

Presentation to Overview and Scrutiny Committee 6/7/10

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of Housing and Independent Living

Housing benefits

- Over the last 12 months alone 16% increase in phone calls (2752 extra) and 7.5% increase in visitors to the counter (1337)
- Change in the circumstances and complexity of claims
- Performance targets achieved and Customer Service Excellence award retained
- Budget-£34,288 million
- Overpayments and income generation

The future of Housing Benefit

- Govt review of all benefits
- Changes to Local Housing Allowance
- Impact on discretionary housing payment budget
- Substantial changes to eligibility are in the process of being put in place-resource and I.T. implications
- Partnerships?

Housing Benefit Fraud

- Total of 30 sanctions during 2009-10 including 11 prosecutions
- Value of fraud involved £172,000 in comparison with £103,000 previous year
- Joint working DWP, Police, CIAG
- Investigating wider aspects of corporate fraud but will be resource implications

Housing Options

- Increased work on debt and mortgage advice, of 100 referrals 7 clients accepted on Govt Mortgage Rescue scheme
- 232 recorded homeless prevention cases
- Commended by local courts
- Homeless prevention protocol with Housing Associations
- Only 1 household accepted as homeless under legislation compared to 110 per year five years ago BUT the people are still being assisted by us
- Major issues with Social Services/Probation
- Temporary accommodation review and savings but changes to Local Housing allowance may have major impact and escalate costs in future

Independent Living

- SPAN home alarm system 967 alarm connections year end in contrast with 941 the previous year
- Pilot Surrey Telecare dementia scheme underway and review of hospital discharge process
- Meals on wheels service had an increase of over 6% from the previous year with a total of 80,315 meals served
- Both the Greeno Centre and Fordbridge have had birthday celebrations this year and Mitchison Court due to open September 2010
- Surrey County Council fund £95,000 per year and Supporting People currently give £30,000 per year for hospital discharge scheme

Budget book costs of Independent Living

09/10 actual outturn	Expenditure (excluding central recharges and depreciation)	Income	Including External funding of	Total (excluding recharges and depreciation)
MOW	158,562	-180,379	-47,517	-21,817
SPAN	134,706	-189,874	-14,836	-55,168
DAY CENTRES	609,123	-235,893	-42,603	373,230