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15 September 2009

To: Councillor MP Howell, Portfolio Holder

Mrs FAR Amrani Opposition Spokesman  
Mrs JM Guest Scrutiny Monitor  
Mrs EM Heazell Scrutiny Monitor and Opposition Spokesman

And to: SGM Kindersley Local member for Gamlingay  
Mrs BZD Smith Local member for Gamlingay

Dear Sir / Madam

You are invited to attend the next meeting of **HOUSING PORTFOLIO HOLDER'S MEETING**, which will be held in **COMMUNAL ROOM - AVENELLS WAY SHELTERED HOUSING SCHEME, GAMLINGAY** at South Cambridgeshire Hall on **WEDNESDAY, 23 SEPTEMBER 2009** at **6.00 p.m.**

Yours faithfully  
**GJ HARLOCK**  
Chief Executive

**Requests for a large print agenda must be received at least 48 hours before the meeting.**

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## AGENDA

## PAGES

### PROCEDURAL ITEMS

1. **Declarations of Interest**

### DECISION ITEM

2. **GAMLINGAY: Warden Service at Avenells Way and Grays Road - Petition**

1 - 8

At its meeting on Thursday 10 September Cabinet considered a petition containing 28 signatures received from the residents of the Sheltered Housing Scheme at Avenells Way and Grays Road, Gamlingay.

Cabinet referred the petition to the Housing Portfolio Holder for detailed consideration and agreement of a response.

In the event that this recommendation is adopted the Portfolio Holder is invited to consider the petition and agree a response, as directed by the Cabinet.

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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<b>REPORT TO:</b>	Leader and Cabinet	10 September 2009
<b>AUTHORS:</b>	Executive Director (Operational Services) / Corporate Manager for Affordable Homes	

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**PETITION RECEIVED FROM THE RESIDENTS OF AVENELLS WAY AND GRAYS ROAD, GAMLINGAY****Purpose**

1. To receive and consider the contents of a petition containing 28 signatures (attached as **Appendix A** with supporting documents) received from the residents of the Sheltered Housing Scheme at Avenells Way and Grays Road, Gamlingay, raising the following issues:
  - (a) The amount of Sheltered Housing Officers' time allocated to the scheme.
  - (b) The Supporting People Charge for this service.
  - (c) The implications on the service following the outcome of the Housing Futures ballot.

The covering letter refers to the recent reduction to a part-time warden service, charges for the service and previous correspondence with the Council on the subject whilst the wording of the petition itself is as follows:

'As this is a Warden-controlled scheme, we expect a Warden here at least (between) 9am to 5pm, which we were promised and are paying for.'

2. This is not a key decision; however, it was published in the Forward Plan for August 2009.

**Background and procedure**

3. The petition was dated 21 June 2009 and received by the Council on 7 July 2009. In accordance with the Procedural Guidance relating to petitions, set out in Part 5 of the Constitution, an acknowledgement was sent to the lead petitioner immediately. The lead petitioner was subsequently advised that the Chief Executive, Leader of the Council and Chairman of the Scrutiny and Overview Committee had directed that the petition should be referred to the next meeting on the Cabinet for consideration. The lead petitioner, Mr. Doug Gilbert, was notified accordingly.
4. The Council's approved scheme allows the lead petitioner to speak at the meeting at which the petition is presented for up to five minutes, following which Members may ask questions for clarification during a further five-minute period. The petitioner is not entitled to take part in any debate on the matter, but will be given the opportunity to give a two-minute summation speech when directed by the Leader.
5. Mr. Gilbert has been advised of the public speaking provisions set out above and has indicated that he wishes to exercise this right at the meeting.

**Options and supporting information**

- 6. Cabinet is invited to receive and to determine a response to the petition. In accordance with paragraph 13 of the protocol referred to above, the petition may be referred to any other body of the Council for action; this might include, for example the full Council, Scrutiny and Overview Committee, individual Cabinet Portfolio Holder or an officer of the Council. It is recommended that the petition should be referred to the next meeting of the Housing Portfolio Holder for detailed consideration.
- 7. In determining a response to the petition, Cabinet may wish to take into account the following representations by the Corporate Manager for Affordable Homes, which have been communicated separately in a letter to the Lead Petitioner:

*(a) Allocation of Sheltered Housing Officers to the Scheme*

The Sheltered Housing Officer time allocated to the scheme is half a day as the officer covers another adjacent scheme in Blythe Way. The scheme at Blythe Way is equally provided with half a day, Monday to Friday. The ratio of residents to officer time, as far as can practically be managed, is equitable throughout the district.

*(b) The Supporting People Charge for the service*

The Supporting People charge is a charge that pays for the support service received from the Sheltered Housing Service. The charge is the same for all council residents living in sheltered housing, irrespective of the need for that support or the officer time allocated to a scheme. The Council considers that this is not the best use of a support service, therefore it will be reviewing how a support service for older people may be best delivered to those that need it.

The service requires review for the reason given above and also because of the economic pressures being experienced by the County Council's Supporting People budget. The Council will be meeting with the Supporting People Manager to discuss how best to achieve a service that both reflects residents' support needs and the charges for that service.

*(c) The implications on the service following the outcome of the Housing Futures ballot.*

The Council is presently reviewing its budgets, as a result of which there will be changes to the service that will most likely entail cuts in real terms. The Housing Service will not be filling currently unfilled posts, and will be reducing the overall number of Sheltered Housing Officers. This is in line with clear statements made in the Council's Formal Consultation document on the option of staying with the Council.

As an outcome of its reviews, the Council will be seeking to establish a more equitable service that meets the needs of older residents, is flexible to changing needs, easily accessible and offers choice.

**Implications**

8. Financial	There are no resources available within the Council's Supporting People allocation to extend the existing Warden Service.
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Legal	The terms of the Council's current contract require each Sheltered Housing resident to contribute to the support charge irrespective of need.
Staffing	Previously, recruitment to unfilled posts was put on hold pending the outcome of the Housing Futures project. As identified in paragraph 7(c) above, the recruitment freeze continues until the outcomes of the wider service review are known.
Risk Management	Failure to achieve significant savings and efficiencies within the housing service has been identified on the Council's Strategic Risk Register as a risk to be mitigated through the agreement and implementation of an action plan with the Housing Portfolio Holder.
Equal Opportunities	The Council's current Sheltered Housing Warden service provides equal access to all residents regardless of their individual circumstances and level of need.

### Effect on the Council's Strategic Aims

9.	<b>Commitment to being a listening council, providing first class services accessible to all.</b>
	The Council is committed to providing a high-quality, flexible service which meets the needs of users, not only within Sheltered Housing Schemes but also for all the Council's tenants, and all residents.
	<b>Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.</b>
	Each resident continues to have access to a 24-hour emergency alarm, therefore the absence of a permanent on-site warden is not considered to compromise their health and safety.
	<b>Commitment to making South Cambridgeshire a place in which residents can feel proud to live.</b>
	None specific.
	<b>Commitment to assisting provision for local jobs for all.</b>
	None specific
	<b>Commitment to providing a voice for rural life.</b>
	None specific.

### Recommendation

10. That Cabinet receive the petition and refer it to the meeting of the Housing Portfolio Holder on 16 September 2009 for detailed consideration and agreement of a response.

**Background Papers:** the following background papers were used in the preparation of this report: Procedural Guidance – Petitions (from Part 5, Section K of the Constitution)

**Contact Officers:** Stephen Hills – Corporate Manager for Affordable Homes  
Telephone: (01954) 713412  
Richard May – Democratic Services Manager  
Telephone: (01954) 713016

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WARDEN SERVICE  
AVENELLS WAY - GRAYS RD.

22-6-09.

DEAR MR KINDERSLEY M.P.

17 AVENELLS WAY  
CAMLINGAY

SG19 3EQ.

I'M WRITING TO YOU FOR & ON BEHALF OF THE RESIDENTS OF  
AVENELLS WAY - GRAYS RD. SCHEME (42 BUNGALOWS)

WE ALL MOVED HERE BECAUSE IT WAS A WARDEN CONTROL SCHEME  
I.E. (A WARDEN WAS HERE FROM 9AM TO 5PM) TO VISIT MOST OF THE  
OAP'S EACH DAY TO HELP SORT OUT SOME OF THEIR PROBLEMS & WORRIES  
AND GIVE A BIT OF COMFORT KNOWING THAT AT LEAST SOME-ONE WOULD  
CALL EACH DAY. BUT OVER THE LAST 18 MONTHS THE WARDEN SERVICE  
HAS DETERIORATED TO A PART-TIME SERVICE (3-4 PM PER DAY).

I SENT A LETTER COMPLAINING ON 30-3-09 OF THE INADQUATE  
SERVICE TO CHIEF EX. MR. GREG HARLOCK, BUT A STEV HAMPSON REPLIED  
(COPY ENCLOSED) WHICH I RECEIVED ON 12-5-09 WHICH DOES NOT  
STATE THE TRUE FACTS. WE ATTENDED A HOUSING FUTURES MEETING AT  
COMBERTON ON 30-4-09. AT THIS MEETING A SCDC MANAGER OF  
WARDEN SERVICE TRACY CASSIDY SAID THAT THE REASON WHY THE  
SERVICE HAD DETERIORATED WAS BECAUSE 4 WARDENS HAD LEFT (FOR  
ONE REASON OR ANOTHER) OVER THE LAST 18 MONTHS AND THEY WERE NOT  
BEING REPLACED AND IF THE CHANGE OVER TO H-A. WAS VOTED NO  
THEN THE SERVICE WOULD BE CUT EVEN MORE.

WE PAY AS STATEMENT (ENCLOSED) SHOWS FOR THIS SERVICE.

PLUS WE PAY ON TOP OUR RATES:

I.E. WARDEN & ASSOCIATED COSTS	37080
MANAGEMENT & ADMINISTRATION FEE	5970
TOTAL	<u>£43,050</u>

PLEASE FIND ENCLOSED COPIES OF :-

COST STATEMENT AVENELLS WAY - GRAYS RD.

LETTER FROM STEV HAMPSON

PETITION SIGNED BY RESIDENTS.

Yours Sincerely  
P. Gilbert

P.S.

COULD YOU PLEASE HELP US SORT THIS PROBLEM OUT!

AVENELL'S WAY / GREYS RD.

21-6-09

AS THIS IS A WARDEN CONTROL SCHEME WE EXPECT A WARDEN HERE AT LEAST 9AM TO 5PM WHICH WE WERE PROMIST & ARE PAYING FOR.

- |    |              |                   |                   |
|----|--------------|-------------------|-------------------|
| 1  | Greys Rd.    | A Grant           | R.G. Grant        |
| 2  | "            | SHIRLEY MOORE     | L. Moore          |
| 5  | "            | W. M. Dew.        |                   |
| 6  | GRAYS RD     | J BRADHAM         | J & Becke         |
| 9  | GRAYS RD     | B Gore            | B Gore            |
| 9  |              | <del>B Gore</del> | <del>B Gore</del> |
| 7  | GRAYS ROAD   |                   | J. Croot          |
| 10 | DAPH GIFFORD |                   | D J. Gifford      |
| 12 | GRAYS RD     |                   | W. BUTTERICK      |
| 13 | GRAYS RD     |                   | E Hall            |
| 14 | Grays Rd     |                   | J. Bates          |
- 
- |    |                 |  |             |
|----|-----------------|--|-------------|
| 2  | Avenell's Way.  |  | V Humphreys |
| 3  | "               |  | E Meeks     |
| 4  | Mrs. V. Rogers. |  |             |
| 5  | G. Standell.    |  |             |
| 7  | A. E. Gilbert   |  |             |
| 8  | P. Jenkins.     |  |             |
| 9  | J. ...          |  |             |
| 10 | J. ...          |  |             |
| 10 | M. ...          |  |             |
| 11 | F M H. ...      |  |             |
| 22 | J. E. Morris    |  |             |
| 18 | D. A. Brown     |  |             |
| 1  | A. Braun        |  |             |
| 1  | Officer         |  |             |
| 16 | A. B. ...       |  |             |
- |    |                 |  |  |
|----|-----------------|--|--|
| 9  | G. Marshall     |  |  |
| 15 | AW J. Brookes   |  |  |
| 15 | AW Gary Brookes |  |  |
| 21 | B. Honey        |  |  |
| 23 | E. V. Miles     |  |  |
| 24 | J. R. Gurney    |  |  |
| 26 | King            |  |  |
| 27 | D. Hunter       |  |  |
| 28 | d. Holders      |  |  |



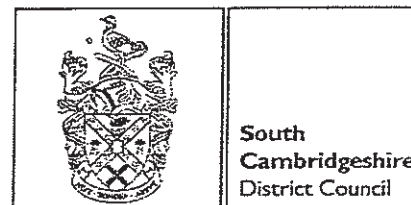
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Mr D E Gilbert  
17 Avenells Way  
Gamlingay  
Nr Sandy  
Beds SG19 3EQ

Our ref: SH/RCO 26122  
Your ref:  
Date 9<sup>th</sup> April 2009

RECEIVED  
( 12 - 5 - 09 )



Housing General Enquiries No. 08450 450 051  
Available from Monday – Saturday 8.00 am to 8.00 pm

Affordable Homes  
Contact: Mr S Hampson  
Direct dial:  
Direct email:

Dear Mr Gilbert

Thank you for your letter of the 30<sup>th</sup> March 2009, in which you express your concerns regarding the Sheltered Housing Service.

In answer to your questions:

- a) South Cambridgeshire District Council have a system in which all residents moving into sheltered housing have the option of a daily visit. The Sheltered Housing Officer determines this by completing a Visit form that is up-dated every six months. Should a resident not wish a visit their request has to be respected.
- b) In light of the current financial climate facing South Cambridgeshire District Council and also holidays and sickness, sheltered housing staff are covering more than one scheme. This is the reason Blyth Way is included in the Sheltered Housing Officer working day.

I have attached a Welcome Pack, which I hope will give you clarification of the Sheltered Housing Officer's role and duties.

I hope this has answered some of the concerns.

Yours sincerely

**Steve Hampson**  
Executive Director



**Awards for Excellence**  
in recycling and waste management



2006-2007  
Waste and Recycling



INVESTOR IN PEOPLE

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## GAMLINGAY - AVENELLS WAY/GRAYS ROAD

### Estimated Expenditure for 2009/2010

£

#### Total Staffing costs

(including sheltered housing officer salary and associated costs)

37,080



#### Communal areas and buildings

Outdoor Maintenance	890
Repairs and maintenance	1,030
Cleaning	2,000
Alarms (including out of hours response service)	6,200
Utilities	
Electricity	2,320
Water	680
Gas	450
Other communal expenses	3,850
Planned Maintenance	1,000

Repairs and maintenance for properties on the scheme 2,940

Provision for Cyclical Works 1,260

**Scheme cost subtotal** 59,700

**Management and administration fee** 5,970



**Total scheme cost** 65,670

#### Service charge liability for 2009/2010

Number of bedrooms	Percentage of total scheme cost payable (%)	Total annual property liability 2009/2010 £	Total quarterly liability* £	Maximum quarterly fee, excluding major works** £
Bedsit	-	-	-	-
1 bedroom	2.28	1,497	374.25	361.01
2 bedrooms	2.51	1,648	412.00	361.01

\* excluding insurance

\*\* Should any major works be required, then full consultation will take place before any work begins