

<b>Subject:</b>	<b>Support needs of people in Kendal Court</b>		
<b>Date of Meeting:</b>	<b>14 November 2018</b>		
<b>Report of:</b>	<b>Executive Director for Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Jerry Aldous</b>	<b>Tel: 01273 296949</b>
	<b>Email:</b>	<b>jerry.aldous@brighton-hove.gcsx.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>(All Wards);</b>		

## **1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Housing & New Homes Committee along with the Health and Wellbeing Board submitted a Notice of Motion requesting information about the support for people in Kendal Court to be brought to the November Committee and this report to be also presented to the Health & Wellbeing Board. It has not been possible to provide all of the information requested for this report in the timescale and so this report contains the information we have been able to collate and a more comprehensive report will be provided to the committee in June 2019.

## **2. RECOMMENDATIONS:**

- 2.1 That the Committee notes the contents of the report.

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

- 3.1 Kendal Court is a block of emergency short term accommodation utilised by Housing for homeless people. Each unit is self-contained and the accommodation itself is good quality. There are 50 self-contained studio flats in 5 blocks. Four of the blocks are set up for males only and 1 block of 9 rooms is female only where currently two of the residents are accommodated with a dependent child.
- 3.2 Over the summer, there was a spate of deaths from residents residing in Kendal Court. Whilst there is nothing to indicate the deaths are related to the accommodation, members were concerned and a cross party Notice of Motion was submitted at September Housing & New Homes Committee and Health and Wellbeing Board, requesting that information around the support needs and provision for people placed at Kendal Court is collated and brought back to both Housing & New Homes Committee and the Health & Wellbeing board in November. It has not been possible to provide as much information as we would have liked in the time period and so a further report will be brought to June Housing and New Homes Committee.
- 3.3 We have a total of 2093 households in temporary accommodation. Of these, 1600 households are in longer term temporary accommodation which comprises self-contained flats and houses scattered throughout the city. 493 are in

emergency accommodation for homeless households, with 365 households being within the city and 128 households outside the city.

3.4 The information requested is as follows:

- Information on the number of deaths in all the different forms of temporary and emergency accommodation over the last 2 years.
- Information of the support services that residents can access in Newhaven and a comparison with those available to residents in Brighton & Hove (including rough sleepers). Including any changes to the support provided over the last 2 years.
- A review of the support needs of the 54 Kendal Ct residents, analysis of how well they are being met and what steps may need to be taken should more support be needed.
- An independent survey of residents to identify their issues and concerns that we may seek to address.
- Information about the role of the caretaker in regards to managing the block and an assessment of the effectiveness.

3.5 We have addressed each point in turn below.

3.6 **Information on the number of deaths in all the different forms of temporary and emergency accommodation over the last 2 years:**

3.6.1 12 people have died whilst resident in what is classified as 'Emergency Accommodation' and 19 in long-term 'Temporary Accommodation'.

Of these the cause of death is reported as being due to:

- Natural causes-14
- Multiple health problems: 6
- Drug related: 3
- Suicide: 2
- Not known: 6

3.7 **Information of the support services that residents can access in Newhaven and a comparison with those available to residents in Brighton & Hove (including rough sleepers). Including any changes to the support provided over the last 2 years.**

3.7.1 Attached as Appendix 1 is a summary of the main support services available in the city. These services support a range of people across the city and not just those in temporary accommodation. It is also likely that those people accessing these services would be accessing them regardless of whether or not they were in temporary accommodation. Appendix 2 is a list of services available to those accommodated in Newhaven.

3.7.2 Over the last two years there have been further changes to support for those in emergency and temporary accommodation:

- In January 2018, Housing introduced 2 x Welfare Officers to provide support for emergency accommodation residents. The Welfare Officers check on people to see how they are managing and can act as an

intermediary between the provider and resident to resolve any issues where communication is an issue; they also refer people to other support where necessary. This has reduced the number of evictions from emergency accommodation. This is funded from the Flexible Homeless Support Grant and so is for a fixed temporary period until April 2020.

- Southdown Housing have recently been commissioned to employ a support worker for people who are at risk of rough sleeping accommodated in emergency accommodation. This post is funded by Ministry of Housing Communities and Local Government until the end of March 2019.
- In 2015 Justlife were funded by the CCG to take referrals from the hospital pathway team and provide support to people moving into emergency accommodation. The service is now part of Arch contract commissioned by the CCG which includes health engagement workers who work with people in emergency accommodation.

3.7.3 Adult Social Care are recruiting a permanent full time social worker to work with people who have been accommodated in emergency accommodation under the Care Act to support people to find more secure accommodation solutions for themselves. This will be coming on line in mid-December 2018.

3.7.4 Prior to 2015, the council had developed a Housing Support Service for people in emergency and temporary accommodation. The team identified and signposted residents to appropriate support. When the Supporting People commissioning team transferred to ASC, the team and funding remained with Housing. However, when further budget savings were required, this function was cut as it was not statutory and at the time there was other support available. Two posts were retained that were to be focused on ensuring those in emergency accommodation were able to access benefits so as to be able to pay their rent and retain accommodation provided and were renamed Credit Control Support Officers.

3.7.5 In June 2018 Homeworks, an East Sussex County Council commissioned service, ceased providing support to people in emergency accommodation outside of the city due to funding cuts and refocus of their work.

**3.8 A review of the support needs of the 54 Kendal Ct residents, analysis of how well they are being met and what steps may need to be taken should more support be needed.**

3.8.1 At the time of writing, of those accommodated at Kendal Court, 13 have been assessed as requiring supported accommodation with a further 11 requiring further assessment by the supported accommodation panel. It is likely that a majority of those who are waiting for an assessment are also likely to require supported accommodation. The remainder have been assessed as being suitable for general needs accommodation. See table below

Requiring supported accommodation	13
Requiring further assessment	11
Requiring general needs accommodation	30

Total	54
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- 3.8.2 The waiting time for supported accommodation is dependent on a number of factors including what level of support is required and what type of supported accommodation is deemed to be most suitable. Typically, it takes 6 months to a year before suitable supported accommodation becomes available
- 3.8.3 In total there are currently 215 persons on the waiting lists for supported accommodation, including those requiring mental health accommodation and young people's accommodation. Of those, 51 are in emergency accommodation of which 38 are accommodated within the city and 13 outside.
- 3.8.4 Due to the shortage of emergency accommodation and the high costs associated with the housing market within the city, the council had to look outside of the city for additional units of emergency accommodation.
- 3.8.5 The Temporary Accommodation Allocation Policy determines how households who have been placed out of area are prioritised for accommodation within the city when it becomes available. The relevant section from the policy is attached as Appendix 3.
- 3.8.6 As soon as we identify that a household is homeless and potentially in priority need then we are under a duty to provide accommodation. Due to the demand for emergency accommodation, invariably there is no availability in the city. We will therefore have to place households out of area initially.
- 3.8.7 Some individuals have been banned from emergency accommodation within the city due to serious breaches of their licence agreement, which means that the only option for accommodation is outside of the city.
- 3.8.8 For those who are placed under a housing duty some may also have support needs under the Care Act as assessed by Adult Social Care.
- 3.8.9 People who are provided with emergency accommodation under the Care Act which is outside the city will have the continuing support from the BHCC social worker or care manager.
- 3.9 **Information about the role of the caretaker in regards to managing the block and an assessment of the effectiveness.**
- 3.9.1 The accommodation provider is contracted to provide a caretaker/manager who has the responsibility for the day-to-day running and good management of the property. The responsibility is to ensure the safety and welfare of all residents and to control acts of any misbehaviour or ASB committed by the occupants or their associates. Other main responsibilities include inspecting rooms regularly to check on occupancy, ensure residents are managing their accommodation in a tenant-like manner and to ascertain any breaches of the licence agreement.
- 3.9.2 The caretaker does not provide support and the accommodation is not supported. The caretaker role was specified to ensure the property is well

managed e.g. repairs are undertaken and interacts with residents to book them into their accommodation.

3.9.3 On occasion, issues are raised about the management, and these are dealt with as part of regular contract management to ensure the terms of the contract are adhered to.

3.10 **An independent survey of residents to identify their issues and concerns that we may seek to address.**

3.10.1 We have commissioned Healthwatch to undertake this survey. They will be interviewing all the residents at Kendal Court but have reported difficulties with engaging residents. It therefore hasn't been possible to complete this in the timescale and so it will come back to a future Committee. The report will help identify what gaps exist in the support of households accommodated outside of the city. The questionnaire being used for the survey is attached as Appendix 4.

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

4.1 Housing requires access to emergency accommodation in order to fulfil its statutory duty. Accommodation is increasingly required out of area due the demand and the lack of in city accommodation.

## **5 COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 East Sussex Community Voice-*delivering Healthwatch East Sussex* are carrying out consultation with Kendal Court residents.

5.2 The Temporary Accommodation Action Group includes residents of temporary accommodation, emergency accommodation providers, a range of homeless support services and council officers.

## **6. CONCLUSION**

6.1 Further work will be carried out by officers to provide a more comprehensive report in June 2019

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

### Financial Implications:

7.1 The survey of Kendal Court residents has been commissioned with Healthwatch at a cost of approximately £4,500. This cost will be shared between Housing (general fund), Public Health and Adult Social Care and will be managed within current budget resources for 2018/19.

*Finance Officer Consulted: Monica Brooks*

*Date: 23/10/18*

Legal Implications:

- 7.2 The council's duties in relation to homeless applicants are as set out in the report. There are no other significant legal implications to draw to Members' attention arising from the report which is for noting.

*Lawyer Consulted: Liz Woodley*

*Date: 24/10/18*

Equalities Implications:

- 7.3 An Equality Impact Assessment was completed in February 2018 and is attached as Appendix 5.

Sustainability Implications:

- 7.4 None

Any Other Significant Implications:

- 7.5 None