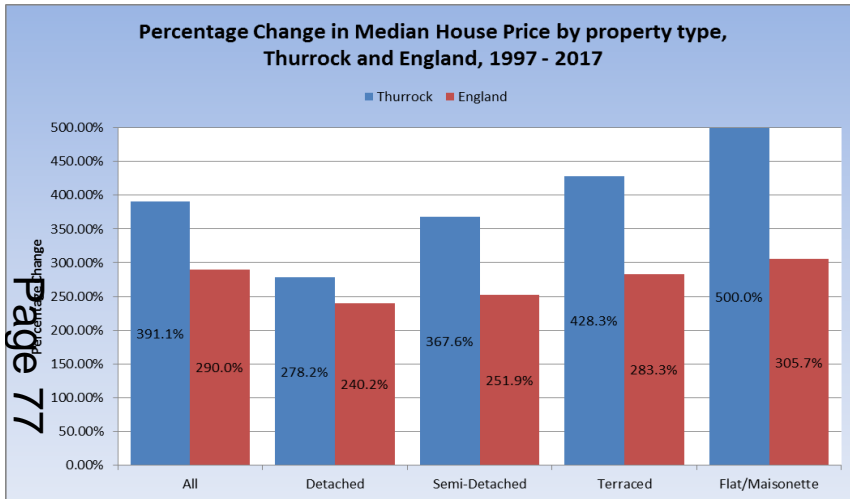


Figure 31 Growth in Average weekly rent, Thurrock and England 2007-8 to 2016-17

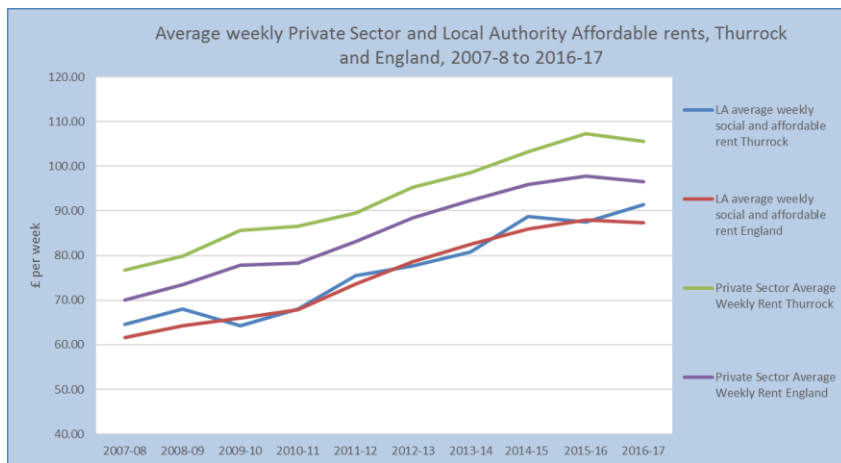


Figure 31 shows the growth in average private sector rents for Thurrock and England. Rents in Thurrock remain higher than England's, perhaps unsurprisingly as rent charged is likely to be associated with the capital value of property (rental yield) and hence the size of mortgage required by a private sector landlord to acquire it. The growth in private sector rent is largely in line with England's which suggests that rental yield from property in Thurrock is falling. Social and affordable rent in Thurrock have risen by a greater amount than the private sector over the last 10 years (41.6%) although remain lower than the private sector. Growth in both private and social/affordable rent sector increases are likely to present affordability challenges to older people who do not own their own home, if their income has not risen at the same rate.

The data in the section indicate that whilst Thurrock could be seen as more 'affordable' than its geographical neighbours, the recent trends in both house prices and rents indicate this will not continue to be the case – particularly in flats. As Thurrock is still more 'affordable' than London, it remains an attractive prospect for families moving from the capital, thereby potentially reducing the housing stock available for Thurrock residents.

For older people who bought their property over a decade ago, these data are likely to be good news as they are likely to have benefited from significant capital appreciation of their house at a time of enjoying historically low interest rates on their mortgage. Should they choose to move, the capital that they have amassed could provide considerable choice in retirement. National evidence suggests that many older people are likely to under-occupy larger houses. Whilst modelling the impact of downsizing on housing affordability is complex, creating attractive new options for older people is likely to free up the entire housing market and may impact positively on affordability.

Conversely, for older people who do not own their own home, the opposite is true. Rents have risen at a faster rate than income in all sectors, making housing more unaffordable. If this trend were to continue, this will present future affordability challenges in the future, particularly as younger older people's incomes drop as they come to retire.

5.5 Housing Quality

Thurrock Council is currently part-way through a home improvement programme called [Transforming Homes](#), which aims to bring all Council homes beyond the Decent Homes Standard. The programme covers:

- kitchens that are over 20 years old
- bathrooms that are over 30 years old
- boilers that are over 15 years old
- electrics that are over 25 years old
- windows that are either over 30 years or are single-glazed
- roofs that are over 40 or 50 years old, depending on type

The work also aims to maximize energy efficiency and eradicate damp and mould.

The Council had improved over 7,800 homes as of March 2018, with the intention for all to be completed by 2021. Our data shows that there are 3,002 residents in council homes in Thurrock aged 60+ claiming housing benefit. This programme will improve the quality and mitigate the risks of ill health associated with poor housing.

Chapter 5: *Current Housing Provision in Thurrock*

Private Sector Housing Quality

Public Health has commissioned a *Well Homes* project over the past three years aiming to support residents in the private sector to live healthily in their homes by addressing home hazards and promoting health, wellbeing and independence. The service is considered to be an innovative and integrated approach as health determinants have been considered broadly with signposting to services such as, but not limited to grants to improve energy efficiency including home insulation and boiler replacement, together with employment support, debt management and lifestyle modification.

The project has so far focussed on older people, people with long term or mental health conditions, and people on low incomes, although it operates on an open access basis. Evaluation for the project between August 2016 - August 2017 reported positive outcomes:

- 910 people were reached, of which 246 (27%) were aged 60+. This resulted in 470 homes being improved.
- 879 hazards were removed, estimating savings to the NHS and society of **£1,542,455**.
- 203 boilers were installed by *Warm Zones*
- Thurrock Lifestyle Solutions (handyman service) carried out 152 jobs, the majority of which were fitting PIR security lights.
- Essex Country Fire and Rescue Service also conducted 736 visits during this year, installing smoke alarms, removing trip and fall hazards and conducting fire risk assessments and oven cleaning where needed.

To date a total of 2111 people have been reached over the three years that *Well Homes* has been running and due to its success two additional schemes are being piloted in the upcoming year, one of which is focussed around supporting *Well Homes* residents in Tilbury locality with long term conditions to better manage their illnesses from their home setting as part of the *Healthier Together* campaign. As a result, the budget for the programme has been doubled. Autumn 2018 will also see *Well Homes* being re-launched as an in-house service with a further evaluation of this arrangement planned for the following summer

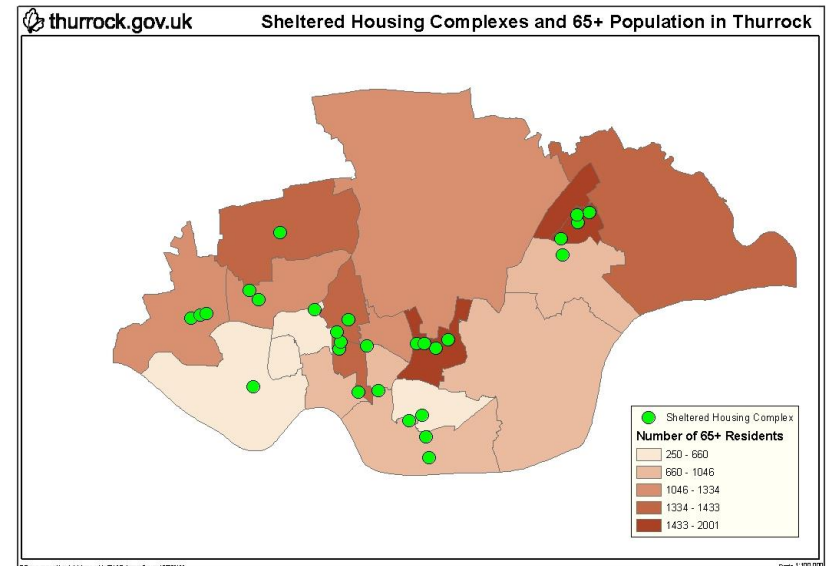
5.6 Specialist Housing Provision for older people

The Council offers some specialist accommodation in the form of Sheltered Housing, which is targeted towards older people who require some support to continue living independently. There are currently 1,240 properties owned by the Council across the borough, with the locations mapped on figure 32. It can be seen that there are several complexes in the areas with the most older residents.

The most common additional need of our Sheltered Housing residents is *Hearing Impairment* (14%), followed by *Wheel Chair User*, *Mental Health and Visual Disability* (all 5%). Our data suggests there is currently unmet demand for council sheltered housing. There are currently 1177 applicants on the housing register who are eligible to bid for sheltered housing, with the Council having advertised 135 properties in sheltered housing, and receiving a total of 952 bids. This averages out at 7.05 bids per property, however the median is 6 bids per property.

The Council also provides Extra Care Housing operating an 89 unit scheme *Piggs Corner* in Grays for rent, and a scheme at *Elizabeth Gardens* in Grays were 69 units are available to rent or buy. There are currently 6 applicants waiting for Extra-Care housing, again suggesting a level of unmet demand.

Figure 32 Sheltered Accommodation Provision in Thurrock by geographic density of population aged 65+. Source: ONS and Thurrock Council



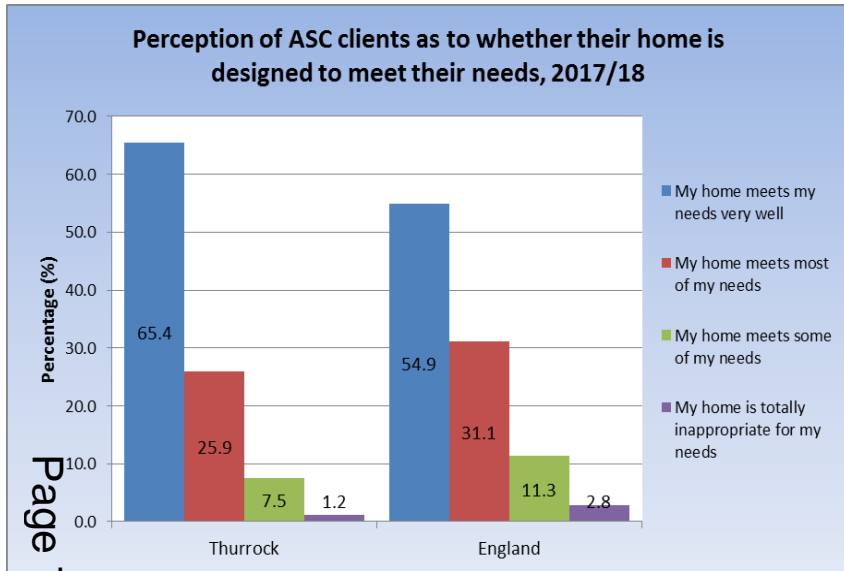
Housing Adaptions

Thurrock Council undertakes adaptations to their stock where needs are identified, the most common being changes to make showers more accessible and the installation of stair or step lifts. This suggests that these residents have mobility issues which are affecting their ability to undertake activities of daily living, be it independently or with help. This data gives an indication of the important features to consider when building homes which are appropriate across the life-course such as the flexibility to include a graded floor shower without major works and at relatively low cost.

91.3% of Thurrock social care users feel that their home meets all or most of their needs, which is very positive as the aim is to keep people safe and well in their own homes for longer. There are however 7.5% of respondents who felt their home only meets some of their needs, indicating there could be unmet need for adaptations, and 1.2% feel the home is totally inappropriate, indicating a potential need for alternative accommodation. These results do compare favourably to England however, where only 86% of social care users feel their home meets all or most of their needs (figure 33 overleaf)

Chapter 5: *Current Housing Provision in Thurrock*

Figure 33: Perception of ASC clients regarding their home 2017/18. Source: ASC User Survey



Specialist Equipment and Minor Adaptions

Adult Social Care provides a range of equipment and home adaptation solutions for residents with eligible care and support needs. Solutions are explored through the assessment process between social care staff and clients. In 2017/18 157000 pieces of equipment were provided to 53,430 clients ranging from simple daily living aids to assist service users to bathe and toilet, to more complex equipment designed to facilitate nursing care such as profiling beds and hoists.

Telecare

Telecare is specialist electronic equipment shown can maintain function status and promote independence.^{16,17} It can range from pendent alarms through to falls sensors, systems to turn lights, taps and cookers on and off or alert a central operator if a client has not returned to bed during the night after a specified amount of time. Evidence suggests it is likely to be cost effective.¹⁸

There is a large amount of work underway within the Council looking to embed technology enabled care in its future approaches to Adult Social Care. Pilot work happening in Tilbury and Chadwell locality is aligned with the roll out of the new approach to Social Care via the implementation of Community-led Support teams and Wellbeing teams. It is also forming part of the 'Connected Thurrock' Digital Strategy Connected Place theme.

This pilot aims to:

- Raise community awareness of telecare and telehealth equipment/devices/apps
- Encourage the take up of appropriate technology enabled care to support vulnerable people to be safe, independent and connected both within their homes and outside
- Support carers through greater use of technology enabled care
- Combat loneliness through connecting isolated people to the wider community and family and friends
- Encourage greater digital health literacy
- Prevent, reduce or delay the need for social care or acute health interventions (e.g. through falls prevents, swift hospital discharge)

However evidence from local residents indicates that there may be barriers to accessing these services (see Chapter 7). Local available data on uptake and cost of these services at the time of producing this report is patchy, and moving forwards, the Council should seek to ensure that the adaptations and telecare offer is evaluated fully to ensure they are being accessed, and are effective for those in greatest need.

Additionally, we know from national level evidence that the design of a home can impact upon the need for adaptations and telecare, the ease with which adaptations and telecare can be installed, and subsequently the cost to provide these. Moving forwards, consideration to the design of new homes should be given to make them appropriate and flexible across the life-course, and where telecare and adaptations are required these can be easily and cheaply installed. (see Chapter 2).



Chapter 6:

Attracting

Older People to

Alternative or

New Housing

Page 80



Chapter 6: Attracting older people to alternative or new housing

6.1 Introduction

We know that many older people remain in larger homes which have become under-occupied. These may not always be suitable for their long-term needs and this phenomenon could have negative implications for the liquidity and hence affordability of the entire local housing market. However, the older adult market is very diverse; some older people are interested in moving to smaller properties, some don't intend to move and some even want to upsize to a larger property. As older adults become a larger proportion of the population, it is important to consider their housing needs as well as taking into account their own desires and opinions relating to their homes. This chapter discusses the issue of attracting older people to alternative housing types, drawing on the national evidence base considers the national evidence base and local data including recent survey work undertaken with Thurrock residents.

6.2 Views from national work

According to a NHBC 2017 report,⁴⁰ two-bedroom homes were the most common choice for about half of those who had moved into smaller properties, this was followed by three-bedrooms which accounted for about a quarter of moves. This shows an appetite for smaller homes amongst older adults; and in fact, for those over 55 who moved into new-build homes, 39% had fewer bedrooms than their previous home. However, it is important to remember that not all older adults who are considering moving want a smaller home. The NHBC report also revealed that four-bedroom homes were desirable amongst the 55-59s for the extra space, which allows for hobbies or friends and family to stay over. There is also a large proportion of those 55 and over who do not want to move at all.

It has been estimated that between a quarter to a third of older people are interested in moving and that about 25% of those interested in moving are interested in specialist retirement housing.⁴¹ Flats were viewed favourably for ease of maintenance and security in some studies, as were bungalows, green space and a sense of community⁴². Retaining home ownership is favoured by those who are already homeowners⁴².

Reasons for wanting to move were diverse and include personal or family reasons such as the death of a partner or moving closer to family members, reduction in bills/running costs of their home, releasing capital equity, easier maintenance of home and garden and 'right sizing' their home after reduction in size of household.

Evidence on what facilitates older people's moving

Concerns preventing a move centre around physical difficulties in moving, emotional ties to their existing home and financial constraints. Conversely many older adults who do move report that they wish they'd done it five to 10 years earlier.⁴⁰ The following have been shown to be effective in facilitating downsizing:

- *Smoothmove* services that assist with packing, selling and storing of belongings
- Marketing of properties to reflect what is likely to be important to older people e.g. emphasizing nearby GP/NHS facilities, and good transport links
- Locations central to communities
- Technology including fast internet that allows Skype and better control over the home environment e.g. smart temperature control



6.2 Local Residents' Views

Survey and consultation work undertaken by Public Health with local residents sought to understand:

- The respondent's current housing situation and how well this meets their needs.
- What is important to the respondent in terms of the building in which they live
- What is important to the respondent in terms of the place in which they live
- What the barriers and enablers are to moving home in older age
- How older people could be supported to start planning for older age sooner.

A full evaluation report is included in Appendix 2 of the full version of this Annual Public Health Report.

In summary, the local survey reflects evidence from elsewhere – 'national views'.

- Increasing the stock of attractive and appropriate homes could increase the number of people willing to move as the top barrier to moving was the 'availability of suitable properties' and the top option that would encourage people to move was 'greater availability of preferred housing'.
- Older people want to remain home owners with 30% stating that they would consider buying their own specialist property, although interestingly 30% also said they would consider renting a specialist property.
- The most common reason for wanting to move was care needs. Important features for a new home were low maintenance, reduced running/maintenance costs, and level access highlighted.

Chapter 6: Attracting older people to alternative or new housing

- The process of moving is difficult and costly and that Incentive to Move schemes may be beneficial; including 'Advice', 'Financial help' and 'Practical help'
- Just under half of respondents said that they would consider moving (47%), with an additional 24% stating that they would "maybe" consider moving which is slightly higher than national evidence.
- Less than half (44%) of respondents over 60 years old have started planning for their future housing needs (albeit 22% of respondents said they already live in specialist accommodation). However, just over a third of respondents have not yet started to plan.
- A call for better information/advice (evidenced by the 17% of people that say advice/guidance might help them plan towards meeting their future housing needs,

In line with the national evidence, a large proportion of people do not want to move at all. Of concern to local residents was finding out about local support services and the reliance on the internet for disseminating information. Residents commented that they often seemed to find out about services 'by chance'. Residents expressed a desire for face to face opportunities to speak to staff about their needs. Additionally, residents were concerned about the cost of services, such as adaptations and how long these took to resolve.

In terms of place, it appears as if residents view the connectivity of their home as important, evidenced by them ranking 'close to family/friends' and 'close to town/facilities' as important. Through the conversations with residents, a sense of community emerged as a strong theme that was important to them and feeling that neighbours were looking out for one another.

6.2 Downsizing in council housing stock

Councils often offer incentives to encourage downsizing amongst older residents. Thurrock Council currently offers an incentive to existing Council housing tenants who wish to downsize from their existing property, both in terms of a financial payment (currently up to £1,000) and support arranging removals services. Further information on this can be found on the Council's website: Downsizing Scheme.

Table 1 shows a summary of the downsizing requests received by the Council to date.

Table 1: Downsizing activity of existing Council tenants

Year	Number of requests received	Average Number of bedrooms	Average number of bedrooms released	Payments issued by the Council
2015/16	77	Not known	Not known	£58,825
2016/17	51	Not known	Not known	£36,651
2017/18	82	2.89	1.47	£55,589
2018/19 (to date)	28	2.65	1.35	£22,527

National data indicates that the proportion of older people who under-occupy in socially rented properties is typically quite low (around 19% compared to 68% of owner-occupiers (68)), however analysis of this data suggests that the take up of the offer of removals support is still very limited.

The Council also runs a Right Size scheme aimed at older owner-occupiers who are happy to move into Council-owned accommodation for older people (e.g. sheltered, extra care or HAPPI) and lease their homes to the Council on a fixed-term basis. The scheme is open to residents meeting the following criteria:

- Aged over 60 or 55-59 with a disability
- Requiring sheltered, extra care or HAPPI accommodation
- Downsizing from a larger property – at least 2 bedrooms
- Willing to sign up a minimum 5 year lease with the Council

Details on this scheme are set out in the Housing Allocations Policy: Rightsizing Scheme. However the interest in this scheme appears to be very limited, with only one homeowner taking up this offer since the pilot launched in 2017.

This supports the residents view both nationally and locally, that there needs to be a range of pull factors to encourage older people to move, and no one size fits all.



Page 82

Chapter 7:
*Bringing it all
Together:
Summary of
Key Findings*

Page 83



Chapter 7: Bringing it all together: Summary of key findings

At the outset of this report, it was stated that there were four key questions that were to be answered. The answers to these questions are summarised below:

7.1 What impact will demographic change have on the needs for new and existing housing stock across all tenures in the next 20 years?

Within Thurrock, the over 65yrs+ population is projected to grow by 5% by 2020, and potentially by 46% by 2035. This equates to an additional 10,900 older people by 2035 albeit caution should be exercised with this projection. This population increase means that there will need to be a larger number of properties in Thurrock which are suitable for older people, be it mainstream housing or specialist housing. This broadly resonates with the current Housing Strategy (2015-2020) for Thurrock which proposed to build 1,000 new homes over the next five years (to 2020).

The proportion of new homes which should be mainstream homes or specialist homes is influenced by a multitude of factors, not least the personal preferences and wishes of the individuals involved. The survey undertaken as part of this report indicated that changing care needs were the most common reason for moving or considering moving, and our analysis tells us that by 2035 there is likely to be:

- An additional 2,600 older people who cannot undertake at least one mobility activity by themselves
- An additional 4,538 older people who are unable to undertake at least one self-care activity by themselves.
- An increase of 2.3% in falls
- An additional 1,147 people with dementia
- An increase in long term conditions which research suggests impacts upon the ability of an individual to self-care.

This means that there will be a larger group of people in Thurrock in the future who require support from health and social care services in order to manage their health and activities of daily living. Given the anticipated increase in population, and increase in people with health and social care needs, it is likely therefore that there will be a need for further specialist housing to accommodate the increase in the older population. Modelling the demand for specialist housing in the future is incredibly difficult due to the multiple influences on housing demand and supply, personal preferences and uncertainty about the future. The current older population is likely to be different to older people in future - retirement ages changes, medical advances, and different social and political attitudes may affect housing needs and preferences, additionally society is more mobile now and more likely to travel and less likely to stay in or around the place of birth or close to family members. National estimates have indicated that the demand for specialist housing may increase by anywhere between 35-70%.

That being said, even with an increase in supply in specialist housing there would not be capacity for every older person to live in a specialist home, and neither would all older people wish to, or indeed have a need to. In fact we know that the majority of older people want to remain living in their current mainstream home. This means that existing mainstream stock needs to be made suitable for older people, and mainstream stock built going forwards needs to be developed with the whole life course in mind.

Existing stock can be unsuitable, unsafe, unhealthy and insecure for older people. More than 5,600 households in Thurrock are estimated to be in fuel poverty and a local survey of social care users indicated that 7.5% of social care users felt that their home only met some of their needs which indicates a potential unmet need for changes to their home. The latter is supported by engagement work for this report in which 16% of respondents indicated that their home was not appropriate for them in terms safety and security, 15% in terms of proximity to health and leisure facilities, 14% in terms of accessibility, 12% in terms of size and social networks, and 10% in terms of their ability to cope and also quality of life, and 14% in terms of accessibility. Notwithstanding the small sample size of this survey, this suggests that a sizeable proportion of people in Thurrock are living in a home which is either not suitable now, or which they predict will become unsuitable as they age and this will have a negative impact on their health. There therefore needs to be appropriate support in place to mitigate these negatives.

Within Thurrock, initiatives such as Well Homes (for private housing) and the Transforming Homes programme (for Council housing) have tackled aspects of ensuring homes are suitable and the Well Homes programme has been evaluated recently to show positive outputs. Options to develop this project further are currently being explored.

Housing adaptations and telecare are also provided for Thurrock residents and a pilot is currently underway in Tilbury and Chadwell as part of the new approach to social care and Connected Thurrock Digital Strategy, to increase knowledge and take up of telecare. Evidence suggests that housing adaptations and telecare are effective and potentially cost effective mechanisms to increase the independence of older people living in their own homes, and they can be acceptable to the older population. There are however gaps in the evidence in specific user groups and in the UK context, in the terms of cost effectiveness, additionally residents views collected as part of this report indicated that there may be barriers to accessing these, for example in terms of waiting time and cost and also some older people may not know what options are available. This means that evaluation of local initiatives, including the Tilbury and Chadwell pilot are required to demonstrate how these may be effective, cost effective, accessible, equitable and relevant to the older population in Thurrock.

High Level Recommendation	<i>Ensure all older people who wish to stay in their own home are supported to do so for as long as possible, by providing appropriate and accessible information and services to meet the needs identified</i>	
Key Questions	<ul style="list-style-type: none"> • How can information about support services be made more readily available? • Are there any other cost effective schemes that can support people to remain in their own homes? • How effective is the local falls prevention service and how can it be improved to mitigate the projected increase in falls? • How affordable and what are the waiting times for adaptations? 	
Existing Assets to Build upon	<ul style="list-style-type: none"> • Stronger Together • Community Hubs and Libraries • Tilbury and Chadwell Telecare Pilot • Lifestyle modification programmes 	<ul style="list-style-type: none"> • Social Prescribing • <i>By Your Side</i> home from hospital programme • Tilbury and Chadwell Telecare Pilot • <i>Well Homes</i> initiative • <i>Thurrock USA</i>

Chapter 7: Bringing it all together: Summary of key findings

For new housing, the vision for Thurrock is to have a life course approach to ageing which includes ensuring that all new homes built are appropriate across the life course. Homes which are appropriate across the life-course are more easily adaptable and have features already which enable healthier ageing in place, such as good lighting and adequate ventilation. Despite the recent changes to building regulations to partially incorporate lifetime home standards, these remain largely optional; indeed in Thurrock these are not currently part of mandatory policy. This means there is currently little obligation or incentive for developers to build homes with these features.

Thurrock's current Housing Strategy (2015-2020) states that 100% of new council properties will be built to the lifetime homes standard and London space standards however it is unclear how many have actually incorporated these standards to date. Arguably limiting to only council properties does not go far enough. The ten HAPPI principles are widely regarded as the gold standard for not only housing for older people, but for all housing. These are not currently incorporated in plans for new homes as standard, although they are encouraged. To enable older people to age healthier in their current homes going forwards, all mainstream homes should be built which incorporate age friendly and life-course features such as those outlined by HAPPI and this should be reflected in the local plan.

Page 85	High Level Recommendation	<i>Explore the impact of mainstreaming HAPPI design principles into planning guidance within the Local Plan</i>
	Key Questions	<ul style="list-style-type: none">• What will the impact of the above recommendation be on encouraging new home building?• Why is affordability of housing an issue in Thurrock? How can it be alleviated and mitigated?• How should new developments best be quality assured during the design and building process?
	Existing Assets to Build upon	<ul style="list-style-type: none">• Active By Design• Secure By Design• Health Impact Assessment expertise within the Public Health Team• Council's Planning and Advisory Group

Existing stock can be unsuitable, unsafe, unhealthy and insecure for older people. More than 5,600 households in Thurrock are estimated to be in fuel poverty and a local survey of social care users indicated that 7.5% of social care users felt that their home only met some of their needs which indicates a potential unmet need for changes to their home. The latter is supported by engagement work for this report in which 16% of respondents indicated that their home was not appropriate for them in terms safety and security, 15% in terms of proximity to health and leisure facilities, 14% in terms of accessibility, 12% in terms of size and social networks, and 10% in terms of their ability to cope and also quality of life, and 14% in terms of accessibility. Notwithstanding the small sample size of this survey, this suggests that a sizeable proportion of people in Thurrock are living in a home which is either not suitable now, or which they predict will become unsuitable as they age and this will have a negative impact on their health. There therefore needs to be appropriate support in place to mitigate these negatives.

7.2 What types of housing do our elderly population want, and what are the impacts of choosing to move to a home suitable for later life?

Older people are not a homogenous group and should not be treated as such and it is therefore important to ensure that more suitable housing is defined by the older person and is specific to the older person's needs and preferences, rather than being a generic definition. The wishes of older people and personal choice should be respected; and evidence from both national level surveys and local engagement indicates that the majority of older people wish to remain in their current home and as stated previously, services such as adaptations and telecare should be available to support people to do this. From the MOSAIC analysis in Chapter 2 we know that the three biggest population segments in Thurrock are likely to own their own home which may present an issue with us knowing if any adaptations are needed or have already been made. The MOSAIC characteristics suggest that many of these households may not be confident with technology which may need to be considered if options such as telecare/telehealth are to be used or if digital technologies are otherwise used in new homes.

There is a high level of home ownership in Thurrock and evidence from the local engagement exercise indicates that 30% of residents would consider buying a specialist property and 30% would consider renting a specialist property (although these residents may not be mutually exclusive). However, in Thurrock, the bulk of sheltered housing is council owned (1240 properties); there are only 146 retirement properties and 18 age exclusive properties which are leasehold properties. This demonstrates that whilst there is interest in specialist housing; potentially there are not enough properties of the correct tenure. The Council and developers need to ensure that the tenure of future specialist housing matches preferences; certainly the national evidence indicates a shortage of specialist homes that are available to buy; and also that some older people are averse to leasehold properties which can also act as a barrier.

Our local engagement indicated that the most important property features are low maintenance or being easy to maintain and having own garden or some outside space. Accessible features and at least one space bedroom were also rated as important. Being close to friends and family and being close to a town centre were rated as the most important features of the area.

It has not been possible to quantify the impact of choosing to move to a more suitable home in later life on the individual (if that more suitable home is deemed to be specialist housing) because the evidence of effectiveness of specialist housing is very limited. Whilst there is some evidence from the literature of positive outcomes associated with Housing with Care, which can improve quality of life, promote health improvement and reduce social isolation, few studies have been conducted on other types of specialist housing. Scrutiny of schemes in other areas and the available literature tells us that there is no 'best practice' in terms of a model of housing which works for older people, as this is very much dependent upon the needs of the population who will be living there. This means that there is no specific model that Thurrock can exactly replicate to realise the same effects. There are some common themes which emerge however in successful case study models such as autonomy and control over living environment being very important and these can be applied to any new schemes to enable a wide offer of options to a diverse market of older adults. National guidance suggests that housing for older people should be co-produced with older people. For Thurrock, this means that there is a need to design and develop bespoke specialist housing alongside and in partnership with local residents which takes into account the themes evident from successful schemes elsewhere.

Chapter 7: Bringing it all together: Summary of key findings

High Level Recommendation

With older people as active participants, develop and build a range of bespoke housing for older people and ensure the need for these specialist homes is reflected in the Local Plan.

Key Questions

- What are the best ways to engage older people throughout this process?
- How can we better predict the number and type of specialist homes we need in Thurrock?
- How can we best incentivise developers to build specialist homes?

Existing Assets to Build upon

- Opportunities for engagement of older people through the Thurrock *Over Fifties* forum and *Older People's Parliament*
- Thurrock U3A
- Women's Institute

When considering a move to move suitable housing, what would make the option attractive to our elderly population?

Any action within Thurrock's Housing strategy is to create attractive housing options for older people that encourage independence and wellbeing. Evidence from national and local public engagement work suggests that a key pull factor is the availability of suitable and attractive properties and for older people to have a greater awareness of these options.

Around 25% of older people nationally, and 47% of older people surveyed locally, express that they would consider moving in the future. An additional 24% of older people locally indicated that they would "maybe" consider moving. Given the sizeable proportion of residents who are unsure, potentially many of these could be encouraged to move if the options available were suitably attractive and potential barriers were removed.

A key barrier is the lack of suitable properties as discussed previously in this section, however other barriers to moving identified through both local and national surveys include cost of moving, lack of information on the options, practicalities of moving, not wanting to leave current home due to sentimental reasons, risk of losing existing support networks or a wish to retain the equity in the property.

Evidence suggests that downsizing, for many, will not free up finances as is often one of the main benefits promoted to encourage older people to move. Additionally in Thurrock, the Council offers downsizing payments to Council tenants which has had some uptake, however a rightsizing scheme implemented in 2017 aimed at owner-occupiers has not been successful in attracting applicants since its inception in 2017. This means that there needs to be greater 'pull' factors which encourage people to move.

Moving forward there should be appropriate support with the planning and moving process for people who do wish to move, and to encourage those who may be open to but undecided about moving, information about housing options and awareness of the assistance with planning and moving available should be provided.

Evidence from surveys indicates that older people need to be encouraged to start to plan for their older age sooner and more advice and guidance on housing options may be a way to do this. More in depth resident engagement work needs to be undertaken to look into practical solutions to tackle these issues further. Additionally, there is further work that needs to be undertaken to identify issues around affordability of this housing.

What impact does housing have on health and how can we enhance the positives and mitigate against the negatives? And how can we ensure they are better understood by those affected?

It is widely accepted that housing can have a significant impact on health in terms of excess winter deaths and cold related ill health, indoor air quality, mental health including loneliness and social exclusion, falls, and demand and access to health services. Additionally, we know that the wider public realm can also have a significant impact, for example on social isolation and physical activity levels. We also know that housing can have a negative influence on health and wellbeing if it is unsuitable, unsafe, insecure and unhealthy, and these negative influences can be mitigated through provision of focused services. This report only considers services which directly impact upon the home itself and there would be value in exploring other services in greater depth such as home-sharing.

Housing Operations functions could be better engaged to affect health positively through encouraging and enabling a healthier lifestyle. For example, we know that, in Thurrock, there is a high rate of people with hypertension, with substantial numbers who have not yet been diagnosed, many of whom will be aged over 65. If not identified and managed appropriately these patients may be at risk of an emergency hospital admission. Housing provides a vehicle with which to try and impact upon these conditions and outcome - in terms of identifying conditions earlier, enabling people to better manage these conditions possibly limiting further deterioration, and also by preventing these conditions arising, or delaying the onset of these conditions through a healthier lifestyle, better access to services and increased social capital and integration. Health improvement work could be complemented with the continued support of Making Every Contact Count amongst front line staff, including housing staff, widespread use of community groups and hubs to increase service promotion and awareness of the consequences of not improving lifestyles for example.

We know that older people are much more likely to have long term conditions and whilst there are a number of programmes in place already, more could be done to embed them within the Housing work programme, for example, using communal sheltered housing complexes to host long term condition detection interventions, training more staff in Making Every Contact Count and ensuring housing improvement programmes such as Well Homes adequately identify and refer patients to relevant health services. We also know that, in Thurrock, mental health problems such as depression are set to increase in the future and the presence of poor mental health increases the average cost of NHS service use by each person with a long-term condition from approximately £3,910 to £5,670 a year. More could be done to embed depression screening into the day job of more front line staff (e.g. housing officers) who may have access to older people who would be hard to reach by other professionals and there would be benefit in improving pathways between mental health services and Housing. In addition, by building developments that encourage community cohesion and reduce the risk of isolation, we could reduce the risk of developing depression.

Chapter 7: *Bringing it all together: Summary of key findings*

We know that more appropriate housing is likely to result in savings to the NHS. We know in Thurrock that many emergency admissions of older people could have been prevented with better managed care, and nearly 5% of all delayed transfers of care are due to awaiting community equipment and adaptations. For Thurrock, this means that there needs to be integration of housing into NHS pathways to ensure a holistic provision of services is provided, and also that the home is routinely seen as a place in which health promoting activities can be actioned.

Alongside enhancing the positives directly through appropriate housing, wider place making elements are also extremely important and can have a huge impact. The Housing strategy states that it will consider green space requirements for new council properties, however there is a need for further steps to be taken to ensure wider place-making elements are included and across all new properties. There are two aspects to this; firstly in terms of developing healthy places for all, and ensuring that residents of a place have opportunities for active travel, enabling healthy eating and having access to appropriate healthcare for example. The principles set out in the NHS Healthy New Towns Programme provide a good standard upon which to base planning guidance in this regard. This is important because keeping people healthy throughout the life course has an impact on how healthy a person is in older age. The second aspect is incorporating age-friendly features into a healthy place. We know that just under half of all residents in Thurrock aged over 75 have no access to a car or van which may mean that they have difficulty getting around, and 39% of older people live alone which can be a risk factor for loneliness or social isolation. This emphasizes the importance of giving due attention to the wider place making agenda. Evidence from around the world indicates that there are specific considerations with regards to transport, green space, community, safety and crime prevention, work and volunteering and the digital environment that may impact on the lifestyle and health of an older person and how active and valued they feel within a community. Whether building new mainstream housing with life-course features, or new specialist housing, it should be a key feature of the local plan that particular importance is placed upon the wider public realm with regards to these features.

To ensure these issues are better understood by those affected, we need to ensure that awareness and communication with older people is improved. Evidence suggests that older people do not know what is available to them, and there is a concern that if they do not use the internet as is the case with just over 13% of Thurrock residents, that there is a risk that they will miss out on help and support. Within the context of the Council's digital strategy, this indicates that there is a need to enhance the existing methods of face to face communication such as through volunteer hubs harnessing the skills of "younger older people" who are confident in using the internet, then considering whether there is a need to provide training specifically to older people to improve their competence and confidence in using the internet.

Page 87

<p>High Level Recommendation</p>	<p><i>Ensure that healthy place making principles, such as those outlined by the NHS Healthy New Towns Programme, and age friendly features are incorporated into the Local Plan</i></p>
<p>Key Questions</p>	<ul style="list-style-type: none"> • How can we ensure that these principles are being adhered to in the new place planning and design? • How can we best encourage the development of Dementia Friendly communities?
<p>Existing Assets to Build upon</p>	<ul style="list-style-type: none"> • Integrated Public Health and Place Council functions • Stronger Together including LACs and Timebanking • For Thurrock In Thurrock/Thurrock Integrated Care Alliance strategic working • Community hubs and libraries • Housing and Planning Advisory Group • Public Health's Health Impact Assessments (HIA)

Chapter 8: *Recommendations*

Page 88



Chapter 8: *Recommendations*

- 1. Ensure that all older people who wish to stay in their own home are supported to do so, for as long as possible, by providing appropriate and accessible information and services to meet needs identified.**

Sub-Recommendation	Rationale	Chapter(s)
1a. Produce a single directory identifying the range of support services available to older people across the Local Authority, NHS, and third sector including adaptations, telecare and home help.	<ul style="list-style-type: none"> Feedback from residents identified that they were not aware of what support was available and the process for accessing this 	6
1b. In line with the digital strategy, increase the availability and confidence of older people to use technology	<ul style="list-style-type: none"> Feedback from local residents indicates that they feel that they miss out on support if they cannot access the internet MOSAIC data shows that are most common older population segments who may not be confident in using technology 	4,6
1c. As part of the strategic vision of 'Connected Thurrock' and the possibilities for future houses to be built with appropriate technologies embedded within them, undertake a detailed evaluation of existing/proposed telecare and adaptations services to ensure these are fit for purpose, equitable, effective and cost effective for Thurrock	<ul style="list-style-type: none"> There is a Council strategic work stream around keeping people independent at home Evidence that it is acceptable to older people and also cost-effective Data we have got on our current uptake The sheer cost of a residential care/nursing home care package MOSAIC data shows we have lots of older population segments who may not be confident using technology – so we need to make easier to use and access 	
1d. Expand the Well Homes scheme to include an winter check for homes and further input into home energy efficiency.	<ul style="list-style-type: none"> The savings it has shown so far The reach it has had so far There are pockets of deprivation in the borough which will impact upon the ability to afford a home and adequately run in There are inequalities within the borough in terms of fuel poverty 	4,5
1e. Develop better pathways between EPUT and Housing teams in supporting the increased number of older people with MH issues.	<ul style="list-style-type: none"> The number of older people with mental health issues such as depression, dementia or psychotic disorders is set to increase in future years. 12-18% of all NHS spend on long term conditions is related to poor mental health The presence of poor mental health increases the average cost of NHS service use by each person with a long-term condition from approximately £3,910 to £5,670 a year. 	4

Chapter 8: *Recommendations*

2. Explore the impact of mainstreaming HAPPI design principles into planning guidance within the Local Plan.

Sub Recommendation	Rationale	Chapter(s)
2a. Develop an older persons housing strategy	<ul style="list-style-type: none">• There is a lack of detail in the current housing strategy 2015-2020 relating to older people's housing• The older people's population are not a homogenous group and require a specific and detailed action plan; evidence suggests that many local authorities do not have such a plan.	2,3
2b. Ensure there is buy in to HAPPI principles across the Council and the potential for this to be incorporated into planning guidance is considered.	<ul style="list-style-type: none">• Most people want to continue living in their own home, so housing needs to be appropriate across the life course.• HAPPI principles are considered to be an exemplar for all housing, including both specialist housing and mainstream housing.	2

Chapter 8: *Recommendations*

3. With older people as active participants, develop and build a range of bespoke specialist housing for older people and ensure the need for these specialist homes are reflected in the local plan.

Sub Recommendation	Rationale	Chapter(s)
3a. Co-Design and build a bespoke range of specialist housing for older people with older people. The foundations for this should be based on evidence of what has been successful elsewhere however the design should be tailored towards what the target group of older people in Thurrock specifically need.	<ul style="list-style-type: none"> Local and national residents views suggest that a key barrier to moving is a lack of suitable properties. Evidence from published literature indicates that the effective housing solutions involve older people their design. Encouraging some older people to downsize may have the benefit of freeing up some larger family homes. 	6, 2
3b. Undertake some focused additional public engagement on specific issues relating to specialist housing planning for housing in older age and the process of moving home. This may be as part of programmes such as "Your Place, Your Voice" or as separate exercises depending upon the topic and target group.	<ul style="list-style-type: none"> National residents views indicate that there may be value in designing services which tackle barriers to moving. Questions raised through the local resident engagement suggests there would be value in exploring these issues in more depth. 	6
3c. Consider developing a package of support for people in terms of moving to include: help with removals, negotiating with energy suppliers, redirecting mail, selling unwanted goods, dealing with administrative and legal issues and post move support (subject to outcome of action 3b)	<ul style="list-style-type: none"> National and local residents views indicated that that may be value in designing services which tackle barriers to moving There is an offer to council tenants currently; however this is not available to owner-occupiers or those privately renting. 	6
3d. Develop the quality and accessibility of advice on housing options available to residents.	<ul style="list-style-type: none"> Local and national residents views indicate that people do not know what is available to them or how to find this information. 	6
3e. Develop the relationship between sheltered housing and public health	<ul style="list-style-type: none"> Sheltered Housing complexes are distributed all over the borough, with halls in the areas with the most older people. There is an opportunity to improve these relationships as Sheltered Housing are reviewing their data collection requirements, plus they often have capacity to host PH events etc in communal areas 	5
3f. Produce a separate product seeking to identify the need for older people's mental health specialist accommodation	<ul style="list-style-type: none"> Growing number of older people plus adults likely to have Mental Health crises Market position currently unknown – recent Market position statement did not drill down into this in much detail Other work has shown fragmentation of Mental Health and Housing pathways This is not within the scope of this report. 	4

Chapter 8: *Recommendations*

4. Ensure that healthy place making principles, such as those outlined by the NHS Healthy New Towns Programme, and age friendly features, are incorporated in the design process of all new homes in the Local Plan, whether mainstream homes or specialist homes.

Sub Recommendation	Rationale	Chapter(s)
4a. Ensure that healthy place principles such as those outlined in the NHS Healthy New Towns Programme are embedded in place-making policy. This could be achieved by taking forward the draft interim planning guidance developed by the Public health and place team.	<ul style="list-style-type: none"> • There are a number of older adults at risk of loneliness (e.g. there are a number of lone older person households, many who cannot access a car/van, and there are 2,057 older adults we estimate to have depression currently) • ASC survey findings – some residents say they are feeling socially isolated and can't get to all the places they want to • Recognition of certain areas in Thurrock with lower accessibility 	2, 4
4b. Ensure that age friendly principles are embedded in place-making policy.	<ul style="list-style-type: none"> • Evidence from literature suggests that there are a number of place-making factors which can impact upon a person's health and wellbeing. 	2

References

1. Department of Health. The Link Between Health and Housing. 2018.
2. Ministry of Housing, Communities & Local Government. Lifetime Neighborhoods. 2018.
3. Warwick Law School. Linking Housing Conditions and Health: a report of a pilot study into the health benefits of housing interventions. 2010.
4. Sky News. Line 18: find out if your area has a housing crisis. Sky UK. 2018.
5. Department of Health and Social Care. Care and Support Statutory Guidance. Care Act 2014. 2018.
6. Murray, P, Manson, F and Alexander, P. Public London: Creating the Best Public Realm. s.l. : Mayor's Design Advisory Group, 2015.
7. Ministry of Housing, Communities & Local Government. National Planning Policy Framework. 2018.
8. WHO. Global Age Friendly Cities: a guide. 2007.
9. WHO. Creating age-friendly environments in Europe: a tool for local policy-makers and planners. 2016.
10. Restoring and Sustaining Home: the impact of home modifications on the meaning of home for older people. Tanner, B, Tilse, C and de Jonge, D. 3, s.l. : Journal of Housing for the Elderly, 2008, Vol. 22.
11. Park, A, Ziegler, F and Wigglesworth, S. Designing with downsizers: the next generation of 'downsizer homes' for an active third age. s.l. : The University of Sheffield, 2016.
12. Department for Communities and Local Government. The Future of the Code for Sustainable Homes: making a rating mandatory. 2007.
13. UK Parliament. 539 Creating Age Friendly Cities. POSTnotes. 2016.
14. Housing Improvements for Health and Associated Socio-economic Outcomes. Thomson, H, et al., et al. s.l. : Cochrane Database of Systematic Reviews, 2013.
15. Powell, J, et al., et al. Room to Improve: the role of home adaptations in improving later life. s.l. : Centre for Ageing Better, 2017.
16. Smart Home Technologies to Assist Older People to Live Well at Home. Morris, M, Adair, B and Miller, K. 1, s.l. : Journal of Ageing Science, 2013, Vol. 1.
17. Introducing assistive technology into the existing homes of older people: feasibility, acceptability, costs and outcomes. Tinkler, A and Lansley, P. S1, s.l. : Journal of Telemedicine and Telecare, 2005, Vol. 11.
18. Snell, T, Fernandez, JL and Forder, J. Building a business case for investing in adaptive technologies in England. s.l. : London School of Economics: PSSRU, 2012.
19. Local Government Association. Housing our Ageing Population: learning from councils meeting the housing need of our ageing population. 2017.
20. Parnell, J, Aldridge, H and Kenway, P. Market Assessment of Housing Options for Older People: a report for Shelter and the Joseph Rowntree Foundation. s.l. : Joseph Rowntree Foundation, 2012.
21. Croucher, K, Hicks, L and Jackson, K. Housing with care for later life: a literature review. s.l. : Joseph Rowntree Foundation, 2006.
22. Beach, B. Village Life: independence, loneliness and quality of life in retirement villages with extra care. s.l. : International Longevity Centre UK, 2015.
23. Baumker, T, Netten, A and Darton, R. Costs and outcomes of an extra-care housing scheme in Bradford. s.l. : Joseph Rowntree Foundation, 2008.
24. Netten, A, et al., et al. Improving housing with care choices for older people: an evaluation of extra care housing. s.l. : Housing LIN, 2011.
25. Kneale, D. Establishing the Extra in Extra Care Perspectives from three Extra Care Housing Providers. s.l. : International Longevity Centre UK, 2011.
26. Evaluating Extra Care Housing for Older People in England: A Comparative Cost and Outcome Analysis with Residential Care. Baumker, T. 4, s.l. : Journal of Service Science and Management, 2011, Vol. 4.
27. Holland, C. Collaborative Research between Aston Research Centre for Healthy Ageing (ARCHA) and the Extra Care Charitable Trust. s.l. : Aston University, 2015.
28. Housing LIN. The Business Case for Extra Care Housing in Adult Social Care: An Evaluation of Extra Care Housing schemes in East Sussex. s.l. : Housing LIN, 2013.
29. Wood, C. The Social Value of Sheltered Housing. s.l. : Demos, 2017.
30. Alzheimer's Society and BSI. Code of Practice for the Recognition of Dementia-friendly Communities in England. PAS 1365. 2015.
31. Dementia Care. Housing Options for People with Dementia. Discussion Paper. 2015.
32. Dean, J, et al., et al. Evaluation of the Bradford Dementia Friendly Communities Programme. s.l. : Joseph Rowntree Foundation, 2015.
33. Dean, J, et al., et al. Evaluation of the York Dementia Friendly Communities Programme. s.l. : Joseph Rowntree Foundation, 2015.
34. Department for Business, Energy & Industrial Strategy. Fuel Poverty Statistics. Energy and Climate Change: evidence and analysis. 2018.
35. Fall Assessment of Older People. Close, J and Lord, S. s.l. : BMJ, 2011, Vol. 343.
36. NICE Guidance on Falls
37. The high cost to health and social care of managing falls in older adults living in the community in Scotland. Craig, J and al., et. 4, s.l. : Scottish Medical Journal, 2013, Vol. 58.
38. Health and Social Care Information Centre, ,Health Survey for England, 2005: Health of Older People. 2007. [online] Available at: <http://www.hscic.gov.uk/pubs/hse05olderpeople> [Accessed 14 Sep. 2015].
39. Smyth, C. Depression in old age 'is the next big health crisis'. 2014. The Times. [online] Available at: <http://www.thetimes.co.uk/tto/health/news/article4057224.ece> [Accessed 15 Sep. 2015].
40. Burgess, G, et al., et al. Moving Insights from the Over 55s: what homes do they buy? 2017.
41. Lewer, A and Platt, J. Communities and Local Government Committee Housing for Older People Second Report of Session 2017-19 Report Together with Formal Minutes Relating to the Report. s.l. : House of Commons, 2018.
42. Lee, J, Harrison, D and Baker, T. Assessment of the Housing Needs of Older People in Central Bedfordshire. 2017.

This page is intentionally left blank

30 January 2019	ITEM: 12
Council	
Local Council Tax Scheme 2019/20	
Wards and communities affected: All	Key Decision: Key
Report of: Councillor Shane Hebb, Portfolio Holder for Finance	
Accountable Assistant Director: Jonathan Wilson, Assistant Director Finance	
Accountable Director: Sean Clark, Director of Finance and IT	
This report is Public	

Executive Summary

Since the 1 April 2013, the Council has maintained a Local Council Tax Reduction Scheme (LCTS), replacing the national Council Tax Benefit scheme which ended on the 31 March 2013. Council Tax Reduction helps provide support to council taxpayers who have a low income. It supports the taxpayers by providing a reduction in the actual amount in Council Tax payable.

The current LCTS scheme was implemented on the 1 April 2017 and agreed for the 2018/19 financial year with no changes. The proposal for 2019/20 is to continue with the current scheme in light of no planned changes to Housing Benefit legislation for the coming year.

1. Recommendation

1.1 That Council agree to maintain the existing scheme for 2019/20.

2. Introduction and Background

2.1 The design of each LCTS scheme must be finalised by the 11 March ahead of the relevant year to which it relates. Failure to provide a scheme by this date will trigger the implementation of a default government scheme. The default scheme would require the council to revert back to the level of support that would have been provided under the national Council Tax Benefit arrangements.

2.2 Local authorities take on the risk that liabilities under LCTS exceed the amount projected for at the start of the relevant financial year. This risk is shared between billing and major precepting authorities with circa 15% of the

council tax collected by the council being paid over to the Essex County Fire and Rescue Service and Essex Police.

2.3 The existing Scheme contains the following elements:

- The first £25 per week of earned income will be disregarded when calculating levels of council tax support;
- The maximum capital limit is to be set at £6,000. This means anyone who has savings over £6,000 may not receive support with their council tax;
- For working age claimants, the maximum support that will be allowed will be 75% of their full council tax bill;
- Child benefit and child maintenance received will not be included as income in the calculation of council tax support;
- The maximum period a claim can be backdated under the scheme is one calendar month. In order to qualify for this the claimant will need to provide good reason for not claiming earlier;
- There is a full disregard of military compensation payments, including War Disablement Pensions, War Widow's Pension and Armed Forces Compensation Scheme payments;
- The number of dependants assessed in the calculation of claimants needs is a maximum of two; and
- The maximum period of an award when temporarily absent outside the United Kingdom is four weeks.

3. Issues, Options and Analysis of Options

3.1 From 2014/15, any specific funding for the LCTS scheme was rolled up into the Revenue Support Grant (RSG) as provided to local authorities by the government. It is entirely for local authorities to decide how much they are prepared to spend on their LCTS scheme. Officers have also reviewed the structure of the scheme and noted the cost of the scheme has reduced from £8.5m to approximately £8.0m since the 1 April 2013. This has increased the Council Tax Base and reduced the cost of the scheme since inception. Given these findings officers recommend continuing the scheme based on the same principles.

3.2 When Local Council Tax Support began in 2013 it was expected that Universal Credit would be rolled out by 2017 replacing Housing Benefit for Working Age Customers. However the roll out of Universal Credit has been extended nationally, the Governments latest forecast suggests the project will not complete before 2023. In view of this new Housing Benefit legislation is now forming part of the Welfare Reform agenda with this benefit continuing until at least 2023.

3.3 Universal Credit in Thurrock advanced to 'full service' on 25th October 2017. This extended the range of customers who can make a new claim for Universal Credit from single non-working households to couples and families with less than 3 children. The effect of this change on the LCTS scheme has been monitored and at the end of August 2018 there was a total LCTS case

load of 10,157 claims. From the total claims 1,162 claims were for people in receipt of Universal Credit.

- 3.4 Due to the design of Universal Credit any related LCTS claims may have to be reassessed more frequently. This is due to Universal Credit awards being reassessed on a monthly basis to reflect changes in income, whereas legacy benefits were generally awarded on a fixed term. Due to the relatively small numbers currently on the scheme the impact of this on LCTS administration is currently manageable. However this will be monitored as numbers increase to allow future scheme changes to be considered.
- 3.5 Some components of the LCTS scheme have been directed by Government such as:
- All low income pensioners will be protected under the national framework as defined by DCLG;
 - Consideration for protection for vulnerable working age groups will be allowed for; and
 - Each authority's scheme will maintain work incentives wherever possible. The Government continues to stress the importance of this principle given the current economic climate and their welfare reform agenda.

4. Reasons for Recommendation

- 4.1 The scheme remains affordable and easy to administer. The collection rate for 2017/18 for council tax from those in the scheme was 96.53%. The design of the scheme, which builds in various protections and incentives, supports a high collection rate.
- 4.2 The scheme expenditure for 2017/18 was £7.96m. The expenditure for 2018/19 is estimated to be circa £8m of which circa £3.7m relates to claimants of pensionable age. The expected cost of the scheme for 2019/20 is proposed at £8.3m to allow for any potential additional cost to the scheme.
- 4.3 The introduction of Universal Credit in the Authority for single unemployed people has not made any significant change to the amount of LCTS awarded to claimants.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 The Council is required to have an LCTS scheme and the proposed scheme meets this requirement. The scheme supports claimants in the community and ensures the revenue raised is collectible supporting the medium-term financial strategy.
- 5.2 The Council also has a fair debt policy and this is reflected in the collection of Council tax from claimants in the scheme.

6. Implications

6.1 Financial

Implications verified by: **Jonathan Wilson**
Chief Accountant

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

6.2 Legal

Implications verified by: **David Lawson**
Assistant Director of Law & Governance and
Monitoring Officer

The Council Tax Benefit system was abolished by Section 33 of the Welfare Reform Act 2012. The Local Government finance bill prescribed certain steps in the design of a local scheme, such as consultation and publication. The bill also enables the Secretary of State to introduce both regulations and guidance relating to local schemes. The Government has included regulations to ensure pensioners will not lose or gain relative to the previous system. The LCTS scheme must be ratified by full Council by the 31 January 2019 at the latest to enable the authority to implement the scheme from 1 April 2019.

6.3 Diversity and Equality

Implications verified by: **Natalie Warren**
Community Development and Equalities
Officer

The Council has a duty as set out in the Equality Act 2010 to consider the equality impact of its policies and decisions. The LCTS can be claimed by anyone in the Borough meeting the eligibility criteria and the Community Equality impact Assessment for the scheme will be updated to monitor implementation over the next financial year.

6.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

7. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- Working Papers held by Corporate Finance and Revenues and Benefits.

8. Appendices to the report

None

Report Author:

Andy Brittain

Strategic Lead for Revenues and Benefits

This page is intentionally left blank

30 January 2019	ITEM: 13
Council	
Report of the Cabinet Member for Public Protection and Anti-Social Behaviour	
Report of: Councillor Rob Gledhill, Cabinet Member for Public Protection and Anti-Social Behaviour	
This report is Public	

1. Introduction

I am pleased to provide my first report on this newly created portfolio for Public Protection and Anti-Social Behaviour.

The portfolio covers a broad range of services including Public Protection (licensing, food safety, trading standards, emergency planning and health and safety), the Thurrock Community Safety Partnership, Environmental Enforcement, including unauthorised traveller encampments, Anti-Social Behaviour and CCTV.

Whilst we work closely with the Police, through the Community Safety Partnership, to help tackle certain crimes, it is important to note that the Police are responsible for arresting people for drug dealing, criminal damage, gang related crime etc. The role of the Community Safety Partnership is to support, prevent and engage with communities.

This is a broad portfolio which touches on others including Environment for enforcement activity, Children's Social care for youth offending and Education for awareness and reduction for reoffending, to name but a few.

2. Public Protection

2.1 Licensing

2.1.1 The Licensing Team continue to administer the Council's licensing functions and have worked throughout the year to ensure that licenced activities are as safe for residents as possible. This work has involved regular work with the Police, Fire Brigade, Ambulance service and other external agencies with an interest in preventing crime and promoting public safety to provide safe solutions for events and regular licenced activity in the area. The team remains at the forefront of our shared services initiative with Brentwood Council reducing the cost of this service and increasing its resilience. During the year the team assumed responsibility for the administration of the street trading scheme in Thurrock and have made a positive start in clamping down

on unlicensed traders who would otherwise undermine legitimate traders and fixed businesses in the area.

- 2.1.2 The licensing regime for animals covering pet shops, boarding kennels and breeding activities has been overhauled by central government. This is giving rise to an increased demand for work from the team in this area and they have upskilled to meet these new requirements.
- 2.1.3 The training of licensed Taxi Drivers across Thurrock has continued with now around 360 trained drivers which is over 98% of our currently licensed drivers. This work will continue with courses planned for this year for new drivers coming to Thurrock.

2.2 Food Safety

- 2.2.1 The Food Team have had a very busy year dealing with over a hundred and fifty notifiable diseases including cases of Legionella and E-Coli 157. Work has included the approval of a new bacon factory within Thurrock, intervention at a cheese manufacturer in Thurrock where poor hygiene standards were giving rise to a risk of E-Coli infection, successful prosecution of a butchers for activity giving rise to a serious risk of fatal infections from their products. The team have served 29 Hygiene Improvement notices to protect residents and visitors from poor hygiene and disease during the year and launched the Tuck in conjunction with Public Health England to combat poor diet issues among school children in Thurrock.
- 2.2.2 The team have issued 150 export certificates to allow for companies in Thurrock to export food to non EU countries. This work is expected to increase following the UK's departure from the European Union and we are in the process of recruitment to provide staff for this activity.

2.3 Trading Standards

- 2.3.1 Trading Standards team have continued during this year to combat crimes against consumers in Thurrock prioritising activity based on local and national intelligence focusing on doorstep crime, fair trading, intellectual property and mass marketing schemes. Over the last few years the team have expanded their remit to include the operation of the Product Safety at Ports and Borders project, a nationally funded project that monitors and regulates the safety of products imported into the UK via our Ports at Corringham, Tilbury and Purfleet. This is an increasing area of work and the Government grant to fund this has increased over recent years. The UK departure from the EU will give rise to an increased demand for this work and the team are monitoring the situation nationally to identify any opportunities that exist for additional funding to continue and expand this work stream. The team were finalists in this year's APSE team of the year awards.
- 2.3.2 Work is also ongoing in the area of Underage Sales to introduce Responsible Retailer packs to combat illicit and underage tobacco and alcohol sales.

These packs will contain comprehensive information for small independent retailers in the borough to support them in selling age restricted products in a responsible way and how to avoid selling illicit tobacco and alcohol. The team are also looking at how they can contribute to the reduction of knife crime in the borough by cracking down on knife retailers and making them aware of their responsibilities.

2.4 Emergency Planning

2.4.1 Thurrock has more industrial processes and commercial storage facilities than other Essex councils due to its strategic location. This poses challenges for the Emergency Planning Team who are responsible for the exercising of plans for managing incidents at hazardous industrial sites, commonly known as COMAH sites. The team have undertaken three full exercises for sites in the area this year and have developed the in house expertise in this area to ensure ongoing resilience in this area of work. This has resulted in Thurrock being self-sufficient in terms of COMAH planning and no longer dependant on external contractors to provide this safety critical service. The team continue to administer the Councils 24/7 emergency planning duty officer service.

2.5 Health and Safety

2.5.1 The Health and Safety team are responsible for the regulation of health and safety standards for workers in the majority of businesses in Thurrock. This year they have finalised prosecutions against major companies for health and safety failures that lead to injuries to staff. In addition to formal enforcement, the team maintain expertise in health and safety matters and advise both external employers and the Council on health and safety issues that impact employees. The team have used their knowledge to exploit opportunities to offer their expertise to others on a paid consultancy basis. This has so far yielded income from schools and is an area of work the team hope to develop further.

2.6 Environmental Health (Noise Control, Pollution/Air Quality) Cross over with Health and Transport

2.6.1 The team continues to deal with a high demand for work on nuisance and pollution issues. During this year the team has developed a drone service consisting of two drones and four qualified pilots together with a CAA operating permit to run services. The primary purpose of this service is to enhance the Council's ability to undertake monitoring and evidence gathering in hard to reach locations. In addition to the use of the drone by the team to enhance evidence gathering and monitoring there is the opportunity to use the equipment, expertise and permissions acquired to operate this service in a commercial context and the team are already working on external projects. As part of the succession planning for the workforce of the Council a need for trainees in Environmental Health has been identified and the team are in the process of recruiting a trainee to fulfil their part of this requirement.

3. Community Safety Partnership

- 3.1 Community Safety Partnerships were set up under the Crime and Disorder Act, 1998, to ensure joint working between partners, including councils, to reduce crime and promote public safety in a locality.
- 3.2 The Council is a statutory member of the Thurrock Community Safety Partnership, as are Essex Police; the Community Rehabilitation Company; the National Probation Service; the Clinical Commissioning Group; and the Essex Fire and Rescue Service. These responsible authorities who form the Community Safety Partnership (CSP) have a legal duty to work together to tackle local crime and disorder in the area and to have in place a partnership plan for that area, setting out the CSP's priorities;
- 3.3 The partnership must have due regard for the police and crime objectives set out in the Police and Crime Commissioners (PCC) Police and Crime Plan.
- 3.4 In order to address local crime and assist in addressing emerging issues around the radicalisation of groups, following consultation, the partnership priorities for the year 2018/2019 are:
- Reduce Youth offending and re-offending of adults and young people. This will focus on volume crimes of: Domestic burglary and violence
 - To reduce harm to and safeguard vulnerable victims from: Domestic abuse, Sexual offences including rape, Child sexual exploitation and abuse, Gang related violence, Hate crime, Anti-social behaviour, Cyber bullying, Honour based abuse i.e. forced marriage and female genital mutilation, and Serious Organised Crime in relation to Modern day slavery and Human trafficking
 - Violent extremism: Delivering the Governments counter terrorism strategy – referred to as the Prevent agenda
- 3.5 In response to the recorded increase in violent crime and the concerns raised by residents in relation to gangs and anti-social behaviour Cabinet allocated £250k of additional funding.
- This funding has enabled a number of proactive operations to be deployed including: -
- 3.6 Addressing motorbike nuisance, which by the end of September had delivered a reduction of 50% in reports to Essex Police. This funding also enabled the innovative use of Selecta DNA.
- 3.7 The Anti-Social Behaviour Team and Community Policing Team have deployed high visibility patrols to hot spot areas of antisocial behaviour which has led to a reduction of ASB in the borough reported to the police of 8.5% in the 12 month period to end of November.

- 3.8 To support this there have been improvements to CCTV on the Garrison Estate, Derwent Parade and Seabrooke Rise.
- 3.9 We have enabled the ASB team to purchase ring door bells to be given to residents in order to support identifying perpetrators of ASB.
- 3.10 Purfleet has seen a 58% decrease in reported ASB in the 3 months to 30th September 2018 compared to the previous year with no reports of nuisance vehicles, in that timeframe (compared to 15 in the previous year).
- 3.11 Addressing the issues in Grays High Street was one of our top priorities, through additional funding Essex police's Operation Raptor team have conducted additional proactive and covert operations which has enabled them to obtain gang injunctions against 11 members of C17 and robustly enforce the conditions and breaches, leading to custodial sentences.
- 3.12 To tackle this issue long term, as well as enforcement activities, there has been a focus on prevention through additional funding for our Youth services which has enabled them to deliver holiday activities, and put additional nights of youth work into Tilbury and Ockendon, as well as fund an additional Youth Worker in Purfleet. Our Prevention and Support Services are working in schools delivering youth at risk programmes and are delivering outreach in the community through 5 stay safe operations.
- 3.13 Private Housing are recruiting an ASB prevention officer to tackle ASB in licensed homes of multiple occupancy.
- 3.14 We are aware that reporting is still a concern for many residents and working with Thurrock CVS we have launched the "report it" campaign to encourage communities to report issues in relation to anti-social behaviour and drugs – either direct to agencies or anonymously through Crimestoppers.
- 3.15 The Public Spaces Protection Order in place to address car cruising in West Thurrock has been extended for a further 3 years following a 76% reduction in reports from Jan – Sept 2018 compared to the same time period in 2015.
- 3.16 The Public Spaces Protection Order in Grays High Street continues to be effective in addressing the persistent street drinkers with 108 fixed penalty notices for breaches issued to members of the public and 31 warnings issued after disposing of their alcohol and left within the PSPO zone.
- 3.17 We are delighted to announce that we have been able to secure funding for 3 years to enable five police officers and one sergeant to be based in Thurrock Council and work alongside the teams to continue to deliver on the Community Safety Partnership priorities and to ensure that residents of Thurrock are able to feel safe in their community and confident that if they report, action will be taken. The Police are also providing three police officers,

which in total equates to eight police officers and a sergeant working within the community of Thurrock.

- 3.18 The Community Safety Partnership priorities for 2019/20 have yet to be finalised but will continue to include a focus on:
- Reducing re-offending
 - Addressing domestic and sexual violence against all genders
 - Tackling gang related violence
 - Tackling hate crime
 - Preventing Violent extremism
 - And anti-social behaviour will be added as a priority for next year.
- 3.19 While police are responsible for tackling certain aspects of anti-social behavior, Thurrock Council Environmental Enforcement Team deals with;
- abandoned and untaxed vehicles
 - graffiti
 - fly tipping
 - fly posting
 - littering

4. Environmental Enforcement

- 4.1 Thurrock Council's Environmental Enforcement team have issued notices and dealt with the following from 1st January 2018 to November 2018:
- 18 Community Protection Notices issued by Officers
 - 26 Abandoned vehicles removed
 - 802 fly tipping incidents were reported through 'MyAccount' to the Environmental Enforcement Team. The investigations of these and proactive patrols have resulted in 90 Fixed Penalty Notices for fly tipping and 65 Fixed Penalty Notices for Littering.
 - 57 unauthorised encampments were reported.
 - 78 Fixed Penalty Notices are in the processes of being prosecuted for littering offences in the Magistrates Court.
 - 60 Community Protection Warnings were issued to HGV drivers (and their companies) for parking on the footpath/grass verge and they were asked to move on immediately by the Environmental Enforcement Officers with a further 17 Community Protection Notices issued after they breached the Community Protection Warnings, refusing to move their vehicle.
 - The Council contractors (Kingdom Environmental Services) have issued 3498 fixed Penalty notices in 2018. In the main, these fixed penalty notices were issued for littering offences, however they also included the following offences, urination, spitting, dog fouling, fly tipping, fly posting and failure to produce waste transfer notes on request.
- 4.2 From April 2018 there was an increase in the fine payable for littering offences, from £80 to £150, as a consequence payment rates dipped,

although income levels increased. Payment rates returned to above target in November achieving a 70.80% payment rate.

- 4.3 The Tranche 2, 2018/19 Keep Britain Tidy scores for flyposting show a significant reduction from Tranche 3 17/18 when monitoring commenced.

Fly-Posting	
Tranche 3 – 2017/18	2.83%
Tranche 1 – 2018/19	1.83%
Tranche 2 – 2018/19	1%

- 4.4 KBT concluded that “Transects for issues with fly-posting have nearly disappeared from Thurrock with only 1% failing in all land-uses. Main retail areas however are bucking this trend and targeting flyposting removal from this land will improve the scores”.
- 4.5 The Main retail outlets are often under private land ownership and the approach here will need to differ to that on public land, the trial of Community Protection Warnings and Notices will commence in the final quarter of the year, in an attempt to eradicate flyposting from these areas.
- 4.6 Similarly graffiti on private land has shown an increase. Landowners are victims of crime and should be treated as such, however it is imperative that they are encouraged to remove graffiti as quickly as possible to avoid further increases. Letters will be sent to private landowners encouraging reporting on each and every occasion to ensure Essex Police are aware and can identify areas being targeted for patrol purposes.

4.7 Unauthorised Traveller Encampments

- 4.7.1 Thurrock Council employs the services of Essex County Travellers Unit (ECTU) who investigate unauthorised encampments on the Council’s behalf. The turnaround time for eviction, depends on courts availability to approve applications for summons and to evict however from end to end the turnaround time, is normally between 7 to 9 days to evict.

- 4.7.2 The following table provides the amount of unauthorised encampments on public and Council land, which Thurrock Council has been subjected to during 2017 and 2018, with an 11% reduction of unauthorised encampments across the borough, annually in comparison to 2017, however Thurrock still has the highest number of unauthorised encampments within Essex in 2018

	Jan	Feb	Mar	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Total
2018	1	5	4	4	12	12	2	10	5	2	0	0	57
2017	0	4	3	7	10	10	8	7	5	7	4	1	66
Total	1	9	7	11	22	22	10	17	10	9	4	1	

- 4.7.3 Essex County Travellers Unit only investigates unauthorised encampments on public land, not private land. Private land owners are responsible for dealing with encampments on their land, by employing private bailiff companies or to liaise with the police to enforce evictions where appropriate, however the Council always take an interest in all unauthorised encampments on private land in our borough. The Council will provide guidance to private land owners on the options to address unauthorised encampments on their land.
- 4.7.4 Due to the number of incursions, Thurrock Council has adopted a target hardening approach as preventative measures to secure vulnerable sites. This is currently being undertaken with Gammonfields, Brandon Groves and Felipe Road already completed, further works are scheduled in 2019.
- 4.7.5 Due to the cost of clearing fly tips, after the unauthorised Travellers have vacated, and the impact incursions have on the community, Thurrock Council have gathered evidence to apply to the High Court for an injunction in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014, prohibiting the setting up of unauthorised encampments within the borough.
- 4.7.6 The Council were positioned to submit this application in December, however an appeal for London Borough of Bromley v Persons has been submitted, which could have an impact on how injunction applications are considered going forward. Legal advice at this time is to await the outcome of the appeal prior to submitting our own application.

5. Anti-Social Behaviour

5.1 Thurrock Councils Housing Anti-Social Behaviour (ASB) team deal with ASB where the person causing the problem is a council tenant or it affects a council tenant and where the ASB is any act that causes, or is likely to cause, alarm, harassment or distress to anyone living in a different household to the person responsible. Examples of ASB include:

- Noise nuisance
- Drug taking and dealing
- Threatening or rowdy behaviour
- Violence and disorder
- Vandalism

5.2 As a result of carrying out high visibility out of hour patrols targeting estates and hotspots, which are the subject of intelligence received from residents, local businesses and community partners the team have achieved the following outcomes from the 1st January 2018 to date:

Community Protection Warnings	12
Final warning letters issued	8
Acceptable Behaviour Agreement	1

Possession of stolen quad bike	1
Reassurance visits to victims	20
Notices of Possession Proceedings	2
ASB Injunctions	1

- 5.3 The Private Housing service is exploring the implementation of Additional Licensing scheme for Houses of Multiple Occupation [HMO] let to 3 to 4 tenants in certain parts of the borough from May 1st 2018. The council already implements the mandatory HMO licensing scheme across the borough.
- 5.4 Licensing in the private rented sector helps improve property conditions and management standards benefiting residents and neighbourhoods. Landlords affected by the proposed Additional Licensing Scheme must apply for a licence to operate as a HMO and pass a Fit and Proper person test and property inspection before they are granted a licence. The council's licence will include conditions the landlord must comply with such as acting on complaints about their tenants in relation to anti-social behaviour and waste. Private landlords who fail to intervene against their tenants can face sanctions in serious cases such as civil penalty notice of up to 30k, prosecution or have their HMO licence revoked. The team works closely with enforcement teams within the council and agency partners.

6. Housing CCTV Service

- 6.1 The borough wide CCTV service has expanded to 30 locations in the borough. This provides residents with a sense of security and reassurance of feeling safer within their neighbourhood.
- 6.2 The council's Housing Enforcement CCTV service works in collaboration with Essex Police and internal department departments sharing information and intelligence to prevent and deter crime. Information is shared to provide evidential packages of crime incidents caught on camera, assist emergency services respond to incidents using CCTV footage and supply information for further investigations.
- 6.3 CCTV demand has increased in relation to crime levels in the borough. The tables below demonstrate that:

April to March 2017/18

Team	Service Requests	Evidential Packages Produced
Police	1396	224
Council	778	338

April to November 2018/19

Team	Service Requests	Evidential Packages Produced
Police	964	198
Council	653	113

6.4 Camera technology is ever changing in response to CCTV solutions to combat crime and improve community safety and the council is developing its services using new technology to reduce crime in the borough, including:

- We are now authorised to use drones to detect and prevent crime and investigate reports of environmental problems e.g. fly tipping by authorised officers.
- The Council's ASB team can rapidly deploy mobile cameras to hot spot locations to increase public safety on a 3G and 4G connection and subject to suitable street furniture to fix mobile cameras on housing estates.

6.5 Some examples of how CCTV evidence has been used in the past year:

- Supplied evidence and are still co-operating with Police in Operation Raptor, collecting and collating evidence of illegal drug dealing in the Grays town centre.
- Identified a person of interest to Essex Police who then had officers apprehend male in Grays High Street.
- Open space CCTV footage was reviewed to identify persons in relation to a shooting incident in Tilbury
- CCTV evidence used to convict a person for burglary/theft from Perth House in Tilbury
- Footage was reviewed to identify persons involved in relation to sexual assaults.

7. Financial Information

Service area	Revised budget	Year to date actual	Forecast outturn	Budget variance
	£000s	£000s	£000s	£000s
Public Protection	1,142	682	1,142	0
Environmental Enforcement	264	1	264	0
Community Safety Partnership	134	69	134	0
Housing Anti-Social Behaviour (HRA)	523	210	497	(26)
Total	2,063	962	2,037	(26)

Community Safety Partnership Funding 2018/19:

Funding stream	Amount	Comment
Police Fire and Crime Commissioner Grant	£24,976	All allocated to CSP priorities
Thurrock Council	£18,347	All allocated to CSP priorities
CSP grant carried forward	£40,000	This was allocated for Domestic Homicide Reviews and not required. This has been used for a post to develop perpetrator awareness across front line services
Cabinet funding	£250,000	£245,892 allocated to address ASB and gang related violence

Summary

Thurrock Council work collaboratively and in partnership with Essex Police, however It is important to note that criminality is the remit of the Police Service and the Council will do all they can to support perpetrators being held to account for their actions. Gang and drug activity falls within the remit of the Police, through additional funding we have supported Police activity which has assisted in evidence gathering to achieve gang injunctions and we will continue to invest in similar activity to ensure our residents feel safe and reassured that ASB is being addressed.

This page is intentionally left blank

30 January 2019	ITEM: 14
Council	
Report of the Cabinet Member for Regeneration	
Report of: Councillor Mark Coxshall, Portfolio Holder for Regeneration	
This report is public	

1. Introduction and Overview

I am delighted to present my portfolio holder report which summarises the considerable work carried out over the last 12 months. Of greatest profile and significance has been the progress with Issues and Options (Stage 2) and the Council's response to the Lower Thames Crossing. Both are critical to the future of our Borough. Significant progress has also been made in our asset management and release programmes, delivering on my corporate commitment to dispose of assets we no longer require. We have also made real progress in reviewing our leases, generating income for the Council.

The Development Management service continues to go from strength to strength, performing at the highest levels nationally. It is currently managing three major planning applications over the next few months which will potentially deliver approximately 5,000 homes and 5,000 jobs.

One of those is the regeneration of Purfleet, where I am pleased that agreement has been reached with the Environment Agency regarding their objection relating to the potential new Thames Barrier. Thurrock Council also continues to lead major business support programmes across the South East details of which are set out this report.

2. Local Plan

- 2.1 Work on preparing a new Local Plan for Thurrock has continued over the last year, commencing with a series of well attended 'Your Place, Your Voice' engagement events, which provided a depth of information that will assist greatly in the Plan's preparation. An important milestone was reached on 11th December when the Council agreed the Thurrock Local Plan Issues and Options (Stage 2) Consultation Document. Public consultation will run for 12 weeks from 12 December 2018 to 8 March 2019 with a further seven Your Place, Your Voice events
- 2.2 Following the conclusion of this process a Report of Consultation will be prepared. The responses and feedback received will be used to inform the preparation of a Draft Local Plan. The Local Plan is clearly a key strategic

document and I am delighted to be able to report this positive progress towards getting a community-driven, infrastructure led Plan adopted at the earliest possible opportunity.

3. Lower Thames Crossing

- 3.1 I have made my views on the Lower Thames Crossing very clear. As it is currently configured there is no possibility of me supporting it.

On 10 October 2018, Highways England commenced the statutory consultation on its proposed application for the Lower Thames Crossing. Since announcements made by Highways England last year, there have been a number of proposed changes to the scheme. Those changes include the inclusion of a motorway rest area adjacent to East Tilbury, the removal of the Tilbury Link Road, changes to the accessibility to LTC at its junction with the A13 and three lanes north of the A13 junction. None of these changes appear to deliver any benefit for Thurrock or its residents.

- 3.2 The consultation ran for 10 weeks closing on 20 December 2018 and the Council held an extraordinary Council meeting on 11th December 2018 to agree its response to the current proposal. The Council's position in relation to the scheme can be summarised as follows:

- The Consultation Scheme does not meet several of the national and HE's strategic policy tests and scheme objectives, particularly relating to option testing, the delivery of economic growth and achieving sustainable local growth;
- The Consultation Scheme does not make provision for, and is inconsistent with, the housing and development potential for Thurrock and the aspirations for the Borough and for the wider South Essex area as set out in the emerging Local Plan;
- There are specific design elements of the Consultation Scheme which require modification and/or further consideration by HE in order to contribute to meeting the Government's and LTC's policy and scheme objectives

- 3.3 Highways England currently plans to submit its application for a development consent order in autumn 2019. In the coming months, officers will have to engage with Highways England to influence the changes Members would like to see in order to get the best possible outcome for Thurrock and its residents. Time is of the essence with regards to the work to be done, not least because of the constrained programme Highways England. We as Members will continue to support our Officers in regard to this work.

- 3.4 Key to this will be the ongoing work and contribution of the Task Force which will continue to provide valuable input into the process. The Task Force meetings will continue to focus on the mitigation schedule and ensuring that the benefits are maximised and the impacts minimised. It will, I hope, also

guide the work of the Council and our partners up to and through the DCO process.

4. Strategic Planning and Joint Strategic Plan

- 4.1 The Council continues to play a leading role in responding to the emerging London Plan both on behalf of the South Essex authorities and the East of England. The Strategic Planning team is also responsible for making representations on the Local Plans being prepared by neighbouring local authorities and in response to Nationally Significant Infrastructure Projects being proposed in adjoining Boroughs. In 2018 this included the submission of representations on the Basildon, Brentwood and Castle Point Local Plans.
- 4.2 In July 2018 the Association of South Essex Local Authorities (ASLEA) signed a Statement of Common Ground (SoCG) which includes the intention to prepare a Joint Strategic Plan (JSP) to guide the future development of South Essex. Thurrock is the lead authority for the preparation of the Joint Strategic Plan which will set out a wider vision and spatial strategy for the development of South Essex including a range of high level strategic policies over the period to 2038.
- 4.3 Work is ongoing on developing the evidence base which will underpin the JSP and it is intended to produce a first consultation document in the summer of 2019.

5. Development Management

- 5.1 The Development Management (DM) service at Thurrock is not an ordinary local authority team. I am extremely proud that throughout 2017/18, the team maintained their position as one of the fastest, most accessible and proactive planning services in the country and is currently ranked joint 1st in MHCLG national tables. The performance and approach of the Local Planning Authority continues to be one of the primary factors that developers take into account when deciding whether to invest in a particular location. Indeed, significant investment can either be attracted or deterred by these factors. Sustaining a position so highly in the national tables places Thurrock in an extremely good position to attract investment from outside of the Borough whilst also providing homeowners and existing business within the Borough with confidence.
- 5.2 The Team has developed strong relationships with the development industry, championed forward thinking and commercial awareness, and created a culture which helps drive investment and growth in the Borough, with its contribution worth over £113 million to Thurrock's economy. This has significantly boosted investor confidence and stability in commercial decisions in an area where there are major challenges around the viability of development. It has resulted in an overall uplift in 'place value' through improvements to design and quality delivered through effective developer partnerships, maximising the contributions made from new development.

- 5.3 During 2017/18, the DM team continued its Managed Service arrangement with Brentwood Borough Council, whereby the Service provides management support to Brentwood's Development Management team. The relationship has continued to be successful, resulting in an improved service at Brentwood (both in terms of quality and performance) and by providing an income stream for Thurrock which protects jobs and services locally.
- 5.4 Its holistic approach to service delivery sees staff development and training, innovative work practices and a continual drive to improve efficiencies and customer satisfaction, all part of the successful model.

6. Corporate Property

- 6.1 The Corporate Property team manages the Council's significant non-housing land and property portfolio. My priorities for the team are to optimise value from our interests and support the Council's broader objectives. The team works closely with the facilities management provider and will continue taking on a corporate landlord role in respect of the Council's assets and property related activities.
- 6.2 The Corporate Property Team also includes valuation, acquisition and disposal of land and property for a variety of purposes, energy and efficiency monitoring and surveying services for operational and non-operational properties (excluding residential and housing stock).
- 6.3 The EELGA health check of the team in 2017 identified some strengths and weaknesses in the service and there is a recognition that there is a core of knowledgeable, dedicated staff, an appetite for improvement and a move towards a corporate landlord model of operation. Most importantly the 'health check' identified that the role of the corporate property service may also be changing – from being a purely technical function to one which has a more strategic perspective so that they can optimise the portfolio to meet our regeneration and growth objectives and generate income to support Council services.

6.4 Disposal Programme

- 6.4.1 The disposal of Council properties which are no longer required is an important part of our drive to improve estate management and create an efficient, fit-for-purpose and sustainable estate that meets future needs and generate value that that can be ploughed back into front-line services.
- 6.4.2 The Corporate Property Team has been and are actively involved in the Council's disposal programme. A thorough review of the Council's assets under the 3Rs Programme – Retain, Reuse, Release was undertaken at the beginning of the year. This programme challenged the rationale for holding the asset resulting in the classification of assets as either:

- Released (for example to dispose of immediately or develop for housing)
- Re-used (for example for different services or more intensive or changed use)
- Retained (business as usual, little need or opportunity for change identified)

6.4.3 Numerous sites were identified for release, and the Corporate Property Team has been reviewing these to determine whether they can be redeveloped for another use. Any opportunities arising from the 3R's programme will continue to be promoted, analysed and considered for formal declaration of "surplus to requirements" through a designated consultation process which is managed through the Council's Property Board.

6.5 **Asset Management Strategy**

6.5.1 An Asset Management Strategy is in preparation with the intention that it sets a broad direction for asset management over the medium term enabling the Council's property portfolio and associated professional support to be optimised to meet identified needs. It is anticipated that a final completed strategy will be completed and in place in the 2019/20 financial year.

6.6 **Asset Valuations**

6.6.1 The Corporate Property Team undertakes these valuations in-house annually. Undertaking capital asset valuations for land and property is crucial for the Council's balance sheet. The process of undertaking capital asset valuations for land and buildings requires the interpretation of the various regulations and standards to ensure compliance. The team has recently met with the new external auditor and will continue with regular meetings and interactions.

6.6.2 To date external auditors have been confident that the team are compliant in the approach and methodology adopted by the Council and is in accordance with the RICS 'Red Book' and the Code of Practice on Local Authority accounting.

6.6.3 The council's residential housing stock is reassessed annually at the end of the financial year, to capture any movement in property values borough-wide; the current valuation of the housing stock stands at £1.94 billion.

6.7 **Village Hall Review**

6.7.1 The Council has over 30 village halls located throughout the borough. These are managed by trustees or organisations and in some instances are no longer used for general community purposes and have been sublet.

6.7.2 A review of the village halls has commenced and the team is working with trustees and occupiers in order to modernise leases and make responsibilities clearer. The Council will retain management of some halls that will reflect population concentration, areas of deprivation, community identity and

demand, but with an expectation of Borough wide coverage to fulfil general community needs. It will be considered whether the transfer of assets to 'community ownership' is a viable one ensuring the safeguarding of long-term viability of services and buildings.

6.8 Housing Acquisition Programme

6.8.1 The Corporate Property Team is assisting with the acquisition of residential dwellings within the Borough to assist with the demand for housing and homelessness targets. This programme commenced in November this year.

6.8.2 A lease renewal under the Landlord & Tenant Act 1954 often provides a good opportunity for both landlord and tenant to modernise the terms of a lease.

6.9 Essex County Council Land Transfer

6.9.1 The Corporate Property Team continues to work with Land Registry and property colleagues within ECC for the transfer and collation of property interests that should have transferred to the Council under the statutory instrument for the unitary status of the authority in 1998. During this financial year, the team has identified properties that have not yet transferred to the Council. It is envisaged that all assets and associated documentation where available will be captured by the end of the financial year 2018/19.

6.10 Asset Management System

6.10.1 The East of England Local Government Association Health Check highlighted the lack of an electronic Asset Management Database system which is essential for the efficient management of assets. Following a rigorous procurement exercise the Concerto system was chosen and is now being installed. This is a major project for the team as it entails converting and cleansing data which has been accumulated in various forms (paper as well as electronic) over a number of years into a format that can be used by the system. Overall, the project is expected to be complete late in 2019.

6.10.2 Despite being a resource intensive exercise which initially places extra demands on staff time, a great start has been made to the project and a list of all council assets has recently been entered onto the system containing site and mapping details. The next stage is to focus on detailed occupation usage and operational information for 16 core council sites. This will allow the introduction of a help desk function as well as ensuring that the buildings are compliant with all statutory requirements required for public buildings. This phase will set the template for the rest of the assets portfolio and will allow the asset team to manage property in an increasingly efficient and proactive way.

6.11 Lower Thames Crossing

6.11.1 The team are assisting with the compilation of property data, ownership, landlord responsibilities and GIS mapping for the land interest questionnaires

that have been received from Highways England. Presently 50+ questionnaires have been received.

6.12 Sustainability & Energy

6.12.1 To date, £899k of Salix energy efficiency loans have been delivered. From April 2018, a new legal standard for the minimum energy efficiency applied to commercial buildings. Buildings within the scope of the MEES Regulations cannot be granted new leases or have leases renewed if the building has less than the minimum energy performance certificate unless they are eligible for an exemption. After 1 April 2023 no buildings can be continued to be let which have an EPC rating of less than E. A programme of EPC inspections are presently being undertaken in conjunction with new lettings and the granting of new leases.

6.13 Facilities Management

6.13.1 The Facilities Management Team is responsible for minor capital works to the Corporate Estate. A new minor capital works programme to modernise and improve facilities was put in place earlier this year, and works across the Corporate estate are being co-ordinated and implemented.

6.13.2 A series of property condition surveys are underway following a successful trial in November 2018. All corporate landlord buildings will be surveyed providing a forward plan of works, with information being imported into the new Asset Management Software. This will inform future budgets.

7. Progress of Growth Hubs

7.1 Tilbury

7.1.1 The Council has been successful in its bid to secure both ERDF and ESF funding totally £2.2million for a programme of Community Led Local Development in Tilbury. The proposals are based on a local grant scheme model, whereby local organisations will bid to the Council for funding to support local initiatives focused on volunteering, skills development, employment and business support projects in the town. The programme will run from 2019 to 2021, will bring a significant amount of external investment into the Town and crucially will put local people at the heart of decision making ensuring that activity effectively responds to local needs and challenges. This level of funding for this type of activity focused solely on the two Tilbury wards is unprecedented in recent times and has the potential to change the lives of large numbers of Tilbury residents.

7.1.2 Building on the Civic Square Masterplan that was approved by Cabinet in 2016 we have continued to work with the CCG and partners in the wider health sector to develop proposals for an Integrated Medical Centre to be located on the central Civic Square site at the heart of Tilbury. We will continue to work with partners throughout 2019 and beyond to bring these

plans to fruition and to bring high quality health care and community facilities to the residents of Tilbury and Chadwell as well as to three other locations across Thurrock. The delivery of the IMC programme is linked to a wider reconfiguration of hospital services across South Essex, which is now under review by the secretary of state. This may have an impact on the IMC delivery dates but the Council remains committed to developing these important facilities and bringing them into operation as soon as possible.

7.1.3 Public realm works to improve the environment between the station and the Civic Square as described in the Tilbury Masterplan are commissioned and will soon demonstrate visible improvements.

7.1.4 Tilbury is surrounded by Nationally Significant Infrastructure Projects with proposals coming forward for the Lower Thames Crossing and the expansion of Tilbury Port. The Council continues to interrogate these proposals and challenge where appropriate to ensure that these projects provide maximum benefit to local residents. Of particular importance at present is the Council's continued engagement with Highways England on the Lower Thames Crossing during the consultation phases.

7.1.5 Following the completion of a comprehensive community consultation exercise around their proposals for a port extension at Tilbury2 the Port of Tilbury submitted an application for a Development Consent Order (DCO) in October 2017. A 6-month period of examination into the proposals was undertaken by the Planning Inspectorate and concluded in August 2018. The examining panel of Inspectors presented its recommendations to the Secretary of State in November 2018 and a final decision on whether to grant a DCO will be made in February 2019.

7.2 **Purfleet**

7.2.1 The Purfleet Centre programme will capitalize on the town's location on the riverfront bringing new homes, amenities and jobs to the area and improving connectivity by replacing the level crossing with a pedestrian and vehicle bridge. The Council's developer partner, PCRL, submitted an outline planning application for the site in December 2017. As is to be expected with a scheme of this scale and complexity, statutory consultees to the planning process have commented on the proposals but PCRL have responded to address many of these, including opposition to the scheme from the Environment Agency and Highways England.

7.2.2 I am pleased to report that the Council with PCRL has signed a Section 30 agreement which safeguards land within the Purfleet development area for the purposes of a new Thames Barrier should that be needed. It allows interim uses in the meantime, including the potential for a modular housing factory to support homebuilding on the site.

- 7.2.3 It is expected that the outline application and a reserved matters application for the first 61 new homes will be considered by the planning committee in spring 2019.
- 7.2.4 An application to the Housing Infrastructure fund has been submitted to MHCLG to support the high up-front infrastructure costs which are required to address the historic infrastructure deficit and tackle significant infrastructure challenges such as the removal of the level crossing. Should the application be successful and the scheme generate sufficient profits some of this funding can be recovered from development receipts and retained for future regeneration use in Thurrock further supporting our wider regeneration objectives.
- 7.2.5 The scheme benefits from significant local support and with the backing of Swan Housing Association, a shareholder in PCRL, will be well set to start construction of the first phase of homes swiftly after achieving planning consent.
- 7.2.6 The secondary school in Purfleet is under construction and is expected to open its doors in September 2019. This will bring much needed additional capacity to our education offer in the West of the Borough and will provide sports facilities which will be available for use by the wider community.

7.3 **Lakeside**

- 7.3.1 In 2017/18 the Council's long held ambition to transform the Lakeside Basin into a modern 21st century town centre became a reality with the first phases of a residential development coming forward by Bellway Homes. Money secured from the s.106 agreement has contributed towards improvements to the local highway network, making non-vehicular movement in the Basin easier and safer.
- 7.3.2 In addition, regular liaison meetings continue to be held between the Planning Service and land owners within the Lakeside Basin to ensure there is a consistent and comprehensive approach to development. In order to facilitate this the Council has commissioned an up-date to the Lakeside Development Framework which was originally prepared in 2016. To guide the process a Steering Group has been set up which comprises representatives from the two major landowners at Lakeside – intu and Land Securities, as well as London Strategic Land, c2c, and Highways England. It is intended to complete revision to the Development Framework in Spring 2019.
- 7.3.3 intu Lakeside's leisure scheme has reached 'practical completion' and fit out of the restaurants and leisure units are underway. The scheme which will include offers from Hollywood Bowl, Putt shack, Nickelodeon and Flip Out is due to open in May 2019. This scheme, which was given planning permission by the Council's Planning Committee in November 2016 builds upon the success of intu's Boardwalk and is set to diversify the recreational offer in the

Lakeside Basin. Discussions are already on-going between the Planning Service and intu in relation to the next phases of their leisure plans.

7.3.4 Finally, after pre-application discussions with the Planning Service, an application for the development of Arena Essex was submitted by London Strategic Land in November, which proposes an ambitious regeneration scheme providing 2,500 new homes, lido, school, bike trails, parkland, medical centre, and community centres. The scheme is important because it also proposes to connect Arena Essex to the basin via pedestrian / cycle tunnel and by upgrading pedestrian links to Chafford Hundred train station, promoting sustainable travel within the basin. The planning application is likely to be considered by the Planning Committee in the spring of 2019.

7.3.5 I am also delighted that government has committed to provide funding for and help deliver the £46m east-facing slips project at Lakeside, which is a crucial infrastructure priority for Thurrock.

7.4 **Grays**

7.4.1 The Grays Regeneration Framework Refresh reported to Cabinet in November last year provides the Council with an ambitious plan for the town centre encompassing the extension to the Civic Offices, a new pedestrian crossing to the rail line, new public squares and new retail and residential units on development plots created by the proposals.

7.4.2 To progress the pedestrian crossing element of this programme the Council has completed a delivery services agreement with Network Rail for the next stage of work which will provide a scheme for Approval in Principle in the Autumn of 2019. Network Rail have appointed their design team, Volcker Fitzpatrick and W.S Atkins, to work alongside the council's team including our external Urban Design team Steer to progress public consultation and design during 2019. The Council has also submitted its Business Case to the Local Enterprise Partnership to draw down the first tranche of the Local Growth Fund grant for the project from April 2019.

7.4.3 The funding package to deliver the project is in place notwithstanding potential changes to the financial commitment to the scheme by Network Rail. Affected local landowner and leaseholders have been written to regarding the scheme and the acquisitions necessary to delivery it.

7.4.4 Plans to extend the Civic Offices to provide a modern flexible space for provision of the Council's services alongside meeting space and venues for businesses and residents are progressing with a planning application proposed to be submitted early in 2019.

7.5 London Gateway

- 7.5.1 London Gateway Port continues to establish itself as a major operator in international shipping. The first three berths (of an eventual six) are now open meaning that the port has 1250 meters of quay wall, providing three deep-water berths and more ultra-large container vessel capacity than any other port in the UK.
- 7.5.2 Whilst shipping activity clearly continues to build, the development of the logistics and distribution park remains slower than anticipated. The bulk of the jobs anticipated from London Gateway will be generated through the logistics park and, therefore, the Council remains keen to work with the port owners to secure further development and create job opportunities at all levels for local residents.
- 7.5.3 UPS obtained consent to develop their London distribution centre on 18.6 hectares in the distribution park in just 17 days via the London Gateway Local Development Order. Speed of decision-making is paramount to attracting growth and investment and this case highlights the proactive and efficient approach taken by the Council's award winning Planning Service. The UPS facility is now operational with the creation of 542 jobs and the Council has formed a taskforce to help UPS to recruit their workforce and to look at improving accessibility to these jobs from across Thurrock.
- 7.5.4 Recognising the benefits of the LDO and the fast track planning process, SH Pratt Group, one of Europe's leading fruit importers recently announced that they are to take leave on a bespoke temperature-controlled facility measuring 108,555 sq. ft. The prior notification of development application was determined at the end of 2017. Two submissions for new buildings pursuant to the Local Development Order were submitted and processed in 2018.

7.6 Thames Enterprise Park

- 7.6.1 Since acquiring the site in 2015 the applicant (Marcol / ISEC) have engaged with the Planning Service and Design Council CABE to develop their plans for the site.
- 7.6.2 Planning consent was granted in September 2017 to remediate parts of the site and to protect biodiversity assets around the creek ahead of the application for the entire site which was submitted in September 2018. The outline application seeks planning permission for the comprehensive re-development and regeneration of the entire site. The application seeks planning permission for a range of employment generating uses including food processing, manufacture, storage and distribution, energy production [including energy from waste], along with a new sustainable energy park and central hub accommodating a new skills academy, research and development, training and conference spaces. The application predicts that up to 4,450 employment opportunities would be created as a result of the proposals.

7.6.3 The planning application is likely to be considered by the Planning Committee in the summer of 2019.

8. Wider regeneration and economic development

- 8.1 Alongside Regeneration activities focussed on each of the growth hubs, my priorities for the Economic Development Team have been to work with the business community, training providers and with stakeholders such as the Local Enterprise Partnership to ensure a range of projects and services are available for businesses and residents across Thurrock. In the past year this has focussed on:
- 8.2 Playing a leading role in the South East Local Enterprise Partnership (SELEP) and in the Opportunity South Essex (OSE) partnership. As a result of ongoing engagement with these partnerships a significant amount of Local Growth Funding has been allocated to support projects in the borough including the widening of the A13, the Purfleet Regeneration scheme and the Grays South Regeneration scheme. Officers have been using these funds to support land acquisition, design and now works on site. A new call for proposals for a pipeline of projects that can be supported through further allocations of Local Growth Fund has recently taken place and Thurrock submitted a number of project ideas which are now under consideration.
- 8.3 Strengthening relationships with the local business community is of great importance to me. This has been achieved by supporting the Thurrock Business Board and a number of events and activities that enable the business community to network with each other and with the Council. The business dinner which draws together leaders from the business community across South Essex recently took place at High House Production Park and the annual Business Conference is now being organised and will take place on 6th March;
- 8.4 Assisting the delivery of a simplified and co-ordinated approach to business support working with the BEST Growth Hub (Business Essex, Southend and Thurrock). In the past year more than 120 Thurrock businesses have accessed support from the Growth Hub and the Council have supplemented the offer through arranging a series of local training sessions on subjects including bookkeeping and marketing;
- 8.5 Working with other Local Authorities across SELEP to lead or support a number of business support initiatives funded through the European Regional Development Fund (ERDF) and European Social Fund (ESF) including:
- Thurrock Council is leading on a SELEP-wide ERDF-funded project to support the Creative, Cultural and Digital industries worth a total of £5.1million across the South East region. The South East Creative Cultural and Digital Support programme provides business advice, mentoring and grants to support and encourage businesses to start-up,

develop and grow, and will also support cluster development across the region. The programme is in start-up phase and is preparing to launch in January 2019, completing in December 2020;

- Thurrock Council is also working as one of the lead partners to deliver the Low Carbon Across the South East (LOCASE) programme worth £18.5million across the SELEP region helping businesses adopt low carbon technologies and solutions and reduce emissions while improving resilience, profitability and business competitiveness. Thurrock Council, as the lead for the Energy Efficiency Strand on this programme has worked with more than 600 businesses across the South East helping them to reduce emissions by an estimated 6,000 tons of CO2 while improving business performance;
- The Council has successfully secured £2.2m of ERDF and ESF funding for a programme of Community Led Local Development in Tilbury reported in the earlier section on Tilbury.

- 8.6 Working with NWES, the Council's appointed operator, to provide accommodation for small businesses in the borough. The Council's portfolio of business accommodation has continued to perform well with new businesses taking space and achieving an occupancy target of 85%. Occupancy is expected to continue to grow in the coming months;
- 8.7 Businesses in Thurrock will only thrive if they have access to a workforce with the necessary skills. Working with the Economic Development and Skills Partnership the Council has supported a number of projects in line with my priority to support businesses in Thurrock.
- 8.8 Continuing to facilitate and work with the Love Grays Partnership (LGP) - the Grays Town Management Partnership – to identify opportunities and plan and deliver a series of projects/events to promote the town centre and to encourage local people to make use of the shops and facilities available to them. The partnership has supported a number of events including the Grays in Bloom, open air cinema and Christmas Lights switch on which saw a significant increase in business sponsorship this year.

9. Challenges for the coming year

- 9.1 The following will be the priorities areas and challenges for the coming year
- Progress the Local Plan
 - Getting the best possible outcome for Thurrock on the Lower Thames Crossing
 - Continuation of the 3Rs assets programme
 - Maintain leading national position on development management
 - Continue to liaise with and support businesses

10. Financial information

Service area	Revised budget	Forecast	Forecast Variance
	£000s	£000s	£000s
Lower Thames Crossing	449	449	0
Economic Development	436	436	0
Planning	1,723	1,718	(5)
Assets	5,617	5,617	0
Total	8,225	8,220	(5)

QUESTION TIME

Questions from Members to the Leader, Cabinet Members, Chairs of Committees or Members appointed to represent the Council on a Joint Committee in accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.

There is 1 question to the Leader and 10 questions to Cabinet Members, Committee Chairs and Member appointed to represent the Council on a Joint Committee.

QUESTIONS FROM MEMBERS TO THE LEADER

1. From Councillor Fletcher to Councillor Gledhill

As the Portfolio Holder knows, anti-social behaviour is a major concern for families across the borough and we have been assured of more police numbers in Thurrock in the New Year. Would the Portfolio Holder please update Members on progress?

QUESTIONS FROM MEMBERS TO CABINET MEMBERS, COMMITTEE CHAIRS AND MEMBERS APPOINTED TO REPRESENT THE COUNCIL ON A JOINT COMMITTEE

1. From Councillor Worrall to Councillor Johnson

Is the Portfolio Holder for Housing confident that the temporary accommodation for the homeless in Thurrock are inspected and fit for purpose?

2. From Councillor Shinnick to Councillor Halden

Councillor Halden can you please inform the chamber what plans are being put in place after the Ofsted inspection at the Ockendon Academy.

3. From Councillor Shinnick to Councillor Johnson

Councillor Johnson can you please inform the chamber what plans are there for the painting of garages on the Flowers Estate in Ockendon.

4. From Councillor Abbas to Councillor Watkins

Road conditions on Elm Terrace (West Thurrock) are really bad and require urgent attention. Do you have any plans to resurface this road?

5. From Councillor Potheary to Councillor Huelin

What role do you envisage for the arts in Thurrock?

6. From Councillor J Kent to Councillor Halden

Will the Portfolio Holder publish a list of sites considered for the proposed Orsett Heath Academy?

7. From Councillor Fletcher to Councillor Johnson

Would the Councillor please explain the SLAs contracted with Mears and their subcontractors, specifically with reference to the acceptable timescales between reporting a problem and completing the repair?

8. From Councillor Allen to Councillor Watkins

Can the Portfolio Holder please provide an update of the action that is being taken to tackle the fly-tipping in Tilbury?

9. From Councillor Smith to Councillor Watkins

I am delighted that the Aveley traffic consultation is now underway however residents of Romford Road are also blighted by rat runs and HGV incursion. Does Council have any plans to deal with these issues in Romford Road?

10. From Councillor Spillman to Councillor Little

Sixteen unaccompanied children, who came to Thurrock to seek asylum, have gone missing. Catherine Baker, senior research, policy and campaigns officer at ECPAT UK, believes that: "Ultimately, each missing incident represents a safeguarding failure". If so, can the Portfolio Holder outline what action is being taken to prevent further failures in the future?

Update on Motions agreed by the Council – 30 January 2019

Date	From	Motion	Status	Accountable Director
31/10/2018	Cllr Gledhill	We call on the elected members of Thurrock Council to support any judicial review, or other legal action, that may be possible against Highways England proposals for the Lower Thames Crossing?	Evidence will continue to be gathered to support a potential future judicial review of Highways England's proposed Lower Thames Crossing. Should the opportunity arise to challenge the process on grounds eligible for judicial review it will be taken.	Steve Cox
31/10/2018	Cllr J Kent	Thurrock Council notes that since decriminalisation of parking in 2005 residents of Lodge Lane have been able to park on their crossovers - as they had been able to for decades before. The decision to enforce against residents parking in this way has caused significant anger and concern against those affected. Council calls on Cabinet to revisit this decision and find a way of allowing residents to park in the way they have for many, many years without any problem.	The Transport Development Team have commenced a review of the Traffic Regulation Order covering Lodge Lane and potential options will be considered. These options will be prepared for consideration by the middle of February.	Steve Cox
28/11/2018	Cllr J Kent	Thurrock taxi trade is under huge pressure at the current time. Much of this pressure is being caused by the proliferation of Uber in the borough and there needs to be a level playing field for the long standing Thurrock Licensed Taxi Trade and Uber alike. To help achieve this Members call on the Authority to work with Uber London Limited and Transport for London to	The Licensing Team continue to monitor developments with Uber, its operations in Thurrock and nationally. We are pressing Uber to exclude Thurrock from the London Geofence which it operates and have held a recent meeting with the company to discuss redrawing this boundary. This will be followed up in writing once counsel advice has been received.	Steve Cox

Update on Motions agreed by the Council – 30 January 2019

		achieve a redrawing of the boundaries of Uber's geo fence which, currently, includes Thurrock as part of Greater London.		
--	--	--	--	--

Motions Submitted to Council

In accordance with Chapter 2, Part 2 (Rule 15) of the Council's Constitution

Motion 1

Submitted by Councillor Kelly

Full Council requests that Planning, Transport & Regeneration Overview & Scrutiny Committee, under its remit on regeneration, planning and growth look into how Section 106 money is scoped, allocated and spent. This would help ensure democratic oversight of benefits achieved and decision processes followed.

Monitoring Officer Comments:

This motion relates to a matter which affects the Authority or the Authority's area and for which there is a relevant function.

Section 151 Officer Comments:

There are no financial implications arising from this motion at this time. Any implications will have to be considered through the work of, and any recommendations from, the Planning, Transportation and Regeneration Overview and Scrutiny Committee.

Is the above motion within the remit of Council to approve?

Yes

This page is intentionally left blank