

Action Plan Submitted: 26 August 2020

Updated Action Plan Submitted: 08 July 2021

A response to: An inspection of accommodation and support for adult offenders in the community and on release from prison

Report Published: 8 July 2020

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions and effectiveness of the work of probation, Community Rehabilitation Companies (CRCs) and youth offending services across England and Wales to Ministry of Justice (MoJ) and Her Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measurable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There mus t be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There must be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner (including named individuals and their functional role or department)	6. Target Date
1	The Ministry of Justice, in collaboration with the Ministry of Housing, Communities and Local Government should work to develop a national cross-government strategy that addresses the housing needs of offenders.	Agreed	 The Ministry of Justice, working together with Ministry of Housing, Communities and Local Government (MHCLG), Welsh Government and Other Government Departments, is developing its strategic vision for reducing reoffending, as part of the commitment towards delivering against the Governments manifesto. A key aspect to this approach will be provision of accommodation for those with a history of offending, ensuring that it aligns with the Governments goal to eliminate rough sleeping by the end of the current Parliament. HMPPS have completed a national Accommodation Framework that sets out how to build on success and work together with partners to ensure that offenders can access and maintain settled accommodation. HMPPS intend to publish an updated version of the Target Operating Model for the future of probation services early in 2021. This will provide further detail on the new system, informed by the changes that HMPPS have announced in 	MoJ – Prisoner Outcomes, Resettlement and Reoffending HMPPS - Reducing Reoffending, Partnerships and Accommodation Service Design Lead, Probation Reform Programme	April 2021 Completed February 2021
			the document titled "Update to the Draft Target Operating Model for Probation Services in England and Wales" published in June 2020, as well as the opportunities presented by new ways of working that have been introduced as a result of COVID-19. Update July 2021		

			The Ministry of Justice has established a senior official-level Cross-Government Board with representatives across Government departments to coordinate our strategy and work to reduce reoffending, cut crime and align with the Government's commitment to eliminate rough sleeping. This Board drives progress and supports the delivery of provision of accommodation for those with a history of reoffending, and further explores wide variety of opportunities to build on the work already underway. The Board is live and meets on a monthly basis.	MoJ – Prisoner Outcomes, Resettlement and Reoffending	Completed
			 An updated Target Operating Model was published 9th February 2021. 	Service Design Lead, Probation Reform Programme	Completed
2	The Ministry of Justice, in collaboration with the Ministry of Housing, Communities and Local Government should set out clear expectations as to how appropriate services for offenders who are homeless should be commissioned in each locality. Implement systems for tracking and monitoring Duty to Refer cases from	Agreed	 HMPPS have developed a national Accommodation Framework that sets out their responsibilities, their partners responsibilities and how to build on success and work together with partners to ensure that offenders can access and maintain settled accommodation. HMPPS have completed a dashboard which has been published internally. This helps to better understand the totality of delivery and performance in relation to accommodation and will help inform national and local discussions about need and outcomes. In relation to the commissioning of accommodation support through the Dynamic Framework, this will be done initially through centrally-run competitions for each Probation region. where Providers will be required to demonstrate in their bids how their service delivery will dovetail with existing local provision. There is a requirement to be able to offer a menu of interventions which can be made available in line with what is available for homeless service users. MoJ and HMPPS in the process of translating the previously 	MHCLG & HMPPS - Reducing Reoffending, Partnerships and Accommodation HMPPS - Reducing Reoffending, Partnerships and Accommodation, and HMPPS Probation Reform Programme & MHCLG	Completed Completed June 2021
	probation providers to local authorities, and the outcomes of these referrals and		issued guidance on operating the Duty to Refer into an operationally enforceable Policy Framework. This will detail the functions that must be undertaken by both Prisons and Probation staff. The duty to refer requires named public		November 2020

publish this o	 authorities to refer service users who they think may be homeless or threatened with homelessness to their chosen local housing authority. As part of the ongoing review of the Homelessness Reduction Act, MHCLG are considering how the duty to refer is working in practice and how it can be more effective going forward. HMPPS & MoJ will work with MHCLG on the review and will incorporate any lessons which will improve the efficiency of the referral process into procedures. MHCLG publish quarterly data on homelessness, including data on the duty to refer with the number of referrals by organisation and region. This is located https://www.gov.uk/government/collections/homelessness-statistics 		November 2020 Ongoing
	 Update July 2021 Dynamic Framework contracts have been awarded for all services. This includes regional accommodation services for men and holistic services including accommodation for women at police force area level. Greater Manchester is co-commissioning with Greater Manchester Combined Authority with procurement underway. A Policy Framework for the Duty to Refer (DtR) was published in April 2021, to come into force in line with unification from July 2021. Communications and work to embed the DtR are ongoing. A pilot has been running to establish the DtR recording systems on nDelius and this will be rolled out by September 2021. 	HMPPS - Reducing Reoffending, Partnerships and Accommodation, and HMPPS Probation Reform Programme & MHCLG Programme & MHCLG	Completed Completed September 2021
	The Homelessness Reduction Act Review, which was published in September 2020, showed that the service has improved for those who would previously have had limited support and that households are receiving help both earlier and for longer. As the Act is being embedded,		Completed

			MHCLG continues to consider how the duty to refer is working in practice and how it can be more effective going forward. As part of this work, HMPPS and MoJ are working with MHCLG to ensure that the duty to refer is timely and effective. Whilst incorporating lessons learned from public bodies and local authorities to improve the efficiency of the referral process. This joined up working is underpinned by monthly progress meetings, where guidance, best practice and development of the HMPPS Housing Officer roles is considered.		Ongoing
3	Her Majesty's Prison and Probation Service should ensure there are designated accommodation leads, at strategic and operational level, in each probation delivery unit, for effective engagement with local authorities and housing providers, to deliver appropriate services for individuals under supervision, to obtain and retain settled accommodation.	Agreed	 HMPPS have set up seven Regional Homelessness Prevention Taskforces (HPTs) to coordinate the sourcing of accommodation for those offenders released from custody, in order to try and ensure no offender is released without accommodation in place. The HPTs have been able to successfully access temporary accommodation and have developed excellent working relationships with a range of strategic partners, including Local Authorities, Housing Providers, Police, Health and the Voluntary and Community Sector. The Target Operating Model will be issued in February 2021 which will confirm the ongoing role of HPTs within the new structure. In addition to the proposed work of the HPTs, there is a monthly Accommodation leads meeting chaired by the Deputy Director, Community Interventions Residential (AP/BASS) and Accommodation Support Services which brings together the designated regional leads to discuss issues surrounding accommodation and to hear presentations from MoJ Policy, MHCLG/Welsh Government, together with invited guests, e.g. Clinks and National Association of Private Landlords. 	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS - Probation Reform Programme	February 2021
			Update July 2021		
			 HMPPS have set up 12 Regional Homelessness Prevention Taskforces (HPTs), (one for each region) who 	HMPPS - Reducing Reoffending,	Completed

			have been highly successful in securing accommodation outcomes and in strengthening relationships with local partners. They will remain a feature of the future probation landscape. We are also introducing and testing a new specialist housing advisor role in up to twenty prisons. The new role will seek to strengthen links between prisons, resettlement teams and local authorities to improve accommodation outcomes for those at risk of homelessness.	Partnerships and Accommodation & HMPPS – Probation Reform Programme	
			 The monthly accommodation leads meetings have been replaced by weekly Accommodation Silver Meetings during the Covid emergency period. These meetings have also been attended by invited guests, to ensure effective engagement across the wider system. 		Completed
4	Her Majesty's Prison and Probation Service develop a comprehensive performance and	Agreed	 The future performance framework for probation unified delivery will include a target for offenders being housed on release from custody, aligned with current Prisons metrics to promote joint working between Prisons and Probation in supporting prisoners leaving custody. There will be a metric concerning settled accommodation 	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS – Probation Reform Programme	June 2021 June 2021
	data strategy for offender accommodation, which includes		for all service users under supervision, which will support referrals to accommodation services provided under the Dynamic Framework.		
	accurate recording of accommodation status, challenging and aligned		 There is a continued focus on improving the accuracy of recorded accommodation status, and this is part of HMPPS' strategy for data assurance under the future performance framework. 		June 2021
	performance measures and targets, and appropriately segmented data on accommodation need		 HMPPS will revisit existing Management Information held across both prisons and probation with the ambition of strengthening the ability to accurately predict the volumes of numbers at a Local Authority, Region and National level of people with an accommodation need. HMPPS will use this information to work more effectively with key partners to improve accommodation support provided. 		June 2021

for use in commissioning services.		
	 Update July 2021 The Target Operating Model published February 2021 includes reference to the two performance targets: (a) a target on the number of individuals being housed on release from custody (90%), aligned with current prisons metrics, to promote joint working between prisons and probation in supporting prisoners leaving 	
	prisons and probation in supporting prisoners leaving custody. (b) a metric concerning settled accommodation for all supervised individuals (those released from prison and those on community sentences) three months after commencement of their supervision (80%), which will support referrals to accommodation services provided under the CRS Framework.	
	 Work continues to focus on improving data accuracy under a data assurance schedule applied under internal governance arrangements as part of the unified performance framework. This will involve analysts working with performance data to conduct checks on the quality of accommodation information recorded on nDelius, providing reports to support the Probation Service in correcting recording issues. The first exercise will take place in early Autumn, following a settling in period after unification. 	
	 Homelessness Prevention Teams will support their Regional Probation Directors in considering current regional performance in relation to accommodation on first night of release and settled accommodation at three months and oversee local plans to drive performance. HPTs will also oversee a local accommodation data strategy that increases evidence led local intelligence and drives performance. 	

5	Her Majesty's Prison and Probation Service substantially expand the provision of BASS, or similar transitional accommodation schemes in partnership with local authorities, to reduce the numbers of individuals beginning prison licences or community sentences who lack a stable address and require support before obtaining their own accommodation.	Agreed	 The Bail, Accommodation and Support Service (BASS), Generation 3 contract was awarded to Nacro in March 2018 following a formal competition process. The contract is for 4 years and will conclude in 2022. The contract is for 550 bed spaces across England and Wales for the service, with Nacro providing added value by offering a further 55 bed spaces, an option which is being exercised and will lead to 605 from 1 October 2020. MoJ and HMPPS are reviewing demand and capacity with a view for future expansion. Demand analysis and prison forecasts will be used to support decisions relating to the number of beds to be delivered through the Generation 4 contract. 	HMPPS - Reducing Reoffending, Partnerships and Accommodation	October 2020
			 Update July 2021 The 605 bed spaces will be available from October 2021 as Covid-19 impacted the procurement pipeline. The Community Accommodation Service Tier 2 (BASS Generation 4) competition is now fully underway. Demand analysis has informed the current procurement and will inform the SR2021 bid. 	HMPPS Reducing Reoffending, Partnerships and Accommodation	October 2021 Completed
6	Her Majesty's Prison and Probation Service should ensure, as a priority, that stable accommodation is	Partly Agreed	This recommendation is partly agreed as generally, responsibility for the provision of accommodation lies with the Ministry of Housing, Communities and Local Government (MHCLG).	HMPPS -Reducing Reoffending, Partnerships and Accommodation	March 2023

available for every higher risk offender leaving prison and that individuals moving on from approved premises have settled accommodation to go to.	HMPPS provides accommodation placements for higher risk offenders in Approved Premises and are in the process of expanding capacity by 200 places, to be delivered by 2023. MHCLG, MOJ and HMPPS are engaged in ongoing work at national level to increase accommodation options for higher risk offenders. HMPPS will continue to assess the accommodation needs of higher risk offenders prior to their release and where relevant, under Multi Agency Public Protection Arrangements, work with other partners to ensure accommodation is available for higher risk offenders. 'Move on' accommodation from Approved Premises is arranged by offender managers in partnership with Local Authority and other Housing providers under local partnership arrangements. HMPPS will be subject to a performance measure of individuals in settled accommodation at 3 months, either after release or after community sentence.		Ongoing Ongoing
	 Update July 2021 The provision of an AP bed for all higher risk offenders leaving custody remains a priority. The AP Expansion Programme has delivered 56 bed spaces to date. Two brand new sites will open in the coming months alongside continuing to deliver further expansion of current sites. The Programme is on track to deliver 200 bed spaces by the end of 2023. Discussions between MoJ, HMPPS, & MHCLG on planning for SR2021 are underway, including for settled accommodation options for offenders. The spending review will be completed by September 2021. MOJ /HMPPS are investing over £20 million to launch a new accommodation service, providing up to 12 weeks of basic temporary accommodation for prison leavers who would otherwise be homeless. Launching in July 2021 within five probation regions in England, all individuals, 	HMPPS -Reducing Reoffending, Partnerships and Accommodation	Completed July 2023 September 2021 and ongoing July 2021

		 aged 18 and over, released from prison at risk of homeless will be eligible. Individuals moving on from Approved Premises, at risk of homelessness, will also be eligible. HMPPS will also work in conjunction with MHCLG's announced funding to support prison leavers at risk of homelessness into private rental tenancies as part of plans to secure settled accommodation by the end of the 12-week period. Performance metrics will be implemented post-unification. 		July 2021
Her Majesty's Prison and Probation Service should equip probation practitioners and accommodation specialists with the knowledge and skills to work effectively on housing and accommodation issues with individuals under supervision, and to engage appropriately with local housing authorities.	Agreed	 HMPPS is working together with MHCLG to develop reciprocal training for front line NPS staff working with offenders. This includes providing staff with the tools and skills to effectively support people to change and keep staff informed about relevant new developments in both homelessness and in offender management. In February 2020 refreshed and updated guidance was issued to probation staff on their statutory responsibility to refer homeless individuals (or those at risk of homeless) to a Local Authority. Revision of the Bail Information Officer training package went live in February 2020, to enable identification of appropriate bail cases, completion of bail enquiries and creation of bail reports to sufficient standard. In the longer term, and as part of the Probation Workforce Programme, the introduction of a new learning and development curriculum and continuous professional development, will address the skill set required by practitioners to navigate and access accommodation services for the individuals they supervise. 	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS Probation Reform Programme Deputy Director Residential and Accommodation Support Services Deputy Director, Probation Workforce Programme	September 2021 Completed June 2022
		Update July 2021		

			 Successful joint training was delivered during the Covid-19 period, including a DtR event attended by over 330 staff. We also ran two workshops in partnership with MHCLG, the National Homelessness Advice Service (NHAS) and the HMPPS Women's Team focused on making the best of duty to refer for women and attended by prisons, probation and LAs. Training requirements are now being considered for 2021/22. 	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS Probation Reform Programme	Completed and ongoing
8	Her Majesty's Prison and Probation Service should use the dynamic framework to commission access to private and social rented sectors,	Partly Agreed	This recommendation is partly agreed as whilst the specification for the regional Call-Off Competitions has now been completed, this does not include commissioning of accommodation units but focuses on enabling service users to overcome the barriers to securing accommodation. Included is an expectation that providers can offer floating support and other activities that assist service users in gaining and maintaining accommodation.	HMPPS – Probation Reform Programme	Completed
	and floating support services that provide access to units of accommodation and support for individuals in them.		HMPPS will to create a Regional Outcomes and Innovation Fund (ROIF) – setting aside a steady-state allocation of £20 million per year for which each Regional Probation Director will have responsibility for spend over and above the services they commission to deliver sentence requirements (which the Dynamic Framework will provide). The Regional Probation Director can fund accommodation services to mitigate accommodation needs. The ROIF may use the dynamic framework, but is not confined by it, and accommodation is an area where co-commissioning routes or partnerships would be strong options too.	HMPPS - Probation Reform Programme/Regional Probation Director(s)	April 2023
			The ROIF will play a vital role in supporting probation to play its part in improving shared local outcomes such as joint investment in early intervention and diversion, meeting complex needs and providing longer-term support after the formal requirements of a sentence have finished. This approach will allow us to both improve partnership working, leverage additional funding, and respond to new and emerging priorities.	HMPPS – Probation Reform Programme	April 2023
			Update July 2021		

			A fund has been created and initial budgets sent to regions from April 2021. 11 of the 12 Heads of HMPPS - Probation Reform	April 2023
			Community Integration are now in post and will lead the decision making on how to use this money to address the needs in their region. The other posts i.e. commissioning and commercial will follow shortly. Programme/Regional Probation Director(s)	
			The principles for the use of ROIF have been circulated and embedded within the commissioning template. The 'buy/build/get' decision making process has been refined. Work is underway with commercial colleagues to build an end-to-end process on Equip including an option appraisal format that will allow the regions to review their service offers and consider gaps (including accommodation) that they may want to use the ROIF for now the outcomes of day 1 CRS services are known. The CRS 3 process is also in later stages of competition. HMPPS - Probation Reform Programme/Regional Probation Director(s)	April 2023
			 The publication of the RRRP is imminent. It will set out the high-level and longer-term ambitions of each region and allow them to engage with partners to coordinate their approach and to take a greater role as an advocate for those on probation to gain access to the right service that will reduce the risk of reoffending. 	April 2023
9	Her Majesty's Prison and Probation Service should agree minimum quality standards for the provision of accommodation when making referrals.	Partly Agreed	This recommendation is party agreed as MHCLG are responsible for setting minimum standards for provision of social and affordable housing. Accommodation provided by Local Authorities in England should comply with relevant LA housing standards together with the Housing, Health and Safety Rating System published by the Ministry of Housing, Communities and Local Government https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-Landlords-and-property-related-professionals .	
			Through collaborative regional working, the HPTs will engage with LAs, Private Landlords, VCS and other social providers, to ensure that there is parity in the quality of	February 2021

	 accommodation provided to those with a history of offending with the wider community. Service specifications for the Offender Accommodation pilot and BASS include the requirement that accommodation is delivered in accordance with the published housing standards. In relation to Approved Premises, HMPPS ensure that all facilities provided meet legislative requirements for Health and Safety and they are working towards all APs meeting the standards set by the Royal College of Psychiatrists known as 'Enabling Environments'. 		Completed
	 July 2021 Update HPTs will be a feature of the future Probation landscape to continue to build on their successes in strengthening partnership working. The standards of BASS accommodation are set in the contract. The standard for the new CAS3 accommodation will be set in the contract and is based on the Decent Homes Standard. HMPPS continue to ensure Approved Premises facilities provided meet legislative requirements for health and safety and continue to work towards 'Enabling Environments' accreditation. 	MHCLG	Completed and ongoing Completed and ongoing Completed and ongoing

10	Her Majesty's Prison and Probation Service should in redesigning Through the Gate accommodation services, ensure that: - Actions to prevent loss of tenancies	Agreed	 In relation to the Dynamic Framework, the Day 1 accommodation services will include reach-in support in relation to maintaining or relinquishing existing tenancies at the point of sentence and avoiding housing-related debt and also support to obtain accommodation prior to release. The specifications include clear obligations in relation to Duty to Refer responsibilities including working with the NPS Responsible Officer. The contract award will be in December 2020 with delivery to commence in June 2021. 	HMPPS – Probation Reform Programme	June 2021
	are completed swiftly - Duty to Refer responsibilities for prisoners at risk of homelessness are		 Guidance for NPS Responsible Officers for Resettlement actions will make clear the pre-release journey for service users, and how they link to the key stages and actions required, including referrals to Dynamic Framework services and the Duty to Refer scheme in England. Contracts for the Dynamic Framework Personal Well-Being category which includes pre- and post-release mentoring services will be awarded in Jan 2021 with delivery to commence in June 2021. These services will support service users and NPS Responsible Officers and this will supplement and help service users with accommodation and other issues post release. 	June 2021	
	undertaken as soon as possible, involving the responsible officer			June 2021	
	are enabled to access prisoners in custody to make Duty to Refer assessments in person, on the phone or by video link				
	- Prisoners have identity documents and bank accounts prior to release				
	- There is provision for prisoners who need it to be met at the gate and taken to any				

accommodation appointments on the day of release - Accommodation services in the area to which prisoners are to be discharged are involved in making referrals and brokering accommodation provision in conjunction with responsible officers.			
	 July 2021 Update In addition to the services being commissioned through the Commissioned Rehabilitation Services Framework, HMPPS are also investing over £20 million to launch a new accommodation service, providing up to 12 weeks of basic temporary accommodation for prison leavers who would otherwise be homeless. Launching in July 2021 within five probation regions in England, all individuals, aged 18 and over, released from prison, BASS, or AP premises at risk of homeless will be eligible. 	HMPPS – Probation Reform Programme	July 2021
	 On 20 May 2021, the Lord Chancellor announced an uplift in the one-off subsistence payment on release (discharge grant), to £76, providing a greater resource to offenders to attend initial appointments and procure essentials such as food on immediate release. 		Completed
	 Housing Specialists are being introduced in resettlement prisons within CAS3 areas and Accelerator prisons. Their role is to support the Head of Reducing Reoffending to be more strategic in their response to reducing homelessness, including embedding the DtR. 	Reducing Reoffending & Accommodation Partnerships,	July 2021

			 Initial national mapping has been completed to map the prison and probation accommodation landscape, to define roles, responsibilities and avoid duplication. Localised mapping is to be completed by September 2021. 	Regional Probation Directors	September 2021
11	Her Majesty's Prison and Probation Service, together with Community Rehabilitation Companies should ensure there are effective arrangements for the transfer of accommodation projects, and knowledge of local services and arrangements, when CRC contracts are terminated.	Agreed	HMPPS Reducing Reoffending, Partnerships and Accommodation will work with the HPTs and the Probation Regional Directors, to work with CRCs to identify accommodation and support services, which could be transitioned across to the new Probation unified model. Details of any schemes identified will be discussed with the Probation Reform Programme to understand mechanisms through which these schemes could be moved across to the new model or any learning gleaned could be disseminated.	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS - Probation Reform Programme Probation Regional Transition & Recovery Boards	April 2021
			July 2021 Update		
			 There have been 10 regional contracts successfully let for new accommodation support services in all English regions except Greater Manchester. There are four PCC-level contracts for the same services in Wales. In total 7 different providers have been awarded these 14 contracts. The specification of these contracts has built on learnings from service delivery through CRCs in terms of what is most effective to help support reducing reoffending 	HMPPS - Reducing Reoffending, Partnerships and Accommodation & HMPPS – Probation Reform Programme	Completed

	 outcomes. The specification also includes delivery of accommodation support pre-release. The Greater Manchester region are co-commissioning with the Combined Authority, using their procurement route. The new contract will not be in place until September 2021. A short-term direct award is being put in place with Shelter to ensure no break in service between the end of June 2021 and start of the new contract. 	Probation Regional Transition & Recovery Boards	October 2021
	The direct awards for the STAR project, Saltbox and Willowdene existing schemes have all been finalised and signed by both parties.		Completed

Recommendations	
Agreed	8
Partly Agreed	3
Not Agreed	0
-	11
Total	11