



Brighton & Hove
City Council

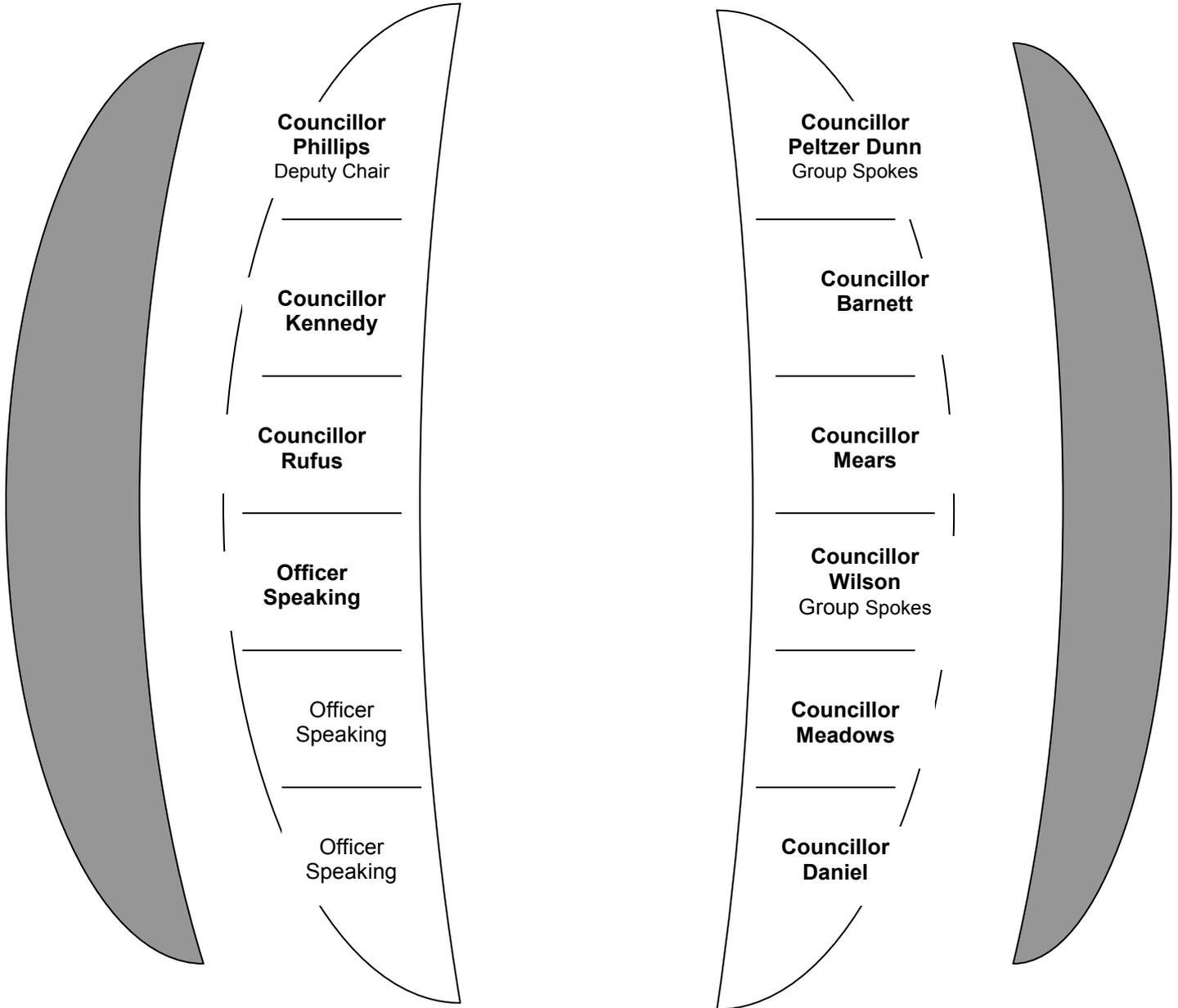
Housing Committee

Title:	Housing Committee
Date:	4 March 2015
Time:	4.00pm
Venue	Council Chamber, Hove Town Hall
Councillors:	Randall (Chair), Phillips (Deputy Chair), Barnett, Daniel, Meadows, Kennedy, Mears, Peltzer Dunn (Opposition Spokesperson), Rufus and Wilson (Group Spokesperson)
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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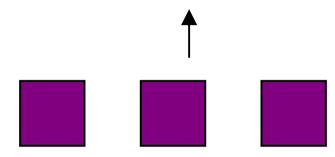
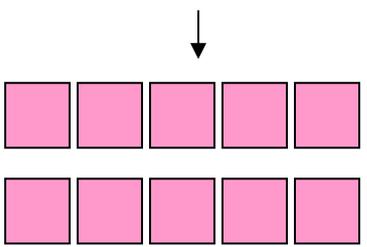
Democratic Services: Housing Committee

Head of Housing	Councillor Randall Chair	Executive Director of Environment, Development and Housing	Lawyer	Democratic Services Officer
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Public Speaker	Public Speaker
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Public Seating



Press

AGENDA

PART ONE

Page

65 PROCEDURAL BUSINESS

(a) Declaration of Substitutes: Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

(b) Declarations of Interest:

- (a) Disclosable pecuniary interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(c) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: *Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.*

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.

66 MINUTES

1 - 22

To consider the minutes of the meeting held on 14 January 2015 (copy attached).

Contact Officer: Caroline De Marco

Tel: 01273 291063

67 CHAIR'S COMMUNICATIONS

HOUSING COMMITTEE

68 CALL OVER

- (a) Items 71 to 77 will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

69 PUBLIC INVOLVEMENT

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the 25 February 2015;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 25 February 2015.

70 ISSUES RAISED BY COUNCILLORS

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions;
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

71 HEALTH, HOUSING AND SOCIAL CARE

Presentation from Denise D'Souza, Executive Director of Adult Services and Geraldine Hoban, Chief Operating Officer, Clinical Commissioning Group.

72 HOUSING ADAPTATIONS AND INVESTMENT UPDATE

23 - 32

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Sarah Potter
Ward Affected: All Wards

Tel: 01273 29-3168

73 INCREASING SECURITY AT COUNCIL OWNED HIGH RISE BLOCKS OF FLATS

33 - 46

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Rachel Chasseaud
Ward Affected: All Wards

Tel: 01273 290753

HOUSING COMMITTEE

74 ANTI-SOCIAL BEHAVIOUR CRIME AND POLICING ACT 2014 47 - 66

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Richard Jordan Tel: 29-3354
Ward Affected: All Wards

75 SHELTERED HOUSING - SERVICE OFFER 67 - 86

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Peter Huntbach Tel: 01273 293248
Ward Affected: All Wards

76 PILOT OF LEVEL ACCESS SHOWER INSTALLATIONS: UPDATE 87 - 92

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Janine Healey Tel: 01273 29-3314
Ward Affected: All Wards

77 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 3 2014/15 93 - 110

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: Ododo Dafe Tel: 29-3201
Ward Affected: All Wards

78 ITEMS REFERRED FOR COUNCIL

To consider items to be submitted to the 26 March 2015 Council meeting for information.

In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of the Committee meeting.

HOUSING COMMITTEE

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Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Tuesday, 24 February 2015

BRIGHTON & HOVE CITY COUNCIL**HOUSING COMMITTEE****4.00pm 14 JANUARY 2015****COUNCIL CHAMBER, HOVE TOWN HALL****MINUTES**

Present: Councillor Randall (Chair)

Also in attendance: Councillor Phillips (Deputy Chair), Barnett, Daniel, Meadows, Kennedy, Mears, Peltzer Dunn (Opposition Spokesperson), Rufus and Wilson (Group Spokesperson)

PART ONE**46 PROCEDURAL BUSINESS****46(a) Declarations of Substitute Members**

46.1 There were none.

46(b) Declarations of Interests

46.2 Councillor Wilson declared a non-pecuniary interest in items 50 and 54 as she worked for a registered provider.

46(c) Exclusion of the Press and Public

46.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

46.4 **RESOLVED** - That the press and public not be excluded from the meeting.

47 MINUTES

47.1 Councillor Mears referred to paragraph 39.12 which referred to four reports that would be submitted to future meetings. Councillor Mears asked for timescales. The Chair explained that the update on the Eastern Road Corridor and the report on the Anti-social

behaviour, Crime and Policing Act would be submitted to the next Committee. Sheltered Housing Stock Review was on this agenda.

- 47.2 Councillor Mears referred to paragraph 42.4 in relation to the Whitehawk Library site and stated that she was still waiting for a report on this matter. She was also still waiting for the health and safety audit on Oxford Street, although the Executive Director had sent her the health and safety report.
- 47.3 The Executive Director replied that he would send Councillor Mears the Audit on Health and Safety. The Chair assured Councillor Mears that she would receive a report on the Whitehawk Library site.
- 47.4 Councillor Mears referred to paragraph 44.7. She had asked for policies on homelessness. She would also like to see numbers of bed and breakfast over the last four years. The Executive Director replied that these policies were still in progress. A reply with the policies would be sent to Councillor Mears.
- 47.5 The Chair asked for an amendment to paragraph 39.11 (ninth line). The last sentence should read 'One key area was sheltered housing where there were *several* tenants.....etc'.
- 47.6 **RESOLVED** - (1) That the minutes of the Housing Committee held on 12 November 2014 be agreed and signed as a correct record subject to the amendment suggested above.

48 CHAIR'S COMMUNICATIONS

- 48.1 The Chair reported that since the last meeting he had given evidence at the Private Rented Scrutiny Panel and the Budget Scrutiny Panel. The relationship between Adult Social Care, Housing & Public Health was discussed in relation to the issue of homelessness. There was agreement that there was a need for clarity about the relationships between the different departments. (Clarity on budgets, on who did what and who was responsible.)
- 48.2 The Chair reported that a murder had taken place at Warwick Mount at Xmas. The people involved were visitors not tenants. Council staff and the police had given a great deal of support to the residents, culminating in a public meeting which was attended by local councillors, officers and the police. New security arrangements had been put in Warwick Mount before the murder. These were being reviewed again and another plan for security would be coming forward.
- 48.3 The first tenant moved into her new flat at Evelyn Court just before Xmas. The work was nearly finished at Sanders House and Evelyn Court work was going on very well.
- 48.4 The Chair reported that he had visited the Resource Centre which worked with tenants associations in the City. The Board was made up of tenants and there had been talks about the future of the centre.

48.5 The Chair reported that he visited the Smarter Live Scheme last week. This was an unusual and successful housing scheme for homeless people in Goldsmid Road.

48.6 The Chair paid tribute to John Melson who had died the previous week. He had been very committed to the tenants' movement and the welfare of his neighbours.

49 CALL OVER

49.1 It was agreed that all items be reserved for discussion.

50 PUBLIC INVOLVEMENT

50.1 There were no Petitions

50.2 Mr Chris Taylor asked the following public question:

“Given that the council has access to electoral registration and council tax data listing how many people live in each property, will the council agree to using this data to systematically identify all potential HMOs by a given date, instead of apparently pushing responsibility for this onto local residents who do not have access to the same information, and are not in a position to prove whether a property is an HMO or not?”

50.3 The Chair replied as follows:

“Failure to apply to license an HMO that should be licensed is a criminal offence.

The Private Sector Housing team has an ongoing enforcement project following implementation of the current Additional HMO Licensing scheme in the five Lewes Road wards, to ensure that necessary applications are made for those that should be licensed.

Though it would not generally be lawful for the council to use electoral registration and council tax data as ‘fishing’ tools to identify all HMOs, electoral registration and council tax information is used by the team as part of our enforcement work along with information obtained from members of the public, from other teams and from visits to properties. Relying as it does on information provided by owners and occupiers, electoral registration and council tax data does not always accurately reflect actual current occupation, hence a range of information sources are used to identify potentially licensable HMOs.

The list of properties identified from the enforcement project currently stands about 1100 properties, about 850 of which have been investigated to date resulting in the receipt of almost 500 extra licence applications – 17.5% of the 2745 licences issued as at 9 January 2015 - and four prosecutions in connection with failure to apply (figures apply across both additional and national mandatory licensing schemes) . The addresses of all HMOs for which licence applications are received in the five Lewes Road wards are passed to the Planning team for use in connection with the Article 4 Direction they enforce relating to numbers of HMOs in those wards.

We appreciate that local residents are not in a position to prove whether or not a property is an HMO and we would not expect them to do so. They are, however, ideally placed to have an awareness of how properties in their neighbourhoods are occupied and we are grateful if they pass this information on as it enables us to use the information at our disposal and to focus our investigations much more efficiently than would otherwise be the case.”

50.4 Mr Taylor asked the following supplementary question:

“Will the council give serious consideration to adopting our other six proposals for better enforcement of the Article 4 legislation, and give a detailed response on each of these at the next committee meeting on March 4th, if not before?”

50.5 The Chair replied as follows:

“Article 4 legislation was used as a Planning response, in this case to address further proliferation of newly converted HMOs in the Lewes Road wards to which we also apply additional HMO licensing. In light of this I would refer a detailed response to proposals in relation to Article 4 enforcement to a future Economic Development and Culture Committee.”

50.6 **RESOLVED-** That the Public question be noted.

50.7 The Committee considered the following deputation which had been submitted by Ms Diana Bernhardt – Brighton & Hove Seaside Community Homes.

Community Housing Network

“**The Community Housing Network** are a group of like-minded, local community based organisations who are concerned about the escalating unmet demand for social housing and the impact that this has on homelessness and local families in housing need. Historically, Housing Associations have aimed to house the poor but changes in funding have led to increased commercialisation of the sector creating a gap in the housing provider market for the homeless and for those who cannot afford deposits or increased rents. The community housing sector is ready to fill this gap.

For over the past 3 years, the community housing sector has successfully developed **463 new units of social rented housing in the city**. Without exception, all of these extra units have been provided without the need for subsidy from the council or the Homes and Communities Agency. These new units include:

- 416 empty properties have been brought back into use by Brighton Hove Seaside Community Homes to provide temporary accommodation for homeless people. All of the housing has been developed through private finance without the need for grant funding
- 36 new homes developed by Brighton Housing Trust through a private loan to provide much needed self-contained accommodation for people moving on from homeless hostels
- 11 studio flats for homeless people financed and developed by Brighton YMCA.

Our success has been achieved through **working in partnership and thinking creatively about funding** to keep rents genuinely affordable. In addition to the housing above, work has already commenced to develop **nearly 90 additional units over the next 2 years**. Again all of these additional units will be provided without the need for grant. These additional units include a further 83 empty properties being brought back into use by Brighton Hove Seaside Community Homes and 6 new self-contained flats developed by Southdown Housing Association for homeless people moving on to greater independence.

Our achievements exceed the Affordable Housing Programme delivered by larger Housing Associations over recent years. The next 2015-18 Affordable Housing Programme plans **75** new homes, and **only 14 are proposed for rent** with the remaining 61 being for shared ownership. Whilst shared ownership may have offered an option for working people to get on the property ladder in the past, it is now beyond the reach of most people. For example, a 1 bedroomed shared ownership flat at One Hove Park is marketed at £287,500 with 25% equity of £71,875.

This context highlights the increasing gap in affordable housing for rent and the need to embrace local, community-based providers that offer innovative funding models to deliver social housing at genuinely affordable rents. This deputation therefore seeks to achieve **a level playing field** for the community housing sector by opening up existing partnerships and prioritising new and innovative delivery models that meet the city's housing aims.

In particular, this deputation is asking for:

1. Equality of Opportunity

The larger Registered Providers already have an established dialogue with the council through the Brighton and Hove Development Partnership. To provide equality, we need **a new formal mechanism** for community-based organisations (such as quarterly meetings) to present ideas and business plans within realistic timescales. The Community Housing Network can also offer different options for the transfer or leasing of land to ensure public assets are protected whilst keeping land costs to a minimum to keep rents affordable.

2. Recognition

The Community Housing Network is a collection of organisations and models that deserves to be recognised as a sector in its own right. This needs to be recognised in the Housing Strategy along with a **commitment to work in partnership** with the Community Housing Network and to establish joint ventures where these are in the best interests of the city.

3. Transparency

We need a transparent information sharing and decision making process. To maximise possibilities to innovate, we need **early information of potential publicly owned sites** and an indication of the planning and development features that the Council would support.

4. Delivery

We need a **commitment that practical solutions will be found** to overcome the barriers to community housing providers (such as recession measures for S106 contributions and options to dispose land at less than 'best consideration').

50.8 The Chair replied as follows:

"Brighton & Hove City Council welcomes and values the efforts and success of the city's community housing providers in taking innovative approaches to helping support local people with their housing need, in particular options supporting delivery of homes for Affordable Rent.

Through our existing Housing Strategy the City Council has a strong track record of acknowledging the importance of and supporting community housing providers including through: promoting renewal of housing co-op short-life leases; supporting HCA Empty Homes & Affordable Housing Programme funding bids; exploring options for a co-pilot community housing development with the Estate Regeneration Team; CVSF Housing Network representation on the Strategic Housing Partnership; meetings with Community Works and the Community Housing Network in preparation of the Housing Strategy 2015.

The draft Housing Strategy 2015, currently in its approval phase, has a specific focus on our desire to work with the community housing sector and commits us to:

- Continue work with a range of partners including Homes & Communities Agency, housing associations and the community housing sector to develop more affordable housing;
- Support housing associations and community housing organisations with their proposals to deliver affordable homes;
- Promoting the concept of Community Housing;
- Exploring the viability of Community Land Trust and wider community housing development options when land is available with a focus on maximising the social value of new developments where appropriate;
- Exploring the use of commercial properties for co-operatives where compatible with City Plan policies;
- Sharing information on development opportunities with the Community Housing Network.

In addition, a proposed modification to the City Plan (PM064 under Policy SA4 Urban Fringe) highlights that there will be a particular emphasis on delivering housing to meet local needs through the sites identified in the 2014 Urban Fringe Assessment Study. As part of this, the City Council will consider how best to ensure that opportunities for community land trusts, community-led development, right to build, and housing co-operatives are brought forward/ safeguarded in order to maximise housing opportunities that meet local housing needs.

Subject to the draft Housing Strategy 2015 being approved, we look forward to working with the community housing sector to make our shared aspirations a reality."

50.9 **RESOLVED** - That the deputation be noted.

50.10 The Committee considered the following deputation which had been submitted by Mr D Gibson.

Living Rent Campaign

“The Living Rent Campaign was set up a year ago to campaign for rent controls, greater security, private landlord registration, voluntary ethical good practice landlord and lettings schemes. A petition signed by over 2,500 residents in support of the campaign was presented to the council in October and the council responded referring with unanimous support 6 points for the housing committee to consider. These points included “Developing a licensing scheme for all private landlords as has happened in Newham”

We applaud the progress towards wider registration on the January 2015 Housing Committee agenda. We are interested in feedback on the other points (see appendix A) and most specifically would urge the committee to hear our case concerning point 6 on the list approved “in principle” at Housing committee on 12th Nov 2015 to look at:

“supporting the building of homes at a living rent rate so that “affordability” is based on peoples’ incomes and not the market rate”

The package proposed by full council prompted talk in the media about Brighton and Hove becoming Britain’s first Living Rent council. We welcome this. A big step towards this would be to adopt a policy of charging living rents for newly built council housing.

How much is a Living rent?

The precise details of how much a living rent should be is open to debate and needs to be calculated by a group of experts. However basing our calculations on the accepted notion that housing costs should amount to no more than a third of income and looking at the median income of people working in Brighton and Hove we have made a provisional calculation of a living rent as being around 55 % more than a current social rents. That is an average monthly rent of around £564. We should like the council to develop a calculation of what a living rent should be for Brighton and Hove

Housing costs and affordability

- For a person earning the living wage (approx £1,100 a month), social rents represent about a third of that income and so a social rent is their only truly affordable option.
- *The assessment of affordable housing need report (2012) identified 88,000 households (72%) in Brighton and Hove who cannot afford to (either buy or rent) without some kind of subsidy or spending a disproportionate level of their income on housing costs”*
- Based on £24,210 median income if working in Brighton and Hove. After tax + NI estimated as £20,316 = £1693 a month
- Proposed rents on new build council houses range approx from £670 to £969 pm

How much is needed in efficiency savings for BHCC to charge a living rent?

Basing our calculations on previous housing committee reports on new build rent levels, we have made a rough estimate of the additional cost the housing revenue account of charging living rents (based on our estimates) rather than so called affordable rents on 100 new build council houses of about £280K a year. Given that in previous years (and

proposed for next year) efficiency savings in excess of 280K have been achieved for the HRA (see appendix B) we propose that:

- 1) **The housing committee agree support for the principle of charging a living rent on its new build properties funded through efficiency savings**
- 2) **The Housing committee commission a report to estimate the HRA efficiency savings needed to reduce the projected “affordable” (80% market rents) to living rent levels* and report these estimates to the next housing committee for decision.”**

*based on 33% of median wages of people working in Brighton and Hove

50.11 The Chair replied that he had a long response which would be sent to Mr Gibson. In the meanwhile the council would look to see how it could develop a calculation of what a living rent would be. There was an EU view that no one should pay more than a third of their income in rent, which seemed reasonable. The council would also look at how to reduce rents on the homes it was building. If there was a way to bring rents down, the Chair would like to see that happen. It was true that affordable housing in the true sense was no longer being built by housing associations. Subsidised housing could not be built without a subsidy and the subsidy had been largely removed from housing associations.

50.12 - **RESOLVED** - That the deputation be noted.

51 ISSUES RAISED BY COUNCILLORS

51.1 There were no Petitions, Written Questions, Letters or Notices of Motion from Councillors.

52 HRA REVENUE BUDGET 2015/16

52.1 The Committee considered the joint report of the Executive Director of Finance & Resources and the Executive Director Environment Development and Housing. The report presented the proposed budget for 2015/16 as required by the Local Government and Housing Act 1989. The report was presented by the Principal Accountant, Financial Services.

52.2 Councillor Peltzer Dunn and Councillor Mears raised concerns that the Housing Revenue Account Budget would have an impact on other items on the agenda, which had yet to be agreed. The Principal Accountant stated that she was not aware that the subsequent reports would be affected by consideration of the Revenue Budget report. For example, there were no savings being proposed with regard to discretionary schemes. Meanwhile, car parking charges were not recommended in Item 63. They were contained within the current report.

52.3 Councillor Wilson asked for an explanation of paragraph 3.8. which stated that “the major works leasehold income budget has decreased by £0.409 million to reflect a

decrease in planned major works during 2014/15 to blocks containing leaseholders". The Principal Accountant replied that there would be a reduction in charges.

- 52.4 Councillor Wilson asked for an explanation of paragraph 3.11 which stated that funding from Supporting People for the sheltered housing Carelink alarm service would cease from 1 April 2015 resulting in a loss of income of £0.058m. The Principal Accountant replied that Supporting People income had ceased for the Carelink service. The budget was now contained within the existing budget.
- 52.5 Councillor Mears referred to paragraph 3.3 which stated that housing management service was a high cost service. She noted that there was always this issue of high cost. Councillor Mears referred to Section 1, Economy and Housing on page 25 in relation to apprenticeships. She was concerned that there were only 85 apprentices and work opportunities provided. She considered that there should have been over 200.
- 52.6 Councillor Mears referred to Savings and Service Pressure under 3.10 of the report. She stated that she would like to have a head count in housing services to show how many temporary staff were employed. Councillor Mears referred to Community Engagement at paragraph 5. She was disappointed that the timing of the detailed budget considerations rendered them too late to be taken to Area Panels. Councillor Mears referred to the last paragraph of Section 5 and said she would like to see the long list tenants from the Value for Money Service Improvement Group had produced.
- 52.7 The Executive Director replied that housing management services was a high cost service. The directorate was looking to be clearer about where these costs lie. The Chair noted that figures from the last 10 years showed that there had been reduced maintenance costs. This meant there was more money for new homes. He considered that housing staff were doing a tremendous job in dealing with difficult and vulnerable tenants in mainstream housing. He agreed that there needed to be clarity on the division of labour between housing, adult social care and public health. There was also a need to develop a better relationship with the NHS.
- 52.8 Councillor Mears stated that Housing Committee had been reassured that vulnerable tenants would have a support package. She had never had a satisfactory answer as to exactly what support packages were being taken forward. The Chair replied that figures on care leavers would be reported to the next meeting. Meanwhile Adult Social Care, Public Health and the CCG would be giving a presentation to the next meeting. The aim was to provide the best services to the most vulnerable in the city.
- 52.9 The Principal Accountant stated that there were 290 members of staff in the Housing Service and there were vacancies. She would let Councillor Mears know the numbers of temporary staff.
- 52.10 The Executive Director said he would find out the information about apprentices for Councillor Mears.
- 52.11 Councillor Wilson asked if there had there been work on the cumulative effect of percentage increases across the budget, bearing in mind the financial hardship people were facing. Councillor Wilson stressed that there was an impact for tenants in

experiencing rent increases and a cumulative effect for individuals on all increases (changes in benefits and changes in rents). The Principal Accountant replied that officers had not looked at cumulative impact this year. 68% of tenants were in receipt of housing benefit. 88% of sheltered housing tenants were in receipt of housing benefit. The Executive Director suggested that officers could do some research into the impact on people's budgets.

52.12 The Chair pointed out that there had been one to one interviews with people affected by the bedroom tax. There was a great deal of information available on individuals.

52.13 Members agreed that they wished to have a report on the cumulative impact of charges.

52.14 **RESOLVED -**

(1) That the Policy & Resources Committee:

- (a) Approves and recommends to Council the budget for 2015/16 as shown in Appendix 1.
- (b) Approves a rent increase of 2.2% in line with government guidance.
- (c) Approves the changes to fees and charges as detailed in Appendix 2.
- (d) Notes the Medium Term Financial Strategy shown in Appendix 3.

(2) That a further report be submitted on the cumulative impact of charges.

53 HOUSING REVENUE ACCOUNT CAPITAL PROGRAMME 2015-2018

53.1 The Committee considered the joint report of the Executive Director Environment Development and Housing and the Executive Director of Finance & Resources, which sought approval for the 2015/16 capital programme and provided a provisional capital programme for 2016/17 and 2017/18 for the Housing Revenue Account. The report was presented by the Head of Property & Investment (Housing).

53.2 Councillor Mears referred to paragraph 3.1. This stated that "The HRA capital strategy aims to ensure that every pound invested reaches beyond the housing service and contributes to regeneration, tackling inequality, creating training and employment opportunities and improving sustainability." This concerned her as the HRA was ring fenced. She felt that the HRA was being used as a 'cash cow' to supplement the general fund.

53.3 Councillor Mears referred to paragraph 5.7 in relation to the development of extra care housing at Brooke Mead. She wanted to know the true costs of this project. Her view was that there should be another tendering process and that there should be a proper procurement on this scheme.

53.4 Councillor Mears referred to Appendix 1 of the report. She stated that a more detailed list used to be provided. She considered that there was a need to see costs on the

Regeneration Team. Councillor Mears also asked how much grant was required for cladding.

53.5 The Chair reported that lists were published this year for the lift and the cladding programme. The Regeneration Team had provided many new homes. (By May over 200 new homes). The Chair felt the team functioned very well. Meanwhile, building costs and labour costs had gone up tremendously on the Brooke Mead scheme. The Chair felt that the council was now better at procurement than in the past. The Homes and Community Agency were happy with the work being carried out. The Executive Director of Environment Development and Housing confirmed that a report on costs would be submitted to the Policy and Resources Committee.

53.6 Councillor Peltzer Dunn stated that he appreciated that costs could increase but there had been a 20% increase since the last meeting. Councillor Peltzer Dunn expressed concern about paragraph 5.7 which read “A further financial appraisal of this scheme shows that the increased costs *may be* met through shared ownership sales.....” The Executive Director stressed that this issue would be addressed by the Policy and Resources Committee. The information could be reported back to Housing Committee. He confirmed that the Policy & Resources Committee would be receiving a specific report on Brooke Mead. The Executive Director stressed that the scheme costs could change until work began on site. Even when work commenced there could be variations in costs. Contingency costs would be built into the Policy & Resources Committee report.

53.7 **RESOLVED:**

That the Policy & Resources Committee be recommended to approve the HRA capital programme budget of £41.034 million and financing for 2015/16 as set out in paragraph 4.3 of the report.

54 CHARGING REGISTERED PROVIDERS FOR CHOICE BASED LETTINGS SERVICE

54.1 The Committee considered the report of the Executive Director Environment, Development and Housing which sought to introduce charges to registered providers. The Council operated a joint Housing Register rather than individual Registered Providers (RPs) having to keep their own registers. Social housing that was available for letting was advertised through Choice Based Lettings. Most other councils charged RPs for this work carried out on their behalf. Charging RPs would lead to General Fund savings next year of £140K. The report was presented by the Head of Temporary Accommodation & Allocation.

54.2 Councillor Peltzer Dunn referred to recommendation 1.3 in the report. (“By charging RPs this will enable us to deliver savings to the General Fund next year of £140k and forms part of our saving strategy and modernising services”). However, paragraph 7.1 seemed to imply that the income was coming into the housing general fund and the housing revenue account. This seemed a contradiction in terms.

- 54.3 Councillor Daniel suggested that there had been a typographical error in paragraph 7.1. She asked if this should read General Fund rather than Housing general fund. Officers confirmed this was correct. Paragraph 7.1 should have referred to the general fund.
- 54.4 Councillor Mears asked if registered providers had to comply with the recommendations. The Head of Temporary Accommodation & Allocation replied that if registered providers opted out and did not pay the council money, it would mean that they would have to operate their own housing registers. This was likely to cost them more and they would still have to provide nominations as this was an obligation under planning consent.
- 54.5 Councillor Meadows queried whether all the temporary accommodation the council had through private landlords had to go through Choice Based Lettings. She suggested that they could be charged as well. Some people were in temporary accommodation for up to 15 years. The Chair replied that there were different arrangements for these properties. Councillor Meadows stressed that she would like to see some remuneration in these cases.
- 54.6 Councillor Meadows referred to paragraph 3.6 and asked if there were two registers for housing and adult social care. It was confirmed that there was now only one register.
- 54.7 Councillor Meadows referred to the pro rata breakdown for registered providers in Appendix 1. She asked for clarification about the number of shortlists. The Head of Temporary Accommodation & Allocation confirmed that this referred to nominations not shortlists.
- 54.8 **RESOLVED** – (1) That it is agreed to introduce charges to Registered providers that will pro rata cover the costs of managing the Joint Housing Register and verifying the shortlist of applicants who have bid for RP properties.

55 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 2 2014/15

- 55.1 The Committee considered the report of the Executive Director Environment, Development and Housing which set out the performance for the second quarter of the financial year 2014/15. The report was presented by the Head of Income, Involvement & Improvement.
- 55.2 The Chair asked for an explanation of the final column in the table at paragraph 4.4.2 (Reports of ASB incidents by ward during the quarter). The Head of Income, Involvement & Improvement replied that this column showed the total number of cases per 1000 tenancies. There were some wards where there were no tenants at all.
- 55.3 Councillor Daniel referred to the table in paragraph 4.41 (Reports of ASB incidents by type). She was concerned that the intimidation being experienced was not recorded in the Crime and Disorder Implications. This matter was relevant to crime and disorder. Councillor Daniel noted that the table showing ward incidents under paragraph 4.4.2 showed an increase in incidents in Queen's Park. She asked if there was any reason for this and what could be done to address the problem.

- 55.4 The Head of Income, Involvement & Improvement replied that she did not have the detail on the nature of cases. However, over the past year officers had taken special steps to encourage people to report Anti-Social behaviour. There had been a significant increase in Queen's Park. Out of 98 cases in the city involving drugs and alcohol, 56 cases were in Queens Park Ward.
- 55.5 The Chair stressed that the problem was being tackled. He had attended a meeting of all the organisations involved. There had been a great deal of trouble in one or two blocks.
- 55.6 The Head of Tenancy Services informed Members that a report was going to be submitted to the Area Panels and the next Housing Committee looking at this issue and putting options forward to tackle the problem. Pilot work was being carried out in Warwick Mount. A more detailed action plan was being developed after the recent murder.
- 55.7 Councillor Wilson referred to paragraph 4.2, in relation to emergency repairs. A previous Housing Committee report had approved £480,000 for the cost of fire safety and asbestos. There had been a recent incident at Kebbell Lodge where a fire alarm went off for eight hours. She asked how this was going to impact the emergency repair report. Councillor Wilson referred to paragraph 4.0.2 – Tenants in arrears by amount. It looked like 25% of tenants were in some level of arrears. It would be good to see if this was fluctuating over a period of time. Could this information be added on a quarterly basis.
- 55.8 The Head of Income, Involvement & Improvement replied that there was an increase in arrears. She could provide information on this subject to Councillor Wilson. She was not aware why the fire alarm at Kebbell Lodge had rung for 8 hours.
- 55.9 Councillor Wilson stated that it would be useful to have this information provided to the next meeting. She suggested that there should be contact with the tenants by way of apology.
- 55.10 Councillor Meadows was alarmed to see the figures on tenants' arrears. Tenants needed to be given advice on budgeting. Money had been allocated to help tenants deal with arrears in the past. She asked if that money was still available.
- 55.11 The Head of Income, Involvement & Improvement replied that funding was still available to provide support to tenants. 100 tenants had received help or had received discretionary housing payments. These were short term measures. Officers were trying to arrange for people to pay a proportion in arrears each week. There were many people who were not in receipt of full housing benefit. They had to be reassessed regularly. People were finding it difficult to keep up with payments.
- 55.12 The Chair stressed that there was a programme of support for tenants.
- 55.13 Councillor Mears referred to the table in paragraph 4.0.1, relating to the percentage of rent collected as proportion of rent due each year by area. She had checked the figures from 4 years ago and East was in the lowest position. Councillor Mears suggested that there should be a concentrated piece of work to investigate this problem which was

historic. The Head of Income, Involvement & Improvement replied that officers did carry out targeted work in East Brighton.

- 55.14 Councillor Peltzer Dunn commented that there appeared to be a technical issue with regard to 40% of tenants in arrears. He had asked for a quarterly update. The figures presented were historic not current figures. Councillor Peltzer Dunn referred to the table on page 80 of the agenda in relation to general needs and sheltered long term empty properties (6 weeks or more). He pointed out that a property in South Portslade had been ready to let for almost a year.
- 55.15 The Head of Income, Involvement & Improvement replied that she could provide more information to the next meeting.
- 55.16 **RESOLVED** - (1) That the report, which was submitted to Area Panels in December 2014, be noted along with the above comments made by the Committee.

56 HOUSING STRATEGY 2015

- 56.1 The Committee considered the report of the Executive Director Environment, Development and Housing which explained that the city's current Housing Strategy expired in 2014. The report summarised the development of the new Housing Strategy 2015 and presented the strategy for approval. The report was presented by the Head of Housing Strategy & Development – Private Sector Housing and the Housing Strategy Manager.
- 56.2 Members were informed that there had been an additional four week consultation for the draft strategy in addition to the consultation in the scoping period which had resulted in 40 responses. This had led to a number of changes in the strategy. More financial implications had been added. Changes included modifications to the City Plan, and the Community Land Trust section had been expanded. More work had been carried out on the Empty Properties section. The strategy had been published on the council's website.
- 56.3 Councillor Meadows referred to the performance indicator chart at paragraph 3.28 on page 90 of the agenda. She asked why CP 1.2.2 'People using housing related support services to help them to live more independently' showed a down arrow for the direction of travel. The Head of Housing Strategy & Development – Private Sector Housing stated that the result was well above target. He would investigate this query for Councillor Meadows.
- 56.4 Councillor Meadows commented that the section on student housing was still vague. She felt that the strategy should demonstrate what the council were proposing to do with regard to working with the universities. There appeared to be no planning for action with regard the amount of student accommodation.
- 56.5 The Executive Director of Environment, Development & Housing reported that he had raised this issue with both universities in order to work with them. Discussions were at

an early stage and more work would be carried out in the coming year. The Head of Housing Strategy & Development – Private Sector Housing explained that a joint piece of work was being carried out with Development Control. There was a need to revisit figures when more information was received from the universities.

- 56.6 The Executive Director mentioned that the work being carried out on the Preston Barracks site would reduce housing pressures. A planning application would be submitted in due course.
- 56.7 Councillor Mears thanked the Head of Housing Strategy and Development for the report. She stressed that prime sites, such as the Co-op site in London Road were being allocated to student housing. She believed this could have been allocated to older people's accommodation. Meanwhile, no affordable rented housing was being delivered in the city. Proposals on the urban fringe would not address the lack of housing. Councillor Mears reported that she had met with the planning minister the previous week and that she was aware that there was funding for brownfield site regeneration. Brighton & Hove had not applied for funding.
- 56.8 The Executive Director explained that the qualifying criteria for this funding had been difficult to meet. A large brownfield site was needed. It also required a private developer to be on board.
- 56.9 Councillor Daniel expressed some frustration that where there were areas of concern such in the bullet points in paragraph 3.28, these were not front and centre of the strategy, whereas, good performance was noted all the way through the document. There was mention of supporting people, preventing homelessness and supporting people to live independently without meeting the social care thresholds. Pages 86 & 88 spoke about aligning supporting people with social care budgets. Councillor Daniel stressed that Supporting People was never meant to be an aligned budget in that way. It was always meant to prevent people hitting the threshold for social care. Councillor Daniel asked that a report be prepared on the spending on the Supporting People budget. Councillor Daniel felt that the alignment was a mistake.
- 56.10 The Chair explained that supporting people replaced a previous system. It was originally planned for people with special needs. The nature of tenants had changed. The Supporting People budget had gone and the general budget had been cut back.
- 56.11 Councillor Daniel referred to paragraph 3.28 – Measuring Progress – Key performance indicators. She requested a report on how concerns expressed in the bullet points would be addressed. The Head of Housing Strategy & Development replied that the strategy had tried to explain where there were issues. These issues would be addressed. Action plans needed to be brought back to the Housing Committee. This would address some of Councillor Daniel's concerns.
- 56.12 **RESOLVED:**

- (1) That the Housing Strategy 2015, as detailed in appendix 1 to the report be approved;
- (2) That the Strategic Housing Partnership be recommended that it:
 - (i) Approves the Housing Strategy 2015; and
 - (ii) Recommends approval of the Housing Strategy 2015 to Brighton & Hove Connected as part of the Sustainable Communities Strategy.
- (3) That Housing Committee further explore through the Strategic Housing Partnership and the Health & Wellbeing Board how the housing sector can work in partnership with health, social care and voluntary sector providers to improve health and wellbeing of local people.

56.13 RESOLVED TO RECOMMEND:

- (1) That the Council adopts the Housing Strategy 2015;
- (2) That the Council recommends approval of the Housing Strategy 2015 to Brighton & Hove Connected as part of the Sustainable Communities Strategy; and
- (3) That the Executive Director Environment, Development & Housing be authorised to take all steps necessary and incidental to implement the Strategy.

57 PERMISSION TO CONSULT ON DISCRETIONARY LICENSING SCHEME

- 57.1 The Committee considered the report of the Executive Director Environment, Development and Housing which provided an update on the evidence and options that may support a possible extension of discretionary licensing to further wards in the City and sought approval to consult on the designation of a further scheme in the areas identified: Brunswick & Adelaide; Central Hove; East Brighton; Goldsmid; Preston Park; Regency and Westbourne. The report also recommended the wider availability of the existing register of licensed HMOs through publication on the council website. The report was presented by the Head of Housing Strategy & Development – Private Sector Housing.
- 57.2 Councillor Peltzer Dunn asked for clarity with regard to the table in paragraph 7.1 of the report. He asked why the first two columns in the table (3 and 4 occupiers) did not state 2 storey above them. The Chair agreed that the table was inconsistent.
- 57.3 The Head of Housing Strategy & Development agreed to review the table to make it clearer.
- 57.4 Councillor Wilson asked if it was theoretically possible for the scheme to include single storey buildings occupied by 3 or 4 people. The Head of Housing Strategy & Development replied that if there was evidence that these properties caused a problem, they could be included in the future, subject to consultation and approval.

- 57.5 Councillor Peltzer Dunn asked if it was possible for a converted or purpose built flat to be included as a single storey HMO. The Head of Housing Strategy & Development confirmed that this was possible.
- 57.6 Councillor Meadows welcomed the report and said she supported the publication of landlords' names online. This would help residents to find out details of their landlord, if they were experiencing problems. Councillor Meadows noted that officers had said that they were only looking at student accommodation to start with in relation to the registration of existing wards of Moulsecoomb and Bevendean and Hanover and Elm Grove. This did not include HMOs where people paid council tax. She understood that more accurate figures were now being sought. Councillor Meadows stated that she would be interested to see an updated report at a future meeting showing figures for the new wards.
- 57.7 The Chair noted that Brunswick and Adelaide Ward had the highest percentage of rented housing in the city and also had the lowest life expectancy. He confirmed that he had asked for a register of licences granted, including the names and addresses of licence holders and managing agents, to be published online.
- 57.8 Councillor Peltzer Dunn asked for clarification with regard to recommendation 2.1 which mentioned 2 or more storeys. The Head of Housing Strategy and Development explained that the recommendations reflected what had been agreed for the previous scheme. Officers could report back if Members wished to widen the scheme. It was confirmed that the proposals covered the numbers of people in a property as well as the number of storeys.
- 57.9 **RESOLVED** - (1) That the evidence available to support the possible extension of additional HMO licensing designation to more wards in the city be noted, and that consultation be approved on designation of a further discretionary licensing scheme in relation to HMOs consisting of two or more storeys and with three or more occupiers, other than those that are HMOs by virtue of Section 257 of the Housing Act 2004.
- (2) That the existing register of licensed HMOs is placed and regularly updated on the council website.

58 HOME ENERGY EFFICIENCY INVESTMENT OPTIONS – SOLAR PV, UPDATE ON 'YOUR ENERGY SUSSEX' & HEAT NETWORKER CONSULTANCY

- 58.1 The Committee considered the report of the Executive Director Environment, Development and Housing which provided an update on the current solar PV scheme on HRA properties. The report also offered an updates on progress with the West Sussex County Council led 'Your Energy Sussex' energy programme (previously known as the 'Sussex Energy Saving Programme') and on the successful bid for Department for Energy and Climate Change Heat Network Delivery Unit funding and progress with procuring a consultant to carry out these studies and the annual Warm Homes Healthy Peoples programme. The report was presented by the Head of Income, Involvement and Improvement.

- 58.2 **RESOLVED** - (1) That the progress of the current solar PV scheme on HRA properties is noted.
- (2) That the progress of Your Energy Sussex; the ongoing discussions on the partnership agreement and potential option this may provide for delivery of a large scale solar PV scheme across all feasible HRA stock, is noted.
- (3) That the appointment of Ove Arup & Partners as consultants to carry out options appraisals/feasibility studies for Heat Networks at two HRA sites in the city, is noted.

59 SHELTERED HOUSING STOCK REVIEW

- 59.1 The Committee considered the report of the Executive Director Environment, Development and Housing which reported on the outcome of the Sheltered Housing Stock Review and made property based recommendations to ensure the council's sheltered housing remains fit for purpose into the future and continued to support the City housing strategy in meeting the housing needs of older people. The report was presented by the Housing Stock Review Manager.
- 59.2 Councillor Mears stated that she wanted to highlight conversations that had taken place in the defunct Adult Social Care Committee around the conversion of 30 sheltered housing units to extra care units. This cost 1.6m in the first year and 4K in the second year, totalling 2m. This was a deficit within Adult Social Care carried forward as the work was not carried out. Councillor Mears felt that the current report was trying to address the deficit in Adult Social Care.
- 59.3 Councillor Meadows suggested that recommendation 2.1 be amended to say agreed in principle. She was concerned about what agreement would mean at a later date, for example in June 2015. Councillor Meadows agreed and supported the comments of tenants expressed in section 6 of the report.
- 59.4 **RESOLVED** - (1) That it be agreed in principle to convert up to 235 studios into one bedroom flats, wherever possible, subject to the required budget approvals, at the same time meeting the Lifetime Homes standard as far as possible. This proposal is included in the Housing Revenue Account (HRA) Capital Investment programme 2015-2018 proposals also presented to this Committee.
- (2) That the principle of de-commissioning (closing) a small number of sheltered schemes which cannot be made fit for purpose be agreed, re-designating them for alternative clients groups, or agreeing to redevelop the sites (subject to 2.3).
- (3) That it is noted that business case reports will be brought to Housing Committee on a case by case basis, where recommendations will be made on specific schemes which should be de-commissioned. Each report will include plans for tenant consultation and for the sensitive rehousing of tenants, requesting Housing Committee's agreement for officers to consult the affected tenants. The results of the consultation will be fed back to a subsequent Housing Committee for a decision on the future of the scheme.

- (4) That it be noted that a 10 year cyclical programme for upgrading internal communal and external decoration will be created from 2015/16.
- (5) That it is noted that a budget to address access issues in communal areas (e.g. ramps and stair lifts) is created.

60 NEW HOMES FOR NEIGHBOURHOODS - KENSINGTON STREET DEVELOPMENT

- 60.1 The Committee considered the report of the Executive Director Environment, Development and Housing which informed Members that Housing Committee gave delegated authority in September 2012 to award a contract following completion of a procurement process for a delivery partner to take forward final feasibility design and development of new council homes to rent on four former garage and parking sites in the city. The Guinness Partnership was selected to take four sites forward including the car parking site at Kensington Street, Brighton.
The report was presented by the Project Manager, Estate Regeneration Team.
- 60.2 Councillor Mears commented that the units looked very small. The Housing Programme Manager replied that the scheme complied with national space standards.
- 60.3 Councillor Peltzer Dunn asked for clarification around the financial implications in Section 6 the report. The Housing Programme Manager explained that the project commenced with an indicative budget. Full costs would not be known until a contractor was procured. The project was in budget.
- 60.4 Councillor Phillips stated that she was not comfortable with approving an 80% market rent. She asked if a working group could be established to consider alternative financial proposals to try to achieve a lower market rent level.
- 60.5 The Principal Accountant stressed that the proposals in the report were based on the rent model being set at 80% market rent capped at LHA rate.
- 60.6 Councillors Meadows and Wilson agreed that they did not want the scheme to be delayed.
- 60.7 Councillor Peltzer Dunn asked if the development would be endangered if 80% market rent was not agreed. The Executive Director Environment, Development and Housing replied that under those circumstances, the scheme would not be viable unless there was a subsidy.
- 60.8 The Housing Programme Manager emphasised that the report was recommending approval of the rent model set at 80% market rent capped at LHA rate. This was below the market rent level.
- 60.9 **RESOLVED** – (1) That Option One be agreed for the scheme as set out in Table 1.
- (2) That the design be noted.

- (3) That the rent model set at 80% market rent capped at LHA rate be approved.
- (4) That the estimated levels of subsidy required from the HRA for the chosen rent model be approved and that delegated authority be given to the Executive Director of Environment, Development and Housing and the Executive Director of Finance and Resources in consultation with the Estate Regeneration Member Board to agree reasonable amendments to that subsidy if changes arise.
- (5) That the Policy & Resources Committee be recommended to agree that the site is appropriated to the Housing Revenue Account for a capital receipt of up to £225,000 for the development of new housing.

61 NEW HOMES FOR NEIGHBOURHOODS – SELSFIELD DRIVE

- 61.1 The Committee considered the report of the Executive Director Environment, Development and Housing which informed Members that in September 2012 the Housing Committee agreed the procurement of initial feasibility and design of identified case studies for housing opportunities on appropriate HRA land, including stakeholder engagement and consultation. Since then the Estate Regeneration Team had commissioned business cases for a number of potential infill sites to establish the financial viability and design feasibility of developing new council homes in these locations. The report included the findings of the business case for the former Housing Office site at Selsfield Drive, Brighton. The report was presented by the Project Manager, Estate Regeneration Team.
- 61.2 Councillor Meadows noted that the development would be a five storey block and asked if there would be a lift. The Project Manager replied that the development would have lifts.
- 61.3 The Chair confirmed that there would be a further report which would provide details of the final design of the development.
- 61.4 **RESOLVED** – (1) That it is agreed that the Estate Regeneration team in conjunction with the council's Sustainable Futures strategic construction partnership undertake final feasibility studies, design and development of new council housing on the site of the former Housing Office in Selsfield Drive under the New Homes for Neighbourhoods Programme.

62 DISCRETIONARY DECORATING AND GARDENING SCHEMES

- 62.1 The Committee considered a report of the Executive Director Environment, Development and Housing which provided the findings of the recent review of the Discretionary Decorating and Gardening Scheme and set out the recommended changes for consideration. The report was presented by the Head of Income, Involvement & Improvement.
- 62.2 Councillor Mears did not agree to the criteria being changed to age 75. The Chair concurred.

- 62.3 Councillor Peltzer Dunn opposed the proposal to increase the age eligibility. He stressed that tenants were not in favour of this recommendation.
- 62.4 Councillor Barnett stressed that many older people were on their own with no-one to help them. The scheme could make a difference to people who were less able.
- 62.5 Councillor Wilson asked what motivated the recommendation about the age eligibility. The Head of Income, Involvement & Improvement replied that there were currently no criteria around whether people could afford to decorate or whether they were capable of decorating themselves. The report was recommending an age and financial cap. The initial idea was to ensure that more people who really needed assistance were given help. Tenants were in favour of the decorating pack as it saved them money.
- 62.6 Councillor Wilson asked if the scheme would fail if the age eligibility was set at 70 rather than 75. The Housing Customer Service Team Leader replied that officers were happy to revise the age eligibility to age 70 if members requested this. This would still give officers leeway and ensure that help was being targeted more effectively.
- 62.7 Councillor Wilson asked if the age eligibility was raised to 70, would the saving made still be available for hardship fund. The Head of Income, Involvement & Improvement confirmed this was the case.
- 62.8 The Head of Income, Involvement & Improvement explained that there were different decorating packs for each room.
- 62.9 Councillor Wilson moved that recommendation 2.1 (i) be changed to state that the criteria, for those applying to both the discretionary schemes, be changed to age 70 etc. This motion was seconded by Councillor Peltzer Dunn. The motion was voted on and carried.
- 62.10 **RESOLVED** - (1) That the following recommendations be approved to come into effect on 1 April 2015:
- i) That the criteria, for those applying to both the discretionary schemes, be changed to age 70+ **and** in receipt of Housing Benefit, **or** on Disability Living Allowance/Personal Independence Payments or Attendance Allowance **and** in receipt of Housing Benefit.

Disability Living Allowance (DLA) and Personal Independence Payments (PIP) are non means tested benefits for people under 65 years of age who have personal care and/or mobility needs as a result of a mental or physical disability. PIP is gradually replacing DLA. Attendance Allowance (AA) is a non means tested benefit for people aged 65 and over that helps with the extra costs of long-term illness or disability, which can be either physical and/or mental.
 - ii) That the decorating vouchers are removed and replaced with decorating packs.
 - iii) That, for the discretionary decorating scheme, successful applicants are restricted to applying every other year.

63 CITYWIDE PARKING ENFORCEMENT ON HOUSING LAND

- 63.1 The Committee considered the report of the Executive Director Environment, Development and Housing which set out information about parking enforcement in car parks on Housing land and proposed extending the scope of enforcement to cover a wider range of car parks and garages. The report took account of the overall context of budget reductions and set out changes to parking enforcement that would offer a more consistent and fairer service to car park and garage licensees, and would also increase revenue. The report was presented by the Head of Income Involvement & Improvement.
- 63.2 Councillor Meadows supported the recommendations. She was aware that a number of garages were sublet by tenants and asked what enforcement was carried out to ensure the garages were let to the tenants who needed them. The Housing Customer Service Team Leader replied that officers were looking to address this issue over the next year when garages as a whole were reviewed. Reports of subletting would be investigated.
- 63.3 **RESOLVED** – (1) That the proposal to extend the parking enforcement to cover all car parks and garage sites on Housing land be approved.
- (2) That the Executive Director for Environment, Development & Housing be authorised to give a notice of variation under the contract to add the additional 24 sites.

64 ITEMS REFERRED FOR COUNCIL

- 64.1 No items were referred to the next Council meeting.

The meeting concluded at 7.48pm

Signed

Chair

Dated this

day of

Subject:	Housing Adaptations and Investment update		
Date of Meeting:	4 March 2015		
Report of:	Executive Director Environment, Development & Housing		
Contact Officer:	Name:	Sarah Potter	Tel: 29- 0789
	Email:	Sarah.potter@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The report provides an update on Council and private sector housing adaptations investment highlighting capital funding pressures and action taken to mitigate these following Housing Committee approved recommendations 10 September 2014.
- 1.2 The report also provides an update on the proactive work being done to better manage the demand for major adaptations in Council and private sector homes in the context of the rising demand enabling disabled adults and children to live as independently as possible at home for as long as possible, and the cost benefit of timely adaptations (Better Outcomes, Lower Costs – ODI/University of Bristol).

2. RECOMMENDATIONS:

- 2.1 That Housing Committee note the capital expenditure to date and commitments going forward, the action taken to mitigate pressures this year and next and the role of the Better Care Board in monitoring the allocation to the Disabled Facilities Grant (DFG) from 2015/16.
- 2.2 That Housing Committee note the proactive work being done to better manage demand in both Council and private sector housing and the role of the Housing Adaptations Service in making the best use of the Council's existing housing stock and opportunities to increase the supply of accessible Council housing.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Housing Adaptations Service improves the quality of life for those with physical disabilities and older people and their families and carers by enabling independent living through assessment and delivery of appropriate disabled housing adaptations and assistance across all tenures in the City. The Service discharges Council statutory housing duties, including Community Care Act & Housing Grants, Construction and Regeneration Act requirements in relation to delivery of major housing adaptations.

3.2 Brighton & Hove has a rising demand for housing adaptations in the City as people live longer with more complex needs. £2.16m was spent on delivering 1,229 housing adaptations (Council & Private sector) in 2014/15 - including 436 major adaptations (over £1,000). The 'Better outcomes, lower costs' (ODI/ University of Bristol 2007) report and Audit Commission (2009) 'Building Better lives – getting the best from strategic housing', provide the evidence that investment in housing adaptations brings significant savings to Health and Social Care budgets, reducing residential care, hospital admissions and delayed discharges. The Audit Commission (2009) 'Building Better Lives – getting the best from strategic housing' found that spending between £2,000 and £20,000 on adaptations that enable an elderly person to remain in their own home can save £6,000 per year in care cost.

3.3 This work reduces pressures on more costly residential or supported care that would otherwise be required through children's or adults social care services and supports the following priorities in the draft Corporate Plan 2015-19 to help us deliver "*A good life - Ensuring a city for all ages, inclusive of everyone and protecting the most vulnerable*":

- Coordinate services and spending better between public services to improve equality, for example through the Health & Wellbeing Board and the Local Housing Investment Plan.
- Invest in early intervention and prevention for vulnerable families to ensure better long term outcomes and reduce the cost of expensive interventions once families reach crisis.
- Keeping children and young people safe, at home and in learning and social environments.
- Providing better care services for older and vulnerable people, focused on personal choice and staying independent.
- Ensuring the city's housing stock is well managed and good quality, to support independence, health and wellbeing, and avoid homelessness.

3.4 As part of ensuring our housing stock delivers value for money by ensuring new wheelchair housing and refurbished homes are built around the needs of the future resident(s) and the Service contributes to the following strategic actions in the draft Housing Strategy 2015:

- Work with occupational therapists and social workers to ensure that family properties are allocated and adapted in a co-ordinated manner.
- Remodel sheltered housing to ensure that it supports the right people and improves social networks and well being.
- Continue to renovate sheltered schemes to convert studios into one bed homes.
- Ensure that adaptations are done at the right time to support people to stay in their homes when they want to.

Housing Committee (14 January 2015) delegated authority to the Executive Director Environment, Development & Housing to take all steps necessary and incidental to implement the Strategy. This will include finalising our Local Housing Investment Plan, which aligned with HRA Asset Management Strategy, will review the scope for some pro-active adaptation of existing HRA stock to meet Life-time Homes and wheelchair accessibility criteria. This is aligned to our Housing Strategy commitment to further explore how Housing can work in

partnership with health, social care and voluntary sector providers to meet shared priorities, keeping all options under review.

- 3.5 Housing Committee 18 June and 10 September considered update reports on the outturn in 2013/14 and commitments in 2014/15 and options to mitigate the future capital funding pressures identified, particularly on the Disabled Facilities Grant.
- 3.6 In September Committee approved a number of recommendations including consulting with housing association partners to seek a greater contribution from them toward the overall cost of adaptations to their homes, greater use of the Adaptations Framework to achieve better value for grant and the Health & Wellbeing Board monitoring the allocation for the DFG as part of the governance arrangements for all schemes in the Better Care Fund. Committee also approved the consultation with Council tenants and key stakeholders on the introduction of an adaptations policy for Council tenants.
- 3.7 The total DFG adaptations budget for 2014/15 is £1.075m funded by Central Government Grant (£0.751m), re-profiled budgets (£0.137m) and a contribution from private sector housing capital programme (£0.186m). In addition, in certain circumstances DFG applicants who are required to make a contribution to (all or part of) the cost of the works may qualify for financial assistance under the Chronically Sick and Disabled Persons Act 1970 (CSDP) and this is funded by Adult Social Care (£0.100m). The September report to Committee highlighted the commitments against the DFG already exceeding the 2014/15 budget.
- 3.8 The current DFG spend is £1,120,944 with a forecast spend at year end £1.2m. Therefore, there is currently a forecast overspend of £0.125m for 2014/15.
- 3.9 To mitigate pressures this year all new DFG approvals are on terms that payment of the grant, or part of it, will not be made before the new financial year
- 3.10 The Better Care Fund is created from 2015-16 and includes £220m DFG funding, the indicative allocation in Brighton & Hove £0.911m. The Health & Well Being Board on 9 December 2015 considered, 'Housing Adaptations Update – Extract from the Proceedings of the Housing Committee meeting held on 10 September 2014' and resolved 'that the Board agrees that the allocation for the Disabled Facilities Grant will be monitored by the HWB as part of the governance arrangements for all schemes in the Better Care Fund'.
- 3.11 The level of commitments (grants approved but not yet paid) currently stands at £1.12 m, for 2015/16. Given that the budget for 2015/16 is currently £0.911m, this means that not only is there a pressure in the current financial year, but going forward also.
- 3.12 To mitigate pressures going forward all eight of our housing association partners in the City have been contacted with the proposals to seek a contribution from them toward the cost of major adaptations. These negotiations are at a preliminary stage. Based on the DFG investment in 2014 and a 40% contribution from each of the eight partners and largest housing associations in the City the contribution is estimated at £0.217m as outlined in the table below.

Applicant	DFG investment 2014	40% contribution sought based on overall costs
Affinity Sutton	£226,715.48	£90,686
Hanover	£1,845	
Anchor	£9,892.46	
Amicus Horizon	£25,682.67	£10,273
BHSCH:	£6,737.94	
Brighton Lions	£5,504.25	
Guinness	£41,851.89	£16,740
Hyde Martlett	£73,337.14	£29,334
MOAT	£56,663.91	£22,665
Orbit	£27,750.95	£11,100
Places for People	£9,974.12	
Raglan	£5,306.22	
Sanctuary	£72,107.70	£28,843
Southern Housing Group	£17,839.90	£7,135
Sussex Housing and Care	£18,784.81	
TOTAL	£599,994.44	£216,776

- 3.13 In terms of delivery options, greater use of the Council's Adaptations Framework for private sector work would improve the value for grant and speed up delivery from Occupational Therapy assessment to completion of works. Negotiation with the local Home Improvement Agency (HIA), who provides the technical support to DFG applicants, has resulted in the first works being ordered through the Framework. In 2015/16 the Housing Adaptations Service will monitor the HIA's use of the Framework to see it maximises the value and capacity provided for private sector work.
- 3.14 Last year in Council homes where the Housing Revenue Account (HRA) funds adaptations, Housing invested £1,194,849. The HRA Adaptations budget for 2014/15 is £1.150m.
- 3.15 The current HRA Adaptations budget spend is £0.885m and year end forecast £1.150m. Rising demand and the disproportionately high rate of referrals into the Housing Adaptations Service for Council tenants (9.8% of the housing stock in the city accounts for over 50% of referrals) is reflected in the number of Council adaptations delivered and the level of investment.
- 3.16 Committee approved the consultation with tenants and stakeholders and this work, linked to the Housing Strategy, will start in the new financial year. Although the main DFG budget cannot be used for the funding of adaptations to local authority properties the DFG framework and mandatory aspect of the grant applies across the tenures. The draft policy for consultation will reflect the DFG guidance setting out the type of work the HRA adaptations funding can cover, although it is not proposed to introduce means testing for Council tenants.
- 3.17 The Housing Adaptations Service also works pro-actively to manage the demand for adaptations and making best use of the Council's own housing stock, through:

- Monthly case review with the Home Improvement Agency (HIA) also providing a broader housing options advice and support service (target reduction in the demand for DFG funded adaptations by 10%);
- Close links with Housing Development and Planning colleagues on accessible housing design, informing local Planning policy and commissioning new build wheelchair adapted housing under the Affordable Housing Development Programme working in partnership with the Homes & Communities Agency, Registered Providers and private developers, in addition to working closely with the Estate Regeneration Team on delivering new accessible council homes. Ensuring adaptations likely to cost over £10k are scrutinised at a multi-disciplinary Major Adaptations Panel which provides support around the clinical reasoning and decision making and input from Homemove to consider housing options.
- The Service dedicating OT hours to support the Homemove and letting teams, accompanying applicants to viewings of Council properties making the best use of the existing housing stock and investment in adaptations.
- Via other mainstream capital investment programmes include collaboration on sheltered housing refurbishments and Decent Homes and the Loft and Extensions project, relieving overcrowding and providing adaptations. (2013/14 contribution £0.066m from Housing Adaptations Service).
- Investment in increasing the supply of accessible Council homes as part of the empty homes investment, identifying properties suitable to adapt.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 Alternative options to the recommendations approved by Committee in September were set out in the September Update Report.
- 4.2 Committee noted that without reviewing alternative funding and delivery options it was likely that the capital provision will be fully spent and defer grant approvals and the payment of grants.
- 4.3 The scope to include fully adapting for wheelchair use some Council properties identified as being 'suitable to adapt' when they become empty for re-letting could be considered based on evidence of the level of demand on the Housing Register. The Housing Adaptations Service has begun a mapping exercise of those areas in the City most suitable to adapt and taken this to the Tenants Disability Network (TDN) to get greater resident involvement in identifying the most suitable to adapt Council homes. This would extend the scope and provision of the pilot in 2013/14. Analysis of the demand for wheelchair accessible homes and the cost benefit of delivering through the empty home route rather than in response to a Community Care Act assessment for a particular client would need to be explored.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Initial community engagement has been carried out with the Tenants Disability Network on both the mapping exercise (special meeting convened 19/1/15), and the intention to consult through Area Panels on the introduction of an Adaptations Policy for Council tenants (agenda item at TDN meetings 15/12/14 and 2/2/15).
- 5.2 An initial contact has been sent to the eight housing association partners we are seeking to negotiate with on their greater contribution toward the overall costs of adapting their homes.

6. CONCLUSION

- 6.1 Committee is asked to note the update on investment and the action taken to mitigate the capital funding pressures following Housing Committee approved recommendations 10 September.
- 6.2 Committee note the Health & Wellbeing Board accept the recommendation to monitor the allocation to the DFG as part of the governance of all schemes under Better Care from 2015/16.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The report outlines the various changes in the funding for Housing Adaptations within the general fund. For 2014/15, the budget for Disabled Adaptations totals £1.075m which has been funded by re-profiled budgets of £0.137m (money not spent last year); Disabled Facilities Grant (DFG) funding of £0.751m and a contribution from the Renovation Grant capital budget of £0.187m. For 2015/16 the current funding is £0.911m (a reduction in budget of £0.164) which is the indicative amount of DFG for Brighton and Hove, now held within the Better Care Fund. The report outlines the various measures being taken to reduce costs and increase funding. These form part of an action plan to tackle this problem and alleviate the financial pressures going forward.
- 7.2 At a time that the service is seeing a potential reduction in future funding, there is also a likely overspend of £0.125m in 2014/15. Action is already being taken to reduce this potential overspend using the measures outlined in this report and by minimising spend over the last weeks of the financial year, where possible. If resources cannot be identified to fund this overspend, it will have to be funded from 2015/16 DFG resources, thereby further reducing the amount available for 2015/16.

Finance Officer Consulted: Monica Brooks Date: 20/02/15

Legal Implications:

- 7.3 The Housing, Grants, Construction and Regeneration Act 1996 governs Disabled Facilities Grants (DFGs). The grants are mandatory and are available from local housing authorities such as the council for essential adaptations to give disabled

people better freedom of movement into and around their homes and to give access to essential facilities within the home. A local housing authority cannot approve an application for a DFG unless they are satisfied

- (a) that the relevant works are necessary and appropriate to meet the needs of the disabled occupant, and
- (b) that it is reasonable and practicable to carry out the relevant works having regard to the age and condition of the dwelling.

A local housing authority must notify an applicant for a grant as soon as reasonably practicable, and, in any event, not later than six months after the date of the application concerned, whether the application is approved or refused. The maximum grant that can be paid is £30,000. It is means tested. Where the costs of the eligible works exceed the £30,000 grant limit, the council may use its discretionary powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

A council must give a written decision on a grant application within 6 months. As part of the approval, the council is entitled to approve it on terms that payment will not be made before a date specified in the notification of their decision on the application, which cannot be more than 12 months later. Approving a grant as set out in paragraph 3.9 is therefore within the council's powers."

Lawyer Consulted: *Name Liz Woodley* *Date: 16/02/15*

Equalities Implications:

- 7.4 The action taken to mitigate the pressures on the DFG, the greater contribution toward costs from housing association landlords, the greater use of Adaptations Framework and monitoring of the Better Care Fund allocation to the DFG from 2015/16 will, if realised, protect and continue to prioritise the funding for private sector housing adaptations enabling older and disabled people to live as independently as possible for as long as possible in their own homes. The risk if not realised is that disabled adults and children will wait longer for grant approvals and essential adaptations work to start and be completed increasing the risk of falls and injury in the home, avoidable admissions to hospital, early entry into residential care and higher packages of care with implications for Health and Social Care budgets.
- 7.5 The introduction of an adaptations policy for Council tenants and the associated community engagement and consultation, will ensure greater clarity and parity with the DFG framework regarding the type of work that the HRA Adaptations budget can cover and where the Council cannot be satisfied the work is both necessary and appropriate, reasonable and practicable taking into consideration the characteristic of the property, those circumstances in which adaptations may be not be approved and the housing options, advice and support that is available.

Sustainability Implications:

- 7.6 Action taken to mitigate the pressures identified help ensure the delivery of timely adaptations and the continued investment in the social housing stock in the City. This investment meets the needs of the current and future occupiers where rented homes are re-let through the Council's Homemove scheme and given the

appropriate mobility rating; mobility properties ring fenced to those on the Housing Register with a matching need.

- 7.7 The introduction of an adaptations policy for Council tenants will help to ensure that the investment is in the suitable to adapt property.
- 7.8 The pro-active work to commission Lifetime and wheelchair accessible homes and makes the best use of new and sustainable materials and technologies and the pro-active work to invest in the Council housing stock will avoid waste and duplication of repair and adaptations.

Any Other Significant Implications:

- 7.9 These are included in the body of the report where possible.

SUPPORTING DOCUMENTATION

Appendices:

1. None.

Documents in Members' Rooms

1. None.

Background Documents

1. None.

Crime & Disorder Implications:

- 1.1 None.

Risk and Opportunity Management Implications:

- 1.2 These are included in the body of the report where possible.

Public Health Implications:

- 1.3 The delivery of housing adaptations contributes to the independent living agenda, promotes choice and independence enabling disabled adults and children to live as independently as possible, managing the risk of injuries and falls within the homes by facilitating access to or provision of essential facilities such as an accessible bathroom for safe bathing and toileting, kitchen for the preparation of food, safe access in to and out of the home and the provision of adequate heating or lighting for comfort and safety.

Corporate / Citywide Implications:

- 1.4 This work reduce pressures on more costly residential or supported care that would otherwise be required through children's or adults social care services and supports the following priorities in the draft Corporate Plan 2015-19 to help us deliver "*A good life - Ensuring a city for all ages, inclusive of everyone and protecting the most vulnerable*".
- Coordinate services and spending better between public services to improve equality, for example through the Health & Wellbeing Board and the Local Housing Investment Plan.
 - Invest in early intervention and prevention for vulnerable families to ensure better long term outcomes and reduce the cost of expensive interventions once families reach crisis.
 - Keeping children and young people safe, at home and in learning and social environments.
 - Providing better care services for older and vulnerable people, focused on personal choice and staying independent.
 - Ensuring the city's housing stock is well managed and good quality, to support independence, health and wellbeing, and avoid homelessness.

Subject:	Increasing security at council owned blocks of flats		
Date of Meeting:	4 March 2015		
Report of:	Executive Director, Environment, Development & Housing		
Contact Officer:	Name:	Rachel Chasseaud	Tel: 01273 291837
	Email:	Rachel.chasseaud@brighton-hove.gov.uk	

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT:**

- 1.1 This report provides information on the steps already taken to manage and reduce unwanted visitors accessing both high and low rise blocks of flats in the city. Recommendations have been provided on how the issue could be managed in the future, this includes taking a more sustainable approach opposed to reactive measures.
- 1.2 An initial report was provided to Housing Management Consultative Sub Committee (HMCSC) on 1 April 2014. This paper expands on some of the options that housing were asked to explore by members and the Executive Director at the meeting, which included an integrated CCTV system linking up all blocks of flats in the city, a concierge service, reintroduction of residential caretakers and any other cost effective measures that could help increase security.

2. RECOMMENDATIONS

- 2.1 That Housing Committee approves the recommendations:
- 2.2 To disable the trades button facility at all high rise blocks of flats city wide where agreed after consultation with residents. Provide Royal Mail with fobs for access to continue with postal deliveries and if successful, continue with prioritising the low rise blocks that could benefit.
- 2.3 To not install the trades button facility on intercom systems for any new builds flats citywide.
- 2.4 To install Multi Steel doors or doors that are Secure by Design as the main front door of a block of flats as standard, as part of the existing capital investment door replacement programme. This would be a change from using timber style doors, which are vulnerable to damage and require more maintenance.
- 2.5 To carry out a review, 12 months after the trades button has been switched off.

3. CONTEXT / BACKGROUND INFORMATION

- 3.1 The proportion of vulnerable people living in council housing in Brighton and Hove is high. For example, the proportion of tenants who have disclosed that they have a long term health issue or disability has increased from 37% in 2012 to 41% currently, which contrasts with 16% of the total population of the city according to the 2011 Census. Also, 28% of council tenants in the city are aged 65 years or over compared to 13% for the population of the whole city. Furthermore, we have an increasing number of residents living in council housing who have identified as having complex needs, which applies to 17% of tenants. Complex needs are defined as residents who have multiple needs and where there are potentially serious risks to their own or others health, safety and wellbeing without intervention. This leads to complex social problems where there are high levels of anti-social behaviour (ASB), and often vulnerable victims living alongside vulnerable perpetrators.
- 3.2 Reports of unauthorised visitors into council owned high rise accommodation, mainly in the Kemptown area of the city increased significantly at the start of 2014. The Housing Management Consultative Sub Committee (HMCS) considered a report on Security in High Rise Accommodation on 1 April 2014 and discussed ways in which unwanted visitors could be prevented in future.
- 3.3 The Sub Committee noted the following in response to the report:
- There had been successful examples of concierge services in London boroughs. A suggestion was made to seriously investigate the idea of introducing a concierge service within high rise blocks.
 - A suggestion for contact to be made with Sussex Police to scope the installation of CCTV at St James's House car park, with any action on the issue applying to properties citywide.
 - To re-introduce a caretaker role to help with the issue of rough sleeping in a storage area at St James's House.
 - To also consider that security was also an issue in low rise blocks, with CCTV unable to solve the problem of a recent theft when good quality images were available. This was because the perpetrator could not be identified.
- 3.4 This report provides feedback on the work completed to date, which is divided into sections on the research carried out, the purpose of the solution, any associated cost and a case study example for each recommendation. These are to consider the costly alternatives which include an integrated city wide CCTV system, a concierge service in high rise blocks, reinstating the role of a residential caretaker and other cost effective options that may help reduce the unauthorised access.
- 3.5 An initial multi agency meeting was held in February 2014 involving all teams dealing with enforcement and support. The aim was to gain a clearer understanding of the problem at blocks of flats and devise an action plan to make improvements. Positive discussions were had about engaging with the individuals responsible and ways to re-design St James's House Car Park to resolve some of the issues.

- 3.6 This area of work is being progressed by the Contract and Compliance Team. At present this is concentrating on the possibilities of installing a CCTV system in the car park that links up to the BHCC Traffic Management Team, already responsible for monitoring four other car park sites in the city. Other issues being progressed at this time include an application for building regulations, providing revised costs to management and resolving complications with drainage and asbestos within the car park. The project will ensure all resident concerns and feedback is taken into account and improvements are made as a result of this.
- 3.7 One of the initial responses to try and manage the situation was to organise a security company to carry out sweeps of the main blocks impacted by rough sleepers, drug litter and other anti-social behaviour. This also included the introduction of 24 hr security guards at some sheltered blocks in the city. This service provides either support during normal office hours, or visits out of hours to lock up communal rooms that had experienced unwanted visitors trying to rough sleep in the lounge area. The cost of providing both the sweeps and static guard service from April 2014 to end of January 2015 was £84,423. As we tackle the underlying causes of security issues the need for security services has been reducing. During the month of January 2015, two 24hr security guards are in two sheltered housing schemes and regular security sweeps in one general needs blocks. However we recognise the need to be responsive to issues as they arise and can switch on security services at very short notice if we feel it is needed.
- 3.8 Regular reports on drug litter and other related nuisance activity are shared between internal BHCC teams and with the police. The information included the current level of security sweeps, with detail on the name and location of the high rise block, where the report came from, feedback from the security company and follow up actions to resolve the issues. Examples of the action taken as a direct result of this approach include:
- Improvements to the car parking area at St James's House, mainly to close off space used to rough sleep and use drugs
 - Locking up and unlocking of the communal rooms at sheltered blocks
 - Direct intervention with rough sleepers occupying a bin room to find alternative suitable accommodation
- 3.9 Officers regularly communicated with residents being impacted by the unauthorised entry by attending the High Rise Action Group, Special General Meeting on 17 April 2014, and both Warwick Mount and Essex Place Tenant and Resident meetings.
- 3.10 In some cases the behaviour of residents in council properties, or their visitors, can be part of the cause of increased security risks. Good Tenancy Enforcement and Tenancy Sustainment work with these residents is critical to address the underlying causes of security risks in council blocks. The Anti Social Behaviour Crime & Policing Act 2014 received Royal Assent in March 2014 and is being brought into force in stages. This legislation enables authorities to take faster and more effective action to stop those who make victims lives a misery. The statutory guidance accompanying the Act states that "the welfare, safety and wellbeing of victims whose complaints for the basis of any action must be the main consideration at every stage of the process, and

that the right response will depend on a range of factors but most importantly, on the needs of the victim and on the impact the behaviour is having on their lives”.

- 3.11 In order to identify alternative cost effective technology solutions to help increase security, colleagues from both Tenancy Services and Property and Investment teams were consulted, along with technical advice from approved contractors who repair or install cameras and door entry systems for Brighton & Hove City Council (BHCC).
- 3.12 The two ideas supported at first by ward councillors and subsequently by the Warwick Mount Resident Association were to close off the trades button at the high rise blocks being most impacted by unauthorised entry. In addition to this to upgrade all entrance doors to a multi steel door, where conservation restrictions do not apply and as part of the existing capital door replacement programme.

3.13 Trades button switch off

The trades button provides free access to anyone between the hours of 6am – 1pm. Disabling this, or reducing the hours of opening will instantly make the block more secure and the cost to do so is very low. This includes a contractor attending site and the issuing of a fob for Royal Mail to compliment the delivery rounds they carryout. Rotherham Metropolitan Borough Council issued Royal Mail with their own fob/s as part of a security upgrade to communal high security doors in September 2013. A pilot trial was suggested at Warwick Mount with communication to be made with Royal Mail to make sure there would be no interruption to postal deliveries.

- 3.14 Consultation started by attending the Resident Association meeting on 21 May 2014 with the group supporting a suggestion that all residents within the block be contacted by letter to explain the proposal and seek feedback. Letters were sent to all 73 flats in the block, 21 responses were received all in favour of the pilot going ahead and this level of support, along with the positive feedback from the Resident Association the trial started on 21 July with a key fob being supplied to Royal Mail in order for them to gain access and continue with postal deliveries.
- 3.15 The pilot lasted for three months and the review completed in October identified two issues. These were queries on emergency service access and lack of communication within Royal Mail to make sure all delivery staff were aware of the new entry arrangements. The response made to the Resident Association explained that the Fire and Rescue Service have an override key for all blocks in the city, this provides access to the main door/s and can power down lifts if required. Sussex Police have fob access to a number of blocks due to being one of our partners to tackle crime, nuisance and anti-social behaviour in the city. In the event of an ambulance attending the block without the Fire & Rescue service or Police, there would be an expectation for a neighbour to provide assistance with entry. Royal Mail were contacted as part of the complaint and advised to improve on communication with delivery officers.

- 3.16 The Warwick Mount Residents Association completed a review in October and felt the trades switch off had been a success. Reasons to support this were because there had been a noticeable reduction in visitor traffic to the block, including unwanted visitors. One resident commented that they had noticed the lift not being used as much after midnight until approximately 6am. Everyone agreed that the block felt more secure in the month of October 2014 in comparison to June 2014, when the trades turn off trial started. The group decided that due to the positive changes the arrangements should be made permanent and suggested a letter in the notice boards should be sufficient to let everyone know.
- 3.17 A direct result of the trades button being permanently turned off meant the main doors at Warwick Mount were secure 24 hours a day. Cost savings have also been made, as each visit by a contractor to adjust a trades button timer is a current charge of £65.
- 3.18 Due to the positive response at Warwick Mount a neighbouring block, Essex Place learnt of the pilot scheme and requested more information be presented at their meeting in September. See section 5.2 on the community engagement and consultation carried out to take forward this second pilot phase. The Sheltered service completed the removal of the trades button facility at all blocks during 2014, currently no properties have the use of this function on the intercom panel and sheltered residents have provided positive feedback in response to this change.

3.19 Installation of the multi-steel door as standard

The Multi Steel door or other similar Secure by Design product is much more robust, has an improved closure mechanism and costs much less to maintain in comparison to a timber door. Residents attending the High Rise Action Group Special General Meeting in April 2014 made suggestions to install heavy fire doors that lock automatically in order to reduce anti-social behaviour.

- 3.20 A performance study¹ carried out on steel doors and frames compared to other materials showed the steel manufactured product to have superior performance for strength and durability when compared with alternative materials. This is partly due to the natural strength of steel which can withstand increased levels of man-made or natural abuse when evaluated against other materials such as wood or aluminium. When properly installed and maintained, metal doors often last 30 years longer than the alternative materials previously referred to.

4 ANALYSIS & CONSIDERATION OF ALTERNATIVE OPTIONS

Other higher cost options for Housing Committee to note if the suggested recommendations are unsuccessful include:

4.1 An integrated city wide CCTV system

¹ Why Steel? Performance Study of Steel Doors and Frames Compared to Other Materials, October 2012, Key Marketing Group

This would require high level of investment from the Housing Revenue Account into the current network of cameras positioned at high rise blocks. The equipment currently records images, from a fixed position and for any pictures to be accessed an officer has to attend site to download the information required. Major upgrades would be needed to allow the cameras to rotate and send images back to monitoring suite, including a platform to transmit the CCTV images.

- 4.2 Estimated figures provided by an approved council contractor to upgrade all cameras and wiring infrastructure at one high rise block in the Kemptown area was in the region of £2000 - £5000. External cameras used by the BHCC Traffic Management Team have a broad price structure and can cost anything from £400 for a fixed camera used typically in a car park to £15,000 to install a camera used to monitor bus lanes and capture specific detail like vehicle licence plates. The annual maintenance charge also provided by the Traffic Management Team is £1,000 per camera per year and broadband connection charges are £3,500 per year, per car parking site. The reason for not providing more information on the full cost of introducing an integrated network of cameras in the city is due to the varied requirements for each block. For example some have existing infrastructure that could be used, other differ in size and could be in need of more equipment.
- 4.3 Other housing providers have made significant progress in this area and set up dedicated CCTV suites. Sandwell Homes based near Birmingham set up a suite covering 150 cameras at 30 separate blocks of flats and 20 other sites. The costs provided for the year 2011 which relate to the communications room were £2.2 million; this figure includes staff resources and provides 28 full time employees for a year. The landlord passes the cost onto residents by a service charge of £3.59 per week. In order to generate revenue the camera network also covers an area in the city centre.
- 4.4 Enquiries have been made with Sussex Police and the Traffic Management Team who have existing arrangements in place to share and view city wide cameras 24 hours a day, 7 days per week. There is a high possibility that images could be viewed at the Traffic Management Suite if the housing service decide to proceed with an investment programme.

4.5 There are limitations to the use of CCTV. An article 'CCTV: Neighbourhood Watched'² cited research carried out in 2008 by the Campbell Collaboration which found that although cameras could be effective with vehicle and car park crime, evidence to support how CCTV has reduced crime on housing estates was 'mixed'. BHCC have experienced incidents when suspected criminals have been able to avoid identification by being aware of the cameras position and used clothing to cover or shield their face. Furthermore, decisions would have to be made on the type of response BHCC would provide if 24 hour CCTV detected an incident. The most serious issues would be responded to by Sussex Police and consideration could be given to a private security company being called out to deal with other incidents. This service would be an additional charge, with one approved security company charging £15 per call out. At this time there is no data or evidence to help predict how many incidents would require attendance, therefore the total costs are very uncertain.

4.6 All existing and any planned new installations of overt CCTV need to adhere to the Regulation of Investigatory Powers Act 2000 (RIPA). This Act governs the powers of public bodies to carry out surveillance and investigation. One of the steps public bodies must take is to consult with the residents impacted by a new installation. This could find some residents in support of the additional CCTV; others may find the idea intrusive, and the right balance would need to be found. Integrated CCTV is not being recommended at this stage due to the high costs and lack of evidence to support how effective this measure would be. If this option is selected at a later date, further extensive research will need to be completed on the cost options for a programme of investment and with the assistance of residents to clearly define the purpose and benefits of CCTV.

4.7 **Concierge service**

A linked city wide CCTV system providing real time images would be desirable in order to provide any form of concierge service. Research has shown two types of service:

1. A static model with officers based in a geographic area carrying out security patrols, general caretaking duties and meeting/greeting visitors and contractors.
2. A remote service based in a concierge suite and using technology to monitor activity in and around a block, communicating with unwanted visitors through speakers based in communal areas and with residents through intercom systems within their homes.

From the research it was confirmed that both types of service are operational 24 hours a day, every day of the year.

² Inside Housing 9 June 2014

- 4.8 Southampton City Council set up a concierge centre over 8 years ago to manage 19 high rise blocks, with 10 members of staff employed to run the service. Residents have a handset located in their flat which is linked to the control centre. There are also intercoms and speakers in the communal ways which can be used to make announcements and for residents to communicate. Set up figures were not provided for this service, but a £1 per week charge is made to residents. BHCC would have to give further consideration to the service charge if it was decided to pursue this option.
- 4.9 North Ayrshire Council offers a static service providing 82 cameras and covering 41 high rise blocks. This costs £1.9 million per year. All costs are absorbed by the Housing Revenue Account and at present no charge is passed to residents.
- 4.10 The option of a Concierge service is not being recommended at this time, as the investment into CCTV would need to happen first in order to provide a remote service model. Further research would need to be carried out on the benefits of a static model and how this would be funded.

4.11 **Residential caretaker service**

Brighton & Hove City Council had a Residential Caretaker Service up until 2005 when the new Estates Service Team was introduced. Some of the reasons behind this change were due to the introduction of the European Working Time Directive in 2003, setting a maximum limit for weekly working hours with adults being unable to work more than 48 hours per week. Other reasons for the service being changed were high costs and the job package including a 'service tenancy'. This type of tenancy provided accommodation in or near to the area the role covered and resulted in properties being taken out of the total number of homes BHCC could provide to people on the waiting list, often occupying expensive temporary accommodation. This option would lead to a significant increase in service charge.

- 4.12 Greenwich Borough Council still offer a residential type service, this includes duties such as cleaning, clearance of bulky items, minor repairs to lights, raising necessary repairs and graffiti removal. When fully operational the service provided one caretaker for every 200 properties, with some larger estates having 2 or 3 caretakers covering an area. The service is now being phased out by not replacing staff when they leave the role.
- 4.13 The existing service model at Greenwich offers the same service as cleaners within the BHCC estates service, at a higher cost and lacks evidence to support how the issues with unwanted visitors would be addressed. Further research would need to be carried out on how a residential caretaker service would resolve the present security issues.

4.14 **Alternative solutions**

One further low cost solution being researched at this time is for a group of residents and council officers to visit a London borough to learn about how urban design has been used to deter crime and help regenerate a residential area. A visit is being planned for March 2015. A further update will be provided on the findings and if there are ideas that can be replicated in Brighton and Hove.

5 COMMUNITY ENGAGEMENT AND CONSULTATION

5.1 Section 3.13 onwards provides a detailed explanation on the trades button pilot. Other engagement and consultation to note includes:

5.2 Due to the positive response at Warwick Mount a neighbouring block, Essex Place learnt of the pilot scheme and requested more information be presented at their meeting in September. As a result all members supported going ahead with consulting all 127 residents by letter about replicating the pilot scheme here. Out of 127 properties in the block 18 responses supported the trades facility be turned off, 2 had no opinion and 2 others rejected the proposal. The Residents Association advised they wish to proceed with a three month pilot. Communication was carried out by displaying a letter in the notice boards and by sending a text message to all residents (who are contactable by phone) advising them of the changes, with the agreement to carry out a review in February 2015. At the time of submitting this report there has been no feedback.

5.3 This report was presented to tenant representatives at the Area Panel meetings held during January and February 2015 and well received. All comments and recommendations from the meetings has been summarised below:

5.4 East Area Panel

Comments:

- A resident from Craven Vale had spoken with the local post person who confirmed they had been issued with a fob by the council to continue with postal deliveries. The resident had been made aware that Royal Mail are not willing to pay any money for keys or fobs in future.

Questions:

- Craven Vale has existing double glazed doors, would they be replaced with the Multi Steel type design.
- One resident enquired if the main entry door to their low rise block would be replaced as currently leaks water and does not close properly
- Do Multi Steel doors make a loud noise when they close? The current door in our block makes a loud banging noise when it shuts which is a disturbance.

5.5 Central Area Panel

Comments:

- As long as there is no extra costs to residents I agree with trades button removal

- What it has shown at Warwick Mount is increased tailgating and key copying. The removal of the trades has resolved some issues, but not all
- St James's House representative in favour of the removal, tailgating is the biggest issue here, along with the insecure emergency exits
- The security sweeps were helpful, since that has been removed the problem has started again
- Could residents be more proactive in self policing their communities
- Car park issues continuing at St James's House
- Ensure each block is consulted about the design of the door
- Comments made on the type of damage that can occur to the door opening motor if propped open for long periods of time
- The high costs of CCTV were noted in respect of a camera on each floor to cover stairwells, a resident confirmed that if one camera cost £400 a lot of money would need to be invested to provide covered on every landing at a high rise block
- Wider discussion on the pros and cons of CCTV
- The chair requested a vote the majority of representatives attending the meeting were in favour of keeping the trades button. Those in support of going ahead with the switch off included Warwick Mount and the chair of the Senior Housing Action Group, who live in blocks where the switch off has been successful. The rep from St James's House, a block that has attracted much nuisance also requested their block benefit from the removal of the trades button
- All were in support of multi steel/secure by design doors being fitted as standard and part of the existing capital door replacement programme

Questions:

- An explanation requested on what a multi steel door is
- Will all trades be removed? What about at night, tailgating and being let in by other residents. One representative was against the idea of removing trades button for Tyson Place
- Will the natural lighting be reduced by the multi steel/secure door design, against natural light being reduced from the main entrance to the block
- Clarification requested on paragraph 3.3 of the report - what support will be offered and the move on signage
- Information requested on why static guards had been provided in sheltered schemes
- More clarity on how cleaners report issues through and then escalated. Do cleaners actively report?

5.6 West Area Panel

Comments:

- A sheltered resident commented that there had been no problems in her block since the trades button had been removed
- If the trades button was removed resident association reps would find it difficult to access flats to deliver newsletters and put up posters etc.
- The milkman, paperboy and online food shopping companies would also have difficulty with access
- The group held a vote by a show of hands – 4 were in favour of removing, 6 in favour of keeping the trades button

- Chair confirmed some of the people voting to remove the trades button lived in sheltered housing who have already had the trades switched off
- Some residents just let anyone in via the intercom system, that needs addressing
- The security of fobs should be considered so they are not misused

Questions:

- Will the cost of providing security sweeps be passed onto residents
- Are security guards employed by BHCC a cheaper alternative
- When will the main entry doors on the Ingram Estate be replaced
- The chair requested confirmation on what information was required and what weight would be given to the area panel feedback
- How effective would key safes be to store fobs when there are frequent changes to the postie's working on a round

5.7 North Area Panel

Questions:

- What is a multi-steel door
- What is remotely operated CCTV and how long are the images stored for?

5.8 Responses to the questions from Area Panels

A multi steel door is a custom made door manufactured from stainless steel containing anti-vandal glass panels to let in natural light. They contain concealed soft closers to eliminate any noise from closing shut and can be operated by existing fob entry door systems. There are numerous designs that are also able to comply with any planning issues in conservation areas. Any new doors will be individually selected for the block, considering existing door designs in the immediate area.

A three year main entry door capital investment programme will be starting in the next financial year 2015/16, with £539,000 of funding set aside to replace main entry doors across the city. The programme is currently at the design stage and there are no specific details at this time on the block names or areas of the city that will benefit from this in year one. Once this information is available residents will be communicated with and information will be available on the website.

Tailgating and the copying of keys is a continued problem. We are considering how tailgating could be resolved in the future and hope to find some ideas that could be used here during the trip to London. If we move away from installing timber style doors which are operated by keys, there will not be the opportunity to get copies of keys made. New software helps show how fobs are used, both the date and time of access can be viewed and fobs that are lost or stolen can be cancelled remotely to avoid them being misused.

Key safes could be used as an alternative to issuing fobs out to Royal Mail. This would allow a fob to be stored on the exterior of the block accessible only by entering the correct code.

Since being made aware of the security concerns BHCC has worked with partners to try and resolve the security issues. Our cleaning teams regularly report through issues which are logged and included in a citywide report. This is shared with the Police, Community Safety Team and Neighbourhood Liaison Substance Misuse Team to help with allocating resources to an area.

The cost associated with providing security sweeps is not being passed onto residents at this time, but is an overspend and cannot continue. An approved council contracted security company is current being used to provide this service, there are no plans to make this arrangement permanent and start employing security guards at this time.

CCTV images recorded by BHCC digital equipment at council owned blocks of flats in the city will be stored for a period of up 31 days. After this time the information will be automatically overwritten by new information.

6. CONCLUSION

- 6.1 The recommendation for the trades button to be switched off is made in response to the continuing uncertainties about when residents can expect postal deliveries and regular requests for the trades button times to be extended from Royal Mail. All blocks will become more secure if this goes ahead and BHCC will work with residents and Royal Mail to ensure postal deliveries continue by supplying fobs or other means of access. Other services that require the resident to be at home and receive delivery, such as milk or internet food shopping will be for the resident to allow entry from the intercom in their home.
- 6.2 The idea was well received by the majority attending Area Panel meetings, especially from residents who have already benefited from the change at Warwick Mount and Sheltered Residents living in different areas of the city.
- 6.3 Multi steel or secure by design doors are much more robust in both design and material, are expected to last longer and require less repairs when compared to a timber style door. Section 3.20 confirms research carried out in this area.
- 6.4 A review should be carried out after a twelve month period to assess if the changes have resulted in an improvement to security. If any issues occur during the implementation period these can be addressed locally and adjustments will be made if required. At this stage, further detailed research and consultation could be carried out on the other options if there isn't a continued or sustained improvement with security at blocks of flats.
- 6.5 We have taken careful consideration of all the comments made, but on balance recommend that we go ahead with the trade button switch off after consultation with residents at each block.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The security costs for sweeps and static guards highlighted in this report are forecast to cost approximately £100,000 for the year. These costs were not originally budgeted for in 2014/15 and are being managed within the current overall Housing Revenue Account Budget through underspends in the Employees and Repairs budgets identified during the year, through Targeted Budget Management (TBM).

The HRA Capital Investment Programme 2015-2018 budget proposals, presented to Housing Committee on 14th January includes budget totalling

£539,000 for Main Entrance Door Replacements for the next 3 years. The expenditure for multi steel doors will be met from this capital programme budget, which may need to be reviewed once a programme for this type of door is developed.

The other options outlined in this report for noting and further research such as CCTV installations and the possibility of introducing a concierge or caretaking service to blocks have wider implications with costs likely to be more significant. Prior to expenditure being committed, budgets would need to be identified and approvals sought (using a business case) from senior officers and/or members as necessary.

Finance Officer Consulted: Monica Brooks

Date: 10 February 2015

7.2 Legal Implications:

There are no significant legal implications attaching to the recommendations at paragraphs 2.3 to 2.5 above. Any future consideration of the introduction of CCTV would need to include the requirements of the Data Protection Act, and the Information Commissioner's Data Protection Code of Practice for surveillance and personal information.

Lawyer Consulted: Liz Woodley

Date: 05 February 2015

7.3 Equalities Implications:

Identified issues to date are:

- An Equalities Impact Assessment has been completed on the trades button switch off and installation of Multi Steel doors
- The charge to fit multi steel doors would be an increase from timber style doors for Leaseholders
- The standard timer setting on multi steel doors complies with all Equality Act guidance on opening time for general access, in particular for wheelchair users or someone with a pushchair

7.4 Sustainability Implications:

The maintenance cost of timber doors is substantially more over a 10 year period when compared with a multi steel door. This includes how timber as a material is changeable in different types of weather, the increased visits and repairs required to a Yale key lock and any replacements required to glass panels. Multi Steel is supplied with a lifetime guarantee.

An improvement to the general warmth of the block would be provided by the more robust material the Multi Steel door is made from, when comparing to a timber version.

7.5 Crime & Disorder Implications:

All options have been made with due consideration to improving block security, reducing the fear of crime and any associated nuisance caused to residents from unwanted visitors.

Landlords have new powers to deal with nuisance and anti social behaviour under the ASB Crime and Policing Act 2014 which will be utilised as and when required.

7.6 Risk and Opportunity Management Implications:

Risk:

- There is a strong reliance on Royal Mail taking responsibility for communicating effectively with delivery staff and remembering an access fob to continue with postal deliveries.

Opportunity:

- To improve relations with Royal Mail and the service they currently offer to residents
- To make a cost saving on the visits that are made twice a year to change the trade's timers due to the start and ending of British Summer Time (BST)
- To increase the market value of leaseholder properties due to the benefits associated with Multi Steel main entry doors and door entry technology

7.7 Public Health Implications:

To provide and achieve a safer living environment for residents in the city.

7.8 Corporate / Citywide Implications:

If further options need to be explored there may be opportunities for partnership working with the Traffic Management Team, particularly if one corporate location was shared for CCTV management.

Subject:	Anti-Social Behaviour Crime and Policing Act 2014		
Date of Meeting:	Housing Committee		
Report of:	Executive Director of Environment Development and Housing		
Contact Officer:	Name:	Richard Jordan - Penswick	Tel: 294650
	Email:	Richard.Jordan@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE/ NOT FOR PUBLICATION**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 In 2010, the Home Office carried out a review of the measures available to practitioners for responding to anti-social behaviour (ASB) which concluded that there were too many options available, that the options were bureaucratic, slow and expensive and that the growing number of people who breached their ASB Order suggested the potential consequences were not deterring a persistent minority and the methods that were designed to help perpetrators deal with underlying causes of their anti-social behaviour were rarely used.
- 1.2 The Home Office set in motion legislation to put in place a new approach designed to ensure that local authorities, the police and partners have faster, more flexible tools to respond to problems with victims at the heart of the response. The resulting Anti-Social Behaviour, Crime and Policing Act was given Royal Assent on 13th March 2014 and came into effect on various dates in 2014 with the main provisions regarding antisocial behaviour were understood to be coming into force in January, but no commencement order has yet been made.
- 1.3 This report seeks to inform Members about the new provisions for tackling anti-social behaviour contained within the Anti-Social Behaviour, Crime and Policing Act 2014.

2. RECOMMENDATIONS:

- 2.1 That Housing Committee Notes the changes to anti-social behaviour tools brought about by the Anti-Social Behaviour, Crime and Policing Act 2014 as described in this report.

3. CONTEXT/ BACKGROUND INFORMATION

The Act covers a range of matters: parts 1 to 6 introduce new measures for responding to anti-social behaviour ; part 7 addresses dangerous dogs and makes amendments to the Dangerous Dogs Act 1991. Please see appendix 1 for a more detailed summary.

3.1 New Tools and Powers

The Act replaces nineteen pre-existing measures with six new measures and introduces a new absolute ground for possession of secure and assured tenancies associated with anti-social behaviour or criminality and amends and extends the discretionary grounds for possession. It introduces two measures designed to give victims and communities a say in the way antisocial behaviour is dealt with.

- **Injunction**

Replacing Housing Act injunctions and the Antisocial Behaviour Order (ASBO). Previously the court would normally not grant an injunction against someone under the age of 18. Now an injunction can be made against anyone aged 10 or over

- **Criminal Behaviour Order (CBO).**

Replacing the ASBO on conviction. The Criminal Behaviour Order (CBO) is available on conviction for any criminal offence in any criminal court. The order is aimed at tackling the most serious and persistent offenders where their behaviour has brought them before a criminal court.

- **Dispersal Power.**

Replacing the existing Section 30 Dispersal Order and Section 27 Direction to Leave.

The dispersal power is a flexible power which the police can use to deal instantly with someone's behaviour and stop a problem before it escalates.

- **Community Protection Notice (CPN).**

The community protection notice (CPN) is intended to deal with particular, ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible.

It is intended to be a wide ranging power to be used to deal with low /medium and serious situations. It is intended to be used in situations where a nuisance has been reported but it doesn't trigger an application for an injunction. CPNs can be used to tackle a wide range of problem behaviours including graffiti, rubbish and noise

- **Public Spaces Protection Order (PSPO).**

Replacing existing Litter Clearing Notice; Street Litter Clearing Notice; Graffiti/Defacement Removal Notice; Designated Public Place Order; Gating Order;

Public spaces protection orders (PSPOs) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. They are similar to by-laws.

- **Closure Power.**

Replacing the ASB Premises Closure Order; Crack House Closure Order; Noisy Premises Closure Order. To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.

- **Absolute Ground For Possession**

The Act also introduces a new absolute ground for possession of Secure and Assured tenancies associated with anti-social behaviour or criminality.

The purpose of the new absolute ground for possession is to speed up the possession process in cases where anti-social behaviour or criminality has already been proven in another court. Landlords will no longer have to prove that it is reasonable to be granted a possession order, but instead courts must grant possession if the landlord followed the correct procedure and can demonstrate at least one of the specified conditions below is met. These are:

- A conviction for a serious criminal offence
- A court order finding a person in contempt of court for breaching an injunction made under the Act
- Breach of a Criminal Behaviour Order
- Obtaining a premises closure order
- A conviction for breach of an abatement notice

- **Discretionary grounds for possession**

In an application under a discretionary ground for possession the court only makes a possession order if the ground is proven and it is reasonable to do so.

Introduction of a new discretionary ground for possession and an amendment to an existing ground.

- **Community Trigger**

The purpose of the community trigger is to give victims, who can be an individual, business or a community group, the right to request a review of their case if they have previously reported the issues to a relevant agency and feel that nothing has been done. The threshold can be set locally and Brighton and Hove Community Safety Partnership has set the threshold as being that a person has reported three separate incidents within the past six months.

When a case meets these criteria the complainant is informed within three working days and the case reviewed and outcomed within ten working days with recommendations made where appropriate.

- **Community Remedy**

The community remedy is intended to give victims a say in the out-of-court punishment of perpetrators of low-level crime and ASB. Each local policing body has prepared a community remedy document for its area detailing a list of interventions that form the local remedy actions.

The remedy may be used in relation to an individual who :

- a) engaged in anti-social behaviour or has committed an offence and;
- b) is to be dealt with for that behaviour or offence without court proceedings.

A police officer may use the community remedy if it is felt to be appropriate. It is envisaged this will be used when dealing with low-level criminal damage, low-value theft, minor assaults (without injury) and ASB.

3.2 Implications

- 3.2.1 The Act is intended to enable authorities to take faster and more effective actions to stop those making victims' lives a misery. The statutory guidance accompanying the Act states that "the welfare, safety and wellbeing of victims whose complaints for the basis of any action must be the main consideration at every stage of the process", and that the right response will depend on a range of factors but most importantly, on the needs of the victim and on the impact the behaviour is having on their lives.
- 3.2.2 This represents a decisive shift in the approach that landlords and the police are to take towards case action and resolution measures from existing practice of seeking to sustain the tenancy, if achievable and practical whilst ending the ASB as soon as possible, to one where Housing is to develop its case actions around the victims' experience and give greater weight to victims' needs, and early resolution, and less weight to the interventions of allowing time for developing behaviour change and tenancy sustainment. However the council and the police will still be required to have regard to the Equality Act 2010 and the Human Rights Act 1998 in how the new powers are implemented, in relation to the perpetrators as well as the victims of ASB. Until the new legislation is tested in Court we will not be clear as to the extent to which the balance will shift.
- 3.2.3 It is likely to be that, in a number of serious cases, there will increased enforcement action and it is possible that a limited number of very serious and complex cases may be ended through fast time actions including use of the mandatory ground or closure.
- 3.2.4 We have very high densities of vulnerable households living in our social housing stock. Many perpetrators of ASB are vulnerable and can be victims as well as perpetrators of nuisance. It is the case that under the application of the new legislation, the most difficult/complex and intransigent cases are more likely to result in legal action to end a tenancy and that a number of such cases will be individuals or households with complex needs that sit across a number of services such as social services (children and families, learning disabilities), mental health services, and substance misuse services. There is therefore likely to be an increased demand for suitable alternative accommodation including supported accommodation, specialist mental health accommodation to enable us to avoid homelessness and a need for improved joint working between agencies to achieve best outcomes for individuals.
- 3.2.5 ASB in council housing stock is managed by the Tenancy Enforcement Team Who work closely with the police and other council departments to ensure a solution focused multi-agency approach to dealing with cases of ASB and nuisance which seeks to reduce impacts on the victims of crime and minimise costs to the local authority and the police. ASB in temporary accommodation is managed by a dedicated Anti Social Behaviour Officer and in non council stock by the Community Safety Team. Housing are also in dialogue with the Commissioners of accommodation for those with complex needs to ensure the risk of greater demand for specialist accommodation is considered as part of future commissioning plans.

- 3.2.6 Statutory Agencies in the City have been operating a Victim and Witness Support and Risk based approach to supporting victims of ASB since 2011. This has been intended to ensure that needs and concerns of the victim are at the heart of decision making in relation to tackling ASB, that risk to them is actively reduced through proactive work usually involving multiple agencies, and that they are provided with adequate support to enable them to go through the process of bringing ASB to an end. This has been very successful with high satisfaction rates as to how ASB cases have been dealt with. In 2013 – 14 satisfaction rates were 96%).

One of the primary criticisms of statutory agencies is the length of time that it can take to bring cases to court where this is the only option for ending ASB. The powers outlined in the new Act do have the potential to lead to a reduction in the time taken to obtain possession and further improvements for residents who are suffering ASB and nuisance.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 This report outlines new Statutory legislation and is for noting. There are therefore no alternative options for consideration.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 The report was taken to Housing Area Panels in January 2015. Area Panel delegates generally welcomed the report and hoped it would help enhance safety and security, in particular within high rise blocks where there have been recent issues. Clarification was sought as to what would happen to people evicted as a result of anti social behaviour – this would depend upon individual circumstance.

6. CONCLUSION

- 6.1 The new ASB Crime and Policing Act 2014 introduces new powers to statutory agencies to streamline existing legislation.
- 6.2 The new powers are likely to enable improved performance in tackling ASB but could place additional pressure on temporary and specialist accommodation providers.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1

For the Housing revenue Account (HRA), it is possible that there could be extra legal costs during 2015/16, as more cases are brought to court, resulting in a budget pressure for the HRA. It is very difficult to quantify the financial effect of these legislative changes on the HRA and as such these costs will be managed through the Targeted Budget Management (TBM) process during 2015/16 and built into the budget for 2016/17, if necessary.

There are also possible cost implications for the general fund housing budgets and for Social Care budgets if individuals with complex needs need to be rehoused. Again, this situation will be monitored through the TBM process and any potential pressures identified at an early stage.

Legal Implications:

- 7.2 The new Act can be described as a consolidation act. It has tried to simplify the range of other orders previously available and has included a range of new powers.
- 7.3 The powers under the Act are exercisable in relation to Housing land without any formal delegation to the Housing Committee or Executive Director of Environment Development and Housing, although it is proposed that the Act will be referred to by name in a forthcoming review of the council's constitution.
- 7.4 The Act also introduces a new Fixed Penalty Notice scheme for certain types of behaviour. There will need to be a clear policy around this.
- 7.5 As has been highlighted in paragraph 3.2.2, the use of the Act's powers by the council will have to be in accordance with the Equality Act and the Human Rights Act. Some of the powers may well be viewed as draconian (eg the Closure Order powers) and as such the decisions relating to their use will need to be reasonable and proportionate. The council will also need to be alive to those who may have capacity issues. In such cases, consideration of the Mental Capacity Act may also be required.

Lawyer Consulted:

Simon Court
Liz Woodley

Date: 12/12/14
Date: 6/02/15

Equalities Implications:

- 7.6 Application of the provisions of the Act will be consistent with the provisions of the Equality Act 2010 and the Human Rights Act 1998.
- 7.7 Provisions within the Act enable statutory bodies to take quicker action to deal with ASB. It is likely that this will result in improved outcomes and service delivery for individuals with protected characteristics

Sustainability Implications:

- 7.8 The way in which tenancies are managed encourages stable neighbourhoods, with teams dealing effectively with anti-social behaviour to enable this.

Crime & Disorder Implications

- 7.9 Implementation of the Act will help the council and the police prevent crime and disorder and the council fulfil its statutory obligations under the Crime and Disorder Act 1998.

SUPPORTING DOCUMENTATION

Appendices:

1. ASB Crime and Policing Act 2014 – details of new powers

Documents in Members' Rooms

None

APPENDIX 1

Anti-Social Behaviour Crime and Policing Act 2014

CIVIL INJUNCTION.

Replaces injunctions including Housing Act injunctions and ASBO's (except for ASBO on conviction)

Purpose.

“ to stop or prevent individuals engaging in antisocial behaviour quickly, nipping problems in the bud before they escalate ... The injunction can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators” (Home Office ASB Crime and Policing Act 2014 statutory guidance)

Applicants.

Councils / the Police / Housing Associations / NHS / British Transport Police/ Transport for London / Environment Agency

Test .

Non housing related – “ conduct that has caused , or is likely to cause, harassment, alarm or distress to any person”

Housing related “ “ conduct that is capable of causing nuisance or annoyance to a person”

Changes.

- Previously the court would normally not grant an injunction against someone under the age of 18. Now an injunction can be made against anyone aged 10 or over.
- Applicant organisations can apply for an injunction irrespective of their areas of work.
 - in future the police can apply for injunctions relating to council housing for the first time and Housing can apply for injunctions that cover non housing areas including private sector housing and owner occupiers
- The new injunction may include both prohibitions to get individuals to stop behaving anti-socially and also positive requirements to get the individual to deal with the underlying cause of their behaviour e.g. the respondent attending alcohol awareness classes for alcohol-related problems; or irresponsible dog owners attending dog training classes provided by animal welfare charities; or the respondent attending mediation sessions with neighbours or victims.

Breach.

Breach of an Injunction is not a criminal offence. For adults, a breach is dealt with by a civil contempt of court and breach proceedings.

For under 18s, breach proceedings are dealt with in the youth court and could result in a supervision order with a supervision, curfew or activity requirement. In the most serious cases, (that is, 'where the court determines that because of the severity or extent of the breach no other power available to it is appropriate') the court may impose a detention order on a young person for breaching the terms of the injunction – including breach of a positive requirement (minimum age for a detention order is 14 years).

CRIMINAL BEHAVIOUR ORDER.

Replaces the CRASBO – also known as the ASBO on conviction.

Purpose.

The Criminal Behaviour Order (CBO) is available on conviction for any criminal offence in any criminal court. The order is aimed at tackling the most serious and persistent offenders where their behaviour has brought them before a criminal court.

Applicants.

Usually the Crown Prosecution Service – who can apply if requested by the council or the police.

Test .

If the court is "satisfied beyond reasonable doubt that the offender had engaged in behaviour that has caused , or is likely to cause, harassment, alarm or distress to any person"

DISPERSAL POWER.

The dispersal power is a flexible power which the police can use in a range of situations to disperse anti-social individuals and provide immediate short-term respite to a local community. The power is preventative as it allows an officer to deal instantly with someone's behaviour and nip the problem in the bud before it escalates.

It isn't intended to be used to deal with long term regular problems. It isn't intended to be used to stop reasonable activities such as busking or other types of street entertainment which are not causing anti-social behaviour.

Applicants.

The police

Test .

- The officer must have reasonable grounds to suspect that the behaviour of the person has contributed, or is likely to contribute, to: members of the public in the locality being harassed, alarmed or distressed; or crime and disorder occurring in the locality.

- The officer considers that giving a direction to the person is necessary for the purpose of removing or reducing the likelihood of anti-social behaviour, crime or disorder.

What it does.

It makes a person leave the area for up to 48 hours. Can be used on individuals from age 10 upwards. The person can be required to hand over items causing or likely to cause anti-social behaviour. This could be any item but typical examples are alcohol, fireworks or spray paint.

Breach.

Breach is a criminal offence which can result in imprisonment (over 18's only) or a fine.

PUBLIC SPACE PROTECTION ORDER.**Purpose.**

Public spaces protection orders (PSPOs) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. They are similar to by-laws.

Applicants.

The Council

Test .

The test is designed to be broad and focus on the impact anti-social behaviour is having on victims and communities. A PSPO can be made by the council if they are satisfied that activities have had, or are likely to have, a detrimental effect on the quality of life of those in the locality

What it does.

The PSPO can be drafted from scratch based on the individual issues being faced in a particular public space. A single PSPO can also include multiple restrictions and requirements in one order. It can prohibit certain activities, such as the drinking of alcohol, as well as placing requirements on individuals carrying out certain activities, for instance making sure that people walking their dogs keep them on a lead.

It can restrict access to public spaces (where that route is being used to commit anti-social behaviour – for example motorbike racing).

Breach.

Breach is a criminal offence. Enforcement officers can issue a fixed penalty notice of up to £100 if appropriate or a fine on prosecution

COMMUNITY PROTECTION NOTICE.

Purpose.

The community protection notice (CPN) is intended to deal with particular, ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible.

It is intended to be a wide ranging power to be used to deal with low /medium and serious situations. It is intended to be used in situations where a nuisance has been reported but it doesn't trigger an application for an injunction. CPNs can be used to tackle a wide range of problem behaviours including graffiti, rubbish and noise

Applicants.

Council Officers / Police Officers / PCSO's will be able to issue CPNs.

Social Landlords can issue CPNs if approved by their Council

Who can be given a CPN ?.

Any person aged 16 or over or a body, including a business.

Test .

if the conduct of the individual, business or organisation:

- is having a detrimental effect on the quality of life of those in the locality;
- is persistent or continuing in nature; and
- is unreasonable.

What it does.

It formally requires that a person, organisation or body:

- do specified things and to take steps to achieve specified results within a time frame
- stop specified things and take reasonable steps to avoid further anti-social behaviour.

A CPN is be drafted from scratch to be appropriate to each situation.

Breach.

Breach is a criminal offence with a penalty of :

Fixed Penalty Notice -a fixed penalty notice can be issued of up to £100 if appropriate

Remedial Action- the landlord may for example clear the rubbish that is in someone's front garden

On breach the issuing body can apply to court and on conviction:

Remedial Order – and / or a

Forfeiture Order – this could be any items used in the commission of the offence i.e. spray paint, sound making equipment or poorly socialised dog

Failure to comply with the court order could lead to a custodial sentence and a fine of up to level 4 (for individuals), or £20,000 for businesses.

CLOSURE POWER.

Purpose.

To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder

Applicants.

Council or the police

Test .

Closure notice (up to 48 hours):

- Nuisance to the public or disorder nearby

Closure order (up to 6 months)

- Disorderly, offensive or criminal behaviour
- Serious nuisance or disorder nearby

Changes.

The threshold for a closure notice alters from “*significant and persistent disorder*” or “*serious nuisance to members of the public*” to “**public nuisance**” or “**disorder**”.

The threshold for a closure order alters from “significant and persistent disorder or persistent serious nuisance” to “**has engaged in or ... is likely to engage in disorderly, offensive or criminal behaviour**”

- These are far lower thresholds which are achievable in most situations of ASB. it is evident that the new notices and orders are intended to be used more broadly than the previous closure orders which were specifically aimed at very serious situations only.
- The new notices and orders are available for situations that doesn't meet the threshold for statutory nuisance i.e. noise in common ways .

The closure power moves from being a purely reactive tool to now being both reactive and proactive as we can close down premises in *anticipation* of potential nuisance if we consider that the use of the premises is *likely* to result in nuisance or disorder.

NEW ABSOLUTE GROUND FOR POSSESSION.

Purpose.

To expedite the eviction of landlord most antisocial tenants to bring faster relief to victims. As the landlord will no longer need to prove that it is reasonable to grant possession, the court will be more likely to determine cases in a single hearing

Applicants.

Social landlords and Private sector landlords

Test .

The court must grant possession (subject to any available human rights defence raised by the tenant, including proportionality) provided the landlord has followed the correct procedure and at least one of the following five conditions is met:

- the tenant, a member of the tenant's household, or a person visiting the property has been found by a court to have breached a civil injunction;
- the tenant, a member of the tenant's household, or a person visiting the property has been convicted for breaching a criminal behaviour order (CBO);
- the tenant's property has been closed for more than 48 hours under a closure order for anti-social behaviour; or
- the tenant, a member of the tenant's household, or a person visiting the property has been convicted for breaching a noise abatement notice or order.
- the tenant, a member of the tenant's household, or a person visiting the property has been convicted of a serious offence;

Review.

Council tenants will have a statutory right to request a review of the landlord's decision to seek possession under the new absolute ground. The process is to similar to the review of an introductory tenancy.

If a review hearing upholds the decision to evict the case will proceed to court where the tenant can raise any available human rights defence, including proportionality, against the possession proceedings.

Subject to any available human rights defence raised by the tenant, the court must grant an order for possession where the landlord has followed the correct procedure.

Schedule of offences:

“SCHEDULE 2A Absolute ground for possession for anti-social behaviour: serious offences

Violent offences

1Murder. .

2Manslaughter..

3Kidnapping..

4False imprisonment..

5An offence under any of the following sections of the Offences against the Person Act 1861—.

(a)section 4 (soliciting murder), .

(b)section 16 (threats to kill), .

(c)section 18 (wounding with intent to cause grievous bodily harm), .

(d)section 20 (malicious wounding), .

(e)section 21 (attempting to choke, suffocate or strangle in order to commit or assist in committing an indictable offence), .

(f)section 22 (using chloroform etc. to commit or assist in the committing of any indictable offence), .

(g)section 23 (maliciously administering poison etc. so as to endanger life or inflict grievous bodily harm), .

(h)section 24 (maliciously administering poison etc. with intent to injure, aggrieve or annoy any other person), .

(i)section 27 (abandoning or exposing children whereby life is endangered or health permanently injured), .

(j)section 28 (causing bodily injury by explosives), .

(k)section 29 (using explosives etc. with intent to do grievous bodily harm), .

(l)section 30 (placing explosives with intent to do bodily injury), .

(m)section 31 (setting spring guns etc. with intent to do grievous bodily harm), .

(n)section 38 (assault with intent to resist arrest), .

(o)section 47 (assault occasioning actual bodily harm). .

6An offence under any of the following sections of the Explosive Substances Act 1883—.

(a)section 2 (causing explosion likely to endanger life or property), .

(b)section 3 (attempt to cause explosion, or making or keeping explosive with intent to endanger life or property), .

(c)section 4 (making or possession of explosive under suspicious circumstances). .

7An offence under section 1 of the Infant Life (Preservation) Act 1929 (child destruction)..

8An offence under section 1 of the Children and Young Persons Act 1933 (cruelty to children)..

9An offence under section 1 of the Infanticide Act 1938 (infanticide)..

10An offence under any of the following sections of the Public Order Act 1986—.

(a)section 1 (riot), .

(b)section 2 (violent disorder), .

(c)section 3 (affray). .

11An offence under either of the following sections of the Protection from Harassment Act 1997—.

(a)section 4 (putting people in fear of violence), .

(b)section 4A (stalking involving fear of violence or serious alarm or distress). .

12An offence under any of the following provisions of the Crime and Disorder Act 1998—.

(a)section 29 (racially or religiously aggravated assaults), .

(b)section 31(1)(a) or (b) (racially or religiously aggravated offences under section 4 or 4A of the Public Order Act 1986), .

(c)section 32 (racially or religiously aggravated harassment etc.). .

13An offence under either of the following sections of the Female Genital Mutilation Act 2003—.

(a)section 1 (female genital mutilation), .

(b)section 2 (assisting a girl to mutilate her own genitalia). .

14An offence under section 5 of the Domestic Violence, Crime and Victims Act 2004 (causing or allowing the death of a child or vulnerable adult)..

Sexual offences

15An offence under section 33A of the Sexual Offences Act 1956 (keeping a brothel used for prostitution). .

16An offence under section 1 of the Protection of Children Act 1978 (indecent photographs of children)..

17An offence under section 160 of the Criminal Justice Act 1988 (possession of indecent photograph of a child)..

18An indictable offence under Part 1 of the Sexual Offences Act 2003 (sexual offences)..

Offensive weapons

19An offence under either of the following sections of the Prevention of Crime Act 1953— .

(a)section 1 (prohibition of the carrying of offensive weapons without lawful authority or reasonable excuse), .

(b)section 1A (threatening with offensive weapon in public). .

20An offence under any of the following provisions of the Firearms Act 1968—.

(a)section 16 (possession of firearm with intent to endanger life), .

(b)section 16A (possession of firearm with intent to cause fear of violence), .

(c)section 17(1) (use of firearm to resist arrest), .

(d)section 17(2) (possession of firearm at time of committing or being arrested for offence specified in Schedule 1 to the Act of 1968), .

(e)section 18 (carrying a firearm with criminal intent), .

(f)section 19 (carrying a firearm in a public place), .

(g)section 20 (trespassing with firearm), .

(h)section 21 (possession of firearms by persons previously convicted of crime). .

21An offence under either of the following sections of the Criminal Justice Act 1988—.

(a)section 139 (having article with blade or point in public place), .

(b)section 139AA (threatening with article with blade or point or offensive weapon). .

Offences against property

22An offence under any of the following sections of the Theft Act 1968— .

(a)section 8 (robbery or assault with intent to rob), .

(b)section 9 (burglary), .

(c)section 10 (aggravated burglary). .

23An offence under section 1 of the Criminal Damage Act 1971 (destroying or damaging property)..

24An offence under section 30 of the Crime and Disorder Act 1998 (racially or religiously aggravated criminal damage)..

Road traffic offences

25 An offence under section 35 of the Offences against the Person Act 1861 (injuring persons by furious driving). .

26 An offence under section 12A of the Theft Act 1968 (aggravated vehicle-taking involving an accident which caused the death of any person)..

27 An offence under any of the following sections of the Road Traffic Act 1988—.

(a) section 1 (causing death by dangerous driving), .

(b) section 1A (causing serious injury by dangerous driving), .

(c) section 3A (causing death by careless driving when under influence of drink or drugs). .

Drug-related offences

28 An offence under any of the following provisions of the Misuse of Drugs Act 1971— .

(a) section 4 (restriction of production and supply of controlled drugs), .

(b) section 5(3) (possession of controlled drugs with intent to supply), .

(c) section 8(a) or (b) (occupiers etc. of premises to be punishable for permitting unlawful production or supply etc. of controlled drugs there). .

29 An offence under section 6 of that Act (restrictions of cultivation of cannabis plant) where the cultivation is for profit and the whole or a substantial part of the dwelling-house concerned is used for the cultivation..

Inchoate offences

30(1) An offence of attempting or conspiring the commission of an offence specified or described in this Schedule. .

(2) An offence under Part 2 of the Serious Crime Act 2007 (encouraging or assisting) where the offence (or one of the offences) which the person in question intends or believes would be committed is an offence specified or described in this Schedule. .

(3) An offence of aiding, abetting, counselling or procuring the commission of an offence specified or described in this Schedule. .

Scope of offences

31 Where this Schedule refers to offences which are offences under the law of England and Wales and another country or territory, the reference is to be read as limited to the offences so far as they are offences under the law of England and Wales.”

COMMUNITY TRIGGER.

Purpose.

The Community Trigger is intended to help to reassure victims that agencies take their reports of anti-social behaviour seriously and to create a strong mechanism to make sure organisations take the actions necessary to deal with situations.

Victims will be able to use the Community Trigger to demand action, starting with a review of their case. Agencies including councils, the police, local health teams and registered providers of social housing will have a duty to undertake a case review and inform the applicant of the outcomes of that review and any recommendations emerging from the review.

There is a requirement for relevant bodies to produce “review procedures” for carrying out any ASB case reviews and ensure that the current review procedures are published. Relevant bodies must also report the number of applications received, the number of times the threshold was met, the number of reviews carried out and the number of reviews that resulted in recommendations being made.

Threshold.

That three complaints of anti-social behaviour have been received within a six months period

Case review.

One organisation (usually the one whom the trigger is raised against) will lead a thorough review of the case. The organisations involved will share information about the case, consider whether any new relevant information needs to be obtained, review previous actions taken and reach a conclusion either upholding the trigger application or not.

If the outcome is that insufficient action has been taken the investigating officer will produce an action plan and make recommendations regarding actions that need to be put in place.

COMMUNITY REMEDY.

Purpose.

The Community Remedy gives victims a say in the out of court punishment of perpetrators of low level crime and antisocial behaviour.

In preparing the remedy, the local police must consult with the local authority and carry out whatever other public consultation that it considers appropriate.

Threshold.

The Act requires each local policing body to prepare a community remedy document for its area with a list of actions to be carried out by a person who has:

a) engaged in anti-social behaviour or has committed an offence and

b) is to be dealt with for that behaviour or offence without court proceedings.

An action is considered appropriate to be carried out by a person only if it has one or more of the following objectives:

- assisting in the person's rehabilitation;
- ensuring that the person makes reparation for the behaviour or offence in question;
- punishing the person.

Subject:	Sheltered Housing – Service Offer		
Date of Meeting:	4 March 2015		
Report of:	Geoff Raw - Executive Director, Environment, Development & Housing		
Contact Officer:	Name:	Peter Huntbach	Tel: 29-3248
	Email:	Peter.huntbach@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT:**

- 1.1 Following a review of the sheltered housing service conducted in collaboration with the Chartered Institute of Housing in 2013, recommendations are being made to better define the aims and purposes of the sheltered housing service by having a clear service offer for residents. Furthermore a name change is being proposed to reflect the new offer.

2. RECOMMENDATIONS:

- 2.1 That the Housing Committee agrees the following recommendations:

- The service offer is agreed.
- The name of the service be changed from 'Sheltered housing' to 'Seniors Housing – Independent and Community Living'.

3. CONTEXT/ BACKGROUND INFORMATION:

- 3.1 Nationally and locally, the population is ageing and living longer. Within Brighton & Hove the number of people aged 65 or above is projected to increase by 12% between 2011 and 2021. Within this, there is a projected 48% increase of people aged 90 and above. Life expectancy at 65 is currently 18.6 years for men and 21.1 years for women. However, healthy life expectancy is currently 63.6 for men and 66.5 for women meaning that many older people might expect to live into older age with a limiting long-term illness or disability.
- 3.2 Although the largest proportion of sheltered tenants are aged between 65 and 74 (32%) those who are very old (those aged 85 and over) now account for 20% of the sheltered population.
- 3.3 There are currently 2500 people over 60 registered on the council's housing register for housing - of these about 700 have expressed an interest in sheltered housing. Research carried out by the housing Policy and Performance team in December 2013 indicated that some older applicants had not considered this housing option or didn't know how to apply for it.

3.4 This demographic change, with an expected increase in demands upon health and social care services, is happening against a continuing background of austerity within the public sector. The council has to save £102m over the period 2015/16 to 2019/20, around 30% of the net budget. Around £62m is a result of reducing government grant whilst the remaining £40m comes from increases in the cost and demand for services, particularly a pressure on social care services.

3.5 There is a local and national emphasis on a more preventative approach to health and social care. This report is therefore set within the following strategic context:

- The Health & Social Care Act 2012 transferred the responsibility for delivering public health from the NHS to local government and highlighted that more needed to be done to prevent ill health.
- The council's Corporate Plan 2011-15 identified a priority to tackle inequality by supporting vulnerable people to live healthy, independent lives and to provide decent, affordable housing.
- The council's Sustainable Community Strategy identified a priority to maximise the use of housing to provide a basis for delivery of health, care and support services to vulnerable people.
- The council's Sustainability Action Plan identified a principle (as one of its ten 'One Planet Principles') to encourage active, sociable living to promote good health and wellbeing.
- The council's market position statement for Adult Social Care 2014 identified a commissioning priority for preventative services that delay or reduce the need for social care. Sheltered housing was identified as having a significant role as a preventative service.
- The Housing Strategy 2015-2020 identifies that that sheltered housing has an important role in improving social networks and wellbeing and that it should develop better links with neighbouring communities.

3.6 Given the changing context in which the sheltered housing service operates, a major review was commissioned in March 2013. The review, conducted in collaboration with the Chartered Institute of Housing (CIH), aimed to ensure that the service not only retained its strategic relevance, but also delivered one which would be most beneficial and welcomed by older people. One of the main objectives of the review was to better define the aims and purpose of the service. This objective was shared by the Senior Housing Action Group who requested that the council set a clear policy for the service.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 Following the service review, the findings have been used to better define the aims and purpose of the council's sheltered housing service. The revised offer is included as an appendix.

- 4.2 The revised offer takes a more positive approach to ageing, recognising an 'asset' approach in which older people build upon their strengths, skills, capacities and abilities to keep or remain as well and happy as possible. This replaces a largely 'deficit' approach to ageing which focuses on problems, needs and deficiencies – with staff working to see how gaps can be met. It is recognised that a deficit approach can result in disempowerment and dependency whilst an asset approach encourages the active involvement and co-operation of service users as equal partners. This shift in emphasis towards active ageing not only reflects the findings of the review in providing more opportunities to participate, but also the wider strategic commitment to developing a more age friendly city.
- 4.3 The revised offer strengthens the role of its staff supporting and encouraging residents to stay well rather than predominately focusing on intervening when someone falls unwell. This focus on prevention not only reflects the finding of the review in working more closely with health and social care, but also reflects the wider strategic shift towards preventative services.
- 4.4 The revised offer makes explicit the community aspect of sheltered housing and encourages the development of sociable communities. One of the key benefits of sheltered housing has been its communal facilities and the opportunities for residents to live in a more sociable and neighbourly way. This focus not only reflects the recommendations of the review with regards to developing social activities but also wider strategic shifts towards tackling loneliness and isolation in the city.
- 4.5 The revised offer highlights a commitment to being more explicit about the outcome and benefit of the service. Although not expressed within the review or by tenants, it is essential, given the national and local financial context, that as well as setting out what the purpose of the service is, the offer also makes a commitment to being clearer on cost and value by introducing an annual value statement and reviewing the current performance framework.
- 4.6 The revised offer continues to support the role of the site-based scheme manager. A proposal had been made by the council in 2008 to change the delivery of the sheltered service from site-based scheme management to a more team-based approach. This proposal was rejected by the Senior Housing Action Group and resulted in a petition of 750 sheltered residents formally requesting the retention of site-based scheme managers. A similar proposal made by the CIH in their final report to cluster scheme managers and develop a floating support service has been considered but rejected as it is inconsistent with a model of delivery favoured by senior residents and expressed by the Senior Housing Action Group. The service offer therefore retains the site-based scheme manager as a key element of its service and through a remodelling of the charging mechanisms in April 2014 is increasing the numbers of full time scheme managers from 21 to 25 employees.

5 REVIEW RECOMMENDATIONS AND ACTIONS TAKEN

- 5.1 As well as the findings providing the basis for the service offer, the recommendations of the CIH have also been used by the service to make a range of improvements:
- 5.2 The review recommended that the current allocation system for sheltered housing be improved. As a result, a project is currently underway reviewing the process for letting sheltered housing to see where it can be more efficient and improve customer focus. Getting the letting process right was identified by the Senior Housing Action Group as a priority for the service and comments from the Area Panels also echo this concern.
- 5.3 The review recommended a comprehensive asset review and commented on the high number of studio flats with the poor living space this provided. As a result, a comprehensive asset review was undertaken by the Asset Review Manager with a recommendation to remodel the current studio flats into one bedroom flats. These recommendations were agreed by Housing Committee in January 2015 and a programme for works is now under development. A pilot to remodel studio flats into one bedroom flats has already been successfully carried out at Sanders House and is currently underway at Evelyn Court.
- 5.4 The review recommended that the council improve the way in which communal areas are decorated to make them more vibrant. As a result, a decorating programme has already improved a number of our sheltered schemes during 2014 to 'Rainbow Standard' ensuring a better environment for those with a visual impairment. A recommendation for a cyclical programme to improve communal areas was agreed by Housing Committee in January 2015 as part of the Asset Review. The service is also working closely with the Fabrica Art Gallery and other local arts groups to improve the visual arts within the schemes.
- 5.5 The review recommended that the service develop a city wide approach to opportunities for tenants to participate in activities. The service now hosts over 70 regular activities each month including exercise classes, art and singing groups, coffee mornings, bingo and community support groups. The service sees over 400 attendances at such events each week and over 100 attendances from those who don't live in the scheme where the event is being hosted. As well as combatting loneliness, events can help keep older people physically active and the service sees at least 100 attendances each week in activities where exercise is an element such as gentle exercise, boccia, bowls, line dancing and tai-chi. The improvements to the communal areas (including progressive security where required) agreed at Housing Committee in January 2015 as part of the Asset Review will help encourage further use of these facilities for social activity.
- 5.6 The review recommended a consistent approach to older people engaging in the wider community and that a post be funded to co-ordinate this. At the time of the review, Adult Social Care had commissioned the Fed to take on a co-ordinating role across the city to improve social connectivity amongst older people. Rather than duplicate a co-ordinating role, the service now sits on the Citywide Connect Partnership Board alongside The Fed ensuring that sheltered schemes work closely with other agencies to improve relationships and address loneliness. The

revised offer strengthens the role of sheltered housing in developing sociable and compassionate communities.

- 5.7 The review recommended that sheltered housing develop and deliver a wide range of services including health checks, screening and health promotion activities. As a result the service now works closely with Public Health and sits on the Age Friendly Steering Group. In 2014 the service worked with the NHS to promote smoking awareness and winter flu vaccination, and with the Brighton & Hove Food Partnership to promote the healthy weight service. The revised offer strengthens this preventative health role.
- 5.8 The review highlighted a concern about a lack of consistency in front line staffing. Following a remodelling of the charging mechanism for the service in agreed by Budget Council on 5 March 2014, the number of scheme managers within the service staffing structure has been increased from 21 to 25 employees. New staffs have been recruited with tenant representation on the recruitment panel.

6. COMMUNITY ENGAGEMENT & CONSULTATION

- 6.1 The Older Persons Housing Manager and the Chair of the Senior Housing Action Group gave a joint presentation at the Housing Management Sub-Committee in March 2013 setting out why a review was required.
- 6.2 The review of sheltered housing was undertaken by the Chartered Institute of Housing (CIH) between April and December 2013.
- 6.3 The CIH carried out group discussions at 17 sheltered schemes on 15 and 16 May and 27 and 27 June 2013. Individual discussions were offered for those who wished to have a more private conversation with the CIH.
- 6.4 The CIH carried out a survey delivered to all sheltered residents between June and July 2013. There were 160 replies to the survey.
- 6.5 The CIH met with representatives of Adult Social Care, Supporting People, Public Health and Age UK Brighton, Hove & Portslade on 19 September 2013.
- 6.6 The CIH held an 'appreciative inquiry day' on 24 October 2013 involving both tenant representatives and sheltered staff enabling them to consult jointly with both groups on proposals for a future sheltered service.
- 6.7 The initial findings of the review were presented to the Seniors Housing Action Group on 8 January 2014 with a further presentation once the final report had been received on 12 March 2014. A tenant only meeting of the Seniors Housing Action Group was held in April 2014 to discuss the findings of the review.
- 6.8 The findings of the review were presented to the Housing Management Consultative Sub-Committee on 11 February 2014.
- 6.9 The revised service offer was discussed and agreed by the Senior Housing Action Group on 14 May 2014.

6.10 The proposal to change the name of sheltered housing was raised by sheltered representatives at the Senior Housing Action Group meeting on 9 July 2014. Representatives consulted with their members and held a tenant only meeting in August 2014 to further discuss the proposal. A formal vote was made at the Senior Housing Action Group Annual General Meeting on 10 September 2014 with the recommendation that the name be changed to 'Senior Housing – Independent and Community Living'. The name of the group was also formally changed from 'Sheltered Housing Action Group' to 'Senior Housing Action Group' by majority vote at the same meeting.

6.11 The revised service offer was presented to the four Area Panels during January and February 2015. All panels welcome the report.

6.12 The East Area Panel had no comment on the report.

6.13 The Central Area Panel made the following comments:

- The panel welcomed the focus on housing for older people rather than a service that accommodated a wider range such as younger people and/or those with higher need (vulnerable). However, there was also a concern about the adequate provision of accommodation for younger and vulnerable people living in the city.
- There was a request for more information on the redevelopment of studios into one-bed accommodation.

6.14 The West Area Panel made the following comments:

- There were concerns that some sheltered residents still faced difficulties in moving within their own scheme when needed despite a local letting plan aimed at making this an easy process.
- There were concerns about the health inequalities noted within the report.

6.15 The North Area made the following comments:

- There were concerns that younger people with complex needs could present a potential risk to older people if housed in sheltered housing.
- It was felt 50 was too young to be considered a 'senior' when considering suitability for sheltered housing.
- The report was welcomed, but concern that it might be difficult to recover a sense of community in some sheltered communities where this had been lost.

7. CONCLUSION

7.1 The report recommends that a new service offer for residents be agreed and that the name of the service be changed to 'Senior Housing – Independent and Community Living' to reflect the revised aims and purposes. These recommendations are based on a substantial service review and tenant consultation.

8. **FINANCIAL & OTHER IMPLICATIONS:**

8.1 Financial Implications:

The Service offer document describes the service offered to our residents in Sheltered Accommodation. The Housing Revenue Account (HRA) budget 2015/16 is calculated to ensure that this level of service can be maintained in our 23 schemes.

Finance Officer: Monica Brooks Consulted: Date: 6 February 2015

8.2 Legal Implications:

As the Housing Committee has overall responsibility for the council's housing functions, approval of the proposed changes to the service offer are within its powers. Where changes to a service are proposed, proper consultation with those affected is necessary. The consultation had been appropriate.

Lawyer Consulted: Liz Woodley Consulted: Date: 5 February 2015

8.3 Equalities Implications:

A health and wellbeing and inequalities screening tool and an Equality Impact Assessment (EIA) have been completed. There are opportunities to work more closely with Public Health in improving the health, wellbeing and connectivity of older people. The EIA identifies the need to provide a service more reflective of the diversity of older people, and the offer highlights this. However, the service will need to ensure that it is able to listen and respond effectively to the BME, LGBT and some under-represented faith communities. The service will also need to work closely with carers, both those who support residents and residents who are carers themselves. The EIA identifies that better promotion of housing options is required to ensure that people are housed in the most appropriate accommodation for them.

8.4 Sustainability Implications:

The revised aims and purposes have been designed to better align the sheltered service with the One Planet Principles., in particular the need for the council to encourage active, sociable and meaningful lives that promote good health and wellbeing.

8.5 Crime and Disorder Implications

There has been a significant impact on some sheltered communities due to anti-social behaviour, particularly where alcohol dependency issues or very complex need have been a significant factor. This may stem from a misunderstanding of the role of the sheltered service, with some equating it with high level supported housing provision such as a hostel or resettlement accommodation. The service offer re-establishes sheltered housing as a form of retirement housing. In line with the draft housing strategy it is anticipated that the right people are housed and that the risk of inappropriate allocation or referral are minimised.

8.6 Risk and Opportunity Management Implications:

The service offer establishes more opportunity for the sheltered service to align itself with a wider strategic context, particularly in its preventative role. In keeping older people well and promoting healthier living, it is hoped that this will delay the need for more intensive and costly health and social care intervention.

The Frontier Economic Ltd Report 'Financial benefits of investment in specialist housing for vulnerable and older people' commissioned by the Homes & Communities Agency in 2010 sets out the evidence to demonstrate that there is a cost benefit for older people living in specialist housing as a result of this preventative role. The opportunity is therefore for such costs benefits to be realised within the city. The risk is that benefits won't be realised or properly evaluated.

The service offer and the recommendations of the assert review provide a more aspirational housing offer for older people. There is an opportunity that more older people will see sheltered housing as a positive option for them to 'age in place' rather than as an institution to move to as a result of a crisis. This may encourage more older people to benefit from sheltered housing at an earlier stage. It may also encourage greater take up of sheltered housing, particularly from those wishing to downsize from larger council accommodation.

SUPPORTING DOCUMENTATION

Appendices:

1. Service Offer

Documents in Members' Rooms

None

Background Documents

1. Senior Housing Service Offer Equalities Impact Assessment
2. Senior Housing Service Offer Health and Wellbeing Screening Tool

Seniors Housing Independent and Community Living



The council has 23 Senior Housing schemes across the city. Senior housing offers:

- **Building and facilities:** including self-contained flats and communal areas for the benefit of residents, such as lounges and gardens.
- A **secure and structured environment**, with 24 hours community and fire alarm provision, managed main entrance door access and CCTV as well as on-site scheme manager support.
- A **named scheme manager** who normally works Monday to Friday and who will engage with residents and the community.
- A **sociable community** of older people, who can offer their time, skills friendship and knowledge.

Eligibility

Seniors Housing is a positive choice for older people who want to age well and participate in a sociable community.

We are part of the choice based letting scheme, which means that applicants need to complete a housing register application form to be assessed by Homemove. There is an additional support need assessment form for those interested in Seniors Housing.

The service currently operates a Local Letting Plan to help existing sheltered tenants move to another (council) sheltered home.

All new tenants are offered a year introductory tenancy.

Mission Statement

To provide a responsive and consistent housing management service for older people that ensures that all schemes provide a safe, enjoyable and well maintained living environment with effective referrals where additional support needs are identified.

Aims and Purpose

In meeting our mission statement, the aims and purpose of our service are to:

- Provide well-designed and maintained housing enabling residents to live comfortably as they age.
- Enable residents to live and age well so they can keep well and remain independent, safe and happy at home.

- Offer opportunities for residents to comfortably maintain or improve their health, care, resilience and wellbeing.
- Build vibrant, sociable and compassionate communities so residents can sustain friendships and feel a sense of belonging and connectedness.
- Create opportunities for residents to enjoy using their own personal skills, creativity, interests, knowledge and abilities.
- Intervene in a timely and sensitive way where someone isn't thriving so they receive the help, care and/or support they need to enable them to do so.
- Work collaboratively and creatively with a wide range of people and organisations to improve the lives of people and the communities in which they live.
- Ensure that the most vulnerable residents are properly supported, and particularly those at risk from harm or those who feel socially isolated and lonely.

Our Service Approach

In delivering our service:

- Each home is let unfurnished, although an electric cooker and fridge can be provided where needed. Each home is supplied with an in-built community and fire alarm enabling a 24 hour response in a fire or other emergency. A pendant alarm is provided to those who need one. CCTV is provided in flats so that residents can identify their callers using their television.
- Each scheme has a range of communal facilities which may include a communal lounge, garden, guest-room, car-parking areas and hobbies room. These facilities vary from scheme to scheme. These facilities are cleaned and maintained by contractors, details of which are publicly displayed on our notice boards.
- Each scheme has its own dedicated and named scheme manager(s).
- Each resident is offered the opportunity of a wellbeing call from the scheme manager, Monday to Friday. This is personalised both for those who would like less contact or those who need a little more support. Our commitment is that everyone is accounted for by the end of each working week.

- Each resident has the opportunity of completing a wellbeing plan to encourage active ageing. This is a self-managed plan so that it can be completed by the resident in their own time, or with the support and encouragement of the scheme manager. A more personalised plan is provided for those at a point of crisis and is focused towards re-enabling them to live independently again.
- Each scheme has a planned series of activities, events, meetings, guest speakers and promotions to encourage and promote good health, active living and wellbeing. Residents and staff are actively involved in developing and participating in these together.
- Each new resident is offered the opportunity of attending an induction session to introduce them to living and ageing well in sheltered housing.

The service is managed by a specialist team based at the Housing Centre in collaboration with other housing staff.

Details of the service are described in a service handbook to complement the council's tenant handbook and maintenance guidelines.

Valuing Ageing

Seniors' Housing operates within the council's values of respect, collaboration, efficiency, customer focus, creativity and openness. These values inform all what we do as a service.

And as our customers are older people we value what it is to age. In particular we believe:

- In an active approach to ageing. Our residents should be able to age well and enjoy an active, meaningful and satisfying life with the help and support of our services.
- In a positive approach to ageing. The service focuses on what people can do as they grow older, on their strengths and capabilities, rather than simply what they are not able to do.
- Everyone is unique and has their own personal life story. Our service treats our residents with dignity and respect and recognizes their own unique personalities - their life history, wishes and aspirations, likes and dislikes.
- In the value of personal relationships. Our service recognizes the importance of our residents' friends, family and carers and the community in which people live.

Sociable and Compassionate Community

Although residents have the privacy of their own home, a seniors housing scheme is at heart a sociable and compassionate community.

A sociable and compassionate community is one where residents share a sense of neighbourliness, connectivity and belonging. This might be expressed by someone coming along to a social event, being supportive when someone is bereaved or lonely, or simply having a chat with a neighbour.

We encourage a sense of community by:

- Having communal areas, such as lounges, gardens, and other shared facilities.
- Seeing what residents would like to do, how they would like to get involved and contribute to the life of the scheme and the wider community, particularly where people can use, share and develop their own personal skills, abilities, interests and knowledge.
- Encouraging and supporting tenant participation, particularly those where residents take the lead, such as tenant associations, social clubs and resident led social activities and initiatives.
- Promoting a wide range of activities and events which foster a sense of community, not only within the scheme but also within the wider neighbourhood and beyond.
- Coordinating activities and events across the city so that residents can benefit from activities and opportunities in other schemes and beyond.
- Collaborating with other organisations in the city, especially those which have special programmes for older people or those which are set up to address social isolation.
- Recognising the value of diversity, and encouraging residents to contribute and benefit in what-ever ways they can.
- Remembering and celebrating the life of the community and those who are and have been part of it.

We take a creative approach to developing a sociable community. This means that alongside more traditional social activities, we'll also seek to develop those which encourage personal creativity, such as art, writing or book groups; those which encourage activity and personal wellbeing, such as gentle exercise classes or complementary therapy; those which promote good health such as health checks and screenings; and those which reflect a more diverse community, such as activities that appeal to an increasing population of older people in the BME or LGBT communities.

We are committed to ensuring our schemes work well with the community and will support activities and events which are open to older people living nearby. We hope that a dynamic relationship will be fostered between a scheme and its local neighbourhood.

Of course, in building sociable communities we'll take special care to support those who, for whatever reason, might feel unable or unwilling to participate in the life of the scheme e.g. by providing more individual and therapeutic support, or by working collaboratively with befriending organisations.

Customer Focus

We want a more dynamic and active relationship with our residents as we believe that this is essential in delivering good local services and creating sociable communities. Listening and responding to what our residents tell us at a local and service level is an important part in helping us developing this relationship. To do this we'll:

- Hold regular 'house meetings' and meetings with tenants associations.
- Support 'house newsletters', particularly those produced by residents, and use letters, posters and notice boards to keep people updated.
- Conduct and actively use customer satisfaction and other surveys.
- Use the council's complaints process to learn where we can improve the service where things go wrong.
- Work with our Resident Involvement Team to support the Sheltered Housing Action Group and the tenant participation movement.
- Support wider participatory groups supporting older people and local neighbourhood groups.
- Listen to the individual as well as the community voice.
- Involve residents more in the delivery of our service at a local level.

Each community is different, and we are committed to helping each scheme develop and celebrate its own unique and local flavour.

Encouraging Good Health and Wellbeing

Our work helps people keep well and prevents them from becoming frailer and less independent while supporting those already unwell or frail. In particular we aim to:

- Increase the healthy life expectancy and well-being of residents.
- Delay and reduce the need for residents to have additional care and support.
- Enhance the quality of life for residents with long term conditions and those with care and support needs.
- Support residents during their recovery from ill-health or at times when they temporarily need more care and support.
- Safeguard residents whose circumstances make them more vulnerable and protect them from harm.

We do this by working more closely with Health, Public Health and Adult Social Care along with other organisations that support the good health and wellbeing of older people. In particular, as a preventative service, we:

- Work closely with local G.P practices, and ensure that residents are registered with their local doctor and dentist.
- Support good health promotion, such as stop smoking services, winter flu vaccination, health checks and cancer screening.
- Encourage more physical activeness and activities.
- Encourage activities that promote good mental wellbeing and social engagement, such as learning, volunteering, and participation.
- Encourage ways to tackle feelings of loneliness and isolation.
- Use the 'Five Ways to Wellbeing' (connect; be active; take notice; keep learning; give) in our approach to encouraging and promoting good mental wellbeing.

However well the service prevents or delays residents from becoming more unwell or frail, there will always be times when people develop more complex or severe health and care needs.

Supporting Differing Needs

Our approach to residents who are more frail is to facilitate additional personal and practical support to help them lead a full and active life; to maintain their safety, independence and dignity, and for them to have choice and control over the services they receive.

This additional support may be provided by the city's health, social care and housing support services, or specialist organisations. The service will work especially close with any integrated health and care services ('Better Care') developed to address frailty.

We identify and make best use of these allied services to ensure a rapid and complete response to the housing and support needs of people with higher or more complex need, and particularly those in crisis. Our teams work in an effective and co-ordinated way with these allied services to ensure timely interventions that result in clear and agreed outcomes.

We work closely with carers, both paid and unpaid. We ensure that residents who are carers themselves are properly supported, for example, by arranging a carer assessment or emergency back-up plan.

The time may come when residents are unable to live independently or thrive comfortably in Seniors Housing, even with support. Where this is the case we'll work sensitively with allied services to enable residents to move onto more suitable housing with care and support.

We aim to work closely with palliative and other health and care services, along with family, to support those at the end of life who wish to die at home.

In line with our approach to ageing, we recognise that people with high or complex needs are of course unique individuals – two individuals with the same condition or diagnoses may have very different lives, needs, preferences or aspirations. We always ensure that we don't label people by any diagnoses or condition and treat people as individuals.

Good House Management

We want our schemes to be accessible, spacious, safe, age-friendly, and enjoyable places in which to live. This means good house and building management.

We ensure that our schemes are well maintained, that health and safety checks are carried out and that communal areas are accessible for all tenants.

Seniors Housing staff are responsible for liaising with our maintenance teams (including both day-to-day and planned maintenance), car parking team and cleaning and grounds maintenance services. We include residents in the selection of contractors and monitoring the quality of these services, wherever possible.

Our Seniors Housing schemes were built between the 1960s and 1990, and the fabric and facilities are reviewed constantly to ensure they meet the needs an ageing population. Future investment, improvement and development are planned systematically through an asset management approach. Our asset

review and investment plans are made available to all residents and tenant associations. The latest Seniors Housing Stock survey has been carried out in parallel to this service review.

We adopt 'One Planet Principles' in the overall management of our schemes, particularly in our approach to saving energy, reducing waste and having a sustainable approach to materials and water. In gardens and other external spaces we encourage a more sustainable approach to land use and wildlife and support local food production.

Cost and Value for Money

A weekly intensive housing management charge is paid as part of the weekly rent for our Seniors Housing services. It is eligible for housing benefit. To ensure transparency and value for money we:

- Provide an annual value for money statement.
- Are clear on the cost of the service.
- Are clear on what is being delivered and how well we are delivering.
- Regularly evaluate the cost, value and quality of our service through surveys and other evaluation methods.

To ensure good performance, we:

- Listen and respond to tenants' views through the consultative structure and house meetings.
- Contribute to housing quarterly and annual reports.
- Promote good work in the housing Homing In magazine and through tenant meetings and newsletters.
- Conduct customer satisfaction surveys and use them to improve our service.
- Involve and report to residents on cleaning standards.
- Use the council's Tenant Scrutiny Panel to look at particular service areas and recommend change and improvement.
- Listen and respond to the views of the wider community.

Seniors Housing Staff

Seniors Housing staff focus on our purpose and values, putting people first and working flexibly, creatively and locally to help our residents age well.

They have a range of different skills, knowledge and experience, and all members of the team have worked in front-line positions during their careers. The service has a strong commitment to professional development. Many staff have a recognised housing qualification.

Scheme Managers

Each scheme has a named scheme manager who acts as the first point of contact for Seniors Housing tenants. The scheme managers work Mondays to Thursdays, 8.30am to 5pm and Fridays 8.30am to 4.30pm (although there may also be some flexible working arrangements to account for childcare or other individual circumstances).

Our scheme managers are responsible for:

- Carrying out the daily call service.
- Being the first point of call in an emergency.
- Acting as a 'professional observer' on-site, and keeping regular contact with tenants and those who support them.
- Supporting tenants to age well through low level tenancy support.
- Intervening when tenants are not able to live independently and collaborating with allied services where necessary to enable them to do so.
- Facilitating and promoting communal social events and activities and encouraging a sociable and compassionate community.
- Managing the premises including site checks, liaising with contractors and health and safety.

As each scheme is a very different community, the service may vary from scheme to scheme depending on local issues and priorities.

Our scheme managers work across the city in small teams, each managed by a team manager. Staff will work to support each other across the teams and across the city, covering absence, for example. The team manager is responsible for decisions regarding the day-to-day operation of the scheme managers.

Seniors' Housing Management Team

Our management team have day-to-day operational management for the service and are based at the Housing Centre in Moulsecocomb.

Our team managers have an essential role in supporting our scheme managers deliver the service. In particular they are responsible for:

- Line management such as staff recruitment, supervision, appraisal, performance management, absence management, team support and development, and dealing with capability and disciplinary issues.
- Supporting staff to improve the systems for delivering the service well.

- Low level tenancy support and liaising with other housing staff to manage issues of anti-social behaviour, complex need management and safeguarding.
- Health & Safety management, such as undertaking the site risk assessment and accident investigation.

The Senior Housing Manager is responsible for the overall service management of the service, including:

- Budget management
- Strategic management including business planning.
- Strategic collaborative working
- Service health and safety and business continuity.

The Senior Housing Admin Officer provides administrative support to the sheltered service including:

- Responding to calls and e-mails.
- Processing sheltered invoices and bills.
- First point of contact for sheltered empty properties.

All staff are employed by Brighton & Hove City Council and adhere to all policies and procedures of the council. Agency staff may be used as a short-term measure and are expected to comply with all policies and procedures.

Contacting Us

A list of all our schemes and scheme managers is enclosed as an appendix. All schemes have a telephone and each scheme manager is on the council's e-mail system.

The management team is located at:

**Housing Centre
Unit 1
Fairway Trading Estate
Eastergate Road
BRIGHTON BN2 4QL**

**Phone: 01273 293255
E-mail: sheltered@brighton-hove.gov.uk
Website: www.brighton-hove.gov.uk/sheltered**

Subject:	Pilot of Level Access Shower Installations: Update		
Date of Meeting:	4 March 2015		
Report of:	Executive Director of Environment, Development & Housing		
Contact Officer:	Name:	Janine Healey	Tel: 293314
	Email:	janine.healey@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 In March 2014 a report to review the Brighton & Hove (Property) Standard came to Housing Committee. The report included an approved recommendation to run a 12 month pilot enabling one bed ground floor flats that become empty and require a bathroom replacement, to be considered for the installation of a level access shower instead of a bath.
- 1.2 As requested by Housing Committee, this report provides an update following the pilot.

2. RECOMMENDATION:

- 2.1 To note the positive impact this pilot has had, in terms of increasing the number of accessible council owned properties for people in housing need in Brighton & Hove.
- 2.2 To continue to proactively deliver the installation of level access showers by identifying suitable one bedroom ground floor properties when they become empty.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 This pilot was introduced as part of the review of the Brighton & Hove (Property) Standard, with the aim of increasing the number of properties within the council owned housing stock that are suitable for people with mobility difficulties.
- 3.2 On 10 September 2014 a recommendation was approved by Housing Committee to introduce an Adaptations Policy for council owned and managed properties. It is appropriate to consider including this area of work within that policy.

4. RESULTS OF PILOT

4.1 The table below provides information for all nine properties identified as suitable for the installation of level access showers to date. Three of these properties have been successfully re-let to tenants with accessibility requirements, four have become empty recently and empty property works are underway and one is advertised in Homemove for re-letting (at time of writing this report 16 Feb 2015).

Ward	Total calendar days empty	Number of Homemove bids	Time on waiting list of person re-housed	General repair cost to re-let(excl. shower)	Cost of adaptations to property
Moulsecomb & Bevendean	45 days	65 bids	Band C May 2010	£986	£3540
Moulsecomb & Bevendean	21 days	97 bids	Band B August 2012	£1600	£3623
Queens Park	10 days	198 bids	Band A May 2014	£1411	£3322
North Portslade	Empty	Empty homes work underway			
East Brighton	Empty	Currently advertised in Homemove			
Hangleton & Knoll	Empty	Empty homes work underway			
Goldsmid	Empty	Empty homes work underway			
Hollingdean & Stanmer	Empty	Empty homes work underway			

4.2 It was anticipated that up to 15 properties a year would become available and be suitable for this work. There were a total of 81 one bedroom ground floor flats that were re-let during the period of this pilot. Of these, eight properties were actually suitable for the installation of a level access shower and categorisation as a Mobility 3 rated property. There are a number of factors that affect the mobility rating of a property including the property itself, the location of the property and local amenities and transport links. In order to adequately support tenants with a disability, level access showers were only installed in properties that would be suitable for a disabled tenant.

4.3 It was anticipated there would be no increase in the general repair costs to empty properties, and acknowledged that installing a level access shower would be more expensive than simply replacing a bath or carrying out repair work. However in many cases new tenants move into properties without adaptations and subsequently contact the council through Access Point and request adaptations such as level access showers. Details of the cost of installing level access showers in each of the eight properties is included in the table at 4.1.

- 4.4 Two of the properties that were re-let during the pilot were let to people that have been on the waiting list for a considerable time (two years and five years). The three properties that have been successfully re-let were empty for an average of 25 days, compared to similar properties citywide that were empty for an average of 21 days indicating there is a demand for properties with level access showers and that the pilot has successfully provided accommodation for individuals that were not previously in suitable accommodation.
- 4.5 The residents of both these properties have not made a subsequent request to Housing Adaptations for assessment for further adaptations indicating that the level access shower met their mobility requirements.
- 4.6 All eight of the properties identified have been advertised with a Mobility 3 category. This means that people with a mobility need will be prioritised for shortlisting.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 This report was presented to tenant representatives at the Area Panel meetings held during January and February 2015 and was well received. There were a number of queries and comments from members of Area Panels and reassurance was provided on the following:
- 5.2 East Area Panel
- Question: The ground floor flats in Craven Vale can only be accessed by numerous steps, would level access showers be placed here?
 - Response: Only properties that meet the Mobility 3 criteria for Homemove would be considered for the installation.
 - Comment: "It seems a good idea to me"
 - Comment: Confirmation that it is not a wet room but a level access shower being installed and what the difference is.
 - Question: How many properties will benefit from the scheme?
 - Response: Across the city there will be 15 to 17 properties that will benefit.
- 5.3 North Area Panel
- Question: Will this include installation of wet rooms?
 - Response: Wet rooms will not be installed as part of this scheme, due to the scale and cost of work impacting budget and length of time the property remains empty.
 - Comment: "Level access showers in sheltered accommodation have supported residents to live independently."
- 5.4 West Area Panel
- Question: What will happen when the properties become void?

- Response: When the property becomes empty again, it will be re-advertised in Homemove as a Mobility 3 property – the shower will be retained.
- Question: Will the issue be discussed with Tenant Disability Network (TDN) because they have done some work with Housing Adaptations around proactively identifying areas of the city that lend themselves to being accessible properties?
- Response: Janine to pass details to a colleague working on a policy in this area.

5.5 Central Area Panel

- Question: Does the work mean the property is empty for longer?
- Response: The installation work does meet the targets for repair time and therefore is not expected to negatively impact on the total time the property is empty.

6. **CONCLUSION**

- 6.1 Installing level access showers in empty properties has not negatively impacted on the time the property remained empty or the time it took to complete the work. Although the pilot has involved a small number of properties they have all been completed within reasonable times and some have been let quicker than properties without these adaptations.
- 6.2 Financial control will occur via budget setting and established Targeted Budget Management processes to ensure that the empty property repairs budgets and bathroom installations budgets are not adversely impacted.
- 6.3 Adopting this as a policy will continue to enable our residents to live independently whilst offering increased value for money for the Housing Revenue Account and providing a good customer experience.

7. **FINANCIAL & OTHER IMPLICATIONS:**

7.1 Financial Implications:

- 7.1.1 It is estimated that eight level access showers will be installed as a result of this project during 2014/15. These costs will be met from the HRA Capital Programme for 2014/15. This scheme should achieve good value for money as the costs of the adaptations is likely to have occurred anyway and possibly in a property that would not be 'Mob 3' compliant.
- 7.1.2 For 2015/16, it is estimated there will be 15 level access showers fitted at an estimated cost of £0.053 million. This will be funded from within the HRA Capital Programme 2015-18 and is in addition to the £1.150 million adaptations budget held within the HRA. Adding this scheme into the adaptations policy for tenants, will help to ensure the adaptations budget for the HRA is managed effectively.

Finance Officer Consulted: Name Monica Brooks Date: 18/2/2015

7.2 Legal Implications:

7.2.1 There are no significant legal implications arising from recommendation 2.2.

Lawyer Consulted: Name Liz Woodley Date: 16/02/2015

7.3 Crime & Disorder Implications

7.3.1 None identified at this stage.

7.4 Sustainability Implications

7.4.1 Mears Group deliver adaptations work across the city to council owned properties (via Housing Adaptations & Occupational Therapy) and installing level access showers into empty properties will ensure the consistency of a quality product.

7.4.2 Carrying out this work when the property is empty means the installation process is efficient and delivers increased customer service as there is no disruption for the resident.

7.5 Risk & Opportunity Management

7.5.1 None identified at this time.

7.6 Public Health Implications

7.6.1 Supports residents living independently at home in accommodation that is suitable for their individual needs.

7.7 Corporate/ Citywide Implications

7.7.1 Addresses a specific housing need by increasing the supply of accessible homes within the city.

Subject:	Housing Management Performance Report Quarter 3 2014/15		
Date of Meeting:	4 March 2015		
Report of:	Executive Director for Environment, Development & Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: (01273) 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 This Housing Management Performance Report covers the third quarter of the financial year 2014/15.

2. RECOMMENDATIONS:

2.1 That the Housing Committee notes and comments on the report, a summary of which went to Area Panels in January and February 2015.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter. Explanations of performance have been provided for indicators which are red or amber.

3.2 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

3.3 The report includes benchmarking figures from Housemark to compare our performance with other housing providers. Unless stated otherwise, all figures represent the top 25% of performers during the year 2013/14 and benchmark against our peer group of the following housing providers:

- Bristol City Council
- Derby Homes
- Enfield Homes
- Hounslow Homes
- London Borough of Croydon
- London Borough of Wandsworth
- North Tyneside Council
- Norwich City Council
- Plymouth Community Homes
- Southampton City Council
- Thurrock Borough Council

This group comprises local authorities and ALMOs (Arms Length Management Organisations) who have housing stock with similar characteristics to Brighton and Hove, including number of dwellings, ratio of flats to houses and proportion of high rise flats. The local authorities as a whole are not necessarily similar to Brighton and Hove in terms of demographics, although many are similar in terms of the overall level of deprivation.

4.0 Rent collection and current arrears

As the indicators and targets below are year-end, rather than for each quarter, no traffic lights or trend arrows will be applied until the quarter four 2014/15 report.

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Bench mark
1	Rent collected as proportion of rent due (end-year projected rate)*	98.66%	98.13% (£49.8m of £50.7m)	98.31% (£49.8m of £50.7m)	98.13% (£51.2m of £52.1m)	-
2	Tenants with more than seven weeks rent arrears	2.85%	3.4% (393 of 11,666)	3.6% (415 of 11,619)	4.1% (470 of 11,559)	-
3	Tenants in arrears	N/A	25.9% (3,023 of 11,666)	25.9% (3,008 of 11,619)	25.9% (2,995 of 11,559)	-
4	Tenants in arrears served a Notice of Seeking Possession	27.02%	19.4% (586 of 3,023)	26.8% (806 of 3,008)	16.5% (494 of 2,995)	-
5	Tenants evicted because of rent arrears*	Less than 0.29%	0.02% (2 of 11,666)	0.04% (5 of 11,619)	0.09% (11 of 11,599)	0.2%
6	Rent loss due to empty dwellings**	1.6%	0.95% (£472k of £49.7m)	1% (£495k of £49.7m)	0.88% (£450k of £50.9m)	1.0%
7	Former tenant arrears collected	18%	22.4% (£117k of £524k)	34.7% (£166k of £478k)	24.2% (£144k of £597k)	-
8	Rechargeable debt collected	11%	9.6% (£24k of £249k)	12.1% (£31k of £255k)	17.3% (£42k of £242k)	-

*The eleven rent arrears evictions carried out so far in 2014/15 were long-standing cases where arrears had built up over a number of years to reach a very high level (around £3,000 on average).

**This indicator is just for dwellings, whereas the rent collection indicator (row 1) includes rent due for car parks and garages.

4.0.1 Rent collected as proportion of rent due (end-year projected rate) by area

Area		Q3 2014/15	% full Housing Benefit	% partial Housing Benefit	% no Housing Benefit
1	North (includes Sheltered housing)	98.68% (£14.6m of £14.8m)	49% (1,672 of 3,439)	22% (759 of 3,439)	29% (1,007 of 3,439)
2	West	98.70% (£10.4m of £10.5m)	42% (949 of 2,269)	24% (537 of 2,269)	34% (782 of 2,269)
3	Central	98.29% (£9.5m of £9.7m)	52% (1,135 of 2,178)	20% (425 of 2,178)	28% (617 of 2,178)
4	East	97.21% (£16.6m of £17.1m)	39% (1,416 of 3,674)	26% (954 of 3,674)	35% (1,303 of 3,674)
5	All areas	98.13% (£51.2m of £52.1m)	45% (5,173 of 11,559)	23% (2,676 of 11,559)	32% (3,710 of 11,559)

N.B. Data relating to the proportions of tenants claiming Housing Benefit has been included to help provide context to the variations in the rate of rent collection between areas.

4.0.2 Tenants in arrears by amount

Amount of arrears	No. tenants (Q3 2014/15)	... as % of tenants in arrears (Q3 2014/15)
Under £5	95	3%
£5 to £49.99	562	19%
£50 to £99.99	498	17%
£100 to £199.99	550	18%
£200 to £299.99	327	11%
£300 to £399.99	232	8%
£400 to £499.99	171	6%
£500 to £999.99	372	12%
£1000 or more	187	6%
Total tenants in arrears	2,995	100%

4.0.3 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 1.

4.1 Empty home turnaround time and mutual exchanges

Performance Indicator (indicators are in calendar days)		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Status against target	Trend since last quarter	Bench mark
1	Average re-let time in calendar days (excluding time spent in major works)	18	18	19	22			23
1a	... as above for general needs properties	-	16	16	18	-	-	-
1b	... as above for sheltered properties	-	26	34	39	-	-	-
2	Average re-let time in calendar days (including time spent in major works)	45	39	51	64			37
2a	... as above for general needs properties	-	40	54	61	-	-	-
2b	... as above for sheltered properties	-	34	38	73	-	-	-
3	Decisions on mutual exchange applications made within statutory timescale of 42 calendar days	90%	-	-	90% (38 of 42)			-

4.1.1 As of quarter three, one indicator is on target (green) and two are below (red):

- Average re-let time excluding time spent in major works:**
Although the average re-let time for general needs properties remains on target at 18 days, the re-let time for sheltered properties has increased (from 36 to 39 days), which has brought overall performance to 22 days. Of the 35 sheltered lets, 27 were difficult-to-let properties. Our performance is good considering there was a greater workload for our staff and partners during quarter three, as the number of re-lets was high (191) compared to the previous quarter (160).
- Average re-let time including time spent in major works:**
The re-let time is skewed by two properties which had been empty for more than three years. They were formerly studio flats with shared facilities which underwent major refurbishment to merge them into two new self-contained flats. Both were listed in the empty properties appendices accompanying past versions of this report – one in Goldsmid and one in Central Hove.

4.1.2 A table presenting a summary of 62 dwellings that have been empty for six weeks or more is attached as Appendix 2, in order to provide a recent picture of long-term empty council properties across the city.

4.2 Property & Investment

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Status against target	Trend since last quarter	Bench mark
1	Emergency repairs completed in time	99%	99.7% (2,996 of 3,004)	99.8% (11,261 of 11,287)	99.95% (2,145 of 2,146)		æ	99%
2	Routine repairs completed in time	98.5%	99.9% (6,723 of 6,732)	99.8% (28,276 of 28,332)	99.7% (5,354 of 5,369)			98%
3	Average time to complete routine repairs (calendar days)	15 days	12 days	14 days	13 days		æ	-
4	Appointments kept by contractor	95%	97.2% (6,535 of 6,725)	95.5% (27,579 of 28,889)	97.4% (6,481 of 6,652)			99%
5	Tenant satisfaction with repairs (respondents during the quarter who were very satisfied or fairly satisfied)	96%	99.3% (1,766 of 1,778)	99.1% (5,525 of 5,576)	96.5% (1,667 of 1,727)		æ	95%
6	Responsive repairs passing post-inspection	95%	67.2% (1,195 of 1,778)	94.1% (4,023 of 4,276)	98.5% (844 of 857)			-
7	Repairs completed at first visit	85%	-	-	93.8% (7,050 of 7,516)		æ	95%
8	Cancelled repair jobs	Under 5%	3.6% (396 of 11,154)	3.3% (1,362 of 44,598)	5.3% (521 of 9,895)			-
9	Dwellings meeting Decent Homes Standard	100%	100% (11,798 of 11,798)	100% (11,733 of 11,733)	99.97% (11,677 of 11,680)			100%
10	Energy efficiency rating of homes (SAP 2009)	64.05	63.31	63.61	64.24		æ	-
11	Planned works passing post-inspection	97%	100% (345 of 345)	99.15% (1,163 of 1,173)	100% (222 of 222)			-
12	Stock with a gas supply with up-to-date gas certificates	100%	99.99% (10,362 of 10,363)	99.91% (10,284 of 10,293)	100% (10,260 of 10,260)		æ	100%
13	Empty properties passing post-inspection	98%	100% (151 of 151)	99.5% (655 of 658)	100% (195 of 195)			-

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Status against target	Trend since last quarter	Bench mark
14	Lifts – average time taken (hours) to respond	2h 30m	2h 12m	2h 59m	1h 14m		æ	-
15	Lifts restored to service within 24 hours	95%	96% (161 of 168)	97% (664 of 687)	98% (145 of 148)		æ	-
16	Lifts – average time to restore service when not within 24 hours	7 days	14 days	9 days	8 days			-
17	Repairs Helpdesk - calls answered	90%	-	-	94% (21,214 of 22,463)			-
18	Repairs Helpdesk - calls answered within 20 seconds	75%	-	-	77% (16,298 of 21,214)		æ	-
19	Repairs Helpdesk - longest wait time	5 mins	-	-	9 mins		æ	-

N.B. The target for 'repairs completed at first visit' was set at 85% when it was introduced for 2014/15, based on guidance from Housemark. However, as performance for the third quarter (94%) is well above this a higher target will be set for 2015/16.

4.2.1 A key achievement in quarter three was that all properties supplied with gas by the council had an up-to-date gas safety certificate as of 31st December 2014. As of quarter three, 15 indicators are on target (green), four are near target (amber) and none are below target (red).

The indicators near target are:

- Cancelled repair jobs**
 Of the 521 cancelled jobs, 235 (45%) of these were cancelled by the repairs team, due to duplicate orders being raised or orders with incorrect details; 157 (30%) were because access could not be gained to the property; 115 (22%) were due to no work required or were cancelled by tenants; and 14 (3%) were for other reasons. The cancellations made by the repairs team are continually monitored as part of monthly reviews carried out by Mears.
- Dwellings meeting Decent Homes standard**
 As of 31st December, three properties out of 11,680 were non-decent. All properties require new external doors to bring them up to the Decent Homes Standard.

- **Lifts – average time to restore service when not within 24 hours**
Only three lift repairs took longer than 24 hours, all of which required replacement parts to be ordered. As of end December, our year-to-date performance is less than five days, which is well within the seven day target.
- **Repairs Helpdesk – longest wait time**
On 45 out of 64 working days (70%) in quarter three, the longest wait time was within the target of 5 minutes. A wait of 8 minutes 54 seconds occurred on Monday 29th December, which was the first working day following Christmas, Boxing Day and the adjoining weekend.

4.3 Estates Service

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Status against target	Trend since last quarter
1	Cleaning quality inspection pass rate	98%	99% (150 of 152)	99% (723 of 729)	100% (127 of 127)		æ
2	Neighbourhood Response Team (minor repairs) quality inspection pass rate	99%	100% (190 of 190)	100% (821 of 823)	100% (144 of 144)		
3	Cleaning tasks completed	98%	97% (13,287 of 13,698)	98% (54,602 of 55,766)	97% (13,196 of 13,543)		
4	Bulk waste removed within 7 working days	98%	94% (744 of 792)	96% (2,786 of 2,889)	97% (667 of 689)		
5	Light replacements/repairs completed within 3 working days	99%	98% (686 of 698)	98% (2,180 of 2,216)	99% (642 of 649)		
6	Neighbourhood Response Team jobs completed within 3 working days	96%	97% (1,603 of 1,653)	96% (5,936 of 6,182)	97% (1,458 of 1,501)		
7	Graffiti removals completed within 3 working days	80%	89% (8 of 9)	86% (31 of 36)	88% (14 of 16)		

N.B. There are no comparable benchmark figures for the above indicators on Housemark.

4.3.1 As of quarter three, five indicators are on target and two are near target. The indicators near target are:

- Cleaning tasks completed**
 The slight (1%) decline in performance compared to the previous quarter was due to the service running on low staff for two weeks during the Christmas period. Although the target was missed in December (95%), it was met in October (98%) and November (100%).
- Bulk waste removed within 7 working days**
 Of 689 jobs to remove bulk waste, 22 missed the target. In most cases the bulk was in an enclosed area (13) or outdoors (3) rather than in common ways (6). Performance gradually improved during the quarter and was back on target by December.

4.4 Anti-social behaviour (ASB)

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15	Bench mark*
1	Cases closed without need for legal action	N/A	95% (83 of 87)	96% (476 of 495)	98% (104 of 106)	98%
2	Cases closed resulting in legal action	N/A	5% (4 of 87)	4% (19 of 495)	2% (2 of 106)	2%
3	Cases closed without eviction	N/A	98% (85 of 87)	98% (485 of 495)	98% (104 of 106)	99%
4	Cases closed resulting in eviction	N/A	2% (2 of 87)	2% (10 of 495)	2% (2 of 106)	1%
5	Customer satisfaction with high profile cases (victims of cases closed during the quarter who were very satisfied or fairly satisfied)	N/A	100% (9 of 9)	96% (26 of 27)	65% (11 of 17)	80%

*The benchmarking figures presented in this table cover 2013/14 but do not use our peer group. The data is sourced from 43 Housemark members who provided this data as part of a specialist ASB benchmarking exercise.

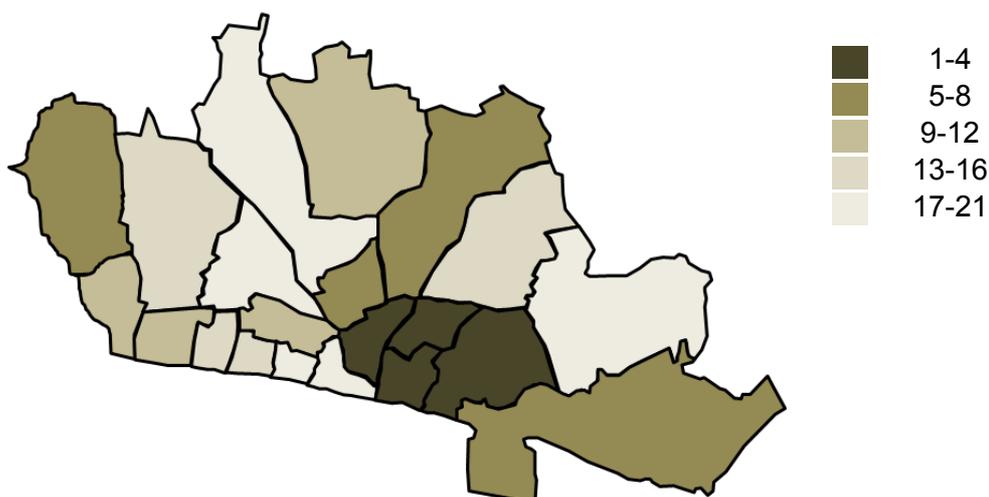
4.4.1 Reports of ASB incidents by type

Category	Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15
Personal (eg verbal abuse, harassment, intimidation)	N/A	8% (83)	9% (354)	10% (88)
Nuisance (eg noise, drugs/substance misuse, pets and animal nuisance)	N/A	16% (166)	18% (698)	12% (99)
Environmental (eg bulk waste and graffiti)	N/A	77% (819)	73% (2,878)	78% (653)
Total	N/A	100% (1,068)	100% (3,930)	100% (840)

4.4.2 Reports of ASB incidents by ward during the quarter

Ward	Personal incidents*	Nuisance incidents*	Environmental incidents*	Total incidents	Trend since last quarter	Total per 1,000 properties
Brunswick & Adelaide	0	0	0	0	-1	0
Central Hove	0	1	1	2	-2	22
East Brighton	14	5	171	190	-55	76
Goldsmid	3	0	19	22	-21	47
Hangleton & Knoll	7	5	27	39	-34	23
Hanover & Elm Grove	5	15	22	42	-12	77
Hollingdean & Stanmer	17	9	78	104	-14	67
Hove Park	0	0	0	0	0	0
Moulsecomb & Bevendean	13	2	23	38	-31	23
North Portslade	3	1	33	37	9	74
Patcham	1	3	21	25	-24	43
Preston Park	2	0	6	8	3	63
Queen's Park	11	45	167	223	-50	106
Regency	0	0	0	0	0	0
Rottingdean Coastal	0	0	2	2	2	69
South Portslade	2	0	20	22	-10	51
St Peter's & North Laine	7	12	29	48	-1	92
Westbourne	0	0	6	6	4	41
Wish	1	0	22	23	-25	45
Withdean	0	0	0	0	-1	0
Woodingdean	2	1	6	9	-4	18
Total	88	99	653	840	-267	60

4.4.3 Map of reports of ASB incidents per 1,000 tenancies by ward (rank)



4.4.4 Customer satisfaction with high profile ASB cases

Of those six who were not satisfied, their feedback included a lack of agreement with the procedures, limited communication or officer difficult to contact, no real change in the situation, and that the positive outcome that was achieved was as a result of the work of the police. From this, we are doing more to make sure we proactively keep in touch with tenants on their cases, and that we provide more information about our procedures and respective roles so that we are not inadvertently creating raised expectations.

The feedback from the 11 tenants who expressed satisfaction with the service included several comments of praise for the officer dealing with their case, and one respondent who felt it was good to know he wasn't on his own and great that we were able to stop the behaviour of the perpetrator before it escalated.

In addition we anticipate that the changes brought in by the Anti-social Behaviour, Crime and Policing Act 2014 help us further improve our responses to anti-social behaviour.

4.5 Tenancy Fraud

As of the end of December 2014 there were 44 open tenancy fraud cases being investigated by the Corporate Fraud Team. The Tenancy Enforcement Team took back five properties due to Tenancy Fraud during quarter three.

4.6 Sheltered Housing

Performance Indicator		Target 2014/15	Q3 2013/14	Year end 2013/14	Q3 2014/15
1	Individual wellbeing calls made to residents	N/A	-	-	29,729
2	Residents living in schemes offering regular social activities	N/A	-	-	95% (827 of 872)
3	Residents living in schemes offering regular exercise classes	N/A	-	-	60% (524 of 872)
4	Schemes hosting events in collaboration with external organisations	N/A	-	-	83% (19 of 23)

N.B. includes two sheltered schemes which do not have communal rooms.

4.6.1 We have worked with residents of sheltered housing to develop a new service offer, and are developing a new performance compact which focuses on improving health and well-being outcomes for residents. In addition to the indicators above, we have trialled a nationally developed 'outcome star', in order to measure an individual's wellbeing, which will inform future performance monitoring across the service.

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service and are for scrutiny by members, residents and the general public. A summary version of this report was taken to the four Area Panels on 26, 27, 28 January and 2 February 2015. Due to the close timing of the end of the quarter to when papers were dispatched to Area Panel representatives, we were unable to bring the full performance report to Area Panels in January. All four panels gave their approval for the more detailed report to go ahead to the Housing Committee. Comments were made regarding rent arrears as an ongoing issue, the possible reasons behind the lower increase in arrears over the Christmas period (compared to previous years), and a congratulation of the efforts of the Corporate Fraud team.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. The current quarterly trend is showing a reduction in rent collection performance compared to quarter 2, and in fact shows an identical collection rate to quarter 3 of 2013/14. This continues to be closely monitored and analysed so that appropriate action can be taken to minimise arrears. The 2014/15 budget for the contribution to bad debt provision is currently just sufficient to meet the level of increased debt in 2014/15. However, the HRA Revenue Budget for 2015/16 proposes an increase of £30,000 to this budget, given the on-going welfare reform changes. Any reduction in rent collected has a direct impact on the resources available to spend on the management and maintenance of tenants' properties.

Finance Officer Consulted: Monica Brooks Date: 06/02/2015

Legal Implications:

- 6.2 There are no significant legal or Human Rights Act implications arising from this report.

Lawyer Consulted: Date: 13/02/2015

Equalities Implications:

- 6.3 There are no equalities implications arising from this report.

Sustainability Implications:

- 6.4 The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as financial inclusion and reducing fuel poverty.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report (the percentage of homes that are decent and the energy efficiency rating of homes) are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Outline of under occupation arrears and related information
2. Appendix 2. Long term empty properties

Background Documents:

1. None

Appendix 1. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	End Oct 14	End Nov 14	End Dec 14
1	Number of under occupying households affected by the charge	949	732	728	731
2	Percentage of under occupying households in arrears (numbers)	29% (277)	56% (412)	55% (400)	57% (418)
3	Percentage of all current tenants in arrears (numbers)	24% (2,791)	26% (2,978)	26% (2,973)	26% (2,995)
4	Average arrears per under occupying household in arrears	£303	£289	£299	£306
5	Total arrears of under occupying households	£84k	£119k	£120k	£128k
6	Percentage increase in arrears of under occupying households since 1 April 2013 (amount of arrears)	0% (£84k)	42% (£119k)	43% (£120k)	52% (£128k)
7	Percentage increase in arrears of all current tenants since 1 April 2013 (amount of arrears)	0% (£639k)	58% (£1.01m)	55% (£988k)	60% (£1.02m)
8	Under occupier arrears as a percentage of total arrears	13%	12%	12%	12%
9	Cumulative number of under occupying households moved via mutual exchange since baseline	0	51	51	56
10	Cumulative number of under occupying households moved via a transfer since baseline	0	91	91	92

*Baseline = before the under occupation charge was introduced in April 2013.

N.B. The arrears figures include both rents and service charges.

Appendix 2. Long term empty properties

Of the 62 general needs and sheltered properties that have, as of 2 February 2015, been empty for 6 weeks or more:

- 4 have been let, with a new tenancy due to commence
- 29 are ready to let (10 of which are sheltered dwellings)
- 11 require or are undergoing major repairs/refurbishment
- 13 to be leased to Seaside Homes
- 5 studio sheltered flats being converted into larger dwellings

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 02/02/14	Ward	Status
51	East Brighton	Ready to let - 1 bed flat
58	East Brighton	Ready to let - 2 bed house
58	East Brighton	Ready to let - 2 bed flat
58	East Brighton	To be leased to Seaside Homes - batch TBC
65	East Brighton	Ready to let - 3 bed house
72	East Brighton	To be leased to Seaside Homes - batch TBC
121	East Brighton	Ready to let - studio sheltered flat
149	East Brighton	To be leased to Seaside Homes - batch TBC
177	East Brighton	To be leased to Seaside Homes - batch TBC
184	East Brighton	To be leased to Seaside Homes - batch TBC
219	East Brighton	To be leased to Seaside Homes - batch TBC
254	East Brighton	To be leased to Seaside Homes - batch TBC
743	East Brighton	This 1 bed bungalow has been undergoing extensive major works, including to the adjoining property. Although the expected works were completed, unexpected works to the drainage need to be completed before letting.
44	Hangleton and Knoll	Ready to let - 2 bed flat
51	Hangleton and Knoll	Ready to let - 2 bed flat
65	Hangleton and Knoll	Ready to let - 3 bed house
79	Hangleton and Knoll	Let following major repairs - new tenancy commencing 09/02/15 - 2 bed house

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 02/02/14	Ward	Status
352	Hangleton and Knoll	With BHCC for extension and refurbishment (est. completion April 2015) - 3 bed house
359	Hangleton and Knoll	With BHCC for extension and refurbishment (est. completion date March 2015) - 3 bed house
44	Hanover and Elm Grove	Ready to let - 1 bed flat
128	Hanover and Elm Grove	Requires major works - studio sheltered flat
142	Hanover and Elm Grove	Requires major works - studio sheltered flat
240	Hanover and Elm Grove	Requires major works - studio sheltered flat
254	Hanover and Elm Grove	Requires major works - studio sheltered flat
44	Hollingdean and Stanmer	Ready to let - studio sheltered flat
44	Hollingdean and Stanmer	Ready to let - 2 bed flat
51	Hollingdean and Stanmer	Ready to let - 2 bed flat
156	Hollingdean and Stanmer	To be leased to Seaside Homes - batch TBC
618	Hollingdean and Stanmer	Ready to let - studio sheltered flat
44	Moulsecoomb and Bevendean	Ready to let - 4 bed house
121	Moulsecoomb and Bevendean	Ready to let - 3 bed house
296	Moulsecoomb and Bevendean	Ready to let - studio sheltered flat
485	Moulsecoomb and Bevendean	Ready to let - studio sheltered flat
534	Moulsecoomb and Bevendean	With BHCC for extension and refurbishment (est. completion date March 2015) - 3 bed house
79	North Portslade	Ready to let - 1 bed flat
86	North Portslade	Ready to let - studio sheltered flat
135	North Portslade	Ready to let - studio sheltered flat
373	North Portslade	Ready to let following major refurbishment by BHCC - 3 bed house
51	Patcham	Undergoing major works - 3 bed house
121	Patcham	Ready to let - 3 bed house
142	Patcham	Ready to let - studio sheltered flat

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 02/02/14	Ward	Status
247	Patcham	Ready to let - 1 bed sheltered flat
44	Queen's Park	Ready to let - 1 bed flat
44	Queen's Park	Ready to let - 1 bed flat
51	Queen's Park	Ready to let - studio sheltered flat
65	Queen's Park	To be leased to Seaside Homes - batch TBC
79	Queen's Park	To be leased to Seaside Homes - batch TBC
93	Queen's Park	Ready to let - 2 bed flat
100	Queen's Park	To be leased to Seaside Homes - batch TBC
156	Queen's Park	To be leased to Seaside Homes - batch TBC
233	Queen's Park	To be leased to Seaside Homes - batch TBC
352	Queen's Park	Ready to let following major refurbishment - 3 bed house
44	South Portslade	Requires major works - studio sheltered flat
65	South Portslade	Undergoing major repairs - 3 bed bungalow
44	St. Peter's and North Laine	Let following major repairs - new tenancy commencing 09/02/15 - 2 bed flat
51	Westbourne	Let following major repairs - new tenancy commencing 09/02/15 - 1 bed flat
107	Wish	Part of a sheltered block where studio flats with shared facilities are being converted into self-contained one bedroom flats
107	Wish	As above
107	Wish	As above
114	Wish	As above
121	Wish	As above
44	Woodingdean	Let - new tenancy commencing 09/02/15 - 2 bed house
Total of 62 dwellings		