

# Housing Committee

Date: **16 September 2020**

Time: **4.00pm**

Venue **Skype Meeting**

*Please Note: In response to current Central Government Guidance. It is envisaged that this meeting will be "virtual", webcast live and accessible via Skype. Public engagement opportunities will be available.*

Members: **Councillors:** Gibson (Joint Chair), Hugh-Jones (Joint Chair), Phillips (Deputy Chair), Williams (Opposition Spokesperson), Mears (Group Spokesperson), Atkinson, Barnett, Fowler, Osborne and Hill

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## 93 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.*

## 94 MINUTES OF THE PREVIOUS MEETING

7 - 30

To consider the minutes of the meeting held on 17 June 2020 (copy attached).

## 95 CHAIRS COMMUNICATIONS

## 96 CALL OVER

(a) All agenda items 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.

## 97 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 10 September 2020;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 10 September 2020.

## 98 ISSUES RAISED BY MEMBERS

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.

## 99 HOMELESSNESS & ROUGH SLEEPING STRATEGY – UPDATE ON NEXT STEPS FOLLOWING COVID-19 RESPONSE 31 - 42

Report of the Interim Executive Director for Housing, Neighbourhoods & Communities.

Contact Officer: *Justine Harris*  
Ward Affected: *All Wards*

*Tel: 01273 293772*

## 100 COMMISSIONING OF A HOUSING FIRST SERVICE FOR SINGLE HOMELESS PEOPLE 43 - 52

Contact Officer: *Emily Ashmore, Martin Reid*  
Ward Affected: *All Wards*

*Tel: 01273 293321*

## 101 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 4 2019/20 53 - 88

Contact Officer: *Tom Matthews*  
Ward Affected: *All Wards*

*Tel: 01273 293234*

- 102 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT - QUARTER 1, 2020/21** **89 - 112**
- Contact Officer: Ododo Dafe Tel: 01273 293201  
Ward Affected: All Wards
- 103 REPAIRS & MAINTENANCE TO COUNCIL HOUSING STOCK** **113 - 120**
- Contact Officer: David Canham Tel: 01273 293165  
Ward Affected: All Wards
- 104 REVIEW OF EVICTIONS FROM EMERGENCY AND SHORT-TERM TEMPORARY ACCOMMODATION** **121 - 140**
- Contact Officer: Jerry Aldous Tel: 01273 296949  
Ward Affected: All Wards

**105 ITEMS REFERRED FOR FULL COUNCIL**

To consider items to be submitted to the 22 October 2020 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*

**PART TWO**

**106 PART TWO PROCEEDINGS**

To consider whether the items listed in Part Two of the agenda and decisions thereon should remain exempt from disclosure to the press and public.

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The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fourth working day before the meeting.

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### **FURTHER INFORMATION**

For further details and general enquiries about this meeting contact Shaun Hughes, (01273 290569, email [shaun.hughes@brighton-hove.gov.uk](mailto:shaun.hughes@brighton-hove.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

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**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING COMMITTEE**

**4.00pm 17 JUNE 2020**

**SKYPE MEETING**

**MINUTES**

**Present:** Councillor Williams (Chair) Fowler (Deputy Chair), Gibson (Opposition Spokesperson), Mears (Group Spokesperson), Atkinson, Barnett, Hugh-Jones, Knight, Osborne and Phillips

**PART ONE**

**1 PROCEDURAL BUSINESS**

**(a) Declaration of Substitutes:** There were none.

**(b) Declarations of Interest:** There were none.

**(c) Exclusion of Press and Public:** The Press and public were not excluded from the meeting. There were no Part Two items.

**2 MINUTES OF THE PREVIOUS MEETING**

2.1 The minutes of the Housing Committee meeting held on 29 April 2020 were accepted as a record of the meeting with the following amendment:

76.9 Councillor Hugh-Jones commented *that retrospective fitting is in general more expensive than making homes more energy efficient when they are built.*

**3 CHAIRS COMMUNICATIONS**

3.1 The Chair made the following statement:

I would like to say a big thank you to all of our staff, including staff that transferred across to the council in April, for their fantastic work in delivering services over this most challenging period.

Repairs & Maintenance staff have been operating throughout the pandemic and carrying out essential repairs to resident's homes.

Our Estates Services teams have also been working on estates and changing how we clean and look after communal areas in our blocks.

I know that staff across housing and the council as a whole have been working around the clock to deliver services and change how we work so that we can ensure the safety of staff and residents.

I would like to thank them all for their continued hard work and commitment delivering essential services to our residents.

I would like to welcome Rachel Sharpe who has joined us as interim Executive Director for Housing, Neighbourhoods & Communities.

Rachel joins us from Royal Borough of Kensington & Chelsea Council where as interim Director of Housing Needs & Supply she worked on Grenfell rehousing. Previously Rachel worked for London Borough of Lambeth Council where she held director roles including Commissioning Director for Housing & Communities.

We look forward to working with Rachel to push forward with the important corporate priorities for the Housing, Neighbourhoods and Communities services and also contribute to getting through this challenging time for the council and the community in Brighton & Hove.

#### **4 CALL OVER**

4.1 All agenda items were called for discussion by the Committee.

#### **5 PUBLIC INVOLVEMENT**

**(a) Petitions:** There were no petitions.

**(b) Written Questions:** Eight Questions were submitted.

##### **1. Dave Croydon**

Question: I'd like to welcome the new Executive Director and ask if she would be willing to meet with the Brighton and Hove Housing Coalition to talk about her previous experiences and what she hopes to achieve during her stay in Brighton.

Answer: Thank you for your question.

Thank you for welcoming our new Executive Director, Rachel Sharpe and for your invite to Rachel to meet with the Brighton & Hove Housing Coalition.

Rachel would be happy to meet with members of the Housing Coalition and we will be in touch with you direct to set this up.

Supplementary Question: Dave Croydon invited all Committee Members to the meeting.

##### **2. Barry Hughes**

Question: We welcome the references to the Homeless Bill of Rights in the Homelessness and Rough Sleeping Strategy before the Committee. They demand a



question. The promises made in the Labour and Green manifestos more than a year ago and the Joint Housing Programme almost nine months ago relate to the adoption of the Homeless Bill of Rights, as did the petition presented to full Council on 25th July last year.

When is the City of Brighton and Hove actually going to adopt the Homeless Bill of Rights?

Answer: Thank you for your question.

The values included in the Homeless & Rough Sleeper Strategy align to the aspirations within the Homeless Bill of Rights as amended for Brighton & Hove by for Brighton & Hove by Housing Rights Watch, FEANTSA and Just Fair.

As outlined in the Strategy, the Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices.

Each key objectives of the Homeless & Rough Sleeper Strategy will be accompanied by an Action Plan. The Action Plan will monitor progress against each aspiration contained in the Homeless Bill of Rights amongst other areas of work Housing Committee have responsibility for. This will set out resources needed, timescales, progress and any barriers we encounter.

Progress against the Action Plan will be monitored by the Homeless Reduction Board and reported to Housing Committee on a six-monthly cycle.

Supplementary question: What will be the date? Answer: the first meeting is to be organised as soon as possible.

### **3. David Thomas**

Question: We congratulate officers and councillors on the response to the notice of motion, and all the hard work that has gone into the tremendous response to the covid-19 pandemic.

We have a question about the aspirations of the council in the post-pandemic world. It is gestured towards in the response, but it is absent from the Homelessness and Rough Sleeping Strategy, perhaps understandably in this crisis still a very scanty and unambitious document.

Is the Council committed to providing in the future year-round accommodation, with individual rooms rather than shared space, available to all homeless people without precondition?

Answer: Thank you for your question and your congratulations on our response, working with our partners, to the Covid-19 pandemic.

Prior to Covid-19 Brighton & Hove City Council offered three services with shared sleeping space accommodation. The Nightshelter at St Patricks, No Second Night Out

Hub and Somewhere Safe to Stay. All of the individuals within these services have been decanted into self-contained units of accommodation.

At present we are working with support providers and the Ministry of Housing, Communities & Local Government (who fund No Second Night Out and Somewhere Safe to Stay) to develop alternative self-contained accommodation which will allow us to continue to offer these models of support.

The staff and volunteers from St Patricks Nightshelter are operating a self-contained accommodation service and have been since their service was decanted. We are hopeful that we can continue to utilise this accommodation for the foreseeable future and negotiations are ongoing with the landlord. We are extremely grateful to Downslink YMCA and the Churches Night shelter and their staff and volunteers for being so flexible and supporting this new service.

Supplementary question: Shared facilities are not good for congregate accommodation. Separate accommodation is the better way forward. Answer: The Chair agreed and stated that the Council are working towards this

#### **4. Public Question.**

Background: I become homeless after going into private rented accommodation due to moving out of hostels. I then become homeless due to a misunderstanding of universal credits and rent. I was therefore placed in to emergency accommodation. I reported on numerous occasions about disrepairs not only in my room but the whole building. I was then evicted. My whole experience in the last 9 months has been the hardest I've had to deal with in my life.

Question: Can the council provide a detailed overview of what day to day support people like myself receive from when we are placed into unsupported emergency accommodation?

Answer: Thank you for your question.

Becoming homeless and being housed in emergency accommodation is a very challenging time for anyone and I am sorry to hear that, in the circumstances, your experience has not been positive.

I have asked senior officers to look into the issues you have raised about disrepair and eviction, contact you direct to review what occurred in your case and keep me updated.

Reports of disrepair should in the first instance be dealt with by the accommodation provider in line with their contractual obligations. If the repair is not attended to, the matter is taken up by council officers who will contact the provider direct in order to ensure any outstanding works are completed.

I am sorry to hear that this was not your experience and that the disrepair that you reported was not resolved in the way that it should have been.

Officers also review evictions from Temporary Accommodation and we can discuss what happened in your case with you direct.

In terms of support, everyone that is provided with emergency accommodation is linked in with the council's welfare officer team who conduct regular visits to the properties as well as maintain contact as often as possible by phone.

Where it is identified that additional support is required, a referral to the appropriate support provider is completed.

Where the person is already linked in with a support service we liaise between services to coordinate the support required.

If it is identified that the person is unable to live independently then based on the level of support required a referral will be made to the supported accommodation team.

Supplementary question: None. The Chair stated that the issues will be investigated and they would take a personal interest.

## 5. Charles Harrison

Question: **Item 8 Solar PV programme.** Item 4.20 mentions a major risk of **Grid Capacity** in Brighton and Hove, which may result in refusal of some grid connection agreements. I also note the statement that *"the Council has no control over this"*.

Our commitment to be Carbon Zero by 2030 will make us more dependent on electrical power as we phase out fossil fuels.

Does the Committee agree that this serious constraint on our Climate Emergency Action Plan is a risk that must be properly and regularly monitored for likelihood and impact and mitigated effectively?

Has the Council considered escalating this to UK Power Networks and Central Government?

Answer: Thank you for your question.

For this specific project we will be working with UK Power Networks (UKPN) to assess capacity issues in the city in order to effectively plan the delivery of a significant amount of new renewable generation capacity (up to 2.4 Megawatt peak) on HRA assets. This will make a considerable contribution towards our carbon reduction targets.

The council will continue to review how best to appropriately invest in light of any grid reinforcement requirements identified through grid connection requests, for example potential investment alongside new housing developments.

The council facilitates the Greater Brighton Energy Group, a multi-stakeholder working group seeking to identifying ways to deliver the region's carbon reduction ambitions through the Greater Brighton Energy Plan.

UKPN hold the vice-chair position on this group and help to shape the Plan and provide useful insights into their forward planning through stakeholder engagement days.

Grid capacity is identified as a risk to a decarbonised energy supply within the Greater Brighton Energy Plan, as well as other sub regional plans. The council remains committed to working with UKPN to deliver a more resilient, low carbon grid for the future.

Supplementary question: The questioner thanked the Chair and the officers for the work on sustainable housing.

#### **6. Public Question – Redacted (Daniel Harris speaking on behalf of resident)**

Background: Our family have been placed into emergency accommodation hostels in Brighton and Eastbourne. We were placed into unaffordable Temporary Accommodation, that's 8 times in 4 years. My neighbours have security and an affordable council home. I am Seaside Community Homes. This month we have £79 to live off.

Question: you define this as suitable placement under homelessness policy, can you explain how you expect us to live and survive on £79 a month?

Answer: Thank you for your question.

I am sorry to hear of the situation you describe.

I understand your household are currently being supported by council officers. I have asked senior officers to review your case and advise me on progress and of any more general lessons we can learn to improve our service to vulnerable households in our emergency and temporary housing.

It would not be appropriate to go into the details of your case in a public meeting.

In more general terms the rents for Brighton and Hove Seaside Community Homes are aligned within the Local Housing Allowance rates. The benefit cap was introduced by Government and is administered by the Department of Work and Pensions.

We support households with rent, Universal Credit and related issues through our Credit Control Service and our Family Coach in our Welfare Support Team.

Supplementary question: None.

#### **7. Daniel Harris**

Background: Can I welcome the new plans for extra in-house services such as pier place, campaigners had originally identified this building four years ago. I've had a lot of issues reported to me from residents living in privately run emergency accommodation's in and out of the city, incidents such as; serious assaults, security concerns, reports of drug dealing and county lines, death in WCH and a revenge eviction; the feedback from residents is they feel isolated, neglected and alone.

Question: The Feedback from the Kendal Court health watch report is clear, better facilities, more support and faster pathways into more secure and settled are needed. Can the council tell me what they have learned from that and similar reports into private sector run emergency accommodation?

Answer: Thank you for your question and for welcoming our development of in-house services. I share your concerns around any negative feedback from residents.

By way of update on our future approach to provision of emergency accommodation. With regard to contracted emergency accommodation.

Prior to the Covid emergency we were about to go out to procure new contracts as our current contracts were coming to an end.

Following feedback and member concerns, our specifications have been greatly enhanced to provide for more self-contained accommodation and to ensure that additional services such as free Wi-Fi, crockery and cutlery and access to laundry facilities are provided as standard.

New investment funding of £300k was agreed from this financial year to support this new service level. Unfortunately, due to the pandemic procurement has been delayed but as soon as we are able we will continue with this re-tender process.

I am also pleased to tell you that the council are proceeding with purchasing accommodation that it will run and manage itself as short term and emergency accommodation.

We are aiming to complete the purchase of the first such development, a sizable block of flats, in late summer. It will then be refurbished and furnished so it can be used as short-term emergency accommodation from the autumn. This will be our first such acquisition. We have more options under consideration, including buildings owned by the council that could be re-purposed. Some units will be longer term temporary accommodation, and some used as emergency housing. This will not replace the need to contract private accommodation at this time as the scale of homes required is still high.

Supplementary question: The questioner welcomed the Homeless Reduction Board and informed the Committee that Southwark Council are building accommodation for women with children. The Assistant Director of Housing informed the committee that the purchase of 38 units for short term accommodation was being looked at in Gladstone Court. The Head of Housing Needs stated that moving forward accommodation will be self-contained units for either male or females.

#### **8. John Hadman (Charles Harrison to speak on behalf of John Hadman)**

Question: Gladstone Court. I am pleased that BHCC approved the purchase of Gladstone Court at the HC Meeting on 15 Jan 2020, agenda item 52.

I understand these 80's flats were refurbished in 2013 and improvements are recommended to fire compartmentation, windows, pumped FW drainage, communal heating system, PV installations, lift, etc, as report item numbers 3.07 to 3.12.

I note that a total investment of £1.4m is estimated for the refurbishment of these 38 flats, or £750k to bring them to a lettable standard (report item 3.12).

Would you please confirm the scope of these improvement works, indicative cost breakdowns, procurement approach and timescale, currently planned?

Answer: Thank you for your question.

The council is in the process of completing its purchase of Gladstone Court but do not yet own or have possession of the building.

As you outline from the January Committee report, we have identified that some refurbishment works are required.

We will be prioritising and procuring these works as we complete the property transaction and would be happy to provide you with more information as our plans develop.

Supplementary question: The questioner asked that the authority get going as soon as possible to minimise the burden on the tax payer.

**(c) Deputations:** There were no deputations.

## 6 ISSUES RAISED BY MEMBERS

**(a) Petitions:** None.

**(b) Written Questions:** Twenty four (24) written questions were received from Members.

### From Councillor Phillips

- 1) For the last week, 7-14 June, how many new verified rough sleepers were found and housed and how many other homeless households were housed by housing options?

Answer: Verified Rough Sleepers 15 – this is an increase from 6-7 per week in previous weeks 60 individual households were accommodated by Housing Options.

- 2) For the week 7-14 June, how many rough sleepers and how many other homeless households lacking a local connection were safely reconnected?

Answer: During that week no homeless households were reconnected. We have made 10 referrals under section 198 of the Homeless legislation since 18 March 2020 but none of these was during 7-14 June.

Councillor Phillips felt that this was not quick enough.

Councillor Williams stated that officers could not have worked harder. The Head of Housing Needs stated 150 people had been moved and officers were working flat out. Talks are underway with the Ministry of Housing relating to grant funding. It was also noted that the lack of responses from other authorities was an issue.

- 3) As of 15 June, how many rough sleepers and other homeless are living in hotels, student halls and other emergency accommodation?

Answer:

- There were 162 rough sleepers in the Care & Protect accommodation.
- In accommodation provided for people where there is no apparent housing duty there are 125 households.
- As of 15<sup>th</sup> June, there is a total of 562 other homeless households (we are unable to report on the number of individual people) accommodated under a housing duty in emergency accommodation.

4) As of 15 May, how many rough sleepers and other homeless had been accommodated in hotels, student halls and other emergency accommodation?

Answer:

- There were 163 rough sleepers accommodated.
- There were 98 households where there was no apparent housing duty were accommodated.
- There were 518 homeless households accommodated under a housing duty in emergency accommodation

5) As of 15 June, what was the room capacity of symptomatic, hotel, guesthouse and student accommodation acquired and what is the occupancy of these rooms?

Answer: Care & Protect model:

	Capacity	Occupancy
Symptomatic hub:	51 rooms (46 usable)	2
High health risk:	90}	160 {total}
Low health risk:	51}	
Complex needs:	39}	
Others:		
Phoenix halls	222	125

Other hotels and guest houses have been decanted to the University of Brighton Halls and returned for commercial business to resume.

### From Councillor Gibson

6) As of 14 June, how many Personal Housing Plans had housing options completed since beginning of April for: a) Verified rough sleepers; b) other homeless people housed in the lockdown.

Answer:

- (a) 24 Personal Housing Plans have been completed for verified rough sleepers;
- (b) As the PHP is kept under review and updated and MHCLG do not require this information, it is not a field that our IT records. We therefore aren't able to provide this figure without manual counting for each of the cases taken on since 18 March which would be quite onerous. The information required by MHCLG which is reported is the number of cases of which how many have been prevented; relieved

or we have a full homeless application or duty. We cannot separate out those who might otherwise be rough sleeping from all other homeless cases.

- 7) How many of 10 additional Housing First group taken on for the year 19/20 have secured settled accommodation and how many are still waiting to be housed through the Council Interest Queue under the allocations policy?

Answer: All 10 have been actively bidding on general needs properties since last year (Oct/Nov/Dec) and prior to Covid lockdown the expectation was that we would begin to see offers being made at around this point in time given that the average length of time spent bidding on Band A is around 6-8 months.

All 10 are currently accommodated and all 10 have been intensively supported as Housing First Service Users since the point of offer despite the wait for a general needs tenancy.

- 8) What have been the maximum and minimum symptomatic facility occupancy rates during May and up to week commencing Monday 8 June expressed as a percentage of the capacity for the building? What was the average occupancy rate in this period?

Answer: There are a total of 46 rooms accessible within the symptomatic (care) hub for self-isolating symptomatic clients.

- Maximum client occupancy = 7 clients (15 %)
- Minimum client occupancy = 1 client (2 %)
- Average client occupancy for date range = 5 clients 10 %
- 11 New symptomatic clients in May 2020
- 4 New symptomatic clients in June (1<sup>st</sup> – 8<sup>th</sup>)

A new symptomatic hub is currently in development and we aim to have this ready for occupancy before the end of June. This new hub has 15 units of accommodation and will replace the current facility.

- 9) Please provide the number of evictions from emergency accommodation for 1 April 2018- 31 March 2019 and for 1 April 2019 to 31 March 2020 and for each year please indicate the percentage that were re-accommodated following eviction.

Answer:

Period	Number of evictions	% re-accommodated
2018/19	39	56.4 (22)
2019/20	156	74.4 (116)

- 10) Please provide as a table the number of evictions in emergency accommodation for 18/19 and 19/20 (requested above) broken down for each of the following accommodation providers (Baron Homes, Helgor trading (and new owner of Helgor properties), Moretons, Colgate and Gray, and spot purchase) expressed as a percentage of the number of units provided by each of the providers.



Answer:

2018/19 \* For 18/19 spot purchase evictions weren't recorded in a way that we can now report on them. Moretons and Baron Homes were counted together (as shown in the column) because at that time they were not independent of one another as they are now.

Provider	Baron Homes/Moretons	Helgor Trading	Colgate & Gray
Number of evictions	16	15	8
% of total number of evictions	41	38	20
% of total number of accommodation units	58	29	12

2019/20

Provider	Baron Homes	Helgor Trading	Moretons	Colgate & Gray	Spot purchase
Number of evictions	38	44	4	25	46
% of total number of evictions	24	28	2	16	29
% of total number of accommodation units	34	21	13	9	23

Councillor Gibson felt there was an alarming increase in eviction rates and noted that Baron Homes scored highly. The Head of Housing Needs stated that the way issues were reported had changed to a more robust system and this may have affected the numbers.

- 11) How many allocations under the Council Interest Queue were made to Families Children and Learning and to Adult Social care between 1 August 2017 and 1 March 2020\*? (and what was the total number of allocations for this period?)

Answer:

Below are the figures for April 2017 to March 2020 as it would be too complex to work out the part year figures for 2017 as we would have to look at the numbers advertised, and numbers let and it may distort the overall picture. The figures for 2017 to 2020 are:

Lets over period = 2059

Target lets to CIQ = 205

Target Achieved in period = 176 (8.54%)

Under performance in whole period = 29 units (1.4%) – (attributed to the 2017/18 financial year as the other two years exceeded the target). However, this is still within the 5% tolerance for each group in the plan.

Due to Covid-19 the total number of lets for 2019/20 are not yet completed. There were an expected 606 lets for 2019/20 but this figure may come down if any properties are withdrawn and then re-advertised in the future as these will then count in 2020/21 reporting year. The percentage lets for CIQ for this year are over performing at this point in time.

There is no provision in the Allocations Policy to “roll over” on the Allocations Plan. The percentages are stated as annual figures and therefore introducing the concept of a roll over may be considered that we are allocating outside of our published scheme and open to a legal challenge. This may be something that members would like to consider in the up-coming review.

- 12) How many verified Rough Sleeper benefit claims are completed for:
- a) Verified rough sleepers
  - b) Other homeless people housed since lockdown?

Answer: 191 forms have been completed for both verified rough sleepers and those at risk of rough sleeping who have been accommodated. This does not include those homeless people placed under statutory duties.

#### **From Councillor Osborne**

- 13) Between 1 May 2019 and 1 June 2020 how many:
- homes were sold under the right to buy?
  - additional council homes provided?
  - additional council homes provided at LHA rents?
  - additional council homes provided at 37.5% Living wage rents?
  - additional council homes provided at 27.5% Living wage rents (i.e. Living rents)?
  - additional council homes provided at social rents?
- \* If data not known to the 1<sup>st</sup> of March 2020 then as late as possible

Answer: The responses below are provided for 1 May 2019 to 1 June 2020. There have been limited additional sales since the Covid-19 pandemic.

Between 1 May 2019 and 1 June 2020 how many:

- homes were sold under the right to buy? 37.
- additional council homes provided? 89 (including council owned temporary accommodation and lease backs).
- additional council homes provided at LHA rents? 38 (12 at Kensington Street, 15 at Tilbury Place and 11 for temporary accommodation (home purchase)).
- additional council homes provided at 37.5% Living wage rents? 35 (23 for home purchase and 12 Buckley Close).
- additional council homes provided at 27.5% Living wage rents (i.e. Living rents)? 8 (home purchase).

- additional council homes provided at social rents? 8 (6 Hidden Homes, 1 home purchase and 1 lease back).

Councillor Osborne requested a comparison from previous years against the 37 stated. The Assistant Director of Housing stated they would give a written answer to the question.

- 14) What provision is being made in anticipation of demand from those likely to be evicted from private rented sector accommodation when the embargo is lifted?

Answer: We know the existing homeless application cases where there is a threat of homelessness due to possession proceedings either started or in progress when the restrictions on evictions came into place.

We have extensive intelligence through the HMO licensing scheme relating to who landlords are and the addresses of all registered HMOs.

We also have developed relationships with large numbers of landlords and most letting agents within the City.

In the council's response to the Parliamentary Select Committee investigating the MHCLG response to the pandemic, we highlight the considerable impact that lifting a ban on evictions will have if the Courts are then dealing with large numbers of possession proceedings simultaneously. We requested that time and careful planning is applied to the lifting of these proceedings to limit the number of households that become at risk as far as possible. The ban on evictions has been extended to the end of August and government is issuing guidance to the Private Rented Sector in which it is intended that tenancies at risk are only ended as a last resort and that all options should be explored by landlords before issues possession proceedings.

Using the contacts and intelligence referred to above, we are putting together communications and an information pack targeted at landlords, agents and tenants based on the governmental guidance and suggesting local solutions and the kind of options that can be followed within the Private Rented Sector to mitigate against an influx of possession proceedings.

- 15) What was the rent collection rate in a) emergency and b) temporary housing c) council owned housing for the months: 1) Jan and Feb 2020 and for months; 2) April and May 2020?

Answer: The council owned temporary accommodation for Feb 2020 were included with the leased due to the very small number of properties at that time. Figures are financial year to date.

Please note the collection rate figures are calculated differently between the HRA and Temporary Accommodation. Temporary accommodation calculation is based on total collected of rent charged in year, whilst the HRA is based on total collected of current tenants total debt.

We have included an asterisk for the TA calculations along with the calculation description below (Collected of in year rents).

	A*	B*	B*	C
	Emergency accommodation (nightly placements)	Leased temporary accommodation	Seaside Homes	Council Housing
Jan	89.18%	90.42%	86.19%	96.86%
Feb	89.20%	90.67%	86.42%	97.01%
April	80.33%	93.53%	86.42%	96.55%
May	79.49%	94.90%	91.80%	96.31%

**\*Collected of in year rents**

### Leased

	Jan-20	Feb-20	Mar-20	Apr-20	May-20
<b>Leased Target</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>
Collection of available rent roll %	96.05%	96.15%	102.44	98.84%	100.21%
Including Voids %	90.42%	90.67%	96.10	93.53%	94.90%
Void %	5.74%	5.71%	6.19	5.36%	5.36%
Rent Roll	£6,595,964.08	£7,178,214.58	£7,276,909.05	£548,210.57	£1,099,830.51
Voids	£401,927.70	£434,367.63	£479,908.57	£31,075.31	£61,531.15
Total RR	£6,997,891.78	£7,612,582.21	£7,756,817.62	£579,285.88	<b>£1,161,361.66</b>
Collected	<b>£6,335,635.93</b>	<b>£6,902,046.78</b>	<b>£7,454,647.93</b>	<b>£541,825.82</b>	£1,102,136.54
Emergency	Jan	Feb	Mar	April (up to 19.4.20)	May- up to 17.5.20
<b>Emergency Target</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
Collection of available rent roll %	96.06%	96.17%	96.34%	84.18%	84.41%
Including Voids %	89.18%	89.20%	89.21%	80.33%	79.49%
Void %	7.17%	7.25%	7.40%	4.57%	5.84%
Rent Roll	£2,580,508.55	£2,831,142.68	£3,078,176.32	£292,926.65	£656,211.41
Voids	£199,157.89	£221,353.62	£246,040.65	£14,033.33	£40,665.48
Total RR	£2,779,666.44	£3,052,496.30	£3,324,216.97	£306,959.98	£696,876.89
Collected	<b>£2,478,872.17</b>	<b>£2,722,799.22</b>	<b>£2,965,414.21</b>	£246,579.88	<b>£553,934.00</b>
Council owned TA	June	July	Aug	April	May
<b>TACC</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>
Collection of available rent roll %				99.28%	99.55%
Voids %				6.25%	6.20%
With Void %				93.01%	93.37%
Rent Roll				£25,014.88	£50,434.76
Voids				£1,667.20	£3,334.40
Total RR				£26,682.08	<b>£53,769.16</b>
Collected				<b>£24,834.44</b>	<b>£502,206.34</b>

**From Councillor Hugh Jones**

- 16) How many rough sleepers have been identified with no recourse to public funds and what steps have been taken to put them in touch with voluntary organisations that could provide support?

Answer: This is a very difficult question to answer due to the complexities of people's circumstances. Assessments are ongoing for the 34 EU/non-EU nationals placed in our Care and Protect Hotels. We do not have an accurate figure of No Recourse to Public Funds as yet, however 6 of those 34 have been determined to have NRPF.

Case-workers are working with clients who are EU nationals to determine their entitlement to benefits. This includes:

- acquiring ID,
- setting up bank account
- Setting up HRT – Habitual residency test
- Supporting with EUSS applications where appropriate

Several people with irregular immigration status or under immigration bail are in the hotels and all have been linked in with relevant agencies.

- Those with irregular immigration need specialist legal immigration advice from a specialist Immigration worker and it is against the law for case-workers from generic homeless support services to give any such advice.
- Locally this means linking in with organisations like Voices in Exile and MigrantHelpUK. Several people have been supported to access these agencies.

- 17) What provision has been put in place for rough sleepers with dogs?

Answer: Health & Adult Social Care Commissions a range of supported accommodation all of which is accessible the rough sleepers with dogs. Unfortunately, most of the hotel accommodation has been unwilling to accept dogs but kennelling has been offered.

One of the previous hotels used would accommodate some dogs if well looked after. Having procured the University of Brighton student accommodation, provision has been made to accommodate people with dogs.

- 18) As the lockdown measures have relaxed, what has been the incidence of former rough sleepers leaving their interim accommodation? What follow up measures are taken when this occurs?

Answer: By providing staffing and support in hotels and ensuring 24-hour security is in place the number of abandonments has been kept to a low level. Support has been provided throughout to help people maintain their accommodation and people who abandon accommodation continue to be worked with to try and get them back into accommodation. The outreach team will seek out people on the streets and BHT First Base is still open to small numbers of people offering support to try and help people to take up an offer of accommodation.

6 individuals are known to have left the hotels, 1 is now in accommodation and another has accommodation open to them.

19) How many have left and are known to be rough sleeping again?

Answer: A recent count which took place in June found 36 rough sleepers, this is likely to consist of people who have refused accommodation, left accommodation provided and / or new rough sleepers.

A number of people have refused accommodation this includes several people in tents/encampments counted in the count who have refused offers of accommodation because they felt safer from COVID-19 risks there than in hotels with multiple residents.

We are seeing increasing numbers of new rough sleepers, on average 6- 7 a week over the last few weeks rising to 15 last week who when found are offered accommodation.

A small number of people have abandoned accommodation and a small number will have been evicted from accommodation. Services have worked very hard to keep people inside however in cases of violence against staff or service users' evictions are sometimes impossible to avoid. Outreach continue to work with these individuals to find accommodation solutions.

20) How many verified rough sleepers refused the offer of accommodation?

Answer: We do not collect this information but anecdotally are aware of a handful of cases. In response we have worked jointly with St Mungo's to issue a letter setting out a single service offer and urging people to accept it.

21) What was the expenditure on responsive repairs of council accommodation for: a) Jan and Feb 2020 and; b) April and May 2020?

Answer: The responsive repairs expenditure for January and February 2020 was £400,300 and £472,300 respectively. The spend during April and May are more difficult to quantify at this time due to the following changes/issues:

- As the responsive repairs service is now in-house, some staff and resources are spread across the whole repairs service (responsive repairs, empty homes works, planned works etc.). Therefore, in order to isolate the cost of responsive repairs there will need to be a number of recharges and apportionments of staff time and costs. However, as the service is only just up and running, and given that the first two months of operation have been during the Covid-19 lockdown (see next bullet point), we will require more time during which we can gather the data needed to be able to apportion these costs accurately.
- With the current COVID-19 restrictions and the service attending to emergency repairs only during April and May, like for like comparisons are not possible at this time.

Councillor Hugh-Jones requested when the information would be available. The Assistant Director of Housing stated they would talk to Finance and update the Members.

**From Councillor Mears:**

- 22) How many people who were verified rough sleepers have been accommodated between 27 March (as the date local authorities were instructed to bring everyone in) and the 14.06.2020 and how this compares to the same period last year?

Answer: The number of verified rough sleepers who have been placed in accommodation is difficult to identify because the figures also include those who were in shared sleeping space accommodation in addition to those who were squatting or sofa surfing. Overall 400 people have been accommodated across the Care and Protect model and via Housing Options. Of these 245 have been placed in Care and Protect model accommodation, 56 from shared sleeping spaces leaving 189 which are a combination of verified rough sleepers, people who had been living in squats and sofa surfing.

In the same period last year there were 149 rough sleepers found and worked with.

**From Councillor Barnett:**

- 23) How will the chair of housing address council tenants' concerns after the change from estate inspections to work undertaken by Field Officers, despite funding for the service from the HRA towards their posts. Tenants feel that the service has deteriorated under Field Officers and their estates are being neglected.

Answer: The Field Officer Team has not been asked to carry out estate inspections. The responsibility for the management of housing estates remains with the Tenancy Management team. The Field Officer Team have assisted in the delivery the Environmental Improvement Programme, which has been seeking to identify improvements to the estates rather than carry out ongoing maintenance.

The Housing Team would be happy to work with tenants who feel their estates are being neglected in order to consider what we may be able to do to improve matters.

**From Councillor Barnett:**

- 24) Can the Chair of Housing provide details as to (i) the total number of Field Officers, (ii) the number actually working on housing-related issues, an (iii) the approximate percentage of overall Field Officer time that is spent on housing-related issues?

Answer: Recent staff losses have reduced the strength of the team to 4.5 full time officers. Recruitment has been delayed due to Covid 19 restrictions.

In the financial year 2019/2020, 24% of the all of the service requests dealt with by the Field Officers were related to Housing Revenue Account property. All Field Officers take an equal share of work across all service boundaries. The Housing Revenue Account contributed 17.1% of the costs of the Field Officer service.

**(c) Letters:** None.

(d) Notices of Motion: None.

## **7 NOTION OF MOTION - NEXT STEPS FOR HOMELESS FOLLOWING COVID-19 RESPONSE**

7.1 The Head of Housing Needs introduced the response to the Notice of Motion presented at the previous Housing Committee and stated that in summary the Council is intending to provide appropriate move on support and accommodation for all rough sleepers currently accommodated. However, we currently do not have sufficient resources to meet all of the needs, and therefore have requested additional support from Ministry of Housing Communities & Local Government (MHCLG) if we are to avoid people returning to the streets.

Questions for Officer

7.2 Councillor Fowler thanked the officers for the report and noted that Brighton & Hove currently has no access to residential rehab (the rehab service we access has closed its doors due to the pandemic) for clients who now wish to engage in treatment. The Head of Housing Needs informed the Councillor that officers were working hard to deal with the issues arising from substance miss use and prescriptions have been given for those asking for De-Tox. It was noted that some Rough Sleepers beg on the street as part of the street community culture.

7.3 Councillor Gibson welcomed the report and noted that since lockdown started the physical and mental health of Rough Sleepers appears to have improved and expressed concerns that the rehousing seemed to be slow. The Head of Housing Needs informed the Councillor that the rehousing will be monitored through the Homeless Reduction Board. Student accommodation is being used help house the 400 Rough Sleepers until September 2020. Other authorities are looking to see how Brighton and Hove City Council move forward on this matter. The Councillor commented that the Homeless Reduction Board will need to meet often. Councillor Gibson was then informed that some hotels will be closing to Rough Sleepers in the next two weeks. The St Mungo's charity has helped to move Rough Sleepers out of hotels and into other accommodation such as the YMCA.

7.4 Councillor Mears thanked officers for the report and noted that the Argus newspaper reported that Brighton Housing Trust have continued accepting residents throughout the Pandemic.

7.5 Councillor Osborne thanked officers for the report and the timescale for Personal Health Plans (PHP) need to be undertaken by mid/late August 2020. Extra Homeless Persons officers have been taken on the deal with 400 PHPs. The Move on Plans will need to know where the person is being moved to. Figures for the plans will be circulated to the Committee Members before the next committee meeting in September 2020.

7.6 Councillor Hugh-Jones was informed that 6 new members of staff have been employed and the Ministry of Housing are hopefully responding soon on funding support.

## **8 SOLAR PV PROGRAMME FOR HRA HOUSING STOCK**



- 8.1 The Housing Sustainability & Affordable Warmth Manager introduced the report that seeks approval for the council to commence a new Solar Photovoltaic (PV) installation programme on domestic council houses, for the period 2020-2023. The proposed programme cost is £1.875m. An initial budget allocation of £100k was approved at Budget Council on 27 February 2020. This will be used to initiate the programme with the majority of installations to be carried out in the financial years 2021-22 and 2022-23 if approved. As part of the above budget allocation 1.2 full time equivalent (FTE) posts will be appointed in order to deliver the work to a high quality.
- 8.2 Councillor Atkinson expressed support for Solar Panels was informed that the installation would be alongside other energy efficient programmes.
- 8.3 The Chair of the Committee invited Councillor Hugh-Jones, the proposer of the amendments to the report recommendations, to address the Committee.
- 8.4 Councillor Hugh-Jones stated that the Council cutting emissions was good as this could be up to 300 tons per year. The Councillor felt the recommendations needed to go further quicker. Concerns were expressed regarding fuel poverty with talks to power networks being suggested. The increase in Green jobs was welcomed, especially as employment had been affected and jobs lost due to the Pandemic.
- 8.5 Councillor Fowler Seconded the amendment and welcomed the report. The Councillor felt this would add to the reduction of Carbon emissions by 2030.
- 8.6 Councillor Mears noted that this matter had been looked at 10 years. The Councillor thanked the proposer for the amendment to the recommendations and felt the proposed increases were good. The Councillor wanted to ensure that tenants costs were not increased as they did not rent the roof of each property. The Councillor supported the report.
- 8.7 Councillor Osborne noted that the Procurement Advisory Board had made comments on the report. The Councillor felt the demand needed to be created and driven forwards. Support from the Committee for the report and recommendations was requested.
- 8.8 Councillor Knight agreed with other Members and felt the scheme would be good for the Carbon reduction and Green jobs in the city. The Councillor expressed delight with the report.
- 8.9 Councillor Gibson welcomed the report and the proposed amendments to the recommendations. The Councillor felt that the scheme was good for the creation of Green jobs, good for the planet, good for people's fuel bills and good from employment generally. The Councillor noted that Carbon reduction targets were very important.
- 8.10 The Assistant Housing Director noted that amendments to the recommendations had been seen by Finance and Legal teams.
- 8.11 The Chair put the proposed amendments to the recommendations to the vote and they were agreed unanimously. (Councillor Phillips was not able to cast a vote due to technical difficulties).

- 8.12 The Chair put the recommendations to the vote and they were agreed unanimously. (Councillor Phillips was not able to cast a vote due to technical difficulties).

**Resolved:** That Housing Committee:

- 2.1 Delegates authority to the Executive Director, Housing Neighbourhoods & Communities to take all steps necessary to:
- 2.1.1 procure and award a contract for the installation of a minimum of 500 and a maximum of 1000 domestic solar PV arrays for the period 2020-2023, the budget for the first 500 to be allocated as set out in 2.2. below, with the additional 500 to be commissioned subject to grid and contractor capacity as referred to in paragraphs 4.18-4.20 below and to the necessary additional budget approval from Policy & Resources Committee;
- 2.1.2 increase this to at least 2500 installations by 2026 subject to further Committee approval of budget allocation and the constraints set out in paragraphs 4.18-4.20 in the report but mindful of the council having approximately 4000 domestic properties suitable for such arrays.
- 2.2 Recommends Policy & Resources Committee allocate the following additional budget to allow for the delivery of the initial 500 domestic solar PV arrays for the period 2020-23:
- 2021/22: £875k;
  - 2022/23: £875k;
- 2.3 Requests that a report covering the scope to expand the solar PV programme be brought to Committee no later than the fourth quarter of 2021 i.e. ahead of 2022 Budget Council.

## **9 INTERIM PLANNED WORKS AND MAJOR PROJECTS 2020**

- 9.1 The Head of Housing Repairs & Improvement introduced the report that seeks authority from Housing Committee to procure and award contracts for interim major capital projects.
- 9.2 Councillor Mears was informed that the replacement of balconies at Essex Place was under Government guidance to proactively improve balcony panels. Councillor Mears felt that the works to Palace Place were being carried out the wrong way around and the costs seemed high. It was noted by the Head of Housing Repairs & Improvements that further approvals were required and no works had started yet. The business case and planning approval were still needed. Councillor Mears expressed deep concerns regarding the recommendations and requested that Palace Place be removed.
- 9.3 The Assistant Director of Housing noted that the way forward and procurement was still being looked at. The recommendations were for 'if' the requisition takes place and are outline only.

- 9.4 Councillor Mears expressed concerns that a professional approach had not been taken and requested that their concerns be minuted regarding support for the recommendations.
- 9.5 Councillor Gibson requested reassurance on acquiring a building before expenditure takes place.
- 9.6 The Assistant Director of Housing informed the Committee that the works in the report were subject to Planning Permission being granted and once that has been granted a report will be bought back to the Housing Committee.
- 9.7 The Chair put the recommendations to the vote which were agreed unanimously. (Councillor Mears stated that they wanted their comments to be noted subject to voting for the recommendations). (Councillor Phillips was unable to vote due to technical difficulties).

**Resolved:** That Committee:

- 2.1 Delegates authority to the Executive Director, Housing, Neighbourhoods & Communities to procure and award the contracts for the major capital projects which are set out in Appendix 1 of the report.

## **10 HOMELESS & ROUGH SLEEPER STRATEGY**

- 10.1 The Head of Tenancy Services introduced the report for the adoption of the Homelessness & Rough Sleeper Strategy 2020 – 2025 following the final consultation in the city. It was noted that the consultation had received a good response.
- 10.2 Councillor Atkinson commented that they felt the report was very important and congratulated the Housing team, the Committee Chair and St Mungo's. The report covers a huge issue and progress has been made. The Homeless Reduction Board is welcomed, as is the rise in Housing Allowance. It was noted that Universal Credit may still have an impact on the allowance. The Councillor expressed concerns regarding funding and felt that reconnecting Rough Sleepers should be a focus. The meetings between the authority and landlords was a positive step, along with Housing First initiative. The financial fall out from COVID-19 Pandemic may lead to Government lobbying. The support for substance abuse should continue through the Pandemic with alcohol needs being met by the National Health Service (NHS). The Councillor also noted that were Rough Sleepers had been accommodated in student accommodation they needed to be good neighbours to the local community. The Councillor felt the report was good and thanked the officers.
- 10.3 Councillor Mears thanked the officers for the report and expressed concerns that the Homeless Reduction Board would be a 'talking shop' and officers could have got on with the issues. It was noted that the connection with local prison had been a benefit to prevent those leaving prison becoming homeless. It was also a concern that all Rough Sleepers will be moved by September 2020.
- 10.4 Councillor Gibson thanked the officers for the report, the consultation and welcomed the strategy. The Councillor hoped the Homeless Reduction Board will focus on action with

this huge task ahead and work with the community. The opportunity to work with Rough Sleepers needs to be seized. Lobbying the Government will be need and to make the best use of resources. It was noted that Housing First are good at solving needs and that the number of Housing First placements has increased to 12. The Green Group and Labour Party are committed to moving towards removing Rough Sleeping in the city. Councillor Gibson agreed that the reconnecting Rough Sleepers was a matter of urgency and they supported the report.

- 10.5 Councillor Hugh-Jones welcomed the focus on prevention of homelessness and noted the Select Committee's questions to the Minister for Housing regarding the process for procurement. The Councillor was informed that the operational board will include activists. The strategy can be reviewed at any time and changes need to be agreed at Committee.
- 10.6 Councillor Knight thanked the officers for the report and stated the importance of the focus on evictions. The rise in Housing Allowance may put some residents above the Benefit Cap and this was a concern. Support should be given to those in temporary accommodation with any homelessness being pre-empted. The Councillor commented that hearing that people had been housed during the Pandemic was interesting and a good argument for Housing First. The Councillor also cautioned against thinking that all homeless are the same as this was not true and that people needed a 'warp around' service to cover all aspects of being homeless. It was noted that Government funding will be needed.
- 10.7 The Chair put the recommendations to the vote and they were agreed unanimously. (Councillor Phillips was not able to hear the entire debate or cast a vote due to technical difficulties).

**Resolved:**

- 2.1 That the work in developing the Homelessness & Rough Sleeper Strategy 2020 – 2025, including, Homelessness Review and Consultation Feedback Report be noted.
- 2.2 That the Draft Homelessness & Rough Sleeper Strategy 2020 - 2025 be adopted.
- 2.3 That the formation of a Member led Homelessness Reduction Board as outlined with terms of reference detailed in Appendix 2 to the report be recommended to the Policy & Resources Committee along with the Homelessness & Rough Sleeping Strategy being referred for information.

**11 ITEMS REFERRED FOR FULL COUNCIL:** There were none.

**12 PART TWO PROCEEDINGS:** There were none.

The meeting concluded at 6.51pm

Signed

Chair

Dated this

day of





<b>Subject:</b>	<b>Homelessness and Rough Sleeping Strategy-Next Steps Following Covid-19 Response</b>		
<b>Date of Meeting:</b>	<b>16<sup>th</sup> September 2020</b>		
<b>Report of:</b>	<b>Interim Director Housing Neighbourhoods and Communities</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Justine Harris/Sylvia Peckham</b>	<b>Tel:</b>
	<b>Email:</b>	<a href="mailto:Justine.harris@brighton-hove.gov.uk">Justine.harris@brighton-hove.gov.uk</a> <a href="mailto:Sylvia.peckham@brighton-hove.gov.uk">Sylvia.peckham@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

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

- 1.1 To provide an update on the Homelessness and Rough Sleeping Strategy 2020-2025 in the context of the response to the Covid-19 emergency.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee note the report.
- 2.2 That Housing Committee note the work that has gone into the response to the Covid-19 emergency.
- 2.3 In the light of the pandemic and the motion responding to it (30<sup>th</sup> April), that the Homeless Reduction board along with the Homeless Operational Board give priority to:
- a) Monitoring progress and developing actions needed to achieve the aim of providing long term sustainable housing or safe reconnection for all rough sleepers housed under the “everyone in” response
  - b) Ensuring the priorities and actions of the Homelessness Strategy respond to the changed circumstances
  - c) Explore ways of sustaining the current offer of shelter for all who find themselves without a roof

and report back to Housing Committee any recommendations

- 2.4 That Housing Committee notes the temporary adjustments made within the Allocations Plan in response to the pandemic whilst aiming to achieve the overall agreed percentages in the Allocation Plan.
- 2.5 That Housing Committee recognises that the review of the Allocation Plan has been delayed due to the pandemic and subsequent pressures on the department but that this will be considered at the November Housing Committee.

### **3. CONTEXT/ BACKGROUND INFORMATION**

3.1 Much of the work to date has been focused on accommodating rough sleepers and those at risk of rough sleeping following the outbreak of the pandemic in March 2020. At the start of the pandemic the Government issued guidance to local authorities to provide accommodation for all rough sleepers; those at risk of rough sleeping and those in congregate (shared sleeping spaces) accommodation. The Communities Secretary announced emergency funding for councils to provide such accommodation of £3.2m nationally to enable rough sleepers to self-isolate. The council has claimed back the maximum £0.066m to which it was entitled.

3.2 The following sets out the chronology of subsequent events in response: -

3.2.1 29th April 2020, Housing Committee passed the notice of motion “Homelessness and the Coronavirus” stating a commitment subject to funding to:-  
Declare its intention to consider how to provide appropriate move-on accommodation and support for all rough sleepers currently housed and supported in hotels/other accommodation in time to avoid them returning to rough-sleeping. Also to consider how the current unconditional offer of accommodation to rough sleepers can continue once the hotel/other accommodation provided during the coronavirus outbreak is no longer available.

3.2.2 17th June 2020, Housing Committee agreed to adopt the Homelessness and Rough Sleeping Strategy 2020-2025.

3.2.3 9<sup>th</sup> July 2020, Policy & Resources Committee agreed to the establishment of a member led Homelessness Reduction Board (HRB) to oversee the Homelessness and Rough Sleeping Strategy. The first meeting of the HRB was held on 29th July 2020.

3.2.4 14th August 2020, Policy and Resources Committee agreed to secure the continuation of existing and acquisition of additional interim accommodation to up to the end of December 2020 that was required to maintain the accommodation offer to all those rough sleepers and those at risk of rough sleeping accommodated until they were able to move on to more sustainable housing.

3.2.5 20th August 2020, the council submitted a bid to the Ministry of Housing, Communities & Local Government (MHCLG) setting out proposals for future funding in response to the Government’s Next Steps Accommodation Programme (NSAP), this includes funding for shorter-term/interim accommodation and immediate support.

3.2.6 21st August 2020, the Government announced an extension to the moratorium on private rented sector evictions for a further four weeks, and requiring landlords to provide tenants with 6 months’ notice in all bar those cases raising other serious issues until at least the end of March 2021.

3.3 We are expecting to receive the outcome of the bid noted in 3.2.5 by mid-September. This will enable further planning to extend emergency short term



provision for those accommodated under Covid 19 emergency provisions and to develop further move on options to avoid people returning to the street.

3.4 Adult Social Care Commissioning are reviewing the model of provision for people who need supported accommodation in the light of all of the above. This will be reflected in the commissioning of services and accommodation going forwards.

3.5 We are commencing a broader review of our approach to homelessness and in particular how we can achieve better outcomes in prevention and identifying effective interventions where possible.

3.6 In an emergency response to the pandemic to try and move on some people from temporary accommodation, the priorities under the Allocation Plan have been revised temporarily to create some movement and free up temporary accommodation. Numbers in temporary accommodation have swollen from just over 1700 pre Covid to just over 2000 at the beginning of September, due to a combination of:

- a) Lettings being paused during lockdown and
- b) more people approaching as homeless.

We have only recently re-commenced lettings and so have temporarily revised the percentage of properties advertised as priority to accepted homeless to 80% to enable the housing pressure and associated budget pressure to be released. Overall we are aiming to retain the agreed priorities as per the Allocation Plan and this will be achieved by reducing percentages later in the year.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

Not change our response to homelessness by seeking to maintain the current Covid-19 emergency accommodation offer to those rough sleeping or at risk of rough sleeping. This would mean that we would not be accommodating those we did not have a statutory Housing duty towards and we would risk more people returning to or being at risk of rough sleeping.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

None

#### **6. CONCLUSION**

6.1 As at 01/07.2020 we accommodated 393 people under Covid-19 emergency provisions. This required mobilisation of resources in a very short time in response the pandemic and in line with Public Health advice. Some of the accommodation initially sourced was very short term and so we had no option but to move large quantities of people to other short term accommodation as it became available. This was unavoidable in the circumstances as we had to react quickly. During this time we have been able to move some people on and more people have become homeless since March 2020 and so we have managed to maintain figures rather than seeing an increase over time.

Move on for the majority of people accommodated under Covid-19 provision will require additional resources. The outcome of the MHCLG NSAP grant funding bid will not be known until mid September. There are risks attached to this if

MHCLG do not provide the level of funding requested. This is also an opportune time to reflect on the use of our resources and consider how we might deliver a more effective approach to prevention, early intervention and appropriate pathways for move on in a timely manner.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 On 30<sup>th</sup> April, Policy & Resources (P&R) committee noted the estimated costs of housing rough sleepers to be £2.400m for three months to end of June 2020. A subsequent report on 14<sup>th</sup> May estimated costs to be £3.901m to 4<sup>th</sup> September 2020. A more recent report to P&R on 14<sup>th</sup> August stated the costs of accommodating rough sleepers up to 31/12/2020 would cost a further £1.561m so an estimated £5.463m in total to December 2020.
- 7.2 As outlined in this report, the council have bid for funding from the MHCLG to continue to house rough sleepers or those at risk of rough sleeping in more permanent housing... The council is due to be notified of the sum allocated to it in mid-September. Any shortfall in funding will result in a pressure on the council's budget and a further report to Committee will be necessary to consider the financial implications of housing rough sleepers going forward.

*Finance Officer Consulted: Monica Brooks*

*Date: 08/09/20*

### Legal Implications:

- 7.3 3.6 of the report advises that in an emergency response to the pandemic to try and move on some people from temporary accommodation, the priorities under the Allocation Plan were revised temporarily to create some movement and free up temporary accommodation. Members should be aware that there is a risk of challenge by any person adversely affected by the decision to allocate accommodation otherwise than in accordance with the published allocation policy.

*Lawyer Consulted:*

*Liz Woodley*

*Date: 07/09/20*

### Equalities Implications:

- 7.1 An Equalities Impact Assessment will be carried out as part of developing the move on accommodation plan.

### 7.2 Brexit Implications:

There are a number of EU nationals who have become homeless during covid and we are working with them to apply for settled status and to get back into employment.

### Crime & Disorder Implications:

- 7.3 There are crimes associated with rough sleeping and so if we are able to ensure adequate provision, there should be a positive impact on crime and disorder

Risk and Opportunity Management Implications:

- 7.4 There is an opportunity to change our response to homelessness. Move on provision for accommodated under Covid-19 provision will require additional resources. The outcome of the MHCLG grant funding bid is not yet known. There are risks attached to this if MHCLG do not provide the level of funding requested.

Public Health Implications:

- 7.5 People sleeping rough are amongst the most vulnerable in the city. Many have compound and complex health needs and in addition are more vulnerable if exposed to Covid. Having suitable accommodation reduces the risks to the individuals and also reduces the public health risks in the event of localised outbreaks or a wider second wave.

Corporate / Citywide Implications:

- 7.6 Corporate Priority- Reduce Homelessness and Rough Sleeping

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Homelessness and Rough Sleeping Strategy-Next Steps Following Covid-19 Response



## **Homelessness and Rough Sleeping Strategy-Next Steps Following Covid-19 Responses**

### **1. Introduction**

- 1.1 The Homelessness and Rough Sleeping Strategy 2020-2025 was agreed by Housing Committee in June 2020 whilst we were in the midst of responding to the Covid-19 pandemic. This gave us a unique opportunity to develop new approaches and accelerate some of the objectives contained in the strategy.
- 1.2 An accommodation offer was made to all people sleeping rough or at risk of sleeping rough. In line with the aims and principles contained in the strategy, we are now working to progress this work, to support people into sustainable accommodation, ensuring rough sleepers do not return to the streets.
- 1.3 It is important we don't lose sight of the need to continue with prevention of homelessness, intervening at an early stage when homelessness is a risk.
- 1.4 Over the last six months there has been an increase in demand for homeless & rough sleeping services in the city. It is clear the pandemic will have a significant financial impact both locally and nationally. This will be relevant in terms of funding streams and the response of the economy may lead to increased economic insecurity. Similarly, health impacts (physical and mental) are unknown and this may also have an impact on housing need. Many of our partner agencies will also see impacts on their services. The formation of the Homeless Reduction Operational Board will enable us to work collaboratively in our response.
- 1.5 The development of the Homeless Reduction Board action plan will reflect our emerging response to the pandemic and recovery, for reporting back to future Housing Committee meetings.

### **2. Covid-19 response**

- 2.1 Pre-Covid-19 emergency there was an average of 12 people a week falling into rough sleeping. While this is an average we were experiencing higher than usual numbers in February with up to 20 people a week being found rough sleeping.
- 2.2 During lockdown this reduced to an average of 6 people a week which has been rising since lockdown started easing with a new average of 10. As furlough ends, evictions resume, and the full impact of the economic downturn is felt it is likely that this will rise further.
- 2.3 In addition, Housing Options have seen a significant increase in presentations from single people who would not normally be owed an accommodation duty and who, without an offer of accommodation, would rough sleep.

- 2.4 Five hotels were initially acquired for the Care and Protect model for those verified as rough sleepers and those who were in congregate accommodation.
- 2.5 Further accommodation was acquired in addition to existing emergency accommodation for those who have not rough slept but are homeless, at risk of rough sleeping and would not normally be owed an accommodation duty by the council. In June, alternative provision was secured to replace short life hotels with University of Brighton student accommodation. In addition, the Care Hub (for people with symptoms of Covid-19) was moved to a smaller unit as need was lower than anticipated. Where possible people were have been moved on to more sustainable housing.
- 2.6 One of the venues is being remodelled following discussion with the MHCLG and will replace the previous dormitory style No Second Night Out Service accommodation. The full costs of the service delivery will be met through existing grant funding.

### 3. Current provision of Covid-19 accommodation

- 3.1 Total number of beds: 401 as at 27/08/20
- 3.2 223 of the above people in accommodation acquired under the current Covid-19 emergency provisions are in stock that does not form part of our usual stock of emergency or supported housing.
- 3.3 291 units of accommodation are available to us until the end of December 2020. We are working hard to move people into more sustainable options and/or re-connect them safely to areas of connection. We have managed to maintain numbers by moving on enough people to offset the new people becoming homeless.

#### As at 23/08/20

Move on to supported housing	98
Move on to private rented accommodation	10
Reconnection	23
Reconciled with family/friends	8

- 3.4 Move on work takes time and we will be unable to meet everyone's accommodation needs using existing resources. The agreement by Policy & Resources Committee in continuing provision of short-term accommodation we have acquired until the end of December 2020 has enabled us time for further move on planning.
- 3.5 Move on provision for accommodated under Covid-19 provision will require additional resources. On 20<sup>th</sup> August 2020, the council submitted a bid to the MHCLG setting out proposals for future funding in response to the Government's Next Steps Accommodation Programme (NSAP), this includes funding for shorter-term/interim accommodation and immediate support.

- 3.6 The outcome of the MHCLG grant funding bid is not yet known. There are risks attached to this if MHCLG do not provide the level of funding requested.

#### **4. Achieving a sustained reduction in rough sleeping overall.**

##### **Next Steps Accommodation Proposal**

- Ensuring current provision to safeguard rough sleepers and those at risk of rough sleeping can continue for an appropriate length of time.
- Reconnection where safe to do so.
- Expand Homeless Prevention and Resolution Officers (Brighton & Hove City Council).
- Expanding Housing First coupled with expanded Home Purchase Policy
- Expand provision of supported move on accommodation and increasing Private Sector Leasing via partners to provide additional supported accommodation.
- Expanding use of private rented sector accommodation.
- Provision of specialist resource to work to secure the settled status of individuals who are EEA nationals without settled status.
- Access to Employment.
- Return Home reconciliation work with young people where this is a safe option.

- 4.1 Organisations not involved in the Co-production of the proposal but who will work with the project:

- Arch Health CIC.
- Clinical Commissioning Group.
- Sussex Community Foundation Trust.
- Sussex Partnership Foundation Trust.
- Change, Grow, Live

#### **5. Modelling of the proposal**

- 5.1 Plans are modelled on needs assessments and mapping of likely future need. This will ensure the provision of accommodation suitable to the needs of people we currently house and will address future demand. We recognise a need for:

- long term sustainable accommodation with intensive support for Multiple Compound Need clients.
- flexible floating support to ensure sustainment of tenancies for those with support needs.
- rapid resettlement to prevent future homelessness.
- self-contained accommodation - 33% of people assessed are clinically vulnerable.

- 5.2 We are working with private rented landlords to enable more provision for people who have low to medium needs but who could manage a tenancy with some support. Our plans include comprehensive support to enable tenancies to be set up robustly and to proceed so they are sustainable in the longer term.
- 5.3 We have a project in place to work with landlords to minimise evictions following the lifting of the moratorium on private rented sector evictions. This is part of our business as usual work and does not form a part of the bid but is integral to achieving a sustained reduction in rough sleeping overall.
- 5.4 We are looking at flexibility within the Housing Allocation Policy and requesting additional units from local registered providers in order to offer a minimum 6 additional units to this group.

## **6. An effective local response and future direction.**

- 6.1 We are working on demand management, to gain a better understanding of the cause of homelessness and interventions required.
- 6.2 This work is embedded within new Homelessness and Rough Sleeper Strategy (agreed in June 2020) which has the key themes of prevention, intervention and sustainability.
- 6.3 At present we are seeing a demographic shift in the people becoming street homeless away from those with multiple, compound need (MCN) and entrenched, towards first-time rough sleeping. Resolving the needs of our current MCN group and establishing a Rapid Re-Housing model using Housing Options prevention and the existing No Second and No First Night Out (NSNO & NFNO) services will enable us to minimise increased flow to the streets, whilst rapidly responding to anyone who does become street homeless. This will limit entrenchment and enhance our ability to rapidly reconnect and resettle people.
- 6.4 We are working with private rented landlords to enable more provision for people who have low to medium needs but who could manage a tenancy with some support. Our plans include comprehensive support to enable tenancies to be set up robustly and to proceed so they are sustainable in the longer term.
- 6.6 In order to succeed we need to make sure that accommodation is sustainable. This means that resettlement plans for individuals and households are in place. We will work to build resilience and ensure that people understand both their rights and their responsibilities.
- 6.7 A change in circumstance can quickly put someone at risk of repeat homelessness and we will work with partners to ensure that referral routes back into a service are quick and as seamless as possible.



- 6.8 We also need staff to be able to work with people in a way that means that they do not feel stigmatised or feel that they have failed if they ask for support.

## 7. Challenges

- Exceptional and ongoing demand following the Covid-19 emergency. As of 27.08.20, 401 people are accommodated, in 291 units of additional interim accommodation in addition to spot purchase accommodation. This figure has remained broadly static due to low move on and continuing flow.
- Ongoing flow to the streets; 10 new rough sleepers a week (previous average was 15 expected to increase as furlough ends and private rented sector (PRS) evictions re-commence.
- Disproportionately small social housing sector. 11,500 council rented properties and 17,910 social rented properties in the city. An average of 700 properties available annually including approximately 390 are1 beds/studios including sheltered housing. This compares with high demand, 10,000 households waiting.
- High number of people housed or continuing to rough sleep despite offers, have significant support needs.
- High numbers of people accommodated have significant health needs and will require self-contained accommodation.
- A disproportionately large private rented sector which is high cost. Rents significantly exceed Local Housing Allowance rates. Resulting in limited move on from supported accommodation.
- Very limited availability of land for development.
- Little opportunity to use social housing or existing emergency accommodation due to the significant pressures in the city; Over 200 households in spot purchase bed and breakfast accommodation due to the current pressures of Covid-19 and the lack of other private sector options. The current budget assumed an average of 70 households.
- Little opportunity to establish new supported accommodation due to lack of accommodation and community opposition. In recent years community opposition has resulted in three services being withdrawn prior to mobilisation.
- The timescale to acquire and mobilise accommodation within the MHCLG bid prospectus parameters is challenging, and even if successful achieving NSAP funding we will still have an estimated shortfall of 71 move on units at financial year end which we could provide in a longer timeframe ie after 31.03.21.



<b>Subject:</b>	<b>Commissioning of a Housing First Service for Single Homeless People</b>		
<b>Date of Meeting:</b>	<b>16 September 2020</b>		
<b>Report of:</b>	<b>Executive Director for Health and Adult Social Care</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Emily Ashmore</b>	<b>Tel: 01273 292520</b>
	<b>Email:</b>	<a href="mailto:emily.ashmore@brighton-hove.gov.uk">emily.ashmore@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

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

- 1.1 To seek approval from Housing Committee for the tender of a contract to deliver a Housing First Service for single homeless persons to be procured in accordance with Public Contract Regulations (PCR) and Contract Standing Orders for a period of five years with the option to extend for a maximum of two further years from January 2021 to December 2028.
- 1.2 The current contract for the delivery of Housing First services for Single Homeless People commenced in January 2016 and expires in January 2021. The service currently supports 22 people and is jointly funded in this financial year by the council (£121,900.00) and by the Ministry of Housing Communities and Local Government, MHCLG (£101,955 2020/2021).
- 1.3 In February 2020 Budget council allocated a further £138,000pa for each of the financial years 2020/2021 and 2021/2022 to allow an expansion of the service by a minimum of 12 units. Taking the total number of units to a minimum of 34. This funding will be rolled over to allow a full two years of support.
- 1.4 A bid has been made to the MHCLG for an additional £312,000.00 to fund Housing First units as part of the recovery from Covid-19. The outcome of the bid is currently unknown. The bid is currently subject to moderation and we may receive, all, some or none of the amount we have requested. Should the bid for the full sum requested be successful this will fund a minimum of 35 additional units but we expect it to fund more as the service costs reduce as more units are procured.
- 1.5 If all funding streams continue this would create an overall minimum of 69 Housing First units.
- 1.6 This paper has been to Procurement Advisory Board on the 11 May 2020 and it was agreed for it to proceed to Housing Committee for a decision.

## **2. RECOMMENDATIONS:**

That Housing Committee

2.1 Approves the procurement and award of a contract for the provision of a Housing First Service for single homeless people for a period of five years with the option to extend for a maximum of two further years.

2.2 Grants delegated authority to the Executive Director for Health & Adult Social Care or the Interim Executive Director Housing Neighbourhoods & Communities to carry out the procurement of the services referred to in 2.1 above including the award of the contract.

2.3 That the Executive Director for Health & Adult Social Care or the Interim Executive Director Housing Neighbourhoods & Communities seek authority of the Housing Committee prior to the expiry of the initial contract period of 5 years if it is recommended that the contract be extended under the extension provisions exercisable by the council under the terms of the contract.

2.4 Delegates authority to the Executive Director of Health & Adult Social Care or the Interim Executive Director Housing Neighbourhoods & Communities on confirmation of the award of funding by the MHCLG in response to a bid made by the Council for the purposes of financing Housing First units of accommodation, to increase the value of the procurement and subsequent contract award to reflect the amount of grant awarded (maximum of £312,000.00) and to enable the provision of a minimum of number of additional units pro-rated to the value of the grant awarded on the basis that the maximum grant of £312,000.00 will fund a minimum of 35 additional units.

2.5 To report regularly to Homeless Reduction Board on the progress and outcomes of the service.

## **3. CONTEXT/ BACKGROUND INFORMATION**

3.1 The Housing First model is recognised as an exemplar of good practice and recent Ministry of Housing, Communities and Local Government (MHCLG) bids and large-scale responses to increasing homelessness nationally have focused on Housing First as an important and innovative model that should be adopted across the country.

3.2 The current Housing First service is commissioned by Health & Adult Social Care and delivered by St Mungo's. The contract started in 2016 and is for 12 individuals including 2 young people who were previously looked after aged 18-25. The two young people's placements are referred into and funded by Children's Services.

3.3 In 2018 the MHCLG provided additional funding allowing the service to be expanded by 10 units.

- 3.4 This model provides a highly personalised approach to working with individuals with multiple and compound needs. The Housing First model recognises that individuals with multiple needs require intensive and open ended support which is co-ordinated across multiple agencies. The model offers secure accommodation and holistic support to help individuals recover from homelessness.
- 3.5 This model works exceptionally well for this cohort with a significant proportion of clients in Brighton & Hove sustaining their accommodation without a break – 86% of all clients worked with since the commencement of the contract.
- 3.6 In Brighton & Hove we currently have 22 people supported under the Housing First Service, of these:
- 64% are male & 36% are female.
  - 7 are accommodated in council general needs tenancies with 5 now being in their accommodation over 2 years.
  - 2 are accommodated in council temporary accommodation and are successfully managing their tenancies.
  - 1 is accommodated in supported accommodation.
  - The rest are still residing in temporary forms of accommodation with 7 of those supported currently resident in covid emergency accommodation.
  - Service users are receiving on average 5 -7 hours of individual support per week.
  - Service users have a range of support needs including mental health, physical health, substance misuse and adverse childhood trauma.
- 3.7 The following provide an example of the additional positive life outcomes for clients who have been working with the Housing First service in Brighton & Hove:.
- A baby has been prevented from entering the Care System as a Looked After Child – Mum was able to evidence effective parenting in contrast to her previous pregnancy where she lost her child to the care system.
  - Several clients have achieved their longest period of sustaining accommodation in their adult life. 4 out of the 7 clients who are living in council general needs accommodation have now sustained their tenancies for over 2 years. All 7 are sustaining those tenancies successfully.
  - Reduction and abstinence from substance and alcohol misuse.
  - Ongoing engagement with education, voluntary work and training.
  - Client previously known to the Multi-Agency Risk Assessment Conference (MARAC) has disengaged from a violent relationship.
  - Reconnection with family and increased wellbeing recorded.
  - Huge reduction of engagement with the Anti-Social Behaviour services and Criminal Justice services.
  - Engagement with Health and Social Care resulting in:

- ✓ Successful cancer treatment
- ✓ Improved mobility due to engagement with health services
- ✓ Capacity and Cognitive Assessments resulting in a diagnosis of dementia and placement in a suitable placement to best meet needs
- ✓ Improved dental health
- ✓ Improved physical health
- ✓ Significant decline in attendances at A&E

3.8 The total proposed value of the contract without any additional MHCLG funding is £400,000 per annum. The total value over five years would be £2,000,000 and £2,800,000 over seven years should the contract be extended.

3.9 In addition to the above the council has submitted a bid to the Ministry of Housing Communities and Local Government's Next Steps Accommodation Programme. The bid would allow a further expansion of the Housing First service and if successful would deliver the funding to create additional accommodation units and support the individuals within those units. The revenue (support) funding requested for Housing First is an additional £171,000 in 20/21 and £312,000 per annum from April 2021 until 31 March 2024.

3.10 There are 55 people in the council's Covid related accommodation assessed as requiring Housing First. These people have multiple and compound need or high support needs but require self contained accommodation due to their underlying health needs. There are others in Covid related accommodation and in supported accommodation who would benefit from a Housing First service.

3.11 Funding for proposed contract (less any MHCLG Next Steps Accommodation Programme funding awarded) is as follows:

Period	Source of funding	Amount
Ongoing	H&ASC Commissioning budget	£160,045
2020-2022	BHCC temporary allocation	£138,000
2020-2021	MHCLG (1-year grant)	£101,955
Total		£400,000

3.12 If the full £312,000.00 is awarded by the MHCLG the contract value would be £712,000.00 per annum in 21/22 to 23/24. The NSAP bid is currently subject to moderation and we may receive, all, some or none of the amount we have requested.

3.13 Housing First is a long-term support offer that remains with people as long as they want support. If short term funding ends there would be a significant risk to the service continuity. We would mitigate these risks by reviewing the current H&ASC homeless budget to examine remodelling current services to identify

further funding. The options for any remodelling in order to maintain Housing First will be brought to a future Housing Committee;

3.13.1 .

3.14 Timeline of tender and procurement process

Date	Action
11 May 2020	PAB
16 September 2020	Housing Committee
Autumn 2020	Tender Launch
December 2020	Tender Close
31 January 2021	End of current contract
1 February 2021	Start of new contract

3.15 At present accommodation is secured for Housing First through Homemove. Individuals accepted onto the Housing First programme are supported to apply to Homemove and are placed in the Social Service's/Council Interest Nomination Queue in Band A.

3.16 The Social Service Nomination Queue (CIQ) includes other clients nominated by Family Children and Learning and Health and Adult Social Care and is used to ensure access to social housing for Care Leavers, people stepping down from residential care and other clients in need of social housing due to their care needs or care history.

3.17 There are currently 65 people in the CIQ. It takes on average eight months for someone to successfully bid for a property via this route. It can take longer if people need a mobility adapted property or are restricted about the areas they can live due to safety or other concerns.

3.18 Due to Covid 19 and the impact on lettings six of the ten Housing First clients nominated in summer last year have not yet been allocated a property.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 Housing First services are specialist services working with individuals with multiple and compound needs. The council has no direct experience of delivering a Housing First service and it is considered that given the complex and multi-discipline nature of the services required there would be an increased and unacceptable risk of clients losing accommodation and the service not delivering its objectives if the council looked to provide the service in house.

4.2 In addition, the costs of providing the service in house are estimated exceed those of a competent third sector provider and would reduce the number of units that could be provided The costing for staffing the current model (22 units) if staffing was moved into BHCC would be £305,000 per annum. This sum does not include;

- Premises costs

- Additional office costs
  - Utility costs
  - Council tax/business rates
  - Staff sickness cover
  - Enhancements for weekend/evening work
- 4.3 The current service costs £223,855 for 22 units including all on costs. Staff are paid above the Living Wage.
- 4.4 A competitive tender process will evaluate potential bids in accordance with the PCR to determine the most economically advantageous proposal over the life of the contract. This means that the proposals received will be evaluated on both price i.e. the number of units of support the provider can offer for the funding ( 20%) and quality (80%) so as to ensure that a high-quality competent provider is selected that can meet the varied needs of the individuals.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Housing First has been identified as a priority for the city through the consultation for the city's Homelessness and Rough Sleeper Strategy.
- 5.2 Referrals to Housing First from external agencies far exceed placements available into the service demonstrating the value of the service to support staff working in the sector.

## **6. CONCLUSION**

- 6.1 The proposed costs are in line with benchmarked services nationally. The specification will allow for expansion within the current costs where this is assessed by the Contract Manager and provider as being in the interests of the service and existing users of the service. The service has expanded in line with the Housing Committee Work Plan (2019-23) & Corporate Plan (2020-23) commitment to the model.
- 6.2 The evaluation of the tenders will include an evaluation of the Social Value brought by the proposed service. Bidders will be asked to provide evidence of how the service will maximise social value and impact on local priorities to include:
- Opportunities for people to be involved in the delivery, decision making and governance of services.
  - The additional social value elements provided during the life of the contract and evidence of where they have delivered social value in a similar setting.
  - How they would promote independence and self-management of health issues.
  - How they intend to work collaboratively with the community and voluntary sector to improve outcomes for the individuals in the service.
- 6.3 The Housing First contract will be monitored through regular contract monitoring meetings, annual service reviews and the collection of client data. Annual service reviews include feedback from stakeholders, interviews with service users and staff as well as analysis of the outcomes of the service. The quality of the service is assessed against a quality monitoring framework.



## 7. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 7.1 The Housing First contract is included as part of the Housing Related Support budgets within Health & Adult Social Care and the 2020/21 net budget totals £5.8m. The Housing First contract value is £0.224m for 2020/21 and ongoing funding identified is £0.160m.
- 7.2 There is temporary funding for the Housing First contract as follows:
- 2020/21 £0.102m from the MHCLG
  - Budget Council amendment for 2020/21 and 2021/2022 of £0.138m per year
- 7.3 As outlined in the report, the Council is currently submitting a bid to the Ministry of Housing Communities and Local Government for funding to further expand the Housing First service. The revenue funding requested is an additional £0.312m per annum to 31<sup>st</sup> March 2024. If the full amount is awarded, then the contract value would be £0.712m per annum.
- 7.4 The commissioning lead officer has advised that if there is any reduction in the currently identified funding streams over the course of this contract then it will be necessary to make efficiencies within the wider Housing related support budget to ensure ongoing funding for the Housing First contract.
- 7.5 From a financial perspective there is a significant ongoing risk from awarding a 5-year contract when there is insufficient permanent funding.
- 7.6 A high-level estimate for the cost of providing this service in-house has been completed based on the current service (22 units). This is outlined in section 4 of the report. Please note due to incomplete data a number of elements could not be estimated which could have a significant impact on the overall cost including office premises costs.

*Finance Officer Consulted: Sophie Warburton*

*Date: 23/08/2020*

### Legal Implications:

- 7.7 (i) The Council has a duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and, effectiveness (known as the duty of best value)
- (ii) The Council's Constitution at Part 4 Scheme of Delegation to Committees and Sub Committees sets out the terms of reference of each Committee. Housing Committee has overall responsibility for the Council's housing functions including homelessness.
- (iii) The proposed service falls within the light touch regime set out in Regulations 74 to 77 of the Public Contracts Regulations 2015 (PCR) and must be advertised by way of a contract notice as the value of the proposed contract is above the light touch regime threshold of £663,540.00 There are no prescribed

procurement processes under the light touch regime, therefore the Council may use its discretion as to how it conducts the procurement provided that it discharges its duty to:

- comply with the Treaty principles of equal treatment, non-discrimination and fair competition;
- conducts the procurement in conformance with the information that it provides in the OJEU advert;
- ensures that the time limits that it imposes on suppliers, such as for responding to adverts is reasonable and

(iv) The council's Contract Standing Orders (CSOs) will also apply to the procurement .

*Lawyer Consulted:*

*Judith Fisher*

*Date: 23/08/2020*

Equalities Implications:

- 7.8 Housing First offers a uniquely personalised service to the user based on their individual aspirations and needs. Support and accommodation is matched to the individual ensuring that anyone who needs the service is able to access the support they need. This ensures that the service is accessible to all.

Sustainability Implications:

- 7.9 Sustainability will be taken into account as part of the tender process including the use of public transport for visits.

Crime & Disorder Implications:

- 7.10 Housing First can demonstrate a positive impact on crime and disorder supporting the most vulnerable people away from the streets into accommodation and intensive support.

Public Health Implications:

- 7.11 As demonstrated in the outcomes in 3.6 offering vulnerable homeless individuals secure accommodation and holistic support can greatly improve access to health services and health outcomes.
- 7.12 The provision of an expanded Housing first model will enable the accommodation and support of individuals accommodated in our Covid accommodation for verified rough sleepers (Care & Protect) who have underlying health needs.
- 7.13
- 7.14 Self contained accommodation without shared facilities reduces the risk of Covid 19 transmission.

Corporate / Citywide Implications:

- 7.15 There are risks if the short term funding from MHCLG or the council ends. These risks have been assessed and there is a plan in place to sustain the contract from existing resource if this became necessary. Other services would have to be ended to meet these costs.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. N/A

### **Background Documents**

Background Reading on the Housing First model of support

- 1.

<https://hfe.homeless.org.uk/about-housing-first>

- 2.

[https://england.shelter.org.uk/\\_data/assets/pdf\\_file/0008/145853/GP\\_Briefing\\_Housing\\_First.pdf](https://england.shelter.org.uk/_data/assets/pdf_file/0008/145853/GP_Briefing_Housing_First.pdf)



<b>HOUSING COMMITTEE</b>	<b>Agenda Item 101</b>
	Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Management Performance Report Quarter 4 and end of year 2019/20</b>		
<b>Date of Meeting:</b>	<b>16 September 2020</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 01273 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

## FOR GENERAL RELEASE

### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 The housing management performance report covers Quarter 4 of the financial year 2019/20 alongside end of year results. The report is attached as Appendix 1 and a summary of benchmarking data from HouseMark is provided as Appendix 2.
- 1.2 Notable performance results from Quarter 4 include:
- **Rent collection and current arrears** – 96.80% of rent collected.
  - **Customer services and complaints** – 82% of calls answered and 87% of stage one complaints responded to within 10 working days.
  - **Empty home turnaround time** – 111 homes re-let in an average of 20 days (or 47 days including time spent in major works).
  - **Repairs and maintenance** – routine repairs took an average of 20 days to complete and 98% of appointments were kept.
  - **Estates service** – 77% of bulk waste jobs completed within 7 working days.
  - **Anti-social behaviour** – 94% of people surveyed (33 of 35) were satisfied with the way their anti-social behaviour case was dealt with.
  - **Tenancy management** – 24 tenancies sustained following difficulties.

### 2. RECOMMENDATIONS:

- 2.1 That the Housing Committee notes the report.

### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report uses 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.

#### 4. **COMMUNITY ENGAGEMENT AND CONSULTATION:**

- 4.1 This report will go to Area Panels in September 2020 for residents to comment and enquire upon.

#### 5. **FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

- 5.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. Over the last two years the percentage of rent collected has fallen in the HRA, and although the performance still compares favourably when benchmarked against other stock holding councils around the country, this is of concern and a review is underway to identify actions that will help to improve this. Indicator 1.14 shows that during 2019/20, arrears for current tenants have increased by £0.547m to £1.663m. 65% of these current tenant arrears relate to tenants on Universal Credit. The Housing Income Management team is undertaking targeted work with tenants who are transferring to Universal Credit, and an additional post has been included in the HRA budget for 2020/21 to enhance the support the council can directly offer tenants around welfare rights and appeals. The Housing Income Management team had a high level of staff vacancies during 2019/20 which is likely to have had an impact on the recovery of both current and former tenant arrears. The vacancies have largely been recruited to. However, it is likely that Covid-19 will have both short term and longer term impacts on rent collection performance going forward coupled with the increase in numbers of people claiming Universal Credit.

*Finance Officer Consulted: Monica Brooks                      Date: 20/05/20*

##### Legal Implications:

- 5.2. There are no significant legal implications to draw to Members' attention arising from this report which is for noting.

*Lawyer Consulted: Liz Woodley                                      Date: 14/05/20*

##### Equalities Implications:

- 5.3 There are no direct equalities implications arising from this report.

##### Sustainability Implications:

- 5.4 The average energy efficiency rating of council homes stands at 67.5 (out of a maximum of 100) and efforts to increase this rating contribute towards the council's sustainability commitments and help to reduce fuel poverty.

##### Crime & Disorder Implications:

- 5.5 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 agencies.

##### Risk and Opportunity Management Implications:

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

Public Health Implications:

- 5.7 A large number of services delivered stopped or were significantly impacted in March in order to comply with Coronavirus (Covid-19) social distancing and other restrictions and these are noted in the report when performance indicators have missed targets.

Corporate or Citywide Implications:

- 5.8 There are no direct corporate or city wide implications arising from this report.

**SUPPORTING DOCUMENTATION**

**Appendices:**







1. Housing Management Performance Report Quarter 4 and end of year 2019/20
2. HouseMark cost and performance benchmarking 2018/19.

**Background Documents:**

None

## Housing Management Performance Report Quarter 4 and end of year 2019/20

This housing management performance report covers Quarter 4 of the financial year 2019/20 alongside end of year results. It uses 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, and the previous year.

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

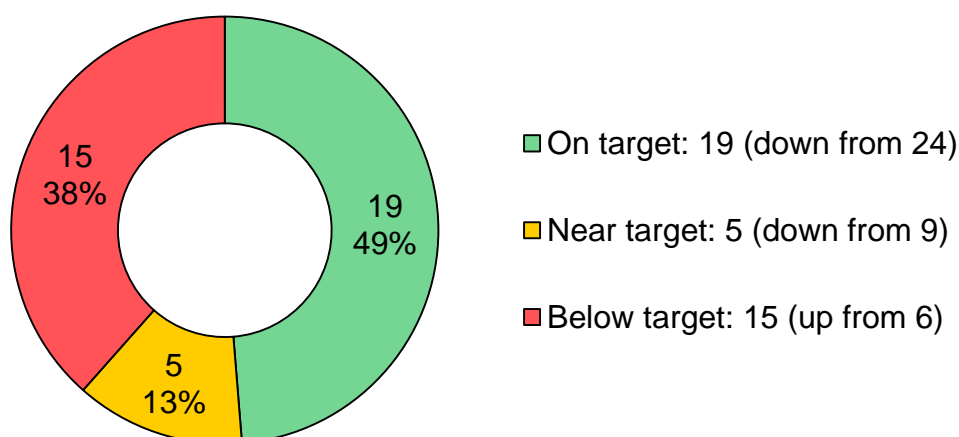
Comments on performance are given for indicators which are near or below target.

### Quarterly performance indicators

A total of 39 performance indicators are measured against a **quarterly** target:

- 19 are on target (of which 16 were on target, 1 near and 2 below target last quarter)
- 5 are near target (2 were on target and 3 were near target)
- 15 are below target (6 were on target, 2 near target and 7 were below target).

### Quarterly indicators



In terms of movement since the previous quarter:

- 14 have improved
- 9 are the same and are on target
- 16 have declined, of which 3 are on target, 4 are near target and 9 are below target.

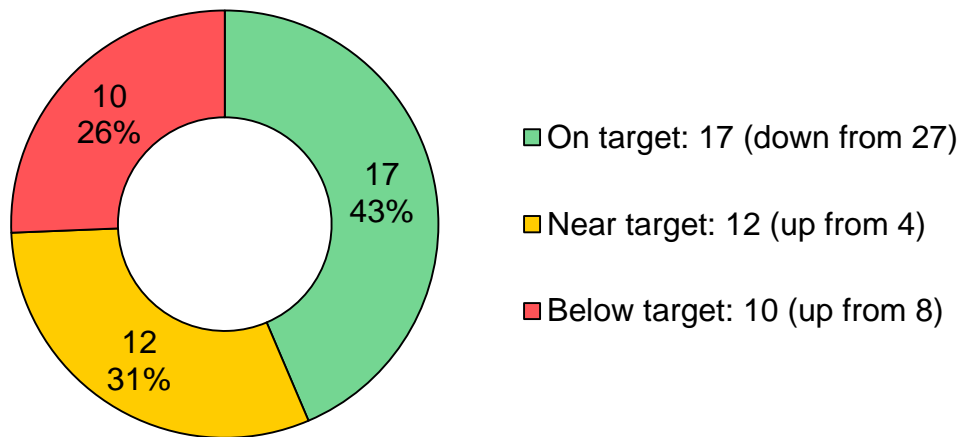


## Annual performance indicators

A total of 39 performance indicators are measured against an **annual** target:

- 17 are on target (of which 15 were on target, 1 near and 1 below target last year)
- 12 are near target (6 were on target, 3 were near target and 2 were below target)
- 10 are below target (5 were on target and 5 were below target).

### Annual indicators
















In terms of movement since the previous year:

- 14 have improved
- 6 are the same of which 5 are on target and 1 is near target
- 19 have declined of which 4 are on target, 8 near target and 7 off target.

## 1. Rent collection and current arrears

Rows 1.1 is an end of year forecast and the others are cumulative for the year to date, so Quarter 4 results are also for 2019/20.

 Rent collection and current arrears indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
1.1 Rent collected as proportion of rent due for the year	97.20%	97.14% (£51.1m of £52.6m)	96.80% (£50.4m of £52.0m)			97.81% (£49.9m of £51.0m)	96.80% (£50.4m of £52.0m)		
1.2 Former tenant arrears collected	25%	12.65% (£94k of £743k)	19.56% (£150k of £766k)			20.71% (£136k of £661k)	19.56% (£150k of £766k)		
1.3 Rent loss due to empty dwellings*	Under 1%	0.59% (£231k of £39.1m)	0.56% (£289k of £51.2m)			0.74% (£375k of £50.7m)	0.56% (£289k of £51.2m)		
1.4 Tenants served a Notice of Seeking Possession	For info	372	511	n/a	n/a	456	511	n/a	n/a
1.5 Tenants evicted because of rent arrears	For info	0	0	n/a	n/a	2	0	n/a	n/a

\* Row 1.3 is based solely as a proportion of current rent due in the year, and excludes arrears brought forward from the previous year.

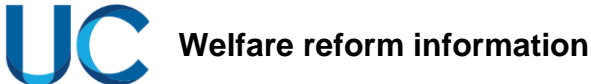
## Rent collection and current arrears

### Rent collected as proportion of rent due for the year – 0.40 percentage points below target

- **Contributory factors** - number of households affected by Universal Credit doubled during 2019/20 (from 1,005 to 2,117) as did their arrears (from £470k to £1.1m); during March tenants started reporting financial hardship relating to the Coronavirus pandemic (eg workplaces closed, working hours cut, loss of self-employed income).
- **Improvement actions** - advice on rents and benefits has been tailored to tenants at risk of hardship due to Coronavirus pandemic; no possession action being taken while these measures are in place; staff across Housing are phoning vulnerable tenants to make sure they have essential items and are feeling safe, with 2,639 contacted during April 2020 alone.

### Former tenant arrears collected – 5.44 percentage points below target

- **Contributory factors** - need to focus on current tenants impacted by Universal Credit and facing financial hardship relating to Coronavirus pandemic, as above.
- **Improvement actions** - as above.

		Q3 2019/20	Q4 2019/20	Year end 2018/19	Year end 2019/20
1.6	Universal Credit – affected households*	1,917 (17% of all tenants)	2,117 (19% of all tenants)	1,005 (9% of tenants)	2,117 (19% of all tenants)
1.7	Universal Credit – arrears of affected households	£961k (62% of total arrears)	£1,075k (65% of total arrears)	£470k (42% of total arrears)	£1,075k (65% of total arrears)
1.8	Universal Credit households in arrears which have an alternative payment arrangement	41% (506 of 1,228)	39% (531 of 1,355)	31% (314 of 1,005)	39% (531 of 1,355)
1.9	Under occupiers on Housing Benefit – affected households	445 (4%)	432 (4%)	537 (5%)	432 (4%)
1.10	Under occupiers on Housing Benefit – arrears of affected households	£50k (3%)	£50k (3%)	£79k (7%)	£50k (3%)
1.11	Benefit Cap – affected households	27 (0.2%)	29 (0.3%)	43 (0.4%)	29 (0.3%)
1.12	Benefit Cap – arrears of affected households	£5k (0.3%)	£4.8k (0.3%)	£10k (0.9%)	£4.8k (0.3%)
1.13	Total households	11,441	11,436	11,429	11,436
1.14	Total current tenant arrears	£1,506k	£1,663k	£1,116k	£1,663k

\*The majority of working age households who claim benefits are projected to be on Universal Credit by April 2021

### 1.15 Area breakdown of rent collected

The figures below are end of year forecasts.


















Rent collection area	Q3 2019/20	Q4 2019/20
North (includes Seniors housing)	97.82% (£14.6m of £14.9m)	97.64% (£14.4m of £14.7m)
West	96.48% (£10.2m of £10.6m)	96.07% (£10.1m of £10.5m)
Central	96.77% (£9.0m of £9.3m)	96.42% (£8.9m of £9.2m)
East	97.14% (£17.3m of £17.8m)	96.75% (£17.0m of £17.6m)
All areas	97.14% (£51.1m of £52.6m)	96.80% (£50.4m of £52.0m)

### 1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q3 2019/20	Q4 2019/20
No arrears	75% (8,532)	74% (8,451)
Any arrears	25% (2,909)	25% (2,975)
... £0.01 to £99.99	7% (840)	7% (770)
... £100 to £499.99	10% (1,144)	10% (1,200)
... £500 and above	8% (925)	9% (1,005)
Total tenants	11,441	11,436

## 2. Customer services and complaints

 <b>Customer services and complaints indicators</b>		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services	90%	88% (8,043 of 9,185)	82% (8,844 of 10,732)			89% (32,667 of 36,801)	88% (34,104 of 38,900)		
2.2	Stage one complaints responded to within 10 working days	80%	72% (64 of 89)	87% (99 of 114)			80% (343 of 429)	79% (322 of 407)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	15 days	20 days	n/a	n/a	19 days	16 days	n/a	n/a
2.4	Stage one complaints upheld	For info	52% (46 of 89)	58% (66 of 114)	n/a	n/a	40% (173 of 429)	18% (74 of 407)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	16% (14 of 89)	6% (7 of 114)			14% (62 of 429)	11% (45 of 407)		
2.6	Stage two complaints upheld	18% or under	21% (3 of 14)	29% (2 of 7)			23% (14 of 62)	22% (10 of 45)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 3)	n/a	n/a	0% (0 of 6)	0% (0 of 8)	n/a	n/a

## Customer services and complaints

### Calls answered by Housing Customer Services – 8 percentage points off quarterly target

- **Contributory factors** - staff shortages, with early impact relating to Coronavirus pandemic in March; time spent training new recruits; increased demand due to calls about housing allocations (Homemove).
- **Improvement actions** - recruitment to remaining vacancies; adjusting staff to remote working while social distancing measures are in place.

### Stage one complaints responded to within 10 working days – 1 percentage points off annual target

- **Contributory factors** - contractor customer care staff vacancies during much of the year; followed by need to train them.
- **Improvement actions** - new contractor customer care staff were recruited and have since improved response times, with performance back on target during Q4; these staff now in-house as of April 2020.










### Stage one complaints escalated to stage two – 1 percentage point off annual target

- **Contributory factors** - escalated complaints were mostly about housing management services and repairs (eg delays); some complaints could have been resolved at stage one; poor communication was recurring issue.
- **Improvement actions** - reviewed guidance for staff has improved quality of responses and communication with customers – performance back on target during Q4.

### Stage two complaints upheld – 11 percentage points off quarterly target

- **Contributory factors** - upheld stage two complaints generally due to lack of action or poor communication.
- **Improvement actions** - review guidance for staff dealing with complaints, as above; some changes made to procedures.

### 3. Empty home turnaround time and mutual exchanges

 <b>Empty home turnaround time and mutual exchange indicators</b>		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	17 (90 lets)	20 (111 lets)			26 (555 lets)	20 (445 lets)		
3.2	... as above for general needs dwellings	For info	13 (69 lets)	18 (87 lets)	n/a	n/a	21 (460 lets)	16 (362 lets)	n/a	n/a
3.3	... as above for seniors housing dwellings	For info	31 (21 lets)	27 (24 lets)	n/a	n/a	51 (95 lets)	34 (83 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works (calendar days)	For info	40 (90 lets)	47 (111 lets)	n/a	n/a	50 (555 lets)	43 (445 lets)	n/a	n/a
3.5	New dwellings let for first time	For info	11	5	n/a	n/a	74	36	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (42 of 42)	100% (30 of 30)			100% (142 of 142)	100% (138 of 138)		
3.7	Total empty dwellings at end quarter*	For info	72	78	n/a	n/a	78	78	n/a	n/a

\*Total general needs and seniors housing stock is 11,514 of which 11,436 are let and 78 are empty. The total housing revenue account (HRA) stock of 11,577 also includes 52 council owned temporary accommodation dwellings and 11 long term leases to housing associations.

































































**3.8. Long term empty dwellings by ward (empty six weeks or more as of 1 April 2020) – most works on hold due to Coronavirus pandemic**














<b>Ward name</b> (excludes those with no long term empty dwellings)	<b>No. dwellings</b>	<b>Average days empty</b>	<b>Range of days empty</b>	<b>Average rent loss*</b>	<b>Total rent loss*</b>	<b>Comment</b>
East Brighton	1	60	n/a	£0.7k	£0.7k	1 studio flat.
Hangleton and Knoll	3	67	46-109	£1.1k	£3.5k	1 two bedroom flat and 2 three bedroom houses.
Hanover and Elm Grove	4	165	46-501	£2.7k	£11.0k	3 three bedroom houses (one requires major works, now on hold, and neighbours needed to transfer beforehand) and 1 one bedroom flat.
Hollingdean and Stanmer	1	333	n/a	£5.8k	£5.8k	1 two bedroom seniors flat.
Moulsecoomb and Bevendean	4	485	46-795	£87.3k	£29.3k	1 one bedroom house and 3 seniors studio flats.
Patcham	1	60	n/a	£1.3k	£1.3k	1 one bedroom seniors flat.
Preston Park	2	820	690-949	£9.9k	£19.9k	2 adjoining flats requiring major works – on hold along with casework to find temporary housing for two neighbouring households.
Queens Park	5	84	46-144	£1.1k	£5.9k	2 two bedroom flats and 3 studio flats.
St Peter's & North Laine	2	46	n/a	£0.7k	£1.5k	2 one bedroom flats.
Westbourne	1	263	n/a	£2.9k	£2.9k	1 one bedroom flat.
Withdean	1	53	n/a	£0.7k	£0.7k	1 studio flat.
Woodingdean	1	382	n/a	n/a	n/a	1 two bedroom house undergoing roof conversion (slowed due to Coronavirus, expected for completion in May). This is a buy back property so rent has not been set yet.
<b>Total</b>	<b>26</b>	<b>235</b>	<b>46-959</b>	<b>£3.3k</b>	<b>£82.5k</b>	<b>Total of 6 houses and 20 flats.</b>

\*Snapshot of historic rent loss for whole time since these properties became empty.

#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2018/19</b>	<b>Year end 2019/20</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.8% (2,187 of 2,191)	99.8% (2,714 of 2,719)			99.9% (11,025 of 11,039)	99.8% (9,316 of 9,337)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.4% (3,642 of 3,663)	99.5% (6,011 of 6,041)			99.6% (18,644 of 18,719)	99.4% (17,914 of 18,000)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	99.0% (96 of 97)	96.4% (306 of 308)	n/a	n/a	99.8% (647 of 648)	99.4% (612 of 619)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	13 days	20 days			13 days	15 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.8% (7,794 of 7,973)	97.8% (8,874 of 9,069)			96.8% (46,286 of 47,815)	97.4% (35,305 of 36,250)		
4.6	Tenants satisfied with repairs (year to date)	96%	98.4% (1,797 of 1,827)	98.4% (1,812 of 1,842)			97.0% (5,440 of 5,610)	98.4% (1,812 of 1,842)		
4.7	Responsive repairs passing post-inspection first time	97%	95.9% (278 of 290)	94.5% (344 of 364)			91.4% (1,867 of 2,043)	94.4% (2,210 of 2,340)		
4.8	Repairs completed at first visit	92%	86.6% (5,068 of 5,854)	87.5% (7,666 of 8,760)			92.5% (27,512 of 29,758)	86.9% (23,764 of 27,337)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2018/19</b>	<b>Year end 2019/20</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,513 of 11,513)	100% (11,511 of 11,511)			100% (11,518 of 11,518)	100% (11,605 of 11,606)		
4.10	Energy efficiency rating of homes (out of 100)	67	67.4	67.5			67.2	67.5		
4.11	Planned works passing post-inspection	97%	99.3% (144 of 145)	100% (141 of 141)			99.7% (783 of 785)	99.7% (617 of 619)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,992 of 9,992)	99.99% (9,992 of 9,993)			100% (9,977 of 9,977)	99.99% (9,992 of 9,993)		
4.13	Empty properties passing post-inspection	98%	93.8% (75 of 80)	100% (99 of 99)			98.7% (464 of 470)	96.6% (461 of 477)		
4.14	Lifts – average time taken (hours) to respond	2 hours	1.9 hours	4.7 hours			2.7 hours	2.6 hours		
4.15	Lifts restored to service within 24 hours	95%	98.9% (175 of 177)	97.7% (130 of 133)			96% (583 of 607)	97.4% (669 of 687)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	12 days	10 days			8 days	8 days		

 <b>Repairs and maintenance indicators</b>		<b>Target 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2018/19</b>	<b>Year end 2019/20</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.17	Repairs Helpdesk – calls answered	90%	57% (15,476 of 27,273)	70% (10,927 of 15,701)			94% (75,913 of 80,822)	75% (59,819 of 79,772)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	27% (4,228 of 15,476)	33% (3,654 of 10,927)			65% (49,037 of 75,913)	47% (27,916 of 59,819)		
4.19	Repairs Helpdesk – longest wait time	5 mins	50m 48s	35m 28s			21m 35s	50m 48s		
4.20	Estate Development Budget main bids – completions (year to date)	For info	65% (77 of 118)	TBC	n/a	n/a	92% (91 of 107)	TBC	n/a	n/a
4.21	Estate Development Budget main bids – average duration of work (year to date)	For info	13 days	TBC	n/a	n/a	43 days	TBC	n/a	n/a

## Repairs and maintenance

### Average time to complete routine repairs – 5 calendar days longer than quarterly target

- **Contributory factors** - backlog of repairs jobs completed before end of Mears contract took longer than average.
- **Improvement actions** - the new Repairs & Maintenance service came into effect for delivery of repairs from the 1 April however the service began only completing critical repairs due to the Coronavirus (Covid-19) pandemic. A recovery and communication plan for routine repairs is being developed by the service.

### Responsive repairs passing post-inspection – 2.6 percentage points below quarterly target

- **Contributory factors** - most jobs failed first inspection because of poor quality or further work required.
- **Improvement actions** - improving quality of repairs is one of the main objectives of the new repairs service and will be a major area of focus once normal working resumes.

### Repairs completed at first visit – 5.1 percentage points below quarterly target

- **Contributory factors** - relatively high proportion of jobs requiring non-standard parts (eg plumbing and electrical works) remains a factor; issues with initial diagnosis by repairs helpdesk of work required.
- **Improvement actions** - recruitment and training for repairs helpdesk to improve problem identification; continuing to improve van stocks.

### Stock with a gas supply with up-to-date gas certificates – 0.01 percentage points below target

- **Contributory factors** - one home without certification at end March as tenant self-isolating due to Coronavirus.
- **Improvement actions** - none required as still compliant given current circumstances and Health & Safety Executive guidance.

### Empty properties passing post-inspection – 1.4 percentage points below annual target

- **Contributory factors** - issues during Q3 with quality of work, possibly due to contractor staff shortages.
- **Improvement actions** - back on target as of Q4.

### Lifts – average time taken (hours) to respond – 2.7 hours longer than quarterly target

- **Contributory factors** - reduced contractor staffing in early January due to holiday leave; service for mobility lifts in tenants' homes operating with fewer staff in response to the Coronavirus pandemic.
- **Improvement actions** - contractor plans to add additional engineer cover to the area during staff absence and holidays; contractor is contacting tenants to confirm appointments ahead of attending to mobility lifts.

### Lifts – average time to restore service when not within 24 hours – 3 days above quarterly target

- **Contributory factors** - as above; also some delays in sourcing required parts.
- **Improvement actions** - as above.

**Repairs Helpdesk – calls answered – 33 percentage points below quarterly target**

- **Contributory factors** - staffing has been challenging over final phase of the contract, additional resources have been brought in but there have also been delays in recruitment; unsuccessful trial of recruitment of agency staff; staff time spent training new recruits and the impact of the Coronavirus pandemic.
- **Improvement actions** - the repairs helpdesk is now part of the council Repairs & Maintenance service and there is a clear focus on staffing levels and recruitment and retention; performance targets will be reviewed in light of the Council's corporate guidelines set out in the Customer Promise. Currently the Council is only dealing with emergency repairs.

**Repairs Helpdesk – calls answered within 20 seconds – 10 percentage points below quarterly target**

- **Contributory factors** - as above.
- **Improvement actions** - as above.

**Repairs Helpdesk – longest wait time – 29 minutes and 2 seconds longer than quarterly target**

- **Contributory factors** - as above.
- **Improvement actions** - as above.

## 4.22 Asbestos safety

As part of the Housing Asbestos Management Strategy, a specialist contractor carried out 1,231 safety inspections of areas containing asbestos-based materials during 2019/20:

- 312 to communal areas
- 919 to dwellings.

The strategy also includes making sure residents, staff and contractors are informed about and protected from risks associated with asbestos. As per statutory obligations, council and contractor staff check the council's asbestos register before work is carried out in tenants' homes or communal areas, and carry out an asbestos survey if there is any risk that the work could expose any existing asbestos.

## 4.23 Legionella safety

A detailed inspection programme covers communal hot and cold water systems across the council housing stock, including 94 blocks containing 2,701 council flats.

Additional actions by Housing and contractors include:

- Removing cold water storage tanks and converting to mains supply, especially in high and medium rise blocks.
- Promoting awareness of Legionella in water butts, and cleaning them at Seniors schemes.
- Legionella awareness training for new repairs team.

#### 4.24 Major projects programme summary 2019/20 (as of 31 March 2020)

Project	Latest budget	2019/20 budget (provisional)	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Tyson Place / St Johns Mount – structural repairs	£1,640k	£1,395k	On site	110	38	£15k to £22k
Wickhurst Rise – structural repairs	£25k	(£19k)	Complete	26	6	£22k to £41k
Ingram Crescent – structural repairs	£160k	£164k	Complete	130	24	£4k to £5k
Sylvan Hall – external repairs	£506k	£488k	Complete	30	19	£14k to £25k
Clarendon Road – structural repairs	£950k	£852k	Complete	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£1,200k	£778k	On site	24	0	n/a
Albion Hill (Saxonbury) – structural repairs	£1,094k	£929k	On site	29	16	£33k to £37k
Albion Hill (Dinapore House)	-	£7k	Not started	5	7	TBC
Theobald House – concrete repairs	£50k	£12k	Complete	81	29	n/a
Hidden Homes – new dwellings	£1,098k	£822k	On site	n/a	n/a	n/a
Oxford Street conversion	£954k	£931k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£376k	Complete	4	11	£31k to £54k
Unity Housing (condensation and damp works)	£336k	£286k	Complete	6	0	n/a
Citywide Conversions & extensions	£260k	£263k	On site at 1 property	3	0	n/a
St James's House car park	£479k	£488k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	£123k	£102k	Complete	10	3	£14k to £18k
Tilbury Place – renovation	£500k	£527k	Complete	n/a	n/a	n/a
Laburnum Grove and Burstead Close – roofing	£650k	£715k	On site	59	0	n/a
Somerset Point – windows and external decoration	£500k	£563k	On site	71	0	n/a
Leach Court – concrete coatings	-	£96k	On site	108	0	n/a
<b>Total</b>	<b>£11,125k</b>	<b>£9,775k</b>	<b>10 projects on site</b>	<b>719</b>	<b>162</b>	<b>£4k to £54k</b>



#### 4.25 Details of major projects on site (as of March 2020)

Project	<b>Tyson Place / St Johns Mount – structural repairs</b>						
Exp. Start	22/10/18	Finish	30/06/20	Latest Budget	£1,640k	Year End	£1,395k
Act. Start	22/10/18	Current Status	On site	Council dwellings	109	Leasehold dwellings	39
Major external works including concrete repairs, roof replacement (St John's Mount only), replacement of windows and external wall insulation. Currently on site with completion expected by end June 2020 with delay caused by Coronavirus (Covid-19), which necessitated a reduced crew to carry out the work.							

Project	<b>Freshfield Estate – extraction of Tyfoam wall insulation (phase four)</b>						
Exp. Start		Exp. Finish	30/04/20	Latest Budget	£1,200k	Year End	£778k
Act. Start	18/11/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation from wall cavities and rebuilding of outer walls with new external insulation. New phase began in April 2019 and budget was increased by £450k to take account of additional works required. Currently nearing completion.							

Project	<b>Albion Hill (Saxonbury) – structural repairs</b>						
Exp. Start	22/10/18	Exp. Finish	30/04/20	Latest Budget	£1,094k	Year End	£929k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels. Unforeseen design changes following removal of brickwork resulted in delays to works during 2018/19. Underspend of 265k during 2019/20. Completion expected by end April 2020 with delay caused by Coronavirus (Covid-19) response.							

Project	<b>Hidden Homes</b>						
Exp. Start		Exp. Finish	TBC	Latest Budget	£1,098k	Year End	£929k
Act. Start	30/04/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme of works to transform neglected or redundant spaces into quality homes, with projects at:</p> <ul style="list-style-type: none"> <li>• Swallow Court (3 new dwellings – complete)</li> <li>• Elwyn Jones Court (2 new dwellings – complete)</li> <li>• Woods House (1 new dwelling and new communal room – complete)</li> <li>• Manor Hill conversion and new build (3 new dwellings – underway).</li> </ul> <p>Planning permission has been granted and designs agreed for 10 new dwellings at the Bristol Estate, currently in preparation for phase 2 works and electrical upgrade works with some new homes estimated for completion late summer. Proposals for new dwellings at Albion Hill are at planning stage and will be tendered under new arrangements in 2020.</p>							

Project	<b>Oxford Street conversion</b>						
Exp. Start		Exp. Finish	31/09/20	Latest Budget	£954k	Year End	£931k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Now part of the Hidden Homes programme. This project is to redevelop and convert old office space into 10 new dwellings for single people and small families as council owned temporary accommodation. Construction is currently underway and expected for completion by end September 2020.</p>							

Project	<b>Citywide loft Conversions and extensions</b>						
Exp. Start	01/02/19	Exp. Finish	TBC	Latest Budget	£260k	Year End	£262k
Act. Start		Current Status	On site	Council dwellings	10	Leasehold dwellings	n/a
<p>This year's programme was reduced with the start of a new build in Moulsecomb deferred to 2020/21. Spend for this year covers the completed 3 extension projects (2 in conjunction with the Adaptions Team) and final account payments relating to last year's budget.</p>							


























Project	<b>St James's House car park</b>						
Exp. Start		Exp. Finish	TBC	Latest Budget	£479k	Year End	£487k
Act. Start	04/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Improvements to security at the underground car park at St James's House. There had been delays in 2018/19 caused by additional stakeholder engagement and a traffic flow management study which had not been anticipated. Overspend due to additional works being required once on site with projects.</p>							

Project	<b>Laburnum Grove and Burstead Close – roofing</b>						
Exp. Start	08/05/19	Exp. Finish	31/04/20	Latest Budget	£650k	Year End	£715k
Act. Start	08/05/19	Current Status	On site	Council dwellings	59	Leasehold dwellings	n/a
<p>Roof and window replacements. Forecast overspend due to additional properties being added to the program. This will be financed from savings on other projects. Completed expected by end April 2020.</p>							

Project	<b>Somerset Point – windows and external decoration</b>						
Exp. Start		Exp. Finish	30/06/20	Latest Budget	£500k	Year End	£562k
Act. Start	29/04/19	Current Status	On site	Council dwellings	71	Leasehold dwellings	n/a
<p>Works include new windows, repainting and insulation of external walls. Overspend of £162k due to additional works being carried out that were identified while the main works were on site, financed from savings on other projects. Completion expected by the end of June 2020. Works delayed due to impact of Coronavirus (Covid-19) pandemic, with a reduced crew currently on site.</p>							

Project	<b>Leach Court – concrete coatings</b>						
Exp. Start		Exp. Finish	30/04/20	Latest Budget	-	Year End	£96k
Act. Start	07/10/19	Current Status	On site	Council dwellings	108	Leasehold dwellings	0
<p>Urgent works required which are financed from underspends on other projects. Certificate of practical completion issued in March although some snagging issues were identified which are expected to be resolved in April.</p>							

## 5. Estates service

 Estates service indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
5.1 Cleaning quality inspection pass rate	99%	100% (101 of 101)	100% (95 of 95)			99.9% (760 of 761)	99.8% (462 of 463)		
5.2 Estates Response Team quality inspection pass rate	99%	100% (143 of 143)	100% (20 of 20)			99% (611 of 619)	99% (360 of 363)		
5.3 Cleaning tasks completed	98%	97% (13,162 of 13,637)	90% (12,026 of 13,427)			98% (50,091 of 51,143)	94% (51,925 of 55,200)		
5.4 Bulk waste removed within 7 working days	92%	82% (688 of 840)	77% (500 of 653)			81% (2,563 of 3,153)	82% (2,471 of 3,031)		
5.5 Lights replaced or repaired within 3 working days	99%	99.7% (322 of 323)	99.7% (302 of 303)			99.3% (1,147 of 1,155)	99.7% (1,059 of 1,062)		
5.6 Mobile warden jobs completed within 3 working days	96%	99.4% (1,147 of 1,154)	99.3% (1,321 of 1,330)			98.8% (6,120 of 6,196)	99.4% (5,163 of 51920)		

## Estates service

### Cleaning tasks completed – 2 percentage points below annual target






- **Contributory factors** - disruption to service relating to Coronavirus (Covid-19) pandemic – eg staff needing to follow social distancing guidelines while working, some shortages due to self-isolation.
- **Improvement actions** - revised cleaning schedule in consultation with Public Health to prioritise cleaning 'hot spots' (eg door handles, hand rails and lift buttons); advice provided to staff on how to protect themselves and others; letters sent to all residents in flats about arrangements and to advise cleaning materials could be made available to anyone who wanted to help clean their block

### Bulk waste removed within 7 working days – 10 percentage points below target

- **Contributory factors** - some staff shortages in March; staff time spent on section 41 notices on items left in common areas (two days per week) remains an issue.
- **Improvement actions** - staff inspecting all high rise buildings on a daily basis to ensure repairs, health and safety and fire risk concerns are reported and acted upon; new and improved bin areas through Environmental Improvement Budget.

## 6. Antisocial behaviour (ASB)

All indicators below give cumulative year to date results. Results for Quarter 4 are therefore also for the whole financial year.

 <b>ASB indicators</b>		<b>Target 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2018/19</b>	<b>Year end 2019/20</b>	<b>Status against target</b>	<b>Trend since last year</b>
6.1	Surveyed ASB victims satisfied with way their closed case was dealt with	85%	95% (18 of 19)	95% (33 of 35)			85% (23 of 27)	95% (33 of 35)		
6.2	Tenants evicted due to ASB	For info	1	1	n/a	n/a	3	1	n/a	n/a
6.3	Closure orders obtained	For info	4	4	n/a	n/a	4	4	n/a	n/a

## 6.5 New antisocial behaviour (ASB) cases by type

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Type of ASB incident / case	Q3 2019/20	Q4 2019/20	Change between quarters	Year end 2019/20
Verbal abuse / harassment / intimidation	47% 77	35% 64	-13	42% 316
Noise	13% 21	19% 35	+14	12% 90
Drugs	14% 23	15% 27	+4	14% 107
Crime	7% 11	12% 23	+12	11% 79
Domestic violence / abuse	12% 19	11% 20	+1	97% 72
Physical violence	1% 2	3% 5	+3	3% 25
Pets and animal nuisance	3% 5	3% 6	+1	5% 34
Hate incident	3% 5	2% 3	-2	2% 13
Alcohol related	0% 0	1% 2	+2	1% 8
<b>Total</b>	<b>100%</b> <b>163</b>	<b>100%</b> <b>185</b>	<b>+22</b>	<b>100%</b> <b>744</b>












## 6.6 New ASB cases by ward

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Ward name	Q3 2019/20	Q4 2019/20	Change between quarters	Council dwellings	Year end 2019/20
Brunswick and Adelaide	0	1	+1	4	1
Central Hove	2	1	-1	57	8
East Brighton	32	40	+8	2,244	171
Goldsmid	4	7	+3	326	22
Hangleton and Knoll	19	13	-6	1,181	72
Hanover and Elm Grove	6	6	n/a	467	28
Hollingdean and Stanmer	22	26	+4	1,243	84
Hove Park	0	0	n/a	10	0
Moulsecoomb and Bevendean	12	21	+9	1,510	79
North Portslade	9	7	-2	400	31
Patcham	13	6	-7	530	37
Preston Park	2	1	-1	62	5
Queen's Park	22	33	+11	1,720	117
Regency	0	0	n/a	28	0
Rottingdean Coastal	0	0	n/a	25	0
South Portslade	3	9	+6	369	19
St. Peter's and North Laine	10	7	-3	378	39
Westbourne	2	2	n/a	117	11
Wish	4	2	-2	345	8
Withdean	0	1	-1	44	2
Woodingdean	1	2	-1	451	10
<b>Total</b>	<b>163</b>	<b>185</b>	<b>+22</b>	<b>11,511</b>	<b>744</b>

## 7. Tenancy management

The first two indicators below give cumulative year to date results. The last one gives an end of quarter result. Results for Quarter 4 are therefore also for the whole financial year.

 Tenancy management indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last quarter
7.1 Tenancy fraud – properties returned to stock	For info	9	9	n/a	n/a	18	9	n/a	n/a
7.2 Tenancies sustained following difficulties	98%	96% (104 of 108)	97% (132 of 136)			99% (109 of 110)	97% (132 of 136)		
7.3 Tenancy visit to general needs tenants within last 5 years	90%	92% (9,375 of 10,211)	89% (9,081 of 10,181)			93% (9,349 of 10,101)	89% (9,081 of 10,181)		

### Tenancies sustained following difficulties – 1 percentage point below annual target

- **Contributory factors** - four tenancies were at risk when cases were closed because tenants did not engage, although are not currently at risk while Coronavirus (Covid-19) social distancing measures are in place.
- **Improvement actions** - supporting vulnerable tenants with claiming benefits like Universal Credit, now via phone.

### Tenancy visit to general needs tenants within last 5 years – 1 percentage point below target

- **Contributory factors** - tenancy visits scheduled in March were cancelled due to Coronavirus (Covid-19) social distancing.
- **Improvement actions** - staff are instead phoning vulnerable tenants to make sure they have essential items and are feeling safe.

## 7.4 New tenancy management cases by type

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Type of tenancy management case	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2019/20
Abandonment	3% 11	3% 14	+3	3% 49
Assignment request	2% 7	1% 5	-2	1% 20
Boundary issues	17% 55	15% 62	+7	16% 234
Caretaking	0% 0	0% 2	+2	0% 5
Court of Protection	1% 2	1% 3	+1	1% 9
Death of a tenant (including succession)	21% 70	19% 83	+13	18% 269
Decants and temporary moves	2% 8	2% 10	+2	2% 25
Fraud	2% 6	0% 2	-4	1% 16
Leaseholder breach	2% 5	2% 9	+4	2% 25
Tenancy breach	6% 18	9% 39	+21	9% 130
Unsatisfactory interiors	6% 19	4% 18	-1	5% 72
Untidy gardens	14% 47	10% 43	-4	19% 287
Use and occupation	1% 2	1% 6	+4	1% 14
Vulnerable adult and safeguarding*	23% 76	31% 130	+54	23% 338
<b>Total</b>	<b>100%</b> <b>326</b>	<b>100%</b> <b>426</b>	<b>+100</b>	<b>100%</b> <b>1,493</b>














\*This figure has increased because the Tenancy Sustainment Team have started recording their cases using this category on the housing management IT system, in addition to the Tenancy Team who were already doing so.

## 7.5 New tenancy management cases by ward

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Ward name	Q3 2019/20	Q4 2019/20	Change between quarters	Council dwellings	Year end 2019/20
Brunswick and Adelaide	0	1	+1	4	1
Central Hove	5	4	-1	57	17
East Brighton	38	49	+11	2,244	195
Goldsmid	4	14	+10	326	37
Hangleton and Knoll	35	40	+5	1,181	185
Hanover and Elm Grove	10	17	+7	467	52
Hollingdean and Stanmer	38	54	+16	1,243	177
Hove Park	0	0	n/a	10	1
Moulsecoomb and Bevendean	68	81	+13	1,510	272
North Portslade	12	23	+10	400	68
Patcham	14	13	-1	530	60
Preston Park	0	0	n/a	62	4
Queen's Park	44	67	+23	1,720	214
Regency	0	0	n/a	28	4
Rottingdean Coastal	0	0	n/a	25	1
South Portslade	12	8	-4	369	43
St. Peter's and North Laine	15	18	+3	378	49
Westbourne	2	7	+5	117	14
Wish	12	18	+4	345	44
Withdean	5	7	+2	44	20
Woodingdean	12	5	-7	451	35
<b>Total</b>	<b>326</b>	<b>426</b>	<b>+100</b>	<b>11,511</b>	<b>1,493</b>

## 8. Seniors housing

 <b>Seniors Housing indicators</b>		<b>Target 2019/20</b>	<b>Q3 2019/20</b>	<b>Q4 2019/20</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2018/19</b>	<b>Year end 2019/20</b>	<b>Status against target</b>	<b>Trend since last year</b>
8.1	Residents with up to date annual review	96%	96% (876 of 910)	89% (805 of 907)			96% (871 of 903)	89% (805 of 907)		
8.2	Schemes hosting weekly social, health and wellbeing activities	95%	95% (21 of 22)	n/a			95% (21 of 22)	n/a		
8.3	Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	n/a			91% (20 of 22)	n/a		

### Residents with up to date annual review – 7 percentage points below target

- **Contributory factors** - annual review meetings were cancelled in March due to Coronavirus (Covid-19) social distancing.
- **Improvement actions** - seniors housing staff are instead making daily phone calls to support residents.

### Schemes hosting weekly social, health and wellbeing activities

- **Contributory factors** - not reported as events could not be held every week because they were also stopped in March
- **Improvement actions** - as above, plus working with partners to help digitally excluded residents get internet access.

### Schemes hosting events in collaboration with external organisations

- **Contributory factors** - as above.
- **Improvement actions** - as above.

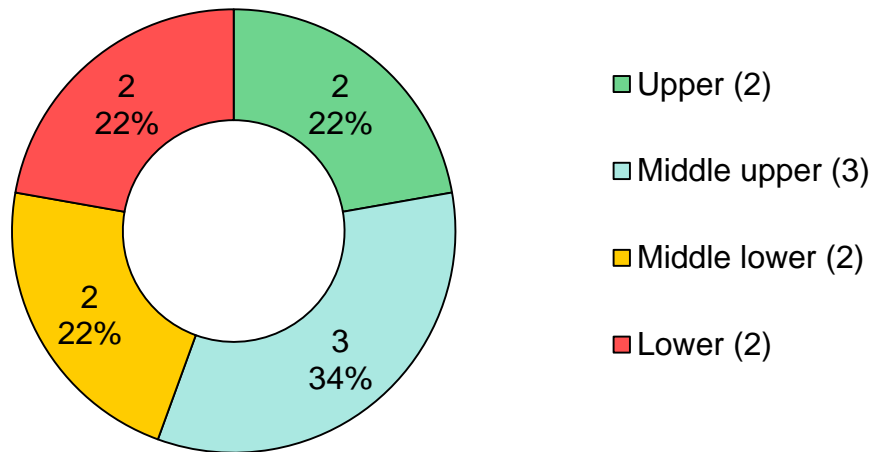
# Appendix 2

## HouseMark cost and performance benchmarking 2018/19

This appendix compares Brighton & Hove landlord services with 25 other housing stock retaining local authorities with at least 10,000 dwellings, using independent benchmarking data from HouseMark for 2018/19. Other comparator groups can be provided upon request. The first page ranks 9 cost indicators and the second ranks 15 performance indicators.

### Cost indicators

(% of indicators within quartile groups, where upper is cheaper and lower is more expensive)



### Cost indicators by group

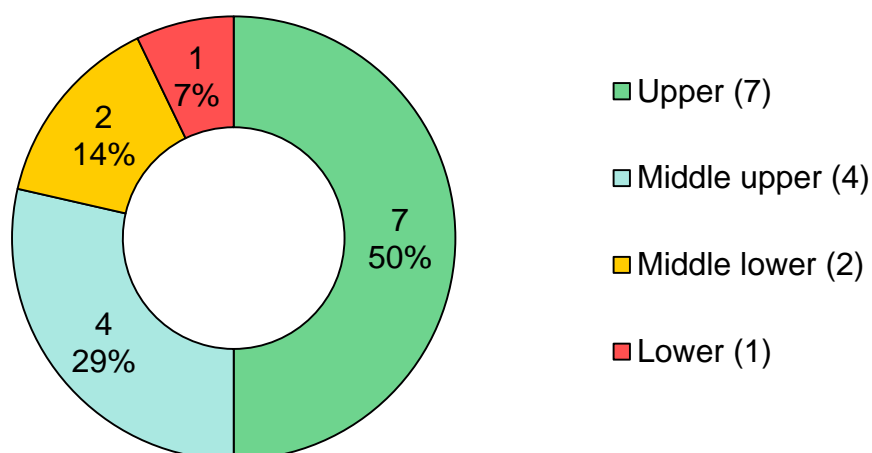
The figure in brackets is the median average across all 25 authorities

<p><b>Upper quartile</b> within cheapest 25% of local authorities</p> <ul style="list-style-type: none"> <li>Responsive repairs and void works costs per property – <b>£618</b> (£866)</li> <li>Average cost of a responsive repair – <b>£118</b> (£149)</li> </ul>
<p><b>Middle upper quartile</b> cheaper than average but not among cheapest 25%</p> <ul style="list-style-type: none"> <li>Responsive repairs management costs as a % of service provision costs – <b>27%</b> (31%)</li> <li>Major works management costs as a % of service provision costs – <b>6%</b> (7%)</li> <li>Estate services costs per property – <b>£187</b> (£241)</li> </ul>
<p><b>Middle lower quartile</b> higher costs than average but not among most expensive 25%</p> <ul style="list-style-type: none"> <li>Void works management costs as a % of service provision costs – <b>32%</b> (18%)</li> <li>Housing management costs per property – <b>£455</b> (£411)</li> </ul>
<p><b>Lower quartile</b> results rank among most expensive 25% of local authorities</p> <ul style="list-style-type: none"> <li>Cyclical maintenance management costs as a % of service provision – <b>23%</b> (15%)</li> <li>Major works and cyclical maintenance costs per property – <b>£2,338</b> (£1,770)*</li> </ul>

\* Major works and cyclical maintenance are usually the largest area of expenditure for social landlords. About 85% (£23m) of these costs were capital investment which adds to the value of the council housing stock. 49% of dwellings (5,690 of 11,518) underwent capital works.

## Performance indicators

(% of indicators within quartile groups, where upper is better and lower is worse)



### Performance indicators by group

The figure in brackets is the median average across all 25 authorities

#### Upper quartile results within highest performing 25% of authorities

- Calls answered – **89%** (85%)
- Current and former tenant arrears as % of annual rent due – **3.35%** (5.49%)
- Tenants evicted for rent arrears – **0.02%** (0.25%)
- Tenancy turnover – **4.7%** (5.6%)
- Dwellings with a valid gas safety certificate – **100%** (99.97%)
- Vacant dwellings – **0.7%** (1.2%)
- Rent loss from empty properties – **0.7%** (1.1%)

#### Middle upper quartile (better performance than average but not among highest 25%)

- Responsive repairs per property – **2.58** (2.96)
- Responsive repairs appointments kept – **96.8%** (95.8%)
- Average time to complete repairs – **8.5 days** (9.6 days)
- Average re-let time including time spent in works – **50 days** (52 days)

#### Middle lower quartile (lower performance than average but not among lowest 25%)

- Staff turnover – **7.7%** (8.7%)
- Repairs completed at the first visit – **92.5%** (92.6%)

#### Lower quartile (results rank among lowest performing 25% of local authorities)

- Average time lost to sickness per employee – **12.6 days** (11 days)
- Average energy efficiency rating – **67.2** out of 100 (70)





<b>HOUSING COMMITTEE</b>	<b>Agenda Item 102</b>
	Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Committee workplan progress update and Housing performance report - Quarter 1, 2020/21</b>		
<b>Date of Meeting:</b>	<b>16 September 2020</b>		
<b>Report of:</b>	<b>Executive Director Housing, Neighbourhoods &amp; Communities</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 01273 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 This is a report illustrating how progress against Housing Committee work plan 2019-23 priorities and targets, as well as other Housing service targets, could be reported to residents and to committee. It was agreed at Housing Committee on 15 January 2020 that a small group of Housing Committee members and officers would meet to look at how any report might look.
- 1.2 This small group met on 1 September 2020 and progress has been made on a document for discussion. The report covers Quarter 1 of the financial year 2020/21 and is attached as Appendix 1.
- 1.3 Information highlights from the quarter include:
  - **Customer feedback** – 67 compliments received from customers, and 61% of stage one complaints responded to within 10 working days
  - **Private sector housing** – 23 empty homes returned to use
  - **Major adaptations** – waiting times for applications were 16.6 weeks for private sector homes, and 5.3 weeks for council homes
  - **Housing needs** – over 400 people sleeping rough or at risk of doing so were accommodated as part of the Council’s Covid-19 response
  - **Council housing** – re-let times have been impacted by Covid-19 restrictions, and 12 homes were let in an average of 91 days
  - **Repairs and maintenance** – 99.4% of emergency repairs completed within 24 hours and 97.5% of appointments kept.

## **2. RECOMMENDATIONS:**

2.1 That the Housing Committee notes the report.

## **3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

3.1 The report uses 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.

## **4. COMMUNITY ENGAGEMENT AND CONSULTATION:**

4.1 This report will go to Area Panels in September 2020 for residents to comment and enquire upon.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 5.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. Over the last two years the percentage of rent collected has fallen in the HRA, and although the performance still compares favourably when benchmarked against other stock holding councils around the country, this is of concern and a review is underway to identify actions that will help to improve this. Indicator 15.1 shows that during the first quarter of 2020/21, rent arrears for current tenants have increased by £0.310m to £1.974m. The Housing Income Management team is undertaking targeted work with tenants who are transferring to Universal Credit, and an additional post has been included in the HRA budget for 2020/21 to enhance the support the council can directly offer tenants around welfare rights and appeals. However, it is likely that Covid-19 will have both short term and longer-term impacts on rent collection performance going forward coupled with the increase in numbers of people claiming Universal Credit.
- 5.2 It is important that rent collection levels are improved going forward so that the HRA can provide the management and maintenance services residents expect.

*Finance Officer Consulted: Monica Brooks      Date: 4<sup>th</sup> September 2020*

### Legal Implications:

5.2. There are no legal implications to draw to Members' attention arising from the report.

*Lawyer Consulted: Liz Woodley      Date: 27.08.20*

### Equalities Implications:

5.3 There are no direct equalities implications arising from this report.

Sustainability Implications:

- 5.4 The average energy efficiency rating of council homes stands at 67.5 (out of a maximum of 100) and efforts to increase this rating contribute towards the council's sustainability commitments and help to reduce fuel poverty.

Crime & Disorder Implications:

- 5.5 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 agencies.

Risk and Opportunity Management Implications:

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

Public Health Implications:

- 5.7 A large number of services were stopped or significantly impacted in March in order to comply with Coronavirus (Covid-19) restrictions.

Corporate or Citywide Implications:

- 5.8 There are no direct corporate or city wide implications arising from this report.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Housing Committee workplan progress update and Housing performance report - Quarter 1, 2020/21

**Background Documents:**

None



# Committee workplan progress update and Housing performance report

**Quarter 1 2020/21**

This new performance report has been designed to include updates on the Housing Committee priorities and work plan 2019-23, as well as cover a wider range of Housing services, while making the report shorter overall.

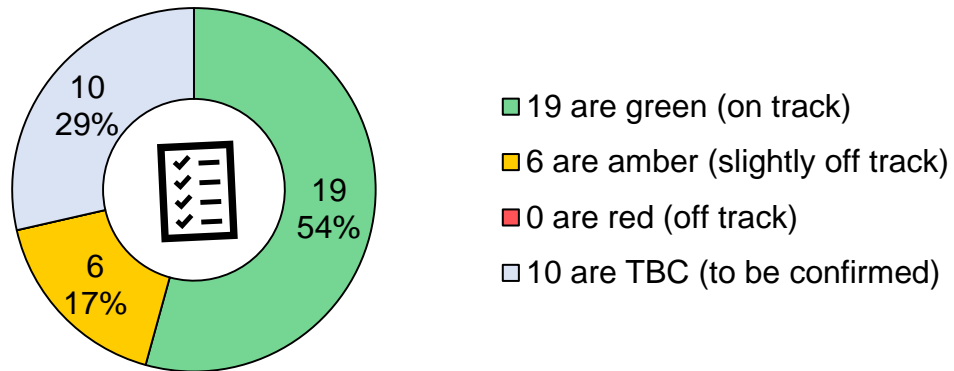
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This housing performance report covers Quarter 1 (Q1) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

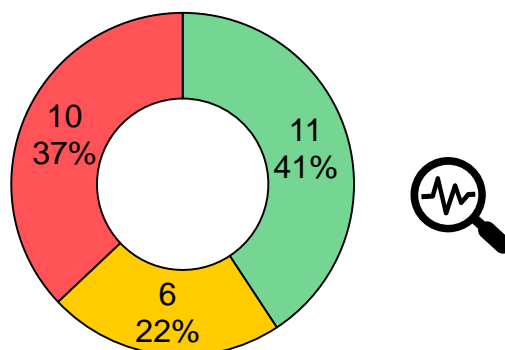
### Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

-  **Green – on or above target**  
(11 indicators)
-  **Amber – near target**  
(6 indicators)
-  **Red – below target**  
(10 indicators)
-  **Improved since last time**  
(9 indicators)
-  **Same as last time**  
(3 indicators)
-  **Poorer than last time**  
(15 indicators)

### Performance indicators

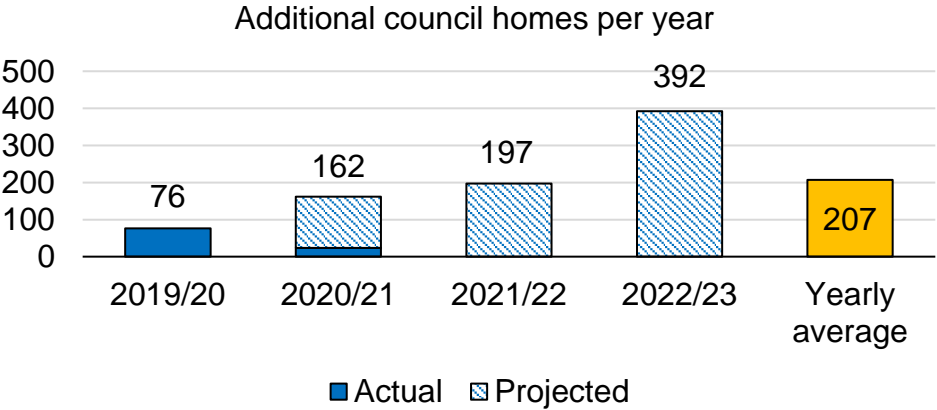


# Part one: Housing Committee priorities and work plan 2019-23

## 1. Providing additional affordable homes

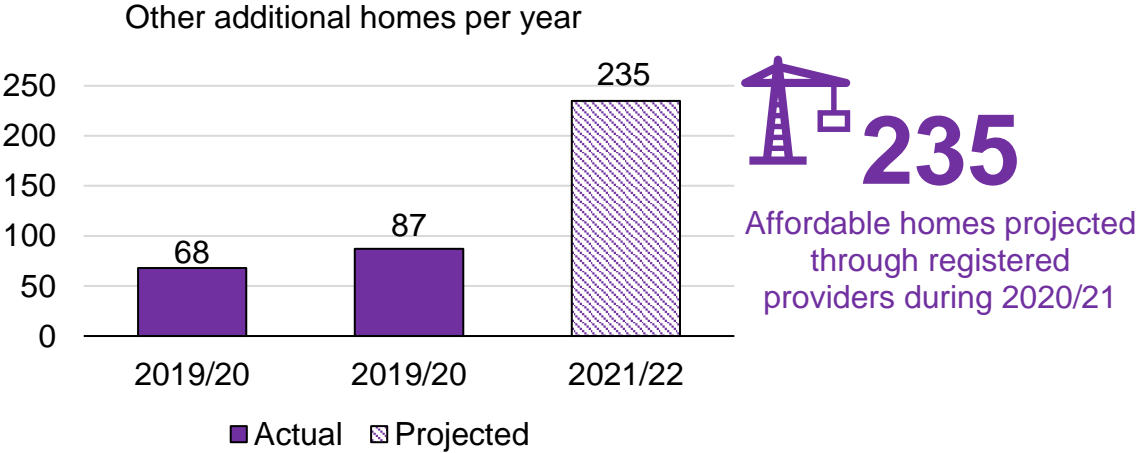
### 1.1 On track: Achieve 800 additional council homes

- 2020/21: 162 homes – Home Purchase Policy (HPP) buy backs (60), Selsfield Drive (30), Buckley Close (12), Gladstone Court (38), Hidden Homes (12), Oxford Street (10)
- 2021/22: 197 homes – HPP buy backs (40), Victoria Road (42), Rotherfield Crescent (4), Frederick Street (4) and Hidden Homes (10). Potential for four further schemes (97).
- 2022/23: 392 homes – HPP buy backs (50), Moulsecoomb Hub (244), Hidden Homes (10), potential for two further schemes (88).



### 1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

- 235 affordable homes projected through registered providers during 2020/21
- Of these, 94 homes (40%) are for rent, 141 (60%) are for shared ownership





## 1. Providing additional affordable homes

**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents

- 68% (or 46 of the 68) homes purchased are at social (2), 27.5% Living Wage (10) or 37.5% Living Wage rents (34)
- 7 of 43 homes purchased since committee decision have had rent subsidy applied to support lower rent levels

**1.4 On track:** Develop the existing Hidden Homes strategy

- Works have resumed on three sites to create 12 new homes from underused spaces by December 2020
- Estates are reviewed to consider maximising use of land through our housing stock review process.

**1.5 TBC:** Develop a policy for the council to take the role of developer on major sites

- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.

**1.6 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

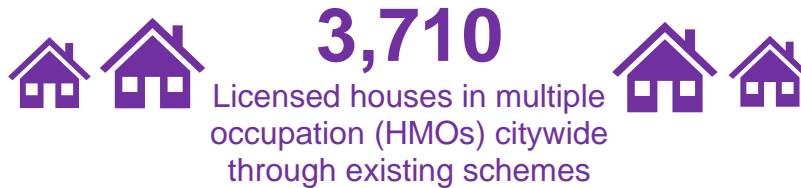
- Council (13/08/20) agreed to continue to explore borrowing from the Public Works Loan Board and on-lending to community-led housing projects as a matter of urgency as a way of supporting such community-led efforts.
- 6 sites identified since 2017 for potential CLT development. Further council owned sites being assessed to find at least 4 more
- Regular updates on progress to Housing Member Supply Board.

  
Sites  
identified

## 2. Improving private rented housing

**2.1 On track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the City

- Committee report completed setting out evidence for pursuing scheme
- Stock condition survey recommenced in September
- Report planned for January Housing Committee



**2.2 TBC:** Research and review an ethical loan scheme

- Report to committee Year 2 Q3 (November 2020)

**2.3 TBC:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

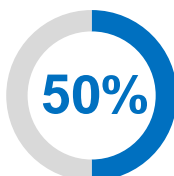
- Briefing to go to committee November 2020 on way forward

**2.4 Slightly off track:** Research and develop a social lettings agency

- Capacity has been limited due to Covid-19
- Research work will resume before the end of 2020/21

**2.5 Slightly off track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Work has largely been on hold (Covid-19 restrictions limit access to homes)
- Urgent hazards have been attended to
- Request for assistance top categories: disrepair (37%), Councillor enquiries (21%), assessments for social housing waiting list applications (10%).



of licensed HMOs meet all special conditions (licences issued 12 plus months ago)

62



Requests for assistance received during Q1

### 3. Alleviating homeless and rough sleeping

**3.1 On track:** Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Strategy report to approved by committee June 2020
- Policy & Resources approved setting up of the Homeless Reduction Board July 2020
- Covid-19 response: over 400 people accommodated including rough sleepers, those in congregate accommodation and those at risk of rough sleeping
- Next Steps Accommodation Programme (NSAP) funding bid submitted to Ministry of Housing, Communities & Local Government for the costs of providing accommodation and support to all those accommodated in short term owing to the pandemic and to develop move on options (outcome expected mid-September)



**400+**

People accommodated  
through Covid-19  
response

**88**

Rough sleepers counted  
in November 2019, up  
from **64** the year before

**3.2 On track:** Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and it's partners judge our policies and practices'*.
- Policy & Resources approved Homeless Reduction Board – July 2020
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board.

**3.3 On track:** Provide a 365 day night shelter

- Shelter opened in November 2019 (this needs reviewing following Covid-19 and impact of shared facilities)

**3.4 TBC:** Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People', including potential funding for expansion subject to NSAP bid to Government, is being considered at September 2020 Housing Committee.

### 3. Alleviating homeless and rough sleeping

**3.5 On track:** Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchase August 2020
- Oxford Street refurbishment (10) – expected completion December 2020
- Home Purchase Policy purchases – 22 of 68 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)
- Progress negotiating a new agreement with Seaside Homes to develop better ways of supporting homeless people.

**3.6 On track:** Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Policy & Resources approved Homeless Reduction Board – July 2020
- First meeting of Homeless Reduction Board held and we are currently developing Terms of Reference for the Homeless Operational Board

### 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to committee.
- Our Housing Revenue Avenue capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and resident's fuel costs. Our HRA capital programme for 2020/21 includes £2,104,000 for domestic/communal heating improvements.
- Agreement to install ground source heat pump at a seniors housing scheme
- Retrofit installation of the first air source heat pump on Housing land
- Working on funding bid to pilot a 'whole house' approach to reduce carbon emissions from council homes
- Continued promotion of the Your Energy Sussex renewable energy tariff
- Continued support of the Warmer Sussex model to offer energy efficiency improvements to private householders and landlords

## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated tonnes of carbon emissions from council homes



**67.5**

Energy efficiency rating of council homes (maximum of 100)



**4.3 On track:** Review the energy efficiency and provision on all new developments

- Government consulting on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Work started on PV installations at a seniors housing scheme
- Continued work towards a launch of the Solar Together Sussex collective buying scheme for solar PV panels

## 5. Improving council housing and community involvement

**5.1 TBC:** Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

**5.2 On track:** Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon

**5.3 TBC:** Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Report to committee Year 2 Q3 (November 2020)

## 5. Improving council housing and community involvement

### 5.4 Slightly off track: Extend participatory budgeting

- Report to committee Year 2 Q1 (June 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.

### 5.5 On track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- . Due to the Covid-19 outbreak, our planned works procurement was paused. The procurement is now due to be completed in November 2020. The next stage of the procurement is to consult with leaseholders on the council's proposals to enter into the long-term agreements with the winning bidders.
- The resident 'task and finish' group, including significant representation from leaseholders, worked with the programme team over the last year on planned works procurement has been unable to hold meetings due to current social distancing measures.
- For the social value question, two members of the resident task and finish group, one tenant and one leaseholder, were part of the evaluation team.
- Senior Leasehold Liaison Officer appointed

## 6. Enabling more affordable home ownership

### 6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.
- Working with CLT to develop increased knowledge of possible funding sources

### 6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes. Options are being reviewed for delivery of the shared ownership element of the two schemes.
- Report to go to September Housing Supply Member Board considering options
- 235 affordable homes projected through registered providers during 2020/21, 141 (60%) are for shared ownership.

## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes taken back during Q1



**158**

Private sector empty  
homes returned to use per  
year (2016/17 to 2019/20)

**7.2 TBC:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Report to committee Year 2 Q3 (November 2020)

**7.3 TBC:** Investigate the possibility of supporting a 'lodger' scheme and report to committee

- Report to committee Year 2 Q4 (March 2021)

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

Report to committee Year 1 Q4 (March 2020). A report on Regulation of Short Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. The report agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services.
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation.

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' is being considered by September Housing Committee. Following the insourcing there are a number of ongoing and new projects which are being delivered by the programme team. Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices.

**8.2 TBC:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort











- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.

**8.3 TBC:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.











## Part two: Performance indicators









 Customer feedback	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
9.1  Compliments received from customers	88	105	67		
9.2  Stage one complaints responded to within 10 working days	80%	85% (113 of 133)	61% (43 of 71)		
9.3 Stage one complaints upheld	Info	56% (74 of 133)	34% (24 of 71)	n/a	n/a
9.4 Stage two complaints upheld	18%	42% (5 of 12)	22% (2 of 9)		
9.5  Leaseholder disputes upheld	Info	New indicator	0% (0 of 1)	n/a	n/a




There was one leaseholder dispute during Q1, which related to charges for major works at a high rise block. Most disputes arise during Q3 when bills are sent out to leaseholders. There are three outstanding disputes from the previous year, which also relate to major works.

 Private sector housing	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
10.1	New licenses issued for Houses in Multiple Occupation (HMOs)	Info	228	162	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	49.8% (821 of 1,649)	50.1% (942 of 1,882)		
10.3	Private sector empty homes returned to use	40	20	23		

 Housing major adaptations	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	11.2	16.6		
11.2	Council housing – average weeks taken to approve applications and commence works	10	13.9	5.3		

 Housing options and homelessness	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
12.1	Households prevented from becoming homeless	202	189	154		
12.2	New households accepted as homeless	Info	66	58	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	9,155	8,352	n/a	n/a

 Temporary accommodation		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
13.1	Total homeless households in temporary accommodation	For info	1,505	1,750	n/a	n/a
13.2	Rent collected for emergency nightly placements	89.21%	89.21%	71.84% (£846k of £1.18m)		
13.3	Rent collected for leased temporary accommodation properties	96.10%	96.10%	95.97% (£1.67m of £1.75m)		
13.4	 Rent collected for Seaside Homes	91%	88.19%	88.38% (£1.03m of £1.17m)		
13.5	Empty temporary accommodation homes (leased and Seaside)	For info	60	57	n/a	n/a

 Additional council homes		Q4 2019/20	Q1 2020/21
14.1	 Additional council homes	15	20
14.2	... at Local Housing Allowance rents	20% (3 of 15)	0% (0 of 20)
14.3	... at 37.5% Living Wage rents	47% (7 of 15)	75% (15 of 20)
14.4	... at 27.5% Living Wage rents	13% (2 of 15)	25% (5 of 20)
14.5	...at social rents	20% (3 of 15)	0% (0 of 20)
14.6	Council homes sold through the Right to Buy	6	8
14.7	Net change in the number of council homes – all rent levels	+9	+12
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-1	-3
14.9	 Total council homes	11,577	11,589
Total stock includes 10,649 general needs, 877 seniors housing, 52 council owned temporary accommodation and 11 long term leases to housing associations.			

### 14.10 Home purchase performance data – since start of programme

Home purchases by application date								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
<b>Total applications</b>	<b>5</b>	<b>54</b>	<b>88</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>6</b>	<b>170</b>
Of which, became purchases	2	31	35	0	0	0	0	68
Council declined	1	14	10	0	0	2	0	27
Owner declined offer	1	5	11	0	0	0	0	17
Owner withdrew	1	3	13	0	0	2	0	19
Outcome pending	0	1	19	1	0	12	6	39












Home purchases by completion date and rent level								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>68</b>
... general needs social rent	0	0	1	0	0	0	1	2
... general needs 27.5% Living Wage	0	0	5	2	1	2	0	10
... general needs 37.5% Living Wage	1	5	24	2	0	1	1	34
... temporary housing at LHA rates	0	8	13	0	0	0	1	22






### Summary of all home purchases since start of scheme, September 2017


















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
68	2	10	34	22*	7 **	£0.249m	TBC

















\*All LHA rate purchases are for temporary accommodation

\*\*Of the 43 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

 Council housing management		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
15.1	 Rent collected for council housing (end of year projection)	95%	96.80% (£50.4m of £52.0m)	96.28% (£51.0m of £53.0m)		
15.2	 Tenants known to claim Universal Credit (UC)	For info	19% (2,117 of 11,436)	22% (2,545 of 11,357)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	39% (531 of 1,355)	47% (765 of 1,622)	n/a	n/a
15.4	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.5	Tenants evicted due to anti-social behaviour (ASB)	For info	1	0	n/a	n/a
15.6	 New ASB cases reported	For info	185	198	n/a	n/a
15.7	 Surveyed ASB victims satisfied with way their closed case was dealt with	85%	94% (15 of 16)	100% (3 of 3)		
15.8	Tenancies sustained following difficulties	98%	100% (24 of 24)	100% (13 of 13)		

 Council empty homes		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
16.1	 Average re-let time (calendar days) excluding time spent in major works	21	20 (111 lets)	91 (12 lets)		
16.2	Average 'key to key' empty period (calendar days) including time spent in major works	For info	47 (111 lets)	140 (12 let)	n/a	n/a
16.3	 Empty council homes (includes new homes)	For info	78	173	n/a	n/a

 Council housing repairs		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
17.1	 Emergency repairs completed within 24 hours	99%	99.8% (2,714 of 2,719)	99.4% (2,498 of 2,513)		
17.2	Routine repairs completed within 28 calendar days	92%	99.5% (6,011 of 6,041)	74.5% (769 of 1,032)		
17.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	20 days		
17.4	 Appointments kept as proportion of appointments made	97%	97.8% (8,874 of 9,069)	97.5% (3,135 of 3,216)		
17.5	 Tenants satisfied with repairs (standard of work)	96%	100% (15 of 15)	93% (403 of 432)		
17.6	Repairs completed at first visit	92%	87.5% (7,666 of 8,760)	93.9% (2,838 of 3,023)		

 Council housing maintenance		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
18.1	 Dwellings meeting Decent Homes Standard	100%	100% (11,511 of 11,511)	96.8% (11,216 of 11,587)		
18.2	Energy efficiency rating of homes (out of 100)	67.4	67.5	67.5		
18.3	 Council homes with a valid Landlord's Gas Safety Record	100%	99.99% (9,992 of 9,993)	99.79% (9,962 of 9,982)		
18.4	 Lifts – average time taken (hours) to respond	2	4.7	2.5		
18.4	Lifts restored to service within 24 hours	95%	97.7% (130 of 133)	91% (104 of 114)		
18.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	10	4		

Please note that new performance indicators relating to planned maintenance and major works are currently being developed and will be included in future versions of these performance reports once finalised.



<b>Subject:</b>	<b>Update on Repairs &amp; Maintenance to Council Housing Stock</b>		
<b>Date of Meeting:</b>	<b>16 September 2020</b>		
<b>Report of:</b>	<b>Interim Executive Director Housing, Neighbourhoods and Communities</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>David Canham</b>	<b>Tel: 01273 293165</b>
		<b>Martin Reid</b>	<b>Tel: 01273 293321</b>
	<b>Email:</b>	<a href="mailto:david.canham@brighton-hove.gov.uk">david.canham@brighton-hove.gov.uk</a> <a href="mailto:martin.reid@brighton-hove.gov.uk">martin.reid@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

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

1.1 This report updates Committee on the Housing Repairs & Maintenance service following the insourcing of the service which took place on the 1<sup>st</sup> April 2020. This was in line with the following recommendations approved, following extensive consultation, at a special Housing & New Homes Committee meeting held on 28 September 2018 and Policy, Resources & Growth Committee on 11 October 2018 that, following expiry of the contract with Mears:

- Customer service and quality assurance services are brought in-house;
- Responsive repairs and empty property refurbishment works to council housing stock are brought in-house.

1.2 This report updates on how the service has been operating during the pandemic and outlines the ongoing work which the programme will be carrying out over the next year.

**2. RECOMMENDATIONS:**

2.1 That the Committee notes the progress with the programme and the Housing Repairs & Maintenance service as outlined in the body of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**Programme updates

3.1 Following the insourcing there are a number of ongoing and new projects which are being delivered by the programme team.

3.2 Planned maintenance and improvement works will be delivered by 3-7 contractors. The works have been split into seven lots and contracts are to be awarded for a five year period with the option for the council to extend by up to a further two years. The lots are as follows:

- Lot 1: Kitchens and bathrooms
- Lot 2: Internal and external decorations and repairs
- Lot 3: Windows
- Lot 4: Roofs
- Lot 5: Doors – flats and street property doors (including fired doors)
- Lot 6: Doors – main entrance doors
- Lot 7: Communal and domestic rewiring

Due to a lack of quality bids, lot 6 was discontinued following the Selection Questionnaire (SQ) stage. Any planned works required for main entrance doors will be tendered on an individual project basis.

3.3 Due to the Covid-19 outbreak, the Planned Works procurement was paused on the 18<sup>th</sup> March 2020. Following consultation with the bidders, the process was able to commence again on 15<sup>th</sup> June 2020. The procurement is due to be completed in November 2020.

3.4 The first stage of the tender process, the SQ (Selection Questionnaire), attracted bids from 46 bidders. The evaluation process was conducted by a wide range of council officers and resulted in 18 bidders being progressed through to the next stage of the tender.

3.5 The next stage, the ITT (Invitation to Tender), involved bidders submitting their pricing and written statements for 10 quality related questions. These questions covered areas such as resourcing and mobilisation, performance management, project management, quality assurance, risk, sustainability and social value.

3.6 For the social value question, two members of the resident task and finish group were part of the evaluation team. More residents were originally planned to take part in the evaluation process, but the numbers had to be limited due to the restrictions and technology required due to social distancing measures.

3.7 The next stage of the procurement is to consult with leaseholders on the council's proposals to enter into the long term agreements with the winning bidders. As part of the consultation, leaseholders are invited to make written observations in relation to the proposal within a 30 day period. Further consultation will be carried out for any works where the expected cost to leaseholders is over £250, as part of the consultation requirements in section 20 of the Landlord and Tenant Act 1985.

3.8 Other key projects following the insourcing include:

- Out of hours call centre provision
- Procurement of a new fleet
- The harmonisation of terms and conditions
- Procuring contracts for major capital works via a multi-contractor framework

- Business process mapping of approximately 100 processes
  - Materials and contractor supply chains
  - Procurement of an IT works management system
- 3.9 As reported to March Housing Committee, a number of issues were raised whilst work progressed on setting up a new external provider for out of hours call handling. Moving to a new provider would have resulted in a less robust lone working procedure for operatives due to a lack of integration between IT systems.
- 3.10 Work is now underway on a business case to assess the options for out of hours call handling, including procuring a new supplier, and also how the service could be delivered directly by the council.
- 3.11 A business case is also being developed for the procurement of a new fleet of vehicles for the Repairs & Maintenance service. Research is currently being conducted on the types of vehicles required to deliver the service and the technology available on the market which aligns with the council's corporate objectives.
- 3.12 The procurement of a multi-contractor framework for major capital works has been impacted by the need to focus resources on the planned works procurement, along with a delay due to Covid-19. Resources are being reviewed to understand where these can be increased so that the framework is in place for April 2021.
- 3.13 As reported to Housing Committee in January and March, in order to bring the services in-house the council purchased some discrete products from Mears, including a works management system, materials supply chain, and the processing of contractor orders and payments. Work is now underway to scope out the requirements for a new works management system, with the materials supply chain and contractor portal to follow.
- 3.14 Prior to the transfer of the Repairs & Maintenance service, the GMB had lodged a dispute with Mears as part of the 2020 pay review process. This claim related to the request for an increased 8% pay rise and the standardisation of annual leave and sick pay for all staff. A 2% pay increase was applied by Mears in January 2020 but the dispute was not resolved which led to a ballot in favour of industrial action including potential strike dates and action short of a strike.
- 3.15 Following the insourcing, this dispute transferred to the council and since April 2020 the council has been engaged in discussions with GMB to seek to resolve the dispute.
- 3.16 The terms and conditions of staff have been reviewed as part of a harmonisation process, which would offer staff the choice of moving to Brighton & Hove City Council terms and conditions or to remain on their existing terms and conditions. As a result of the review we anticipate approximately 88% of front line colleagues will be better off on council pay rates and some will see a significant improvement in their pay. Any staff who choose to move to council terms and conditions will receive full back pay to 1 April 2020. No staff will be worse off as all staff will have the option to stay on their existing contract with their current pay

rates. The council has undertaken to complete a formal job evaluation exercise to make an offer of harmonisation by 31 December 2020. This offer has not been accepted and strike action has been called for 5 days from the 7<sup>th</sup> September 2020. The council remains open to continued discussions with the GMB.

### Performance of the Repairs & Maintenance service

3.17 Due to the Covid-19 pandemic the Repairs & Maintenance service was initially carrying out essential repairs to council housing, health and safety maintenance checks, and repairs to empty properties. A safety led approach was implemented to ensure that works were only carried out with the correct Personal Protective Equipment, risk assessments were in place, and social distancing protocols followed for the safety of residents, staff, and contractors.

3.18 From 13 July 2020 the definition of essential repairs was expanded for all trade teams, to include repairs that if left unattended in the long term would have an impact on the residents and properties, such as heating and hot water repairs, containable leaks, condensation wash downs, etc. Risk assessments were developed for all situations where work would be undertaken, and the identification of Covid-19 cases and vulnerable or extremely vulnerable occupants is undertaken by repairs desk staff asking several questions to identify the particular circumstances of the occupants before raising a repair. This enables the service to operate different risk assessment protocols and use appropriate PPE. The service is gradually returning to a complete repairs service, but due to the backlog created by the pandemic repairs are being prioritised in the following order:

- 1) Those that pose a Health & Safety risk
- 2) Repairs required that are having a significant impact on resident and/or that are causing damage to properties
- 3) All other repairs.

Operatives will not be attending to any non-essential repairs in properties where the occupants are displaying symptoms of COVID 19 or have a current confirmed case of COVID 19.

3.19 Due to the restrictions in place on what repairs the service has been able to safely carry out over this period, there is a current backlog of 3,204 repairs. Works to empty properties has also been impacted, with a current backlog of 160, although the situation with empty properties is improving with 86 being complete in the last 5 months. To clear the backlog, we are recruiting trade operatives and office based staff through the council agency to expand our capacity to complete more repairs. Recruiting the required calibre of staff, providing adequate training and staggering start dates (to accommodate supervisory training) will take some time, and therefore it is estimated that it will take up to 12 months to clear the backlog. This could potentially be impacted by another lockdown if mandated by the government, and the ability to recruit the required staff. In a normal month, the service receives approximately 3,000 repair faults.

3.20 Since April the repairs call centre has been operating a voicemail call back service, which enabled residents to report an emergency repair via a voicemail

message and the team would call the resident back to confirm details and schedule the job. This is a similar process currently used by other call centres in the council and enables staff to work remotely safely and securely within the capabilities of the available technology. Now that appropriate risk assessments and consultation have been undertaken and social distancing measures have been put in place in the Housing Centre, the Repairs Helpdesk team are returning to the office and normal phone service will resume on 14<sup>th</sup> September, for reporting both emergency and routine priority repairs.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS.**

- 4.1 This report updates Committee on the progress of the programme and the Repairs & Maintenance service and therefore alternative options are not required

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The resident 'task and finish' group which has worked with the programme team over the last year has been unable to hold meetings due to social distancing measures. Regular updates and newsletters have been sent to the group to keep them informed and involved on progress, and plans are now being made to set up meetings held via video calls.
- 5.2 Members of the group were invited to take part in the evaluation process for the Planned Works procurement. Due to the technology required to take part and the social distancing measures, we had to limit the number of resident participants to three. Two members of the group volunteered and evaluated the bidder's responses to the social value question.
- 5.3 Feedback from the task and finish group has also been sought as part of the business case for the out of hours call handling.

#### **6. CONCLUSION**

- 6.1 This report updates Committee on the Repairs & Maintenance service following the insourcing in April 2020. It has been a challenging time due to the impact of Covid-19 and the service has had to operate a reduced service whilst delivering emergency and priority works.
- 6.2 The programme team continues to support the service and the work of the insourcing with key projects on the out of hours call centre provisions, fleet procurement, and the harmonisation of term and conditions.

#### **7. FINANCIAL & OTHER IMPLICATIONS:**

Financial Implications:

- 7.1 Full financial implications were provided in previous reports. This report is for noting and there are no direct financial implications. As referred to in the main body of the report, there are several key projects being supported by the programme team and the financial implications of these will be reflected as part of the budget monitoring (TBM) process as appropriate.
- 7.2 The service was reporting a forecast underspend of £0.300m at TBM2 due primarily to the high number of staff vacancies and operating a reduced service due to the impact of Covid-19. The TBM position will continue to be closely monitored, taking account of resources required for dealing with the backlog of jobs.
- 7.3 Any on-going financial implications of the development of the service will be considered as part of the HRA budget setting process for 2021/2.

*Finance Officer Consulted: Michael Bentley*

*Date: 03/09/20*

Legal Implications:

- 7.4 Full legal implications were provided in previous reports. This report is for noting and there are no direct legal implications. The Council's lawyers (internal and external) continue to advise on all aspects of the programme.

*Lawyer Consulted:*

*Alice Rowland*

*Date: 03/09/20*

Equalities Implications:

- 7.5 There are no direct equalities implications arising from this update report.

Sustainability Implications:

- 7.6 The work carried out through the council's Repairs and Maintenance service and through planned improvement works contributes significantly to the energy performance of the council owned housing stock. Sustainability has been considered as part of the evaluation process for the planned maintenance and improvement works contracts detailed in section 3.2. Providers have been assessed on their ability to deliver services in a sustainable and energy efficient manner in line with the council's HRA energy strategy.
- 7.7 As detailed in section 3.11 a business case is being developed for the procurement of a new fleet of vehicles for the Repairs & Maintenance service. The business case will consider the sustainability impact of the fleet in line with the council's corporate objectives.

**SUPPORTING DOCUMENTATION**

**Appendices:**

None

**Background Documents**

None





<b>Subject:</b>	<b>Review of Evictions from Emergency and Short-term Temporary Accommodation</b>		
<b>Date of Meeting:</b>	<b>16<sup>th</sup> September 2020</b>		
<b>Report of:</b>	<b>Executive Director for Housing, Neighbourhoods and Communities</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sylvia Peckham Louise Lowery</b>	<b>Tel: 01273 29</b>
	<b>Email:</b>	<b>Sylvia.peckham@brighton-hove.gov.uk Louise.lowery@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

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

- 1.1 In February 2019 Policy, Resource & Growth Committee agreed that £0.250m be added to the council's 2019/20 budget proposals for one year only in order to expand the options for providing support for people in emergency and temporary accommodation to have a positive impact on evictions which were at a high level. In February 2020, Budget Council approved an on-going budget of £0.260m for this welfare support service.
- 1.2 It was requested that the performance of the support team (Welfare officers) in relation to the impact on the rate of evictions is regularly reported to Housing Committee.
- 1.3 On average the team have been involved in helping avert the potential eviction of 35 people each month. They are supporting an average of just under 500 households at any one time but this has risen to over 600 during Covid 19. The preventions have been where residents have been served a warning notice due to service charge arrears or other breaches of the licence agreement which the welfare officer team have then resolved.
- 1.4 This report sets out the performance to date. In 2019/20 the percentage of placements that resulted in eviction rose to 10.84% of all placements made which may be the result of a more robust recording system. Between April and the end of July 2020, evictions were just under 10% of all placements made despite the increased number of placements and the changes to how support had to be provided during Covid 19.
- 1.5 In April 2019 we changed the way we were recording evictions. Previously we were relying upon the reporting information accommodation providers submitted as part of their contractual obligations. However in 2019 we implemented a change to start recording information separately and developing our own recording system to ensure every eviction was captured albeit on a manual

spreadsheet. It would therefore appear that in previous years there has likely been under reporting due to the way information was recorded.

## **2. RECOMMENDATIONS:**

- 2.1 That Housing Committee notes the performance and evictions reported.
- 2.2 That Housing Committee supports the measures the council is incorporating in future contracts for emergency and temporary accommodation to minimise the risk of evictions, and intends to keep this matter under annual review.

## **3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 In response to concerns regarding evictions from short term and emergency temporary accommodation, the Welfare Officer Team was set up in January 2018. The purpose was to act as an intermediary between accommodation providers and residents to ensure any issues with the accommodation were addressed in a timely manner and to resolve any issues between the parties. Initially the team comprised two welfare officers which were subsequently expanded later that year to create a team of six plus a senior Welfare Officer.
- 3.2 The aim of the service was to support homeless households living in short term and emergency temporary accommodation to minimise evictions. All households accommodated are linked in with the service at the time that the placement is made. Households are provided with details of the welfare officer assigned to them and who they can contact if they require assistance during their stay. At any one time prior to the current Covid 19 pandemic, we had approximately 500 households in emergency and short term temporary accommodation (425 in contracted accommodation and around 70 in spot purchase accommodation). During the pandemic this has increased to approximately 600 households as we have an average of 200 households in spot purchase.
- 3.3 Prior to the Covid-19 pandemic and emergency measures put in place in response, the duty welfare officer met with each household at the point accommodation was allocated, providing their contact details; basic information about services available in the locality of the accommodation and ensuring that households had access to basic needs such as food and laundry. Regular welfare checks were carried out at all of the short term and emergency temporary accommodation properties Which comprise in the region of 10 blocks plus separate spot purchase accommodation in the city and outside the city in Newhaven and Eastbourne. This entailed knocking on the door at each room and asking each person that answered whether they require any assistance. Where there was no answer a note was left in the room with the contact details of the service.
- 3.4 Since the lockdown following the Covid-19 pandemic, new households are first contacted within 24 hours of their being placed into emergency accommodation. Thereafter, households are contacted every two to three weeks by phone, depending on preference. In addition they are able to phone their Welfare Officer as issues arise. If we receive no response to a call there will be a follow up call.

After a second non response the welfare officer will contact the accommodation provider to arrange for a check to be made on the household. All households are given the contact details of the welfare team so that they are able to contact them if they feel they need support. As we are unable to give out welfare packs we text contact details of relevant services as required. Welfare packs contain information relating to services local to the accommodation such as launderettes, shops, churches, food banks, GPs in addition to some basic provisions.

3.5 Where it is apparent that a household requires additional support, then the welfare officer will respond accordingly. This includes ensuring households are linked in with local support groups and if necessary referring to specialist support agencies. Where there are serious concerns for a person's safety or wellbeing, a safeguarding alert with Adult Social Care or Children's Services will be raised or in extreme situations the emergency services called. The main areas of support offered are outlined in more detail in paragraph 3.7 below.

3.6 A weekly drop-in service was also provided at some of the properties where there were the facilities to do so, i.e. office space or a separate room where people could meet with a Welfare Officer without an appointment and could raise any issues or concerns. However this had to be paused during lockdown. We are now considering how to recommence this service safely with appropriate risk assessments.

3.7 The main areas of support provided include:

- Providing assistance with a range of financial matters. This includes supporting people with benefit claims, liaising with the Department of Work and Pensions, assisting with Local Discretionary Social Fund applications (LDSF) and assisting households to manage their budgets.
- Referrals into and liaison with relevant support services such as the commissioned substance misuse service, Justlife who provide a range of practical support to people in emergency accommodation and Adult Social Care.
- Assistance to register with a GP and in accessing other health services.
- Negotiating with accommodation providers to resolve repair issues or manage service charge debts.
- An Information pack is provided regarding what is available in the locality of their accommodation and a move-in pack consisting of some basic provisions is provided if necessary. These are arranged through Justlife. Following Covid 19 we now ascertain what support is required when talking to the household and would follow up with a text or email the contact details of services or contact the services directly as appropriate. We are reviewing how quickly we can safely resume re-offering the welfare pack.
- Assisting people to move to alternative long-term accommodation options. This includes enabling people to move into the private rented sector and assisting people to bid on Homemove.
- Supporting people when moving to alternative accommodation by assisting access to furniture through Estate services when Local Discretionary Social Fund is not available.

**Monthly average performance matrix to support around 500 households ( pre-Covid 19)**

<b>Activity level</b>	Total number ( relating to separate actions not the different number of households supported)
Telephone calls to households to follow up visits etc	197
Letter drops at accommodation advising of the service and how to make contact	221
Texts to households to arrange appointments	112
Home visits ( no answer)	369
Home visits ( successful)	218
Office visits	83
<b>Areas of work and assistance offered:</b>	
Referrals to other support services	85
Service charge advice	57
Advice and assistance in resolving repairs and maintenance of accommodation.	171
Benefits/budgeting advice	45
Successful interventions following concerns raised by providers and where warnings have been issued	35
Safeguarding concerns noted and raised ( not necessarily formally with social services)	31
<b>Move on from emergency accommodation</b>	
Assisted households to bid on Homemove	6
Advice given about private rented housing options	89
Assisted to move from emergency accommodation to longer term TA	32

See Appendix 1 for definitions for each of the above categories.

- 3.8 It was reported to Housing Committee in September 2019 that there had been a total of 39 evictions between 01/04/18 to 31/03/19 which was 3.7% of all placements made in that period. The total number of placements in that period was 1040.
- 3.9 In April 2019 we changed the way we recorded evictions as the previous method was not as robust as required. Previously we were relying upon the reporting information accommodation providers submitted as part of their contractual obligations. However in 2019, following feedback from members, advocates and residents we implemented a change to start recording information separately to the performance indicators providers submitted and developed our own recording system to ensure every eviction was captured albeit on a manual spreadsheet. It

would therefore appear that in previous years there has been under reporting due to the way information was recorded.

Whilst the table below indicates an increase compared to those recorded in the previous two years, the numbers are not comparable due to the difference in the way information is collected as explained above. The experience of the service is that evictions have not increased and rather the difference in figures is explained by the more robust and consistent way that the information is now recorded. It is not clear that welfare officers have been able to provide the kind of support that would lead to a reduction in evictions and refer to 3.18 which advises that emergency accommodation will always be difficult for people to manage in particularly when they need supported accommodation to meet their need. We will continue to review in consultation with the Temporary Accommodation Action Group and the Homeless Reduction Operational Board, how this support could be more effective.

3.10

Period	Number of placements*	Number of evictions	Percentage of those accommodated who were evicted
01/04/17 to 21/03/18	996	33	3.3
01/04/18 to 31/03/19	1040	39	3.7
01/04/19 to 31/03/20	1706	185	10.84
01/04/20 to 31/07/20	970	96	9.89

\*It should be noted that these are the total number of placements made and not the total of different households accommodated and it will include transfers of households from one property to another.

3.12 Further Detail figures is contained in Appendix Two which follows on from Appendix one.

3.13 Figures show that for the part year between 1st April 2020 and 31<sup>st</sup> July, a higher number of placements were made as a proportion of the previous year. (970 against pro rata based on previous year would be in the region of 568). This is due to the response to the Covid-19 emergency and the Government requirement to provide accommodation for rough sleepers and those at risk of rough sleeping. In addition some people will have been placed several times as we have had to move people according to what accommodation we had available and what needed replacing eg the moves from initial acquired hotels to University of Brighton halls of residence. This does not include those verified rough sleepers placed in the Care & Protect accommodation ie, where they have been divided into different groups depending on their risk if contracted Covid 19 and provided with separate accommodation aligned to that risk.

3.14 Of the 96 evictions between 01/04/20 and 31/07/20, 52 people were replaced into other emergency accommodation. The housing duty was discharged in only 11 cases and the remaining did not re-present to us following eviction. Due to the

pandemic, alternative accommodation has been offered to all people who would otherwise be rough sleeping or at risk of rough sleeping.

- 3.15 There is a perception that the complexity of the support needs of many of the occupants is increasing and/or that there is an increase in the number of people who have support needs.
- 3.16 It is noted that in the 2019/20, 188 people placed into emergency accommodation were assessed as needing supported accommodation.
- 3.17 There are currently 11 people living in emergency accommodation waiting for supported accommodation. This may be under represented as the list has been paused temporarily while we focus on those accommodated under Covid 19. It may also be that people in emergency accommodation might require more floating support rather than supported accommodation. Needs assessments for supported and floating support will be updated and reported to the Homeless reduction board.
- 3.18 In terms of evictions, these reflect that people are not managing in such environments despite the support being provided. The accommodation contracts cover how we expect providers to manage Anti-Social Behaviour (ASB). The list in the report demonstrates the reasons people are being evicted some of which are serious ASB and drug use. Essentially emergency and temporary accommodation is not the answer for many people and so we need to move towards it being only for an emergency and to do that we need to look much more broadly at what we can do to prevent homelessness; and then at what the supported pathway should be so that we can move people into what they need speedily. For those who can manage a tenancy albeit with some support, we could move into private rented accommodation which is a large sector.
- 3.19 Working in partnership with providers and support services to manage more positive move on and reduce evictions we can report to the Temporary Accommodation Action Group (TAAG) on progress and identify other areas that working together the group can make a difference. The TAAG comprises accommodation providers, support services, activists, residents, members and officers.
- 3.20 If safeguarding concerns are raised this is always formal and will be investigated by either Adult Social Care or Children's services.
- 3.21 With regard to those who are evicted, most are re-accommodated and this is particularly so under current Covid-19 provisions unless we have exhausted all accommodation for example where we have clients who have been evicted from all accommodation we have access to and/or present serious risks to others.
- 3.22 The figures in Appendix 2 and the report show that of the 96 who have been evicted between April and July, 52 were re accommodated. We do not currently have IT systems that can track what happens to people once they have left the Housing Needs Service and so it is not possible to report what subsequently happens to people who are evicted and not replaced into other emergency accommodation, for example if someone is evicted and we cannot re-accommodate them or they leave and don't contact us again, we have no way of

knowing if they are staying at friends/ family or find somewhere to rent etc. It is only if they subsequently become a rough sleeper and are then recorded by the street outreach service on their IT system (BThink) that as a council we could try and cross check. This is possible but very resource intensive as it would be a manual reconciliation to go through the records and cross check one system against the other.

3.23 We are starting to review the whole model and approach to homelessness to use the resources better and differently following the current Covid 19 emergency. This is a significantly and timely piece of work which will be overseen by the Homeless Reduction Board.

3.24 We will be re-commencing the re-procurement of emergency and short term accommodation in October with a view to having contract in place for April 2021. This work was paused in March at the start of the Covid 19 emergency lockdown. In developing the specifications we incorporated the recommendation agreed by Policy and Resources Committee in November 2019. Attached separately is a charter for emergency accommodation developed by Justlife who are an organisation providing support to some people in emergency accommodation. Some aspects of the charter are not relevant as we have developed a specification for self-contained accommodation which will not have separate service charges. Members may wish to note the work undertaken by Justlife in developing this charter with the aim of improving the accommodation offer to those who need emergency accommodation.

3.25 Reasons for evictions

In general most evictions are a result of anti- social behaviour issues due to allowing friends into the property and substance misuse. Some of this may be a reflection on the relaxation of lockdown and having more households who we do not have statutory duties towards and whose needs may require additional support. Prior to eviction, providers have to issue warnings to residents and to inform our Welfare Officer team so that we can work with those residents to try and resolve issues. As set out in paragraph 1.3, this enables us to avert approximately 35 evictions per month. Providers are required to provide evidence of what measures they have taken to try and resolve issues with the household and what warnings have been issued. In cases of more serious ASB or violence, the provider will evict with immediate effect.

3.26 Below are some examples of the reasons for evictions:

- arrested by police for a serious offence
- cannabis smoking and visitor violations, had previously been warned
- Broke into another flat and stole food and mobile phones (on CCTV)
- Repeatedly obstructing urgent maintenance work, disturbing other residents, bad state of room  
visitors, drinking, smoking
- constant intoxication, disturbing and verbal abusive to other residents,
- visitors and visitors' anti-social behaviour including spitting at resident, not social distancing, unauthorised dog in the accommodation
- smoking drugs at hotel entrance, rude to staff,
- visitors, noise complaints, police called to noisy fight, damages

- possession of weapon (knife) on display in room, police called as client heard to be damaging furniture loudly
- visitors including banned previous resident, arguing with manager
- extensive damage to property and major disturbance to whole neighbourhood, threw fire extinguisher at staff
- noise complaints, visiting other residents, offensive language, disturbing neighbours

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 Work is underway to explore how support is provided safely across various tenures i.e. emergency and short-term accommodation, and also longer term temporary accommodation and council tenancies following the current Covid 19 emergency, as there are significant issues that relate to how services are provided going forwards. We are undertaking appropriate risk assessments and will be consulting with a variety of services and organisations as part of reviewing the approach going forwards.

#### **5 COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Engagement is carried out through the Temporary Accommodation Action Group which comprises current and former residents; various support agencies, council members and other homelessness services. Since the start of the current Covid 19 emergency, this has been more challenging and we are considering how we can safely achieve this going forwards.

#### **6 CONCLUSION**

- 6.1 The percentage of evictions was more robustly monitored in 2019/20 and reflected that just over 10% of all placements ended in eviction. Going forwards as the impacts of Covid will remain for some time we will be reviewing how we best provide support to people to minimise evictions. The welfare officers are having a positive impact in supporting people and resolving issues to avoid evictions. Despite lockdown restrictions and changing the method of support to telephone calls only, evictions have remained at just under 10% of all placements. This is despite the high increase in overall placements. As lockdown restrictions have eased we are planning and undertaking risk assessments to allow for welfare officers to recommence face to face support where this is safe to do so.

#### **7. FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

- 7.1 In February 2020, Budget Council approved a budget of £0.260m for this welfare service as an on-going budget commitment.
- 7.2 In February 2020, budget council also agreed £0.300m investment for increasing the service specification for emergency short term accommodation. Given the financial position of the council, and the forecast overspends in the Housing



General Fund service, the council will need to consider this level of investment in the context of the budget savings required to set a balanced budget for 2021/22

*Finance Officer Consulted: Monica Brooks*

*Date: 07/09/2020*

Legal Implications:

- 7.3 This is a for note report and as such detailed legal advice is not required. The Welfare Officers are not a service which is required by statute and is entirely within the gift of the Council as to whether it is provided. If it is the committee's decision that this is a service better provided external to the Council there will be requirements under standing orders and the service would have to be properly procured.
- 7.4 Of note is the type of behaviours which lead to eviction. These may well create health and safety issues for accommodation providers and other service users.
- 7.5 It is also noted that many of those accommodated will be under licence arrangements. As such they are not covered by the Protection from Eviction Act 1977. This reduces the requirements relating to eviction – often no Court order is required.

*Lawyer Consulted:*

*Name Simon Court*

*Date: 01.09.2020*

Equalities Implications:

- 7.6 None

Sustainability Implications:

- 7.7 None

Brexit Implications:

- 7.8 none

Public Health Implications:

- 7.9 In response to the pandemic and in line with advice from Public Health England, accommodation was provided for all verified rough sleepers and those becoming homeless who would otherwise be rough sleeping. This was to minimise the spread of infection and to safeguard rough sleepers who are considered to be amongst people at high risk if they contracted Covid-19. Many people we have provided emergency and short term accommodation for would not be owed a statutory housing duty. This is reflected in the significant increase in the number of placements since April 2020.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Definitions of reporting categories.
2. Tables of Eviction and numbers of properties
3. Justlife's charter for emergency accommodation

### Explanation of terms

Please see below a breakdown of the subcategories/options for actions.

**Calls**- any calls to residents/support agencies/ other teams within the council etc. Every time we have a failed welfare check (door knock) the Welfare Officer telephones the resident as soon as they have returned to the office in order to try and check in on them that way. This includes any phone calls received..

**Letter drops**- if a resident has not answered to the door knock the previous week, a letter is left providing contact details **one letter drop every week if a resident is not answering** In addition to telephoning as above.

**Texts**- texts are sent directly from the spreadsheet text function as this is then recorded on to the spreadsheet figures automatically for monitoring. All new residents are texted with the contact details of the Welfare Officer the day after placement has been made. All residents are sent a text every week telling them which day the Welfare officer will be undertaking welfare checks.

**Home visits (no answer)** - When a welfare check is attempted and there is no answer. Again this will be followed up with a phone call once the Welfare officer returns to the office.

**Home visits (successful)** - any successful door knocks, where the resident is seen (or even spoken to through the door)

**Office visits**- This is anytime a resident comes into the office and speaks with a Welfare Officer. **This is also used when someone is placed into emergency or short term accommodation and are seen on Duty.** Please note the process for placements whilst on duty are below.

**Assisted bidding.** This is when explaining to a household about assisted bidding (where we can help someone to bid on Homemove properties with their permission) or when the Welfare officer undertakes bidding on behalf of a resident yourself.

**Move on**-This is when the Welfare Officer discusses with a household about moving on from emergency and short term accommodation. This could involve Private Rented Sector, Homemove, bidding etc.

**Service charge arrears**- this is when eviction is averted due to service charge arrears (**as well as the eviction averted option**). , When an e-mail regarding service charge arrears is received from the provider, the household is contacted to try and resolve.

**Evictions averted**- Whenever an evicted is avoided whether it be by linking in with another service due to ASB, informing a household of not using substances in their room, arranging a service charge arrears payment plan etc.

**Safeguarding alert**- Anything that involves Access Point, First Door for Families, the police, the households' social workers **ONLY**. This will include missing person's reports to 101.

**Benefit support**- Providing a household with any information on benefits and/or helping them with setting up appointments for the job centre. This also includes Discretionary Housing Payment applications. Please note Welfare Officers will also enquire to check if benefits are correct whenever someone new is placed,

**Other support services**- this is for any external agencies the Welfare Officers liaise with, for example Just Life, St Mungos, Off The Fence, doctors surgeries, food banks etc.

**Benefit and budgeting**- help with budgeting exercises if a households are struggling to make their money last/pay service charges or to assess if a resident is suitable for PRS.

**Drop ins**- When a household attends a drop in sessions situated in the emergency accommodation block.

**Outcomes-**

- **Housed**- when a household has been moved out of Emergency Accommodation, this will include Rehab, longer term temporary accommodation, or Social housing
- **Cancelled**- when a household's emergency accommodation is cancelled for whatever reason.
- **Moved**- resident household is moved internally from one Emergency accommodation unit to another

**DUTY-**

Please note then when on duty, If the newly placed household does not wait to see a Welfare officer, an e-mail is sent to the Welfare e-mail box stating that the household need a call the next day which will be dealt with by duty service.

## APPENDIX TWO

### Detailed breakdown of figures

#### Tables of Eviction and numbers of properties – figures in brackets are for previous year

2017/18 figures ( previously reported in June 2018)

Period	No. of placements	No. of evictions	No. evicted due to breach of licence	No. housing duty discharged	No. re-accommodated	Didn't represent
1/4/17 – 30/6/17	273 (245)	7 (9)	7	2	5	0
1/7/17 – 30/9/17	301 (262)	7 (8)	7	2	4	1
1/10/17 – 31/12/17	218 (215)	9 (12)	9	0	8	1
1/1/18 – 31/3/18	204 (217)	10 (21)	10	0	8	2
<b>Total</b>	<b>996 (939)</b>	<b>33 (50)</b>	<b>33</b>	<b>4</b>	<b>25</b>	<b>4</b>

2019/20 figures (with 2018/19 in brackets)

Period	No of Placements	No Of evictions	Evictions due to breach of licence	Housing duty discharged	Re-accommodated
Q1 19/20	<b>(242) 382</b>	<b>(5) 46</b>	46	0	26
Q2 19/20	<b>(296) 421</b>	<b>(6) 49</b>	49	1	28
Q3 19/20	<b>(259) 435</b>	<b>(18) 48</b>	48	0	28
Q4 19/20	<b>(243) 468</b>	<b>(10) 42</b>	42	7	24
<b>Total</b>	<b>(1040) 1706</b>	<b>(39) 185</b>	185	8	106
<b>%</b>		<b>(3.7)% 10.84%</b>	100%	4.32%	57.30%

2020 figures from April to end of July.

Period	No of Placements	No Of evictions	Evictions due to breach of licence	Housing duty discharged	Re-accommodated
01/04/2020-31/07/2020	(382) 970	(46) 96	96	11	52
<b>%</b>		<b>(10.84)% 9.89%</b>	100%	11.46%	54.16%

### Evictions by Provider

	Provider A	Provider B*	Provider C	Misc providers of spot purchase	Provider D	Provider E
2019/20	46 (24%)	0	36 (19%)	57 (30%)	5 (3%)	45 (24%)
April-July 2020	29 (30%)	6 (6%)	12 (13%)	34 (35%)	1 (1%)	14 (15%)
No of properties	178 (20% overall)	222 (24%)	54 (6%)	Various and spot purchase Approx 250	82 (9%)	121 (13%)

\*This provider was commissioned to provide on-site management to University of Brighton student accommodation acquired to provide emergency accommodation for those low need people who were at risk of rough sleeping during the covid 19 pandemic. While there were some people who were medium risk, in general these were people who were not owed any housing duty by the local authority. This differs to other providers who are managing people who we do have statutory housing duties towards.

# Brighton & Hove Emergency Accommodation Charter

## Introduction

This charter has been developed to ensure a reasonable standard of accommodation is provided to homeless households who have to spend time in emergency accommodation. This document sets out expectations, aspirations and commitments to achieve this and has been developed in collaboration with a number of organisations. We want to see the Charter adopted by Brighton & Hove City Council and emergency accommodation providers who house Brighton and Hove residents experiencing homelessness, and for this Charter to be embedded into provider contracts.

Context: Emergency accommodation is accommodation used by Brighton & Hove City Council to house people who they have a legal duty to house, or while they investigate that legal duty, under the Housing or Care Acts. It is part of the broader temporary accommodation used in the city but is predominantly large units of between 12 and 60 rooms, many with shared kitchen and bathroom facilities.

We recognise that providing accommodation to homeless people can present significant challenges given the vulnerability often experienced and the disruption to their lives that homelessness brings. We are keen therefore to ensure that the accommodation and support provided in Brighton & Hove to homeless households meet reasonable standards to ensure the best outcomes for people.

It is recognised that a significant proportion of people placed in emergency accommodation will have multiple and complex needs and as a result will require additional support. Multiple and complex needs is defined by the Public Health Joint Strategic Needs Assessment steering group ('JSNA') as people aged 16+ experiencing combinations of housing issues/homelessness, substance misuse, offending, mental health and domestic abuse issues, with an overarching focus on complex trauma and inequalities.

This document builds on the Charter developed by the Eastbourne Citizens Advice Bureau and the East Sussex Temporary Accommodation Action Group.

## Vision

We want emergency accommodation placements to be seen as an opportunity to support somebody away from homelessness and towards long-term accommodation, and access to the support they identify and need. The Local Authority should work in collaboration with the support services and emergency accommodation providers to keep peoples stay in emergency accommodation to a minimum, ensuring they are as safe and healthy as possible.

## Support for this Charter

Fulfilling Lives and Justlife have developed this Charter following their work with hundreds of people placed in emergency accommodation over the past 7 years. We hope the Local Authority, accommodation providers and other third sector organisations will support this Charter.



# Brighton & Hove Emergency Accommodation Charter

## Summary

This Charter calls for a formal commitment from the Local Authority to provide information and support where needed to everyone placed in emergency accommodation, and be proactive in their approach to working with people placed to move onto long term accommodation. This includes;

- Clear information provided by the Local Authority on the accommodation they are being placed in; rights; expectations and responsibilities of the local authority, the resident and the accommodation provider, including the 'Emergency Accommodation: Useful Stuff to Know' leaflet.
- Clear information on who to contact should they have concerns about the emergency accommodation placement and how they can make a complaint if they need to.
- With the consent of the resident, the Local Authority will provide information about the person's needs and any associated risks, including contact details for any support services involved, to safeguard the resident and other residents in the best way possible.

This Charter also calls for a formal commitment from the Local Authority that the emergency accommodation providers will maintain an approach, behaviour and commitment to ensure the conditions of their properties are at a reasonable standard consistently and that residents have the best chance possible to move on from homelessness. The Charter should be followed by providers and agreed in their contracts. This includes:

- Behaving in a manner towards residents that promote respect and empathy.
- Not engage in any abuse, bullying or any form of harassment of residents.
- Health and safety standards being adhered to.
- Engage with regular contract monitoring led by the local authority.
- Training their staff with a focus on safeguarding, Multiple Complex Needs awareness and trauma informed care (TIC) and Psychologically Informed Environments (PIE) approaches.
- Collaboration with the local authority and third sector support providers via attendance at a local Temporary Accommodation Action Group (TAAG).

## **Staff recruitment, support and conduct**

Emergency accommodation staff are expected to treat everyone staying with them as residents. They will not engage in any abuse, bullying or any form of harassment. They should do their best to ensure their staff and other residents are also safe and free from any form of abuse. Where there are incidents where residents whose behaviour causes significant disruption or concern the emergency accommodation provider should instigate a discussion with the Local Authority housing team for advice on how best to respond.

All residents should be received in the same way as if they were themselves paying all the costs of the accommodation and services directly themselves. Providers should promote respect and actively seek to cultivate working environments that encourage empathy and understanding of the multiple factors that may have led people to be placed in emergency accommodation.



## Brighton & Hove Emergency Accommodation Charter

Emergency accommodation providers staff members will be recruited, trained and supervised in an appropriate manner based on the needs of those people placed in their accommodation. This will include;

- Having a [basic DBS check](#).
- Having training including safeguarding adults and children, Multiple Complex Needs awareness and working within trauma informed care (TIC) and Psychologically Informed Environments (PIE) approaches.

### **Reasonable standard of emergency accommodation**

#### Health and Safety

Providers of temporary accommodation have legal responsibilities for Health and Safety and will keep written records of their risk assessments and all safety checks and actions undertaken.

#### Safeguarding Children and Adults

Providers of emergency accommodation will have up to date policies and procedures for safeguarding children and adults. This will include will appropriate training (completed every 2 years) for all staff (caretakers and office-based staff) in understanding safeguarding and the appropriate action to take when safeguarding concerns arise. Staff will be appropriately supervised on an ongoing basis.

#### Evictions

Evictions should only take place following consultation between the emergency accommodation provider and the Local Authority and there should be a clear written process for evictions and appeals. Where support workers are identified, they too should be notified, before the eviction notice is served, of any evictions to help support the household during this time. Occupants will be given sufficient notice of eviction which will be at least 48 hours.

#### Information & Safe spaces for support

Residents will be provided information on the standards they can expect and equally, it will be clear what is expected of residents regarding payment, standards of behaviour and proactive cooperation in efforts to maintain the placement.

Where the premises allow, the temporary accommodation provider will allocate a private room to be used as a safe space for support services to be delivered such as advice or counselling services.

Services supporting people should be actively supported to access the building when they need to.

Information about key services and about local opportunities should be made available to residents in the form of leaflets provided by support services/Local Authority and on a notice board in every property.

#### Disrepair

Emergency accommodation will be maintained in a good state of repair, free of mould and damp, and accessible to all guests where reasonably practical. Any maintenance issues reported by

## Brighton & Hove Emergency Accommodation Charter

residents should be dealt with as quickly as possible and an order placed for repair within 2 working days with an emergency response within 24 hours.

### Service Charge

Service charges should be ideally removed from temporary accommodation. If it is needed, then it should be at a fixed rate across all properties of no more than £12.50 per room per week. What is included in this service charge should be made transparent and should be the same for all residents no matter what address or provider they have. This should include all heating and electricity costs, and meters should not be used.

### Furniture & Bedding

All temporary accommodation units will include enough beds for the household placed there, somewhere to store possessions and clothing, and a chair as a minimum. Clean bedding should be in the room for people when they arrive at the accommodation, this includes duvet, pillow, bedding covers and bed sheet. No charge or deposit should be incurred by the resident.

### Temperature

Temperatures will be comfortable to protect health. 18C/64F is the World Health Organisation's recommended room temperature for healthy people; 20C/68F for older people or very young children; 16C/60.8F for those with allergies or respiratory problems. No rooms should have metered electricity so residents can maintain these temperatures and not be left without heating due to restricted funds. All measures will be taken to insulate the rooms effectively.

### Security

Guests should feel safe and secure in their accommodation. Any suspected crime should be recorded and reported immediately to the police.

Rooms and storage areas will be lockable to protect the household's privacy and property.

All incidents, accidents and near misses should be recorded by the emergency accommodation provider and reported back to the Local Authority.

Efforts should be made to minimise noise and disturbances, especially at night, and this should be managed by trained security staff.

### Cooking facilities

Shared or individual cooking facilities will be made available, including fridges. If shared, there will be a fully functioning, clean kitchen where residents can store their food securely.

### Bathrooms

Bathrooms (where shared with other residents) will be kept clean and will be fully accessible. All bathrooms (shared and private) should have safety rails fitted as standard for those with mobility issues.

# Brighton & Hove Emergency Accommodation Charter

## Cleaning

Cleaning equipment will be made available to residents to borrow and will be properly maintained to allow people to clean their rooms (including access to vacuum cleaners).

## Infestation

Every effort should be made to prevent infestations and to deal with any infestations as quickly as possible through contact with the local authority.

## Collaboration

Providers will inform staff of support services, if the resident consents, when there are potential issues such as arrears, complaints or anti-social behaviour. This way the support service can work with the resident to avoid any further action needing to be taken.

Providers of emergency accommodation will attend the quarterly Temporary Accommodation Action Group (TAAG) and proactively collaborate with services and groups represented.

## Monitoring and evaluation of emergency accommodation

The Local Authority will work with providers to inspect properties on a regular basis, help and support will be given to achieve compliance, but the Council may decide to cease using a provider if the standards are not met within a reasonable period of time. This will be at the Local Authorities discretion.

Residents will be asked for regular feedback on the accommodation.

A person with lived experience of emergency accommodation and a representative with learned experience from a voluntary sector group on behalf on the Temporary Accommodation Action Group (TAAG) should take part in inspections, contract meetings and gathering feedback from residents. This should all be reported back to the TAAG.

## **Charter agreed by Brighton & Hove City Council**

**Signed by:**

**Role:**

**On behalf of:**

**Date:**

# Brighton & Hove Emergency Accommodation Charter

Charter agreed by emergency accommodation providers

Signed by:

Role:

On behalf of:

Date:

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Signed by:

Role:

On behalf of:

Date:

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Signed by:

Role:

On behalf of:

Date:

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The following support services and third sector organisations also agree with this Charter and commit to working alongside our colleagues at the council and the accommodation providers to support them to provide safe and suitable accommodation.