Turning the Tide - Draft

Draft Social Exclusion Strategy 2009-2014

Tackling Social Exclusion in Brighton and Hove

**Housing Management, Housing
Need and Social Inclusion**

Brighton & Hove
City Council

Contents

Foreword

This strategy outlines the Authority's aims and objectives to address anti-social behaviour, intergenerational social exclusion and quality of life experience for our council residents living in areas of multiple deprivation in Brighton and Hove, using a balance of support and enforcement to address behaviours that impact negatively on individuals, families and the community.

It has been developed in response to the findings of the **Reducing Inequalities Review** carried out in Brighton and Hove, as well as meeting national and local priorities, and forms part of the work stream to address diversity, equality and sustainability outlined in the **Housing Improvement Programme**.

Our residents voted in 2007 to keep the council as their landlord. Our Housing Strategy and Service Improvement Plan outlines our clear commitment to providing quality homes, our hope that each tenant will have a home that's right for them in a neighbourhood that is safe and well maintained, and that our services are responsive, excellent and good value.

Our additional aspiration as a social landlord is that our homes, our services and the security of a council tenancy gives our tenants the means to improve their life chances and those of their families, enabling them to achieve their full potential and providing real opportunities for change.

We propose to offer all our tenants support to achieve their potential, whether it is a single intervention or a longer term package of support measures. We will differentiate the offer to provide a varied menu of options for our tenants, so that those who are able to, can meet their own housing and support needs, manage their homes and get access to a range of services that will help them meet their aspirations.

This will enable us to focus resources more effectively on those who need greater support to make better lives for themselves and their children - but support must be matched with responsibility, and we will expect commitment from our residents to improve their situations.

Our relationship with our residents underpins everything we do. They have an active role to play in creating a better community for everybody. We have committed to deliver real improvements on the issues that are most important to our tenants - decent housing; clean and safe neighbourhoods; dealing with anti-social behaviour; tenant involvement, providing appropriate support, and consistently high level and responsive services.

In return, we will expect them to raise their aspirations and capabilities, and take up the opportunities made available to them in order to ensure fairer life chances and better outcomes for themselves, their families and the community.

I am very much looking forward to the challenges ahead.

Councillor Maria Caulfield

Cabinet Member for Housing

Introduction

The purpose of this strategy is to outline our commitment and the specific actions that we will take over the next five years to address the social exclusion and attendant anti-social behaviour that is experienced by a considerable number of residents in the city of Brighton & Hove.

The development and delivery of a **Social Exclusion Action Plan** is one of the actions in the **Housing Management Service Improvement Plan** - which aims to "promote social housing as a platform for reducing inequality and creating opportunity".

This document sets out our strategic aims and the priority actions we are committing to meet in each area of work, and how we will deliver them.

The Strategy aims to:

- Set out the authority's aims and objectives as a social landlord in tackling social exclusion and anti-social behaviour;

- Outline our priorities and the actions we will take with our partners, residents and key stakeholders to deliver our objectives, using a dual approach of **support** and **enforcement**

- Integrate with the city's Housing Strategy, Housing Improvement Plan and wider corporate objectives to place council housing at the centre of a strategic approach to reducing inequality and promoting community well-being.

- Outline the role social housing should play now and in the future to improve peoples life chances, underpin social cohesion, and contribute to sustainable mixed income communities in Brighton & Hove.

The Strategy has three parts:
Part 1 places the Strategy in context and sets our vision and key objectives for addressing social exclusion and anti-social behaviour in areas of multiple deprivation within the city.

Part 2 sets out our priorities for the next five years, the actions we will take to achieve these and the success criteria we will use to judge how well we have achieved them.

Part 3 considers how we will deliver the objectives in the Strategy in partnership with key stakeholders through the Social Exclusion Steering Group.

Strategic Context

```
                    ┌─────────────────┐
                    │   Sustainable   │
                    │   Community     │
                    │   Strategy      │
                    └─────────────────┘
                             │
                    ┌─────────────────┐
                    │   Local Area    │
                    │   Agreement     │
                    └─────────────────┘
                             │
                    ┌─────────────────┐
                    │   Corporate     │
                    │   Plan          │
                    └─────────────────┘
```

| Older Person's; LGBT and BME Housing Strategies | Housing Strategy Business Plan | Housing Management Business | Housing Management Service Improvement Plan |

| Supporting People Strategy | Social Exclusion | Homelessness Strategy |

| Youth Homelessness | Single Homeless Strategy | Temporary Accommodation |

Local Strategic Priorities

We recognise that our Strategic aims must address national and regional objectives, and also the needs and aspirations of the city. It is important that the Social Exclusion Strategy links into and reflects the key priorities within the 2020 Sustainable Community Strategy, the Local Area Agreement, the Council's Corporate Plan and our strategic housing priorities to ensure we are effectively meeting the needs of the city:

The Strategy reflects 6 of 8 key priority areas in the **2020 Sustainable Community Strategy:**

- Promoting enterprise and learning
- Reducing crime and improving safety
- Improving health and wellbeing
- Strengthening communities and involving people
- Improving housing and affordability
- Providing quality services

The five key strands of the **Local Area Agreement 2008-2011:**
- Provide personalised services and solutions for all who need them
- Empower people and communities, whether they identify themselves through shared interests or a shared sense of place
- Build a strong, sustainable economy
- Reduce people's vulnerability through prevention and early intervention
- Provide seamless services.

Meeting Brighton & Hove City Council's priorities:
The priorities in **Brighton & Hove City Council's Corporate Plan 2008-2011**:
- protect the environment while growing the economy
- make better use of public money
- reduce inequality by increasing opportunity
- fair enforcement of the law
- open and effective city leadership

Meeting our strategic housing priorities:
The citywide **Housing Strategy** has three overall priorities reflecting the basic housing needs of the city:

- **Improving housing supply**. Making sure that the city has the right type of housing to meet the needs of residents
- **Improving housing quality.** Making sure that residents are able to live in decent homes suitable for their needs.
- **Improving housing support.** Making sure residents are supported to maintain their independence.

We follow the six underlying principles for the Housing Strategy in everything we do:

- **A healthy city**. Making sure our services improve the quality of residents' lives
- **Reducing inequality**. Making sure our services are welcoming and responsive to the needs of our communities
- **Improving neighbourhoods.** Making sure our services contribute to creating safe sustainable communities
- **Accountability to local people.**   Making sure local people are involved in decisions about the services that affect them
- **Value for money.**   Making sure our services are efficient and provide maximum impact
- **Partnership working.** Making sure we work with all those who can help improve the quality of life in the city

110

Meeting our residents' priorities

Our relationship with our residents underpins everything we do. They have an active role to play in creating a better community for everybody – their input and involvement is essential to ensuring long term sustainable outcomes that will "Turn the Tide" and promote social housing as "a platform for reducing inequality and creating opportunity".

We have committed to deliver real improvements on the issues that are most important to our tenants - decent housing; clean and safe neighbourhoods; dealing with anti-social behaviour; providing appropriate support and consistently high level and responsive services.

In return, we will expect them to raise their aspirations, capabilities, and take up the opportunities made available in order to ensure fairer life chances and better outcomes for themselves, their families and the community.

Involving our residents

Listening to our residents is fundamental to our way of working. This Strategy has been developed following a consultation process involving residents. As part of the development process we have engaged with residents in the following ways:

- Consultation and involvement process in the development and delivery of the Housing Management Service Improvement Plan
- Tenant Status Survey 2008
- Consultation Exercise

Improving resident involvement

We aim to adopt a range of different approaches, with different levels and styles of involvement. As the Landlord we aim to:

- Actively canvas the views of service users, and stakeholders, including the traditionally hard-to-reach groups and use them to review or improve services.
- involve our tenants in a range of activities that influence, major decisions that affect the service
- Show that consultation and involvement always begins at an early stage and that service user views are taken into account before all key decisions are made.
- Treat resident involvement as an integrated and important element of the service, designed for the convenience of the service user and not the organisation.
- Ensure that our service users feel confident that their input will be valued and acted upon.
- Be clear about the purposes of involving residents and should evaluate outcomes against these objectives;
- Offer residents a menu of opportunities to get involved;
- Have a range of mechanisms in place that allow service users to participate effectively, in a way and level that suits them, in the design, management and performance of housing services.

The Strategy in context – links to National Policy

Tackling social exclusion is a key national theme with the government's aims outlined in **Reaching Out – An Action Plan on Social Exclusion** - 2006; **Reaching Out – Think Family** – Social Exclusion Task Force 2007; the **Public Service Agreement** for **Socially Excluded Adults** (PSA 16); and the White paper **New Opportunities - Fair chances for the Future** – Jan 2009. Relevant discussion papers also include **Breakthrough Britain – Ending the costs of Social Breakdown –** Social Justice Policy Group 2007; **Getting on getting ahead – trends in social mobility** Dec 2008.

The **Respect Agenda** outlines the role and responsibilities of social landlords in reducing crime and disorder.

The new **Housing & Regeneration Act 2008** takes forward the recommendations made by Professor Martin Cave in his report **Every tenant matters: A review of social housing regulation** published in 2007. The Act has three main elements:
* to make it easier for local authorities to build new council homes to meet local needs
* to create the Homes & Communities Agency that will focus on the delivery of new affordable housing and work to regenerate run down areas.
* to set up a social housing regulator (the Tenant Services Authority) that will ensure providers improve standards and give tenants a greater say in the management of their homes.

Building on the success of **Family Intervention Projects**, the Act also introduced the use of **Family Intervention Tenancies** as a tool for local authorities and social landlords to use in dealing with households engaging in persistent anti-social behaviour.

Alongside the Act, the government is carrying out a review of council housing finances and a **Housing Reform Green Paper** is also anticipated at the end of the year which is expected to link housing services to economic dependence and social mobility.

The new **Welfare Reform Bill** focuses on helping people get back into work. This builds upon the work of the Hills Review, **Ends and Means: The future roles of social housing in England** that was published in 2007. Hills recognised the problem of high levels of worklessness in social housing and the need to retain tenants with mixed incomes.

The **Leitch Review: World Class Skills** 2007 looks at the skills needs of the nation now and in the future and how we are going to meet the skills challenge. The DWP/DIUS paper **Work Skills** 2008 and **Realising Potential** Feb 2009 outline the government's plans to ensure that lack of skills isn't a barrier to employment, and that the acquisition of skills and qualifications continues when people are in work so they can progress.

The 2007 Green Paper **Homes for the Future** and the Department of Health's 2006 White Paper **Our Health, Our Care, Our Say** and 2007 concordat on adult social care **Putting People First**. These documents are also feeding into the forthcoming social care Green Paper and new Independent Living Strategy. All of these strategic documents want to support people to live independently in the community though the provision of personalised self directed support.

Social Exclusion and Anti-Social Behaviour in Brighton & Hove

Brighton & Hove is an overtly prosperous and successful city with a population of over a quarter of a million residents[1] living in approximately 115,000 households [2] with 10.3% of these renting properties from the local authority[3].

The city has a tradition of nurturing diversity, with significant in-migration and a thriving LGBT community.

Diversity in Brighton and Hove: "15% of the city's residents were born outside England, well above national and regional levels. The population of black and minority ethnic (BME) groups is estimated to have increased by 35% between 2001 and 2004 (compared to 13% nationally). 20% of all births in 2005 were to mothers born outside the UK. The city ranks among the 10% of local authorities for migrant worker registrations – 5,000 in 2005/06 and 4,500 in 2006/07.There is a growing Lesbian, Gay, Bisexual and Transgender (LGBT) population (latest estimate, 35,000)'.

Developing Appropriate Strategies for Reducing Inequality in Brighton and Hove - Phase 2 Addressing the challenge - Oxford Consultants for Social Inclusion - (OCSI) and EDuce Ltd

It has a comparably healthy economy that supports new enterprise. The number of VAT registered businesses in the city grew by one third from 1995-2005 and 30,000 new jobs were created[4]. The city is working to address the challenges and issues related to skills deficits and the local employment market over the next three years[5] co-ordinated through the City Employment and Skills Plan, Economic Development Plan and Adult Learning Strategy[6]. Additionally, a citywide Social Enterprise Strategy[7] has also been launched to support growth and development in this area.

The impact of the recent recession has seen an increase in unemployment and the failure of some businesses. Locally Brighton and Hove has seen a 46% increase in unemployment compared to 68% nationally, and the number of businesses failing is up by 59% on last year.

The City's route out of recession is to "sustain, retrain and gain" through the provision of a package of support and training to help get businesses through the downturn; help the newly unemployed back into work quickly, and continue to focus on preparing those furthest from the labour market for employment in the upturn; and continuing the ongoing work towards meeting the city's employment goal through business development, social enterprise, job creation, and training opportunities through procurement practises.

The city benefits from a thriving third sector of approximately 1400 separate community and voluntary organisations[8] which support the Local Authority's statutory functions, increase opportunities for joint working and enable the development of creative solutions to the challenges faced by the city.

---

[1] ONS Mid 2006 Population Estimates
[2] 2001 Census Briefing Four: Housing
[3] Ibid
[4] Developing Appropriate Strategies for Reducing Inequality in Brighton and Hove. Phase 1 Identifying the challenge: Oxford Consultants for Social Inclusion (OCSI) and EDuce Ltd
[5] For further information please see the City Employment & Skills Plan 2007.
[6] Adult Learning Strategy 2007-2010
[7] Social Enterprise Strategy Oct 2008
[8] Brighton & Hove Community and Voluntary Sector Forum Development Plan 2007 –2011

There are hugely positive aspects to living in our city by the sea but there are also numerous and complex challenges that the council and the city's residents face, with a significant proportion of residents who experience social exclusion, inequality, deprivation and whose lives are affected by anti-social behaviour[9]. These issues were highlighted by the **Reducing Inequalities Review [10]** and we have used the review to inform our strategic direction and the solutions which we propose to introduce to address these areas of concern.

What is Social Exclusion?

'Social exclusion' and 'social inclusion' are terms used to describe the degree to which individuals, groups or communities are 'included' in mainstream society. The Social Exclusion Task Force describes exclusion as:

"*…about more than income or poverty, a short-hand term for what can happen when people or areas have a combination of linked problems, such as unemployment, discrimination, poor skills, low incomes, poor housing, high crime and family breakdown. These problems are linked and mutually reinforcing. Social exclusion is an extreme consequence of what happens when people do not get a fair deal throughout their lives, often because of disadvantage they face at birth, and this disadvantage can be transmitted from one generation to the next.*"

The **Reducing Inequalities Review** examined a wide range of data related to Brighton & Hove and its communities – both geographic and those bound together by interest. Analysis of this data was to determine the impact and efficacy of the different ways of working that have been employed in these areas so far, and to provide guidance as to where and how future initiatives should concentrate their efforts.
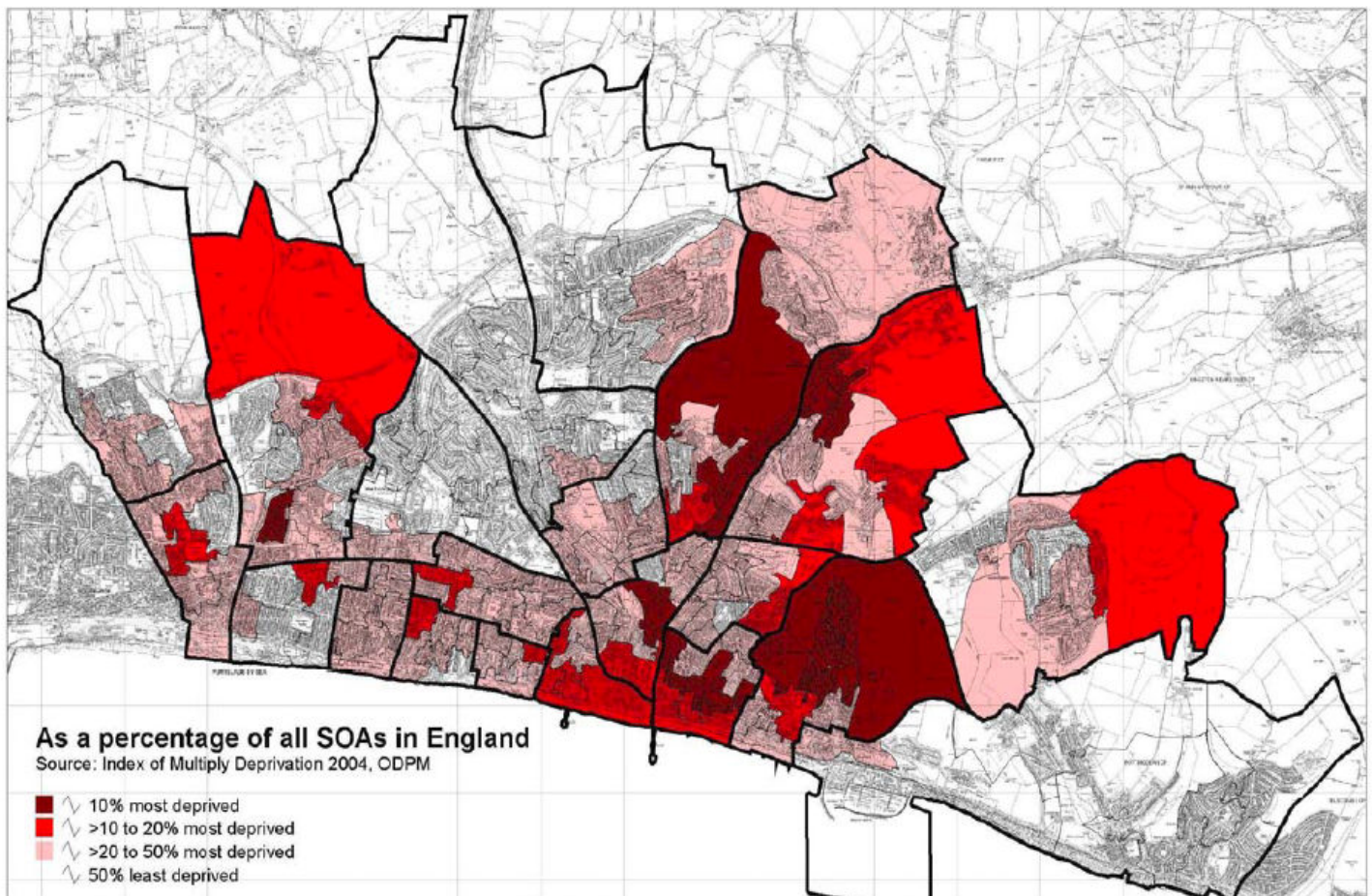
The Review found that:

- *'Inequality in Brighton & Hove is about **both deprived places** and **deprived people**

- *There is a significant group across the city with **multiple needs** – concentrated in the **most deprived areas***

- *Census data identifies a significant group of 1,500 households where people are experiencing **multiple disadvantage** across the city, with more than 25% in the most deprived 10% of neighbourhoods*

- *There is a significant number of people with multiple needs living in **social housing** (with over **two-thirds** of households experiencing at least two out of the following dimensions of inequality: income, benefits dependency, health, crime and environment)'.*

In its examination of the city's most deprived geographic areas the Review highlights the ten 'Tier One Priority Areas', but points out that pockets of deprivation also exist at more local levels or "Super Output" and "Area Output" level.

Index of Multiply Deprivation 2004: Overall deprivation

As a percentage of all SOAs in England
Source: Index of Multiply Deprivation 2004, ODPM

- 10% most deprived
- >10 to 20% most deprived
- >20 to 50% most deprived
- 50% least deprived

The map shows whereabouts these particular areas are situated within the city and demonstrates the range of deprivation citywide.

The review found that whilst the majority of 'deprived people' do not live in the 'deprived areas', those experiencing **multiple deprivation** do tend to live in the City's most deprived areas'[11]. This term relates to the 'Indices of Multiple Deprivation', which 'combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. This allows each area to be ranked relative to one another according to their level of deprivation'[12].

In addition, the most deprived areas in the city also have the highest concentration of social housing.

---

[11] Brighton & Hove Local Area Agreement 2008 -2011
[12] CLG Indices of Deprivation website- http://www.communities.gov.uk/communities/neighbourhoodrenewal/deprivation/

> "*Analysis by the Social Exclusion Task Force….shows that around **2% of families** in Britain experience five or more of the basket of disadvantages listed…**No parent** in the family is in work; Family lives in **poor quality or overcrowded housing**; no parent has any **qualifications**; Mother has **mental health problems**; At least one parent has a **longstanding limiting illness, disability or infirmity**; Family has **low income** (below 60% of the median); or family **cannot afford** a number of food and clothing items*"
>
> "*There is a greater concentration of families with multiple problems in deprived areas, although even in the most deprived areas, only one in twenty families experience five or more of the basket of disadvantages. The analysis can help us to understand which types of family are at greater risk of experiencing multiple disadvantage…. these are **families living in social housing, families where the mother's main language is not english, lone parent families,** and **families with a young mother***"
>
> *Reaching Out – An Action Plan on Social Exclusion – 2007*

It is in these areas of multiple deprivation and social housing in Brighton & Hove that we will concentrate our strategy and resources, working with residents living in the Authority's Housing stock.

Concentrating on those most at risk of experiencing multiple factors of deprivation is our first priority. However, the longer-term plan is to provide all our tenants in council housing with a universal offer of support to ensure that they can fully meet their aspirations and potential, with a particular emphasis on gaining skills and employment in order to provide a platform for social mobility.

> *The time is right to reposition social housing as a support mechanism rather than a terminal destination - Breakthrough Britain, Social Justice Policy Group*
>
> "*Support should be matched with responsibility – we will provide support, but they will support themselves in return*" – James Parnell, Minister for DWP Feb 2009

What is Social Mobility?

A simple definition of social mobility is "chances for progression within an individual's lifetime". A person's social background makes a difference to the goals they are able to achieve in life. There are four key factors that will impact on a person's life chances and define their prospects [13]

- *The care and development of children in their early years*
- *The quality and level of attainment of education at school*
- *Post 16 training and education - pathways into employment*
- *Building the skills at work to help people progress*

Social mobility is used as an indicator to measure upward (and downward) progression for both individuals and groups within society.

In terms of society, negative effects on social mobility have emerged such as cultures of worklessness, anti-social behaviour and drug abuse. A lack of positive role models, peer pressure, poor social networks, poverty of ambition and risk aversion are also barriers to social mobility.

---

[13] Factors Influencing Social Mobility – DWP 2007

> *"Many areas of social housing are blighted by fractured families, worklessness, educational failure, addictions, serious personal debt, anti-social behaviour and crime.*
>
> *Too many tenants find themselves on estates where welfare dependency is a way of life, cut off from job opportunities, social networks and wealth the rest of society enjoys" Ian Duncan Smith – June 2008*

There are 2 core aspects to social mobility that sit at the heart of current national policy:[14]

- *Ensuring there are better jobs for each successive generation, so our children can do better than us*
- *Making sure that there are fairer chances, so that everyone has the opportunity to access those jobs in line with their potential, regardless of social background*

Whilst social mobility is defined in terms of employment outcomes, making these outcomes better and fairer will improve many other aspects of people's lives and will address some of the risk factors associated with multiple deprivation, providing a route out of poverty and social exclusion.

What is Anti-Social Behaviour?

A minority of residents in areas of multiple deprivation are responsible for anti-social behaviour, but its impact is significant in relation to the wider community and the direct costs and unaccounted resources associated with managing these tenancies and associated neighbourhood impact.

In law anti-social behaviour is defined under the Crime and Disorder Act 1998 as "behaviour which causes or is likely to cause harassment, alarm and distress". In everyday life anti-social behaviour can have an extremely negative impact on individuals and communities going about their lawful business. Anti-social behaviour comes in many forms and can sometimes be unintentional. In other circumstances it can be directed and intentional.

The wholesale costs of anti-social behaviour are difficult to quantify, as families who behave anti-socially typically draw upon a wide range of services and resources. Many 'costs' associated with anti-social behaviour go unaccounted, including the impact upon other residents' health, safety and life experiences.

Models which can assist us in making informed decisions about how we deploy resources related to dealing with anti-social behaviour do exist and we will be utilising these in the development and performance monitoring of our services. For the purposes of this strategy we have examined cost models associated with innovative services which deal with anti-social behaviour in a housing context. In particular the Dundee Families Project (DFP), which commenced in 1996 and delivers both outreach and core residential services to households who would otherwise be evicted from social housing for anti-social behaviour.

---

[14] Getting on, Getting Ahead – Cabinet Office Strategy Unit 2008

Estimates have been made that housing staff spend between 5 and 40 per cent of their time dealing with neighbour complaints (Scottish Office, 1998).

In Brighton and Hove it is estimated that approximately X% of a Housing Officer's time is spent dealing with incidents of anti-social behaviour related to the management of our tenancies each year. In addition many other council officers and partners are routinely involved in dealing with a family who is behaving anti-socially.

The 2001 review of the DFP divides costs to the social landlord in dealing with anti-social behaviour into direct, indirect and societal costs – as shown in the chart below:

Direct Costs to Landlord	Housing staff spent time dealing with neighbour complaints by Housing Officers, Area Managers, Senior Staff and Caretakers.
	Costs of ongoing initiatives and ongoing costs associated with these.
Additional Direct Costs	Legal costs for advice, interdicts, eviction action.
	Costs of repairs for vandalism and graffiti.
	Staff time of homeless and allocation staff in dealing with requests for transfer.
Indirect Costs	Loss of rental income due to additional voids.
	Voids, security and repairs.
	Reduction of desirability of property (reduced market value/reduction in demand).
	Diversion of staff time from other work.
	Increase in staff stress-related illness from work.
Societal Costs	Costs to disputants and other residents.
	Costs to other departments/agencies, including Police, Social Work, Environmental Health and Courts.
	Decrease in Social Cohesion and loss of informal social control.

The DFP Review points out that eviction processes can be slow, expensive and can simply act to displace rather than tackle the 'problem'.

In Brighton & Hove approximately X is spent annually on dealing with the legalities of sanctions and evictions to move people out of our housing stock as a direct result of anti-social behaviour and we do not currently quantify the number of households who choose to leave an area for this reason, thereby exacerbating the 'population churn[15]' effect highlighted within the Reducing Inequalities Review.

The DFP Review provides two case studies which do quantify some of the costs, and thereby savings, associated with working with two groups of families, one in an outreach capacity in their own home and the other within a residential setting on a dispersed tenancy.

---

[15] The **Reducing Inequalities Review** describes population churn as the process whereby a community's function is affected adversely by settled, employed and often older people leaving an area for one that they see as more desirable and are replaced by less settled, workless and often deprived population groups.

118

Core (Residential) Case Study	Dispersed (Outreach) Case Study
The following assumptions were made with respect to these cases. If the 2 core cases (involving 8 children) had not been supported by the DFP, both families would have been evicted, 3 children would have been placed in a residential school (or children's unit) for one year and 5 children would have been placed in foster care for one year. Both families would present as homeless. After a period of one year, none of the families would experience any other difficulties.	The following assumptions were made with respect to these cases. The 9 cases involve 26 children. Five out of every 9 dispersed/outreach cases, which are not supported by the DFP, result in the family being evicted, and a homeless presentation being made. Two children are placed in a residential school for one year, 6 children are placed in foster care for one year. Four cases require no intervention whatsoever. There are no additional costs, such as those that may be incurred by the Police and the Reporter.
Costs:	**Costs:**
Eviction process: £ 21,400 Homeless presentations: £ 3,800 Residential school: £156,000 Foster care: £ 52,000 Total Illustrative Cost: **£233,200**	Eviction process: £ 53,500 Homeless presentations: £ 9,500 Residential school: £104,000 Foster care: £ 62,400 Total Illustrative Cost: **£229,400**

Considerable work has been undertaken over the last 10 years to address anti-social behaviour through interdisciplinary teams and initiatives. We aim to build upon examples of good practice and to work with the relevant teams to achieve our objectives.

Anti-social behaviour is expensive – it is estimated to cost the public £3.4 billion a year.....It is in the interest of all of us to ensure that the small minority of families who are responsible for a high proportion of problems, radically change their behaviour. It is also in the interest of the households themselves to be helped or forced to take help so that they, and especially their children, can take up opportunities that others enjoy'.

Reaching Out: An Action Plan on Social Exclusion – Social Exclusion Task Force 2007

Whilst the focus of this strategy is geographic in terms of concentrating on areas of council housing stock, in targeting the resources identified by our objectives and priorities and using a dual approach to tackling anti-social behaviour – **support with enforcement** – this strategy will benefit the wider community of Brighton & Hove and reduce long-term costs associated with housing management and anti-social behaviour.

It draws from recommendations within the **Reducing Inequalities Review** and it builds upon successful evidenced based practice within both Brighton & Hove and nationally.

It addresses the main thematic concerns raised by the review and other key local and national strategic agenda around **Social Exclusion**, **Reducing Inequality** and **Anti-Social Behaviour.**

It demonstrates how Housing Management and Housing Need & Social Inclusion will work with communities, individuals, and families who live in the target areas with a view to maximising resources and sustaining action and effect into the future. To do this the strategy adopts a robust parallel approach of **support and enforcement** to 'turn the tide'.

Levels and causes of Social Exclusion in Brighton & Hove

The **Reducing Inequalities Review** notes 'a significant group of 1,500 households experiencing multiple disadvantage across the City, with more than 25% in the most deprived 10% of neighbourhoods'.

The measures of multiple disadvantage referred to are:

- *Employment inequality*:
  Every member of the household aged 16-74 who is not a fulltime student is either unemployed or permanently sick

- *Education inequality*:
  No member of the household aged 16 to pensionable age has at least 5 GCSEs (grade A- C) or equivalent, and no member of the household aged 16-18 is in full-time education

- *Health and disability inequality*:
  Any member of the household has general health 'not good' in the year before Census (2001), or has a limiting long term illness

  - *Housing*:
  The household's accommodation is either overcrowded (occupancy indicator is -1 or less); or is in a shared dwelling; or does not have sole use of bath/shower and toilet; or has no central heating[16].

From this data we estimate that in the top 20% most deprived neighbourhoods we could be working with approximately 750 households experiencing multiple deprivation and disadvantage.

The review also cites the **Brighton & Hove Housing Tenants Status Survey (2006)** which 'highlights living conditions of those in social accommodation by focusing on five types of inequality: income, dependence on state benefits, poor health, crime and poor living environment'

The Survey identifies that more than 61% of the households have an income below £10,400 p.a.; 57% of the families receive some type of state benefits ...nearly 53% of the households have problems related to poor health.

Crime and living environment problems are experienced by roughly one quarter of the survey respondents.

The level of those with multiple needs in the survey is high: more than 68% of the households are experiencing at least two of the above inequalities.
Multiple needs are driven by health, income and reliance on state benefits - Among the households with multiple needs, 81% rely on state benefits and have low income; 78%

---

[16] Developing Appropriate Strategies for Reducing Inequality in Brighton and Hove. Phase 1 Identifying the challenge & Phase 2 Oxford Consultants for Social Inclusion (OCSI) and EDuce Ltd

depending on state benefits have health problems; 73% have both poor health and low income.'

The chart below demonstrates the complexity of issues which contribute towards Social Exclusion in Brighton & Hove:

Complexity of Social Exclusion in Brighton & Hove
<table><tr><td>   - Access to Learning Opportunities   - Access to multiple services   - Anti-social Behaviour   - Benefit Dependency   - BME Groups   - Community Function and Aspiration Levels   - Crime and Disorder   - Disability   - Homelessness   - Housing Need   - Incapacity Benefit Claimant Levels   - Intergenerational and Child Poverty   </td><td>   - LGBT Community   - Lone Parents   - Low Income   - Mental Health   - Multi-agency/Cross Sector Working   - Multiple and Complex Need   - Older People   - Physical Health   - Substance Misuse   - Worklessness   - Young People at Risk   - Young People NEET   </td></tr></table>

The housing needs of our tenants; quality of their accommodation; the environment in which they live; their social networks; level of aspirations for themselves and their families; their experience of the way in which we manage their properties, communicate and involve them in decision making processes, and hold them accountable are inextricably linked to the areas of exclusion, deprivation and anti-social behaviour listed above. The complexities of these issues are further compounded if they are 'intergenerational'.

This strategy provides an opportunity for us to involve and listen to our tenants and to work with the most deprived communities to effect change.

What have we done so far?

In Brighton & Hove considerable work has been undertaken to address social exclusion and deprivation across many of the City Council's directorates and involving multiple community partners, stakeholders and third sector providers. Work has been concentrated within particular areas geographically i.e. – **New Deal for Communities** and **Neighbourhood Renewal Areas**, and citywide with specific communities of interest.

The City's ongoing commitment to address the risk factors of social exclusion and deprivation can be clearly seen in the local and national performance indicators selected for the Brighton and Hove Local Area Agreement 2008-2011[17].

In addition to the targets aimed at tackling the multiple factors of deprivation around worklessness, health, housing and children/young peoples' services, the Local Authority has taken on the National Child Poverty indicator NI 116 in its LAA with 1 % year on year reduction in number of children living in households in receipt of workless benefits 2008-2011

---

[17] for more information please see the Local Area Agreement 2008-2011 available to download from www.brighton-hove.gov.uk

Within the LAA the Authority has also incorporated a target for take up of the Childcare Element of the Working Tax Credit With a target 2% year on year 2008-2011 increase from the current baseline of 21%

The Local Authority is one of only 50 to sign the Every Disabled Child Matters Charter

The LA has signed up to a Local Employment Partnership agreement with JCP and is implementing an assisted programme of entry to LA posts for local residents with a low level of skills.

The City Employment and Skills Plan has created a framework for incorporating strategic economic and skills targets into the work of the Local Authority and its partners in the 2020 Community Sustainability Partnership.

Working Neighbourhood funding and Skilled for Health have been linked to deliver a range of employment and skills opportunities for disadvantaged residents in community based settings.

The City's innovation continues to be profiled through a range of high visibility pilots such as the Intensive Family Intervention Project; Family Pathfinder Project; the Child Poverty Pilot for Teenage Parents; the Prevention of Offender Accommodation Loss; the Adult Advancement and Careers Service; a pilot authority for the FSA 'Parent's Guide to Money; ESF/ LSC SE Adult Learning SO1 Project to support adults to access learning opportunities in community settings to improve their skills, confidence, self-esteem and future employment prospects; and the Family Learning Impact Fund Project that provides a rolling programme of courses in targeted schools and Children's Centres to ensure that the neediest families can engage in learning activities.

As part of the City's aims to reduce crime and improve safety, the Local Area Agreement includes NI 17 that measures the "perceptions of anti-social behaviour" as a key performance indicator; and in regard to low level anti-social behaviour - NI 195 – "Improved street and environmental cleanliness/levels of graffiti.

This Strategy seeks to draw together the expertise that has been gained in working with our communities across all sectors within our city; and to develop a more cohesive, outcome focused and tailored package for council residents who are continuing to experience deprivation, suffer the effects of anti-social behaviour, and live with intergenerational poverty and exclusion.

Related Achievements in Housing Services

The ownership of this strategy across Housing Management, Housing Need and Social Inclusion demonstrates our commitment to build upon our successes and to work robustly together with partner agencies, to tackle inequality, social exclusion and anti-social behaviour within our council housing stock and communities of multiple deprivation.

Homelessness and Social Inclusion

Our continued approach to tackling rough sleeping and repeat homelessness is to work in partnership to provide a holistic package of support that addresses the complex needs of homeless people and provides clear progression routes into social and economic independence, and is the basis for delivering our objectives within the **Homelessness Strategy 2008-2013** and the **Single Homeless Strategy 2009-2014**.

Our innovative approaches are nationally recognised and have been the precursor or test bed for a variety of local and national initiatives and pilots that have proven to be successful in addressing issues of inequality and exclusion, and place Brighton and Hove firmly as a leader in this field.

This Strategy specifically aims to build on the successes we have seen in taking a holistic approach to address the multiple factors of deprivation that these communities of interest experience using both **support and enforcement** mechanisms to achieve positive outcomes.

Reductions in Rough Sleeping

Brighton & Hove City Council were highlighted in the recent Government Policy Briefing on Rough Sleeping, as being particularly successful at reducing rough sleeping - having reduced rough sleeping by 82% in the last 6 years.

Alongside the launch of the Integrated Support Pathway which increased the allocation rights for rough sleepers into supported housing accommodation, the assertive outreach work by the city's Rough Sleepers Street Services Team has been key to the successful reduction in levels of rough sleeping in the city.

Successful Joint Working and Assertive Outreach

The Rough Sleepers Street Services Team is just one example of effective joint working with a third sector commissioned service. The team adopt an **assertive outreach model in partnership with the police**, and all relevant services in the voluntary and community sector, resulting in improved information sharing, rapid assessment of rough sleepers, the targeting of hotspot areas, and a balance between **support and enforcement**. A multi-agency forum meets regularly to ensure a co-ordinated approach to managing cases, and joint working by key agencies is also co-ordinated to reconnect and relocate people.

Action to reduce Street Based Anti-Social Behaviour

Our work in this area has won the city trailblazer status, with successful joint police and street outreach patrols, agreed levels of enforcement and increased access to services. Partnership work in the city is strong in this area, with regular forums that include representatives from key agencies such as the specialist outreach teams for rough sleepers and anti-social behaviour, the Community Safety Team and the Police, all working together to reduce the numbers of people committing street-based anti-social behaviour.

Community engagement is carried out through the various Local Action Teams, Neighbourhood Action Groups and Joint Action Groups, as well as citywide initiatives such as the "Not in my Neighbourhood" week-long event in November 2008.

Statistics collected by the Community Safety Team shows a reduction in the number of people who perceive anti-social behaviour as a problem in their community from 46% of people in 2003 to 36% in 2006.

Brighton & Hove has a history of attracting visitors to the city. Prior to the commencement of the Tackling Begging & Street Drinking Partnership in October 2003, the city had high levels of begging and areas of consistent street drinkers in the city centre. Since March 2004 the numbers of people begging has been closely monitored, not rising above 13 on any one day across the city, with an average of 6 since August 2005.

Reducing the numbers of street drinkers has not followed in line with the targets set, but the city now has a template that key partners can follow to disrupt and intervene where a 'street drinking school' is becoming established. This work follows the approach adopted at Norfolk Square to overcome issues of street drinking and begging, which focused on a combination of support and enforcement delivered by police and outreach workers and will continue into the future.

The multi-agency Single Homeless Partnership and the local Police Street Team have also developed protocols to facilitate third party reporting of serious incidents to the Police, a Community Responsibility Protocol covering "doorstep management" of anti-social behaviour to minimise impact on the community; and operate an Incident Notification Procedure throughout services.

The model of Assertive Outreach – coupling enforcement with support – and intensive interagency working is the approach that we will adopt within our Strategy to address Social Exclusion and Anti-Social Behaviour in areas of Council Housing Stock.

Development and launch of the 'Integrated Support Pathway'

Through the Supporting People Programme and Single Homeless Strategy 2002-2007 we led on the development and launch of the **Integrated Support Pathway** for single homeless, rough sleepers, young people at risk and ex-offenders. These are some of the most excluded groups in society, often presenting with multiple and complex need and repeated, or 'revolving door', use of a range of local services.

Launched in February 2007, the Pathway combines a **cross-sector multi-agency co-ordinated approach** to support provision for this vulnerable group with performance management of commissioned services. The pathway forms a structure of support and accommodation services which enables people to move towards greater independence, with move-on to the next 'Band' of support as a key part of support planning at all levels.

The pathway links with Housing Need and other relevant departments and agencies. Many of the services that form the pathway focus on behaviour change as a means to achieving long-term life-style and aspiration-level changes. Service user feedback has been very positively on having a clearer pathway towards more independent living.

Work and Learning as an integral element of the support and resettlement process

The Work and Learning Service works with homeless and insecurely housed people to address their basic skills, life skills and works skills needs, and provide progression into, and support to sustain, mainstream learning, skills and employment. Working with approximately 35 projects across the city, Work and Learning Services have achieved the following results with homeless people within the Pathway:

improvements and/or qualifications in basic skills and life skills; increased confidence, motivation, self-esteem; higher levels of engagement with support agencies; an 80% progression into learning/meaningful activity; a 55% progression rate into mainstream learning/training; increased employability; and a 47% rate into employment for those completing the work placement programme.

This has provided a basis for positive move-on into more independent living which we help to sustain with our job coaching service, job mentoring, working support service, floating support and peer support service. We recently received a National Award from the Quality Improvement Agency, for our provision in response to learners' needs.

We have trained 60 frontline staff across a number of organisations in basic skills awareness and assessments, supporting adult learners, embedding basic skills, and run a rolling programme of training for link workers.

In 2008 we introduced a Peer Learner mentor programme and have trained 20 peer mentors who will support other people with their literacy and numeracy needs.
In addition to their work placement programme, Business Action On Homelessness has trained 25 job coaches across the city and provides "buddy" training to all employers offering placements.

Addressing skills, training and employment issues is integral to our approach to tackle the social exclusion experienced by many of our council tenants. It also sits at the heart of the 'rights and responsibilities' agenda and welfare reforms.

"Whole Systems approach"
Following a comprehensive consultation process and the Inequalities Review, a key priority is to improve access to services. Consequently we are working to co-locate services on single sites to improve accessibility, and to improve signposting to services at other key locations within the community. We have a Youth Advice Centre in West Street, that combines, housing, health, counselling, substance misuse, sexual health and employment and training services.

In addition, we successfully bid for and received £950,000 capital funding from the Government's Places for Change Programme for two major re-developments at First Base Day Centre and Palace Place.

First Base will house a multi-functional service aimed at single homeless people and rough sleepers for initial engagement with health, mental health and other agencies, relocation services, IAG, welfare and benefits, housing advice sessions, social activities, a café style training kitchen and social enterprise, and meaningful occupation/work and learning through a range of groups and practical skills.

The redevelopment of Palace Place will provide a Skills and Support Centre delivering a range of move on support, learning, skills/qualifications and training; ICT suite and internet access, employment support, in work benefits advice and job search support, work placement programme and pre-employment opportunities, as a well as a range of in-reach services from key agencies in the city.

Other services located at the Centre will be housing options; support to access private rented sector accommodation, the Homeless Psychology Service (Behaviour Support Team) and the PCT's Community Health Trainers.

As part of the DIUS/DWP Work Skills Agenda, Brighton and Hove have been awarded the South East Region's Adult Advancement and Careers Service Pilot. The central hub for this service will be located at Palace Place, bringing a range of work and learning IAG services and networks/partners to the centre, as well as DWP/LSC funded provision such as Pathways to Work and Flexible New Deal providers.

Improvements to Move-on

We have linked engagement with work and learning to move-on incentives such as the 'Special Scheme Rules' for priority banding under our Choice Based Lettings Scheme, to facilitate successful move-on into social housing. To improve access to the private rented sector we have launched a 'Move-On Toolkit' for service users and housing providers, and are developing an incentivised pathway into employment and private rented sector accommodation. We have introduced a Rent Guarantee Scheme, and a Rent Deposit Scheme, and have a Private Sector Working Group developing links with private sector landlords.

Homeless Life Coaching Team

There is a growing recognition that psychological factors such as low confidence, problems managing stress, and de-motivation are often barriers to successful resettlement and causes of repeat homelessness. Brighton & Hove is the first local authority in the country to commission a specialist Homeless Life Coaching Team to tackle this. The service works in partnership with the city's housing support providers to address the emotional and psychological problems that can prevent people from keeping their accommodation. It aims to:

- reduce incidents of repeat homelessness in Brighton and Hove
- empower service users to find new ways of understanding and changing any behavioural patterns which place them at risk of being unsuccessful in acquiring and/or maintaining a tenancy
- improve the efficacy and consistency of the resettlement support delivered to service users across the city

It does this by providing short-term focused help using psychological approaches to individuals at risk of repeat homelessness to identify and try out strategies for changing tenancy-threatening behaviour patterns; and providing training, consultation, and a good practice website for local supported housing practitioners to help them understand and apply psychological approaches to enhance the effectiveness of their support.

The team has attracted national interest and prompted a visit from Hilary Armstrong (Minister for Social Exclusion) and members of the Government's Social Exclusion Unit in 2007.

Housing Need

The delivery of Brighton & Hove's **Homelessness Strategy 2002-2007** has led to improved quality of place and better outcomes for people in our City who are homeless or in housing need.

- Statutory Homelessness acceptances have reduced by 50% since 2003/04.

- The use of temporary accommodation has reduced by over 25% since 31 December 2004.

- We have ended the use of bed and breakfast accommodation for families and 16/17 year olds except in an emergency

- For every household that is accepted as homeless, a further 7 households are prevented from becoming homeless by the Housing Options Service.

Housing Options

In 2006, we extended the housing options approach by re-focusing into specialist teams with Housing Options Officers providing specialist responses to specific causes of homelessness. Developing these services has improved integration with health, CYPT and social care and has also built the competencies and skills of staff in their specialist areas.

Youth Homelessness Strategy 2007-2010

Through Brighton & Hove's Youth Homelessness Strategy 2007-2010, we have begun to develop integrated approaches to tackling youth homelessness, in partnership with the Children & Young People's Trust. We have developed a 'one-stop' or 'whole systems' approach to service delivery for 16-17 year olds, with the Young Peoples' Housing Advice Centre providing a central hub of services. Staff from both Adult Social Care and the Children & Young People's Trust are co-located within our Housing Options Service to ensure the seamless assessment of households with social care needs, particularly intentionally homeless households and vulnerable young people.

We have developed a more consistent and integrated approach to housing and support assessments and will be implementing the CYPT's Common Assessment Framework as part of the joint assessment process when it comes into use in April 2009.

Choice-Based Lettings

Aimed at 'rebalancing' communities, over the last few years our Choice Based Lettings scheme, 'Homemove', has allowed households on the Housing Register to state an interest and 'bid' for the social housing available for rent. Choice Based Lettings has evolved since its conception and now incorporates a mobility rating that indicates whether an available property is suitable for a wheelchair user or someone with limited mobility. To ensure the best use of our housing stock, we are developing an 'Accessible Housing Register' and we have an officer who is working with people wanting to downsize or release an adapted home they no longer need.

Changes to Housing Policy

Housing Management Policy has been adjusted to avoid concentrating homeless people in social and privately rented housing in East Brighton. Previously the area had received over 50% of homeless households allocated housing in the city. This has led to improvement on all housing indicators in successive household surveys and a reduction in the proportion of council houses becoming empty each year.

Achievements in Housing Management

Redesigning the Estates Service

The Estates Service is designed to provide a high quality, pro-active, consistent and fully accountable service to all residents. The service aims to make all estates safer and cleaner places to live, and improve quality of life. Every estate has its own dedicated full-time Community Warden, backed up by teams of Estates Assistants and fast response Mobile Estates Warden teams.

The Community Wardens act as 'good neighbours' and are on hand to deal quickly with minor repairs and any problems created by anti-social behaviour. The Estates Assistant teams are spearheading the much improved and updated cleaning schedule, and the familiar and much appreciated Mobile Estates Warden teams now operate across the whole city.

Tenant and leaseholder representatives worked with council staff and union representatives on the review group to ensure that the improved service met everyone's needs.

Swallow Court

Following resident involvement to look at improving services, a new initiative was launched at Swallow Court in February 2009 that provides a joint local base for repairs staff, the Police, council staff and tenant and resident representatives for the Whitehawk and Manor Farm areas. The co-location of services at this site is aimed at streamlining services and improving response times and puts tenants and leaseholders in direct contact with the repairs contractors and PCSO's. The project has also linked in with 2 local schools, with project staff volunteering in reading programmes, and contractors Mears, bought £500 worth of books for each school.

Tenancy Sustainment Team (TST)

The TST officers work on a time limited, intensive intervention basis with people who are at risk of losing their homes and finding it difficult to manage their tenancy. Clients include people with mental and physical health problems, substance users, people who need to address anger management, elderly vulnerable tenants, very young and socially isolated residents. Most are on a low income, many are long term workless and without support networks. Housing Officers refer a tenant to the team with details of current issues and desired outcomes.

The Tenancy Sustainment Officer assigned to the case undertakes a needs assessment, refers for ongoing support and arranges one off or time limited interventions - for example a deep clean of a property where this is presenting health risks. Successes include referrals for detoxification and rehabilitation, engaging people with a variety of adult social care services, employment training, education and forging links with social and health promotion activities. Clients are set, and supported to meet, clear, manageable, improvement targets. Were it not for the intervention of Tenancy Sustainment Officers, it is estimated around 50 vulnerable adults would suffer tenancy breakdown and become homeless from council stock per annum.

Anti-Social Behaviour Housing Officers (ASBHOs)

ASBHOs aim to support people to change their behaviour and avoid losing their tenancy. The majority of the teams' clients have a complex range of needs and are socially excluded. Many are long term workless. Work includes referral for assistance with substance misuse issues, parenting support, anger management, education, employment and training. Children and young people are involved with diversionary activities. Positive interventions may be formalised through an Acceptable Behaviour Contract, Parenting or Individual Support Order.

Brighton and Hove's Crime and Disorder Reduction Partnership (CDRP) has piloted the **Family Intervention Project** (FIP) who work in partnership with social landlords and the local authority in delivering outreach based intensive behaviour support interventions to address anti-social behaviour. The Project works with families at risk of losing their homes due to constant anti-social behaviour, where there are also social services, criminality, health and/or education issues are referred for case worked intensive intervention and support.

The package is tailored to each family, but may include anger management, parenting skills, employment training, addressing substance use, getting children back into education, family therapy and sponsoring a diversionary activity for children. The team has worked with some of the most challenging families in the city, including those with multiple complex needs and successfully prevented both homelessness and the reception of children into care. Families are often offered a fresh start in another neighbourhood on successful completion of the programme, and feedback indicates a high level of success in terms of both outcome and eventual client satisfaction.

The effectiveness of this approach is well documented, with successful behavioural change and cessation of anti-social behaviour being achieved in approximately 80% of cases. The government recently announced its aims to extend the number of **FIP**'s nationally, as part of the White paper – "**New Opportunities: Fair chances for the Future**" Jan 2008.

Building on the success of **FIP**s, and the work of projects such as the Dundee Family Project, the **Housing and Regeneration Act 2008** introduced **Family Intervention Tenancies (FITs)**, which have become available for use by Registered Social Landlords and Local Authorities from January 2009. These tenancies are designed for use where intensive support is being delivered to households who have been removed from their original property and accommodated in dispersed accommodation or purpose-built units to help maximise the success of such support.

The introduction of **Family Intervention Tenancies** will further enhance the opportunities to address persistent anti-social behaviour in this way, making it easier to remove the household from their original accommodation into a dispersed tenancy for the period of the programme. Failure to make the required behavioural changes and continued anti-social behaviour will lead to eviction and will effect any future applications to social housing.

Households are only referred into FIP or FIT services if they are threatened with eviction as a result of anti-social behaviour.

Housing Management and Housing Strategy are partners with the Crime Reduction and Disorder Partnership in the **Family Intervention Project** and **Family Intervention Tenancies.** Using these tools will be key to delivering our objectives for tackling anti-social behaviour.

The Sheltered Housing Service

This service engages with often isolated, vulnerable older people. Scheme Managers carry out regular needs assessments, and link residents to appropriate statutory and voluntary services. The service hosts regular health promotion events and a minimum of one social activity at each scheme every week to combat social isolation. Scheme Managers ensure people claim all the benefits to which they are entitled in order to maximise income.

Housing Officers and Housing Management Advisors

The teams offer low key advice and assistance to people facing social exclusion - this can include advice about employment training, addressing substance misuse, information about community mental health resources and help with budgeting. Housing Officers are engaged in multi agency working, attend case conferences and work with health visitors, education, Sure Start and mental health services to ensure residents receive the full range of appropriate services.

Housing Income Management Team

The Housing Income Management Team has a service contract with Brighton & Hove Citizen's Advice Bureau to provide comprehensive money advice to council tenants who are in rent arrears and who may be at risk of losing their home. The team makes direct referrals which ensure an appointment for comprehensive money advice within 10 days. The specialist advice includes budgeting, restructuring debts and liaising with creditors to reduce interest payments, welfare benefit checks, accessing grant funding and income maximisation. The overall aim is to ensure housing related debts are cleared.

For 2007/08:

- £5,167 of unsecured debts were written off by companies.

- £44,732 of overall debt was restructured.

- £3,312 of grants were awarded.

- £10,352 of additional benefits were secured.

- £32.997 of housing related debt was brought into a repayment arrangement.

Accessible Housing Officer Role

As a direct result of consultation with the adaptations and allocations tenant working groups we have used existing resources to fund recruitment of an Accessible Housing Officer who has been in post since January 2008. The Accessible Housing Officer remit is to improve the way in which accessible and adapted properties are advertised and let in the City. This is being achieved by:

- Improving our understanding of the access needs of everybody on the Joint Housing Register;
- Undertaking an audit of Council-owned housing stock in terms of their accessibility and feasibility for adaptation;
- Providing a more equal service for disabled applicants within Homemove through more informative advertising and prioritised allocation for mobility properties.

Our Vision

> "*To ensure our tenants improve their life chances in order to achieve better outcomes for themselves, their families and the community; to overcome barriers to social inclusion; and to address attendant anti-social behaviour in a consistent and sustainable way, using a balance of support and enforcement*"

Our Guiding Principles

In recognition of the broad similarities in our long-term aims, the guiding principles that we have adopted are shared with the **Homelessness Strategy 2008-2013** and the **Single Homeless Strategy 2009-2014**, and underpin all aspects of our work to reduce social exclusion, anti-social behaviour and inequality in Brighton and Hove:

- **Prevention** – promoting life change through early supportive intervention and preventative action

- **Integration** – a lifelong, holistic approach

- **Empowerment** – a personalised service with rights and responsibilities

- **Engagement** – active community, service user and stakeholder engagement

- **Sustainability** – providing sustainable solutions that promote value for money and innovation, and challenge under performance

131

Towards 2013 – Key themes

The work outlined within this strategy is not designed to be a short-term measure. We recognise that when trying to address issues that include entrenched poverty, intergenerational worklessness, the mental and physical health of communities, substance misuse, anti-social behaviour, parenting skills and familial relationships, that strategy needs to take a long term view.

The challenge is to bring examples of good practice, multi-agency working, and community involvement together to create opportunities for the development of new enterprises and partnerships and deliver on shared aims and objectives. This strategy facilitates this and focuses on:

- **Addressing inequalities -** Dealing with the complex issues of entrenched and intergenerational poverty and inequality, working to resolve issues which impact upon whole-neighbourhood experiences and to propagate good practice.

- **Robust management of anti-social behaviour** - within council housing stock and the city's most deprived geographic areas

- **Early intervention** – both in terms of 'intervention' of behaviour that is problematic to communities as soon as it is recognised as an issue; and in terms of helping residents and communities to support and care for themselves, their families and vulnerable people.

- **Creating opportunities for Change** - Provision of opportunities to access holistic behaviour change programmes which support the whole family, sustain tenancies, improve communities and therefore create efficiencies in housing and neighbourhood management.

- **Joint working** - with local communities, individuals, third sector providers and other partner agencies and to both simplify and increase accessibility to services, particularly for those in multiple need.

- **Increasing aspirations** – in relation to what people and communities expect to experience when living within the city's 'most deprived communities', education and skills, worklessness, health, substance misuse, management of anti- social behaviour, creating opportunities for Social Enterprise, and their own role in effecting change.

The key themes for the city's Social Exclusion Strategy as we progress towards 2013 enable us to set a course for actions, which are evidenced based and which collectively over time will effect change in the city's most deprived communities. Our themes and objectives mirror the local priorities of both the **Corporate Plan 2008 -2011** and the **2020 Sustainable Community Strategy**.

Turning the Tide – our Strategic Objectives

Objective One: **Develop a robust cross-sector partnership approach to reduce Social Exclusion and Anti-Social Behaviour**

Objective Two: **Increase opportunities and engagement in learning, skills and employment**

Objective Three: **Increase life chances for families by improving uptake of early years provision**

Objective Four: **Create sustainable and efficient solutions to prevent the breakdown of tenancies and its impact on communities**

Objective Five: **Improve the health and well-being of communities**

Objective Six: **Increase community involvement, aspirations and social enterprise opportunities**

Part Two – The Strategy

This part of the document demonstrates what we know and the steps we will take to meet our strategic objectives.

We have drawn up a list of 'Priority Outcomes'. This list will form the basis for consultation with users of our service, local residents, professionals and community groups and will sit at the heart of the Social Exclusion Strategy to ensure that we achieve our 6 core objectives.

The detailed actions and strategic developments we will take can be seen in the Action Plan

Social Exclusion and Anti-Social Behaviour

What do we know?

- Inequality in Brighton & Hove is about both deprived places and deprived people.
- There are significant groups across the city with multiple needs and these are concentrated in the most deprived areas.
- We know where the highest concentrations of multiple deprivation exist in the city and that these are largely concentrated in areas of social housing.
- Worklessness across Brighton & Hove is a key issue with 13,000 people on Incapacity Benefit and up to 17,000 on Job Seekers Allowance over the course of 2007.
- Those with low skills are being squeezed out of the labour market.
- Disabled groups face significant barriers in the city.
- Those with mental health issues face additional barriers with approximately 50% of people on Incapacity Benefit in comparison to 40% in other small cities.
- Many groups are struggling to access affordable housing.
- Approximately 650 young people are NEET within the city.
- Young adults are at particular risk in the city
- Alcohol and drug misuse is a persistent issue.
- The city has a higher proportion of children living in lone parent households than the region and England and 91% of lone parents in Brighton & Hove are women.
- There are significant areas of health inequality within the city. Young adults are at particular risk in the city.
- More than 61% of the households living in social housing across the city have an income below £10,400 p.a.
- Child poverty is relatively concentrated in the eastern parts of Brighton and Hove. In seven SOAs: three in East Brighton, two in Moulsecoomb and Bevendean and one each in Hollingbury and Stanmer and Queen's Park where more than half of children are living in out-of-work households.
- Children in low income families and with Special Educational Needs (SEN) are concentrated in the most deprived areas to a greater degree: nearly half of all children in families characterised by *both* low income and children with SEN live in the most deprived 20% of areas.

> *'Adults living chaotic lives are often in contact with multiple agencies, with each person costing statutory services tens of thousands of pounds every year. Individual agencies sometimes miss those who have multiple needs, and may fail to look holistically at the individual.....Evidence has also demonstrated that individuals from the most disadvantaged backgrounds are at a greatly increased risk of the most acute combinations of problems'* - **Reaching Out: An Action Plan on Social Exclusion**– Social Exclusion Task Force 2007*

We know that in order to address multiple or complex needs we need to design services to be accessible and responsive to those in multiple need. We need to ensure simplicity of access; personalised support; and for services to be available at the earliest opportunity when we have any indication that individuals, households or communities are experiencing deprivation or anti-social behaviour.

> *We must do more to promote multi-agency working to address multiple problems. We must ensure that services are incentivised to work around the individual, as opposed to individuals working around the service. And it must be clear that individuals have a right to take up the opportunities that are available, but also that alongside rights come responsibilities' - **Reaching Out: An Action Plan on Social Exclusion** – Social Exclusion Task Force 2007*

To do this we need to make sure that we are accessible, ensure we are communicating effectively and to use cross sector partners' expertise. We know that we need to be able to work with communities to address entrenched deprivation and to increase aspirations, particularly those related to work and learning.

We know that a small number of households are the cause of anti-social behaviour within our housing stock and that this impacts upon wider communities. We know that these households draw upon considerable resources – cross sector and cross directorate.

Housing Management and Housing Need & Social Inclusion are well placed to deliver co-ordinated services to this group, **with the lever of continued housing as a considerable motivating force or "carrot" for behaviour change**. We know that everyone has the right not to experience anti-social behaviour within their community and that we all have a responsibility to deal with this problem as it arises.

> *To truly tackle disadvantage and build a dynamic, prosperous and socially just society, we must offer the support and challenge needed to tackle anti-social behaviour, and its causes, and ensure that we all pass on decent values and standards of behaviour to our children. Where people feel confident, safe and supported, they will be able to come together with others in their neighbourhood to build trust, share values and agree what is acceptable behaviour' – **The Respect Action Plan**: Respect Task Force 2006*
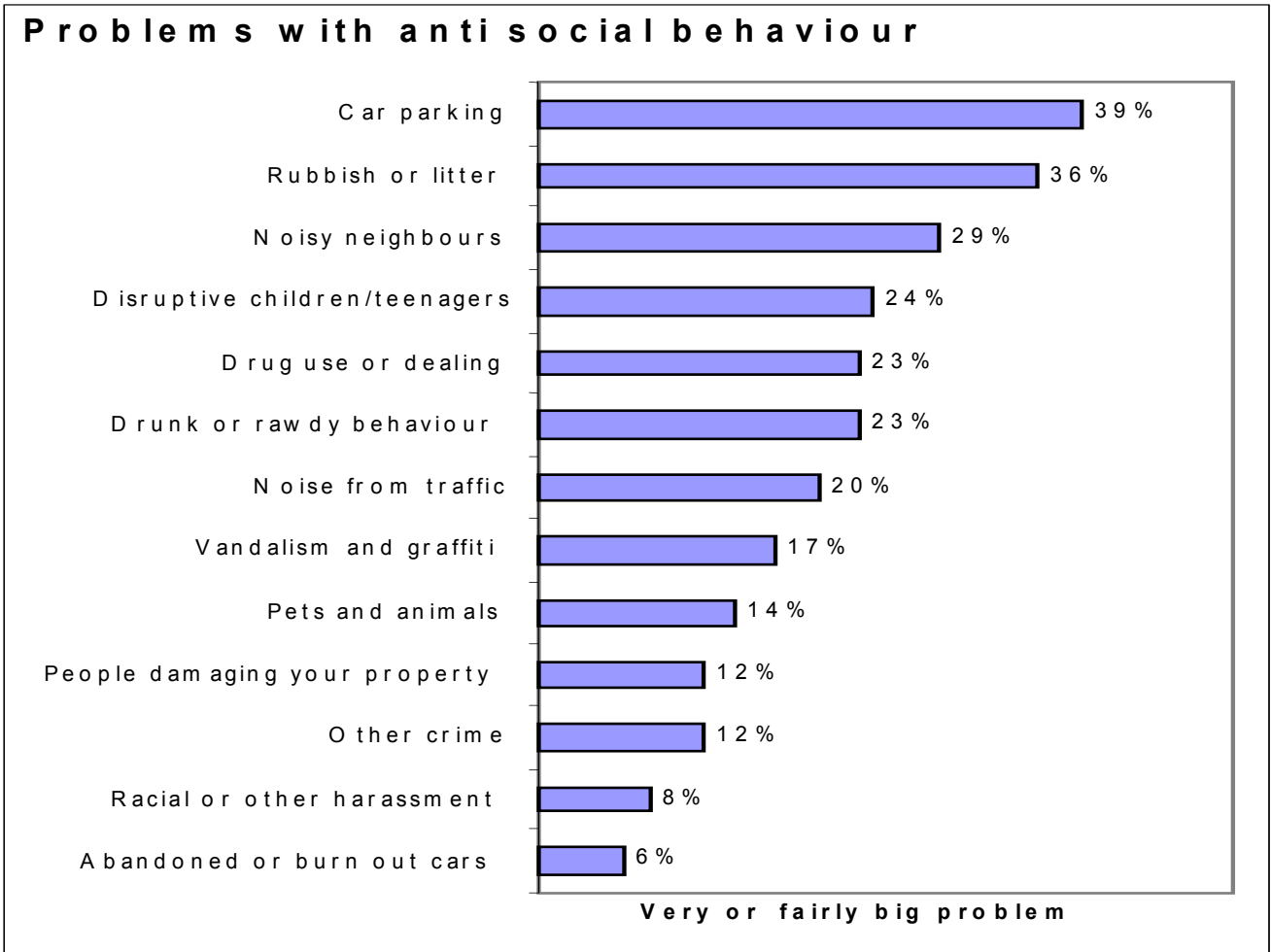
Anti-Social Behaviour

What do we know

The 'neighbourhood' is the focus for many residents' concerns about anti-social behaviour and crime.

Anti-social behaviour is the third most important issue to council tenants, following repairs and maintenance (1) and standard of home (2).

In the most recent Tenant Status Survey, tenants ranked the following problems of anti-social behaviour accordingly:

Problems with anti social behaviour

Category	Very or fairly big problem
Car parking	39%
Rubbish or litter	36%
Noisy neighbours	29%
Disruptive children/teenagers	24%
Drug use or dealing	23%
Drunk or rawdy behaviour	23%
Noise from traffic	20%
Vandalism and graffiti	17%
Pets and animals	14%
People damaging your property	12%
Other crime	12%
Racial or other harassment	8%
Abandoned or burn out cars	6%

Nearly 1 in 5 respondents to the survey said they had reported incidence of anti-social behaviour to their landlord in the last 12 months.

- Crime across the city of Brighton & Hove is disproportionately committed by children and young adults.
- In 2002/03 just under two-thirds (64%) of all offenders in the city were aged 30 or under. Of these, nearly half were children and young adults aged under 20.
- Teenagers are recorded more frequently as victims and offenders across a number of crime types.
- The number of first time entrants to the criminal justice system in 2006/07 was nearly 500; a 37% increase on the previous year. The need to concentrate efforts on children and young people is further supported by the fact that over half of interventions by the Anti-Social Behaviour Team are directed towards young people.
- Youth disorder increased by 4% in 2006/2007 compared with the previous year.

- Overall measure of perceived ASB showed an improvement from 46% to 36% of people believing that ASB was a problem.
- Brighton & Hove residents perceive all the above measures of ASB, except for teenagers hanging around, more unfavourably than the average of the CDRP benchmarking group.
- There were just over 15,000 incidents of social disorder recorded by the police in 2006/07 ... this had risen by 1.5% from the previous year.
- A third of total social disorder incidents were youth disorder ... this rose by 15% in 2006/07 compared to 2005/06.
- Numbers of beggars counted over the last 12 months have been 6 or fewer, except for the most recent count in July when 11 were counted.
- Street drinkers have reduced... numbers are still considerable with 37 recorded in July 2007 ...the target hasn't been achieved.
- In 2006/07 there were 16 ASBOs, 23 ASB injunctions and 62 ABCs issued in the city. ASB casework was carried out on 297 ASB reports in 2006/07.

We know that early intervention is effective and that a dual approach of **support and enforcement** has been successful with the most 'hard to reach' socially excluded groups in the city.

Our strategic developments mirror the guiding principles of **Reaching Out: An Action Plan on Social Exclusion** the priority actions of the Government's **PSA for Socially Excluded Adults** and the **Respect Standard for Housing Management Agenda** core commitments.

What are we going to do:

Objective One: Develop a robust partnership approach to reduce Social Exclusion and Anti-Social Behaviour

Priority	Action	Success criteria
Priority 1: Develop a whole-systems multi-agency approach, agencies to work closely together and to have clear joint working arrangements	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	• Strategies show linked objectives and shared performance indicators - Particular focus on Housing Management Service Improvement Plan 2009-2012 – Equality, Diversity and Sustainability Work Stream • Joint protocols and linked working agreements in place internally with relevant directorates and sections, and external partners • Governance structures developed to oversee strategic developments – to include service user fora
	(ii)Develop commissioning arrangements for strategic developments	• Commissioning process established • Performance criteria established - Focus on Customer Service, performance in relation to enforcement and support mechanisms and reductions in exclusion and anti-social behaviour • Performance and contract management structures in place - To include 75% of all front line staff ICS accredited by 2010 - Housing Management to achieve the Government's

		Customer Service Excellence Standard during 2009
Priority 2: Establish strategic delivery agencies/services	(i) Strategic Developments commissioned or reconfigured	• Project Manager recruited • Access to Information Systems/portals, databases co-ordinated • 'Community Wardens' post reconfigured to provide low level support • Housing Officer's role in providing early intervention and support • 'Community Intervention Teams' commissioned and operational in all identified localities • 'Social Exclusion Enforcement Teams' established and operational in all identified localities • 'Social Exclusion Case Work Forum' established and operational in all identified localities • 'Personalised/Individualised Support Budgets' established and administration systems in place • Partnership working and referral routes with the CDRP Family Intervention Project and Family Intervention Tenancies established and operational • Community Audits' commissioned in all identified localities • Budget for Spot purchase of parental/relationship training/mediation identified • Work and Learning and Social Enterprise services commissioned • Links to /role of Targeted Youth Support Service (TYSS) established • Links to Information officers and services in Children's Centres, and Sure Start services both in reach and outreach (including HV's, Midwives, parental engagement workers, parental advisors) • Links to/role of outreach services eg Gateway Workers, Family Learning Teams, CRI SMS/Alcohol workers in East Brighton, DIP workers and Acquisitive Crime Team in Tarner • Links to Substance misuse and alcohol services • Role of Community Health Trainers and identification of costs • Links to Choice-based Lettings, Allocations Teams, area Housing Offices, CYPT services and Hubs and all relevant systems established • Contracts/Service Level Agreements established • Effective outcomes monitoring to be developed in relation to each area of service delivered from Social Exclusion Teams and Services • e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour ** services are based on existing level or resources – increasing current capacity will require additional funding*
	(ii)Commence service delivery	• Reductions in harmful, criminal or anti-social behaviour • Prevention of homelessness through tenancy sustainment • Improving access to support services • Improvement in levels of engagement at individual, family and community level • Improvement in family relationships • Improved parenting skills • Increased take up in early years provision, parenting skills, parenting groups, childcare • Improved health and well-being of children and parents, and individuals • Preventing children or Young People becoming 'looked after' or excluded from education • Improved contraception and sexual health • Reduction in teenage pregnancy • Addressing issues of substance and alcohol misuse • Raising aspirations and confidence/self-esteem

		• Improved social networks for individuals, families and children • Engagement in learning, skills and employment • Development of social enterprise • Improvements to home environments and communities • Increased community engagement Other indicators of success will include: • Co-ordination of services • Improved links between services across sectors • Wide-ranging systemic changes • Quantifiable savings to specific budget areas as a result of interventions • Value for money • Workforce Development • Positive impact on the community • Increased service user involvement and participation
Priority 3: Sustain and develop existing provisions which address Social Exclusion and tackle anti-social behaviour	(i) All customer facing Housing Management staff to be trained in enhanced Housing Options approach in 2009 to tackle overcrowding and well-being issues	• Reductions in overcrowding against established baseline • 80% of customers' enquiries can be dealt with at first point of contact by specialist, highly trained and accredited teams • Referrals to appropriate services against established base line • Customer satisfaction feedback
	(ii) Support and develop existing provision	• Work with Housing Strategy to maintain an 'accessible properties register' • Introduce the Sheltered Housing Assessment Co-ordinator role to maximise best use of sheltered housing • Provide adaptations and support to households and their carers • Adoption of recommendations from LGBT Housing Strategy, Older People's Housing Strategy and Black & Minority Ethnic People's Housing Strategy • Establish Equalities Database to inform pilot for predictive risk modelling • Work as a partner on the 'Think Family' Pathfinder and reduce parental evictions against established base line • Work as a partner in the Family Intervention Tenancy and Family Intervention Project – include representation on the Steering Group • Work as partner in the Housing and Social Inclusion Steering Group and related working groups, case work forums, and pilots

Worklessness

What do we know?

> 'Making substantial in-roads into the employment rate in the city will mean that there will need to be actions that support progress towards work for those furthest away from the labour market, as well as ones that remove barriers for those who are close to being job-ready...Working age benefit claimants are also not spread equally across the city (see Figure 3.11). The wards with the highest proportion of working age residents on benefits are East Brighton (28.2%), Queen's Park (25.3%) and Moulsecoomb & Bevendean (21.0%). This compares with Stanford (7.8%) and Withdean (8.3%), which have the lowest proportions .
>
> *City Employment and Skills Plan 2007*

We know that there are high levels of worklessness in the geographic areas with which this strategy is primarily concerned. We are aware of the wider strategic context of Employment, Education and Skills within Brighton & Hove, and that engagement in Work and Learning is a key priority both locally and nationally in addressing Social Exclusion, and can impact positively upon anti-social behaviour.

We know that there are key local concerns related to our areas which we will design services to strategically address, i.e.:

Lone Parents
- Nearly one-fifth of all lone parents across the city live in the most deprived 10% of areas in the city.
- The relatively high levels of children living in 'out of work' households is partly driven by a high proportion of out of work lone parent households in the city.
- Lone parents are more likely to be out of work across Brighton & Hove than elsewhere, with 57% of all lone parents across the city out of work compared with 52% across other small cities, 50% across the South East and 53% across England as a whole.
- The employment rate of male lone parents is above the employment rate of female lone parents (61% compared with 46%), and only 17% of female lone parents are in full-time employment compared with 51% of male lone parents.
- Lone parent households account for nearly 70% of all 'out of work' households in the city.
- Of the 3,700 lone parents on Income Support across the city only 580 received New Deal for Lone Parent Support in 2005.

Incapacity Benefit Claimants
- Illness and disability rates now excel JSA claimants by 30% as primary reasons for worklessness.
- Disability and incapacity benefit levels are high across the city. More than 50% of all working age people on benefit claim as a result of incapacity.
- More than 17,000 people are receiving Disability Living Allowance or Attendance Allowance benefits; and nearly 22,000 people are providing unpaid care.

- Despite quite heavy investment in social welfare programmes to support employment and skills in the most deprived parts of the city, there are only 1,405 fewer working age welfare benefit claimants than there were seven years ago (24,985 working age welfare benefit claimants, compared with 26,390 in 2000).
- The number of people on Incapacity Benefit has actually increased over the period and a higher proportion of working age welfare benefit claimants now live in the city's two most deprived wards (East Brighton and Moulsecoomb & Bevendean) than was the case in 2000.
- Around one fifth of adults who are currently economically inactive would need to be in employment if the 80% target is to be reached. According to Freud, this would require providing intensive, individualised support for those who have been out of work for a long period, the delivery of which should be contracted to the private and voluntary sectors at a regional level and be long-term and outcome-based.
- Freud suggests that whilst the costs associated with individualised support are high, the savings to the Treasury would also be considerable (up to £9,000 for an Incapacity Benefit claimant entering employment for a year and £8,100 for a Jobseekers Allowance claimant).

Young People Not in Education Skills or Training (NEET)

- Although there has been a recent reduction in the number of young people "Not in Education, Employment or Training" (NEET) the level of 7.8% is still above the national average. This figure could well rise as the recession impacts on training and employment opportunities within the city.
- Further analysis of the relationship between other socio-economic indicators ... and NEET rates could help to identify the extent to which Brighton & Hove has a *specific* NEET problem. It appears that areas that have high employment rates and strong economies are more likely to have lower NEETs rates. This may suggest that job creation may have as influential a role in reducing NEETs as the design of personalised support packages for young people.
- NEET population as of December 2006: Two-fifths were 18 years old, two-fifths were 17 years old and one-fifth were 16 years old.
- 5% were in care or care leavers.
- 12% were registered with the Youth Offending Team.
- Nearly two-thirds of those young people NEET were identified "in transition" between school and education and employment.
- This might suggest that NEET issues across the city are overstated by the statistics, it is important to understand how people move in and out of "NEET status"..... it is not clear what happens to the "in transition" group, and whether they do in fact take-up employment or education opportunities.
- Moulsecoomb & Bevendean and East Brighton have 24% of the city's NEET population.

Intergenerational worklessness, poverty and benefit dependency

- Worklessness across Brighton & Hove is a key issue with 13,000 people on Incapacity Benefit and up to 17,000 on Job Seekers Allowance over the course of 2007.
- Those with low skills are being squeezed out of the labour market.
- Social housing tenants are slightly more likely to be unemployed (6.4% unemployment rate), than people renting in the private sector (6.2%).

141

- Almost 57% of the families living in social housing receive some type of state benefit.
- Brighton & Hove('s)..needs to create sufficient jobs to support its growing working age population and to ensure that a good proportion of these jobs are high value-added so that its highly qualified resident population is better deployed in more productive activities.
- The city's workforce is not especially low skilled, its businesses are not especially small and it does not currently have an ageing population. The city needs to find the right balance between approaches that are designed to strengthen the city's economic base, increase the supply of jobs, improve business performance and productivity, and social welfare interventions that are designed to tackle worklessness, inequality and disadvantage.
- A focus on job creation without an understanding of local circumstances could result in the benefits of economic growth and improved productivity by-passing lower skilled and disadvantaged local residents. Conversely, social welfare interventions must be undertaken with an understanding of wider strategic issues, such as working age population growth and economic under performance.

We have experience of delivering Work and Learning services successfully to socially excluded groups in Brighton & Hove - people with complex and multiple needs such as mental health issues, homelessness and substance misuse.

What are we going to do:

Objective 2: Increase opportunities and engagement in learning, skills development and employment

Priority	Action	Success criteria
Priority 4: Link with existing local 'work and learning service' strategy and governance structures to maximise resources and opportunities for joint work in strategic service development	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	• Strategies show linked objectives and shared performance indicators • Joint protocols and linked working agreements in place internally with relevant directorates and sections and external partners • Governance structures developed to oversee strategic developments; to include: - service user fora - Social Enterprise Working Group • Housing/Social Inclusion Work and Learning Manager attends appropriate fora • Work and Learning Support commissioned and linked into existing services
Priority 5: Ensure Work and Learning/Adult Learning Partnership forms integral part of 'SET'	(i)Ensure representation of Work and Learning as integral part of SET	• Housing/Social Inclusion Work and Learning Manager attends or delegates attendance at SECWF • Adult Learning Partnership (ALP) Manager attends or delegates attendance at SECWF
	ii) Ensure relevant strategic links	• Links into City Employment and Skills Steering Group; Adult Learning Group; BHCC Worklessness Group: Adult Advancement and Careers Steering Group, Apprenticeship Strategy • Information/signposting opportunities within community settings and outreach services to ensure "every right door" approach • Links into Work and Learning hubs/networks/provision

		• Links into family learning and childcare provision • Links into DWP/LSC/JCP provision including in-work benefits advice/support, • Business Link services • Adult Advancement and Careers Service and Connexions • City Employment and Skills Plan • Adult Learning Strategy • Links into Housing Management "Worklessness Strategy" and Social Enterprise Strategy • Links into work, training and employment opportunities arising through procurement process for "decent homes" contractors • Tenant "check" to include section on skills, training and employment needs • Housing Options service to include links to work and learning
	(iii) Identify individual funding support for work and learning	• Individual budgets • Access to Information on EMA, Skills Accounts grants, and funding your learning/training • Take up of free childcare provision available to enable participation in learning and skills

Factors influencing Early Years Development

The impact of a child's early years experience will influence and determine the subsequent life chances for that individual.

The Children's Plan outlines the basic rights for children and young people "to have lives that are free of poverty, and enjoy good physical health and wellbeing".

For a large percentage of families experiencing multiple factors of deprivation, these basic rights are not being met, and over X children are living in child poverty.

Some of the key issues for Brighton and Hove:

• High rates of teenage pregnancy – with increased levels of intergenerational teenage pregnancy in social housing
• Teenage Pregnancy/parenthood seen as route into social housing
• High concentration of young families in social housing – (Moulsecoomb and Bevendean in particular)
• High levels of lone parent households
• High levels of workless households
• High levels of child poverty
• Low skills and aspirations – issues of intergenerational worklessness
• Lack of basic skills, training and employment
• Low parenting skills, and issues with parent/child attachment and engagement
• Poor take up of health, contraception and sexual health services
• As with overall life expectancy, the more deprived wards of Queen's Park, Moulsecoomb and Bevendean have the lowest healthy life expectancy at birth.

- High infant mortality rate
- Failure to address complex needs – particularly mental health, substance and alcohol misuse
- Low levels of engagement with services and activities impacting on key development of the child
- Lack of social networks for the child and parents – issues with isolation
- Housing issues such as overcrowding perceived as "root of all problems" and used as a reason for non-engagement and lack of aspiration
- Lack of affordable childcare and mistrust of provision.

As outlined previously, there are many excellent examples of work being carried out across the city to address the issues of child poverty and to improve the life chances of children and young people, reflecting the aims and actions identified in **"Reach Out – Think Family" and "Ending Child Poverty – Everybody's Business".**

Although we have good links with the CYPT and partners, we want to improve joint working and access to early years provision as part of our "whole families" approach, and have identified a number of actions that will help us to achieve this.

We are also partners in the Family Pathfinder Project and Teenage Parent Support Pilot, and will implement and disseminate good practise arising from these pilots.

What are we going to do:

Objective 3: Increase life chances for families by improving uptake of Early Years' Provision

Priority	Action	Success criteria
Priority 6: Improve mechanisms for joint-working and information sharing between CYPT and Housing	(i) Improve links and information-sharing between CYPT, Health and Housing	• Ensure links to health visitors, midwives, and gp's are maintained when taking up council tenancy or transferring • Information around early years provision included in Introductory Tenancy Pack • Information sharing/signposting of services in community settings eg FIS in housing offices, Homemove and housing information in Children Centres • Children Centre Services and Social Exclusion Teams/Housing Services to link in eg: Information Officers, parental engagement and parental advisors • Sure Start Services to link into Social Exclusion Case Work Forum • Good communication links between Housing Officers and Health Visitors established – named contacts for each area • "Whole Family" needs as part of Tenancy Check • Links with Family Pathfinder Project • Links with Teenage parent support project • Links with Community Health Trainers
	(ii) Whole family support needs to be addressed as part of differentiated support offer to tenants	Improvements in: • Increased engagement with health and well-being, particularly health visitors, midwives, gp's, family planning/contraception, sexual health, mental health, substance misuse and alcohol services • Reduction in infant mortality rates • Reduction in teenage pregnancy rates (particularly

		intergenerational teenage pregnancy) • Addressing of complex needs eg mental health, substance or alcohol misuse, domestic violence etc • Addressing attachment issues and low parenting skills • Increased engagement in parenting skills, support, advice and learning, child/parent groups
	(iii) Work and Learning Support to include accessing parenting skills, child/parent groups and family learning, childcare provision and in work benefits/tax credits advice	• Use of children centres/Sure Start services • Development of social networks for child and parent • Improved aspirations for individuals and families • Increase in educational attainment • Reduction in school exclusions, and those becoming a "Looked After Child" • Increase in skills, numbers of parents into employment, family income, reduction in worklessness benefit claims
	(iv) Individual Budgets for family interventions	• Take up of childcare provision and in work benefits/tax credits • Balance of work and family life • Positive outcomes of interventions and behaviour change contracts such as parenting orders, Family Intervention Project etc

Meeting the needs of our tenants

> *"A progressive vision for social housing in the 21st century is one that goes beyond the supply of housing at sub-market costs, but as a means of promoting social justice, personal responsibility and independence, access to opportunities and social mobility"* — Jim Bennett, Head of Policy, Housing Corporation, New Start 2008.

What do we know

We know that the levels and concentration of social exclusion, multiple deprivation and attendant anti-social behaviour within Brighton and Hove are higher within areas of social housing.

We know that in order to address multiple or complex needs we need to design services to be accessible and responsive to those in multiple need. We need to ensure simplicity of access; personalised support; and for services to be available at the earliest opportunity when we have any indication that individuals, households or communities are experiencing or be at risk of deprivation or anti-social behaviour.

We also want to ensure that we support all our tenants to meet their full potential, in order to improve the life chances of the individual, their families and the community.

What are we going to do:

Objective Four: Create sustainable and efficient solutions to prevent the breakdown of tenancies and its impact on communities

Priority	Action	Success criteria
Priority 7: Maximise existing and new resources through effective interagency working and links with Third Sector Providers	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	• See Priority 1 (I) • Social Exclusion Steering Group, Social Exclusion Teams and services and Social Exclusion Case Work Forum established by July 09 • Terms of Reference and Steering Group Action Plan to be developed
	(ii) Support and develop existing provision	• See Priority 2 (i) • See Priority 3 (ii)
Priority 8: Personalise services dealing with individuals and households in multiple need and tenancies at risk due to Anti-Social Behaviour	(i) Create Social Exclusion Team and Social Exclusion Case Work Forum	• See Priority 2 (i) • Effective outcomes monitoring to be developed in relation to each area of service delivered from SET/Work and Learning - e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(ii) Develop 'personalised/individualised budgets' for specific service delivery areas	• Effective outcomes monitoring to be developed in relation to each area of service delivered from SET and related services e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 9: Ensure Early Identification and responsive/timely Interventions	(I) Establish a differentiated package of support for all council tenants	• Development of a Universal, Enhanced and Intensive Support Offer • Skilled and Responsive Social Exclusion Teams and services operational • Links and referral routes to other services • Performance against outcomes e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(II) Develop new and build on existing mechanisms to identify those most at risk	• Targeted approach for those at risk of multiple deprivation • Targeted approach for anti-social behaviour using support and enforcement • Tenant Profiling • Predicative Risk Modelling • Tenant Check Process • Rolling Programme of Tenant Check Reviews • Pre-Tenancy Take-up Process • Induction Process for new tenants • Development of a "Hard To Reach Strategy"
	(iii) Use an assertive and conditional approach to develop aspirations and increase engagement in activities to address multiple factors of deprivation, social exclusion and anti-social behaviour	• Voluntary contracts of engagement with agreed outcomes and rights and responsibilities • Pro-active approach to tackling non-engagement including use of conditionality and sanctions where appropriate • Proactively challenge negative attitudes and low aspirations of both services and service users • Performance against outcomes e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 10: Measurable performance targets around service user engagement and involvement for all service provision	(i) Measurable targets relating to service user engagement and involvement to be integral to performance management and annual	• Equalities and engagement monitoring across services to inform Equalities Database and pilot for predictive risk modelling • All services to focus on delivering customer feedback as part of annual service reviews

146

	contract management/review	• Mechanisms for anonymous feedback or reporting to be used in all services – postcard schemes etc • Diversity in feedback mechanisms to accommodate languages, disabilities, preferences • Bi-Annual service user events • Service user fora • Cyclical 'creative' means of engagement to form part of the Social Exclusion Steering Group Work Plan – delivery through SET and other managed/commissioned services – e.g. community clean ups, community health walks, social enterprise events
Priority 11: Ensure efficiency and 'best value' in service commissioning and contract management	(i) Expenditure to be balanced with long-term cross-budget savings to related budget areas - anti-social behaviour, crime and disorder, housing management, legal interventions, DWP	• 'Spend to save' measures to be developed by seconded Social Exclusion Project Officer and Brighton & Hove City Council Finance Officers • 'Spend to save' measures to provide additional evidence to support function of the Social Exclusion Steering Group - Existing models - such as 'Dundee Family Project' cost effectiveness review - to form basis for 'Spend to save' measures
	(ii) Ensure tendering processes are competitive, transparent and adhere to corporate governance	• All service commissioning to follow B&HCC governance

	(iii) Where possible all successfully performing Social Exclusion Strategic Developments to be sustained beyond 2013 through mainstream budgets	• Social Exclusion Steering Group to develop Action Plan objectives related to mainstreaming of budgets by end of 2010. To be informed by:
		  - Service development
		  - Performance Management and review of outcomes
		  - 'Spend to save' data

Health and wellbeing

What do we know

We know that health and well-being are affected by environmental factors and that those who experience multiple deprivation are most likely to experience ill-health and poorer well-being. We know that particular geographic areas in the city suffer a higher incidence of ill-health and that the city as a whole has high levels of both drug and alcohol related death.

We know that by providing accessible services to local communities and personalised, holistic services and support to those most in need we stand the best chance of having an impact upon the local health economy.

Physical Health

- Nearly 53% of the households (in Social Housing) have problems related to poor health.
- National findings also suggest that..(Lone Parents are) more vulnerable to long-term illness for both parent and child.
- Analysis of healthy life expectancy data..identifies a high variation in healthy life expectancy among wards. As with overall life expectancy, the more deprived wards of Queen's Park, Moulsecoomb and Bevendean have the lowest healthy life expectancy at birth.

- In general, BME groups are less likely to experience poor health than White British group, however, sickness and disability rates among the working age population are higher for Bangladeshi ethnic minority groups than the city average.
- Other groups at greater risk of poor health include homeless (people).
- During 1994-1999 the overall standardised mortality rate for deaths from all causes for people aged less than 75 years ranged from 0.9/1000 in Westdene to 1.8/1000 in Queen's Park.
- Taking into account the different age and sex structures across the city, some wards experience twice the premature death rate of other wards.
- In both males and females there is a suggested relationship between premature mortality and deprivation: as deprivation score rises, so does mortality from coronary heart disease.
- In Brighton & Hove, there has been a significant decrease in the number of people who report that they smoke daily, from 27% in 1992 to 20% in 2003.
- This improvement however masks differences across Brighton & Hove..52% of unemployed residents smoke compared to 32% of employed residents and smoking prevalence is highest in the most deprived areas.
- In parts of East Brighton almost 50% of the adult population smoke.

Mental Health
- Those with mental health issues face additional barriers with approximately 50% of people on Incapacity Benefit in comparison to 40% in other small cities.
- Over half of those out-of-work due to long-term sickness have mental health problems.
- Brighton & Hove has one of the highest suicide rates in the country.
- A single Super Output Area in Queen's Park contains the highest levels of mental health issues across England.
- Mental illness is the primary cause of worklessness through sickness in Brighton and Hove. 6,700 people in Brighton & Hove were claiming Incapacity Benefit in November 2006 as a result of mental health disorders.
- This is the highest number of mental health claimants of any authority in the South-East.
- The extent of suicide levels among the LGBT has been explored in the Count Me in Too study across Brighton & Hove.
- In the study, just under a quarter of all respondents reported serious thoughts of suicide, with 6% having attempted suicide, in the last 5 years. Three percent had attempted suicide in the last year alone. High suicide rates among the LGBT community are likely to be associated with risk factors such as bullying and familial rejection.
- Mental illness has long been associated with deprivation and in Brighton & Hove there is a clear relationship between hospital admission as a result of mental illness and levels of deprivation in both males and females.
- The wards with the highest rates are Queen's Park and East Brighton.

Substance Misuse
- There are around a further 1,000 people with severe alcohol problems who need support to keep their homes, and many of them also have mental health problems.
- 481 people, or around 20% of the people with substance misuse problems, are living in supported accommodation at the moment.

- We also know that people with alcohol and substance misuse problems often have other support needs.
- Of the 481 people with substance misuse problems, 38% are single homeless, 19% are ex-offenders and 14% have learning disabilities. 35% of people with substance misuse problems also had problems with their mental health. This mix of substance misuse and mental health problems – 'dual diagnosis' – can be difficult to treat.
- The vast majority of people living in single homeless hostels have a drug or alcohol problem but only 8% are in treatment.
- 2,300 were estimated in a 2001 study [Hickman, 2004] to be injecting drug users, giving a prevalence rate of 2% for the population aged 15-44.
- A substantial number of non-injecting problematic drug users also exists.
- The number of people entering drug treatment in Brighton & Hove has doubled between 1998/9 and 2005/6.
- During 2004/05 a total of 1,115 triage assessments were conducted.
- The age at referral ranged from 18.8 years to 57.8 years for women, and from 18.7 years to 67 years for men. This is consistent with that is thought to be an ageing treatment population within Brighton & Hove.
- The ratio of men to women has remained constant in recent years, at approximately 3:1.
- The non-white population continues to be under represented..96% of clients giving their ethnic background as white British, white Irish or other white.
- Around 6% of clients had never injected..50% of those referred being current injectors..44% reporting a previous injecting history.
- Three quarters of clients who were triaged report heroin as their main problem drug and less than 10% reported primary crack use.
- Anecdotal evidence suggests many primary heroin users are secondary crack users.
- Brighton & Hove is the local authority with the second highest level of alcohol-related deaths nationally amongst males per 100,000 population - 2001-2003 – 33 per annum.
- At least 40% of violent crime is alcohol related and over 2,000 people attend A&E each year with alcohol-related injuries or illness.
- Over the past 10 years alcohol consumption above recommended levels in Brighton & Hove has increased from 16% to 27% in adult men and from 8% to 17% in women.
- Ten percent of 14-year-old boys and 5% of 14-year-old girls in Brighton & Hove report that they drank 15 or more units of alcohol in the past week and 18% of children report that they have tried cannabis in the past month.
- The proportion of adult residents drinking more than 50 units per week has more than doubled in the past 10 years..*Health and Lifestyle Survey* (CHSS, 2003) suggested that binge drinking constitutes a significant problem in Brighton & Hove.
- Second highest concentration levels (12-15.1%) of residents self-reporting binge drinking in the city are shown to live in areas which include - Moulsecoomb, Bevendean, Queen's Park, Hollingbury and Stanmer (Highest levels reported in Hanover/Elm Grove – 15.2-18.8%).

Disability
- Disabled groups face significant barriers in the city.
- Disabled people are particularly likely to be a victim of violent crime. A survey by the Disability Rights Commission (DRC) on hate crime among disabled groups found that almost half of those who took part in the survey had experienced verbal abuse, intimidation and/or physical attacks because of their disability.

What are we going to do:
Objective 5: Improve the health and well-being of communities

Priority	Action	Success criteria
Priority 13: Increase access to and improve information on health and wellbeing services	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	• Strategies show linked objectives and shared performance indicators • Joint protocols and linked working arrangements in place with internal and external partners and services
	(ii) Strategic developments in place and operational	• Community Drug Audits commissioned and carried out annually • Community Health Trainers linked into services • Social Exclusion Teams and Services operational • Health partners membership and involvement in the Social Exclusion Case Work Forum and Social Exclusion Steering group • Universal Support Offer • Targeted Interventions • Information, signposting and referral pathways into health provision particularly health visitors, midwives, gp's, Substance and alcohol misuse services, sexual health and family planning, mental health services • Access to new Health Information Prescriptions Service, PALS and website portal • Health related targets and outcomes included in performance and contract management
	(iii) Increased access and uptake of services	• Performance against shared health targets/outcomes

Involving the Community and increasing aspirations

We know that effective community engagement can lead to capacity building and local social enterprise developments and that these can alter the function of deprived areas.

> '*Retaining higher-income tenants through high quality management, improving neighbourhood conditions and services, and diversifying the options open to them (could contribute to the development of mixed income communities).Their retention could be seen as success in making the sector genuinely one of choice, rather than as a failure of "targeting"....the income mix within an area will be changed, if the incomes and employment prospects of existing residents can be improved' – **Ends and Means: The Future Roles of Social Housing in England – John Hills** – ESRC research Centre for Analysis of Social Exclusion 2007*

We know that to increase community aspirations and build opportunities for Social Enterprise we need to communicate more effectively with our tenants, leaseholders and other community members. We will promote mechanisms which engage these groups and improve holistic community access to services.

To ensure that this improvement is driven we know that we need to ensure that service user involvement is meaningful and so will adapt our engagement mechanisms, service standards and the way that we measure our own and contracted services' performance to ensure that our success in this area is captured.

We will work with communities and also with third sector providers to promote meaningful engagement.

Considerable work has been undertaken by key teams within the city, within the geographic areas upon which this strategy concentrates and with the households that it seeks to engage with.

We know that we need to maximise existing resources through effective interagency working, by building upon links with the Third Sector and improved community engagement and customer service.

We know that considerable resources are concentrated on dealing with a number of 'problematic' households and that impact upon the wider community is less quantifiable than data collected around direct council officer time, legal fees etc. We know that we can increase the effectiveness of these resources through early interventions, improved joint working and the development of bespoke services to deal with particular households in a co-ordinated and robust manner.

Within **Reaching Out – An Action Plan on Social Exclusion** a local area case study demonstrates that people with 'multiple needs have a wide range of input from statutory agencies'. Examining the services used by a sample of 36 people, annual associated costs were established to be £23,000 per annum per individual.

We will ensure the efficiency of our own developments – including the efficacy of 'spend to save' evidence as part of our service commissioning, project planning, pilot delivery, performance management and review.

What are we going to do:

Objective 6: Increase community involvement, aspirations and Social Enterprise Opportunities
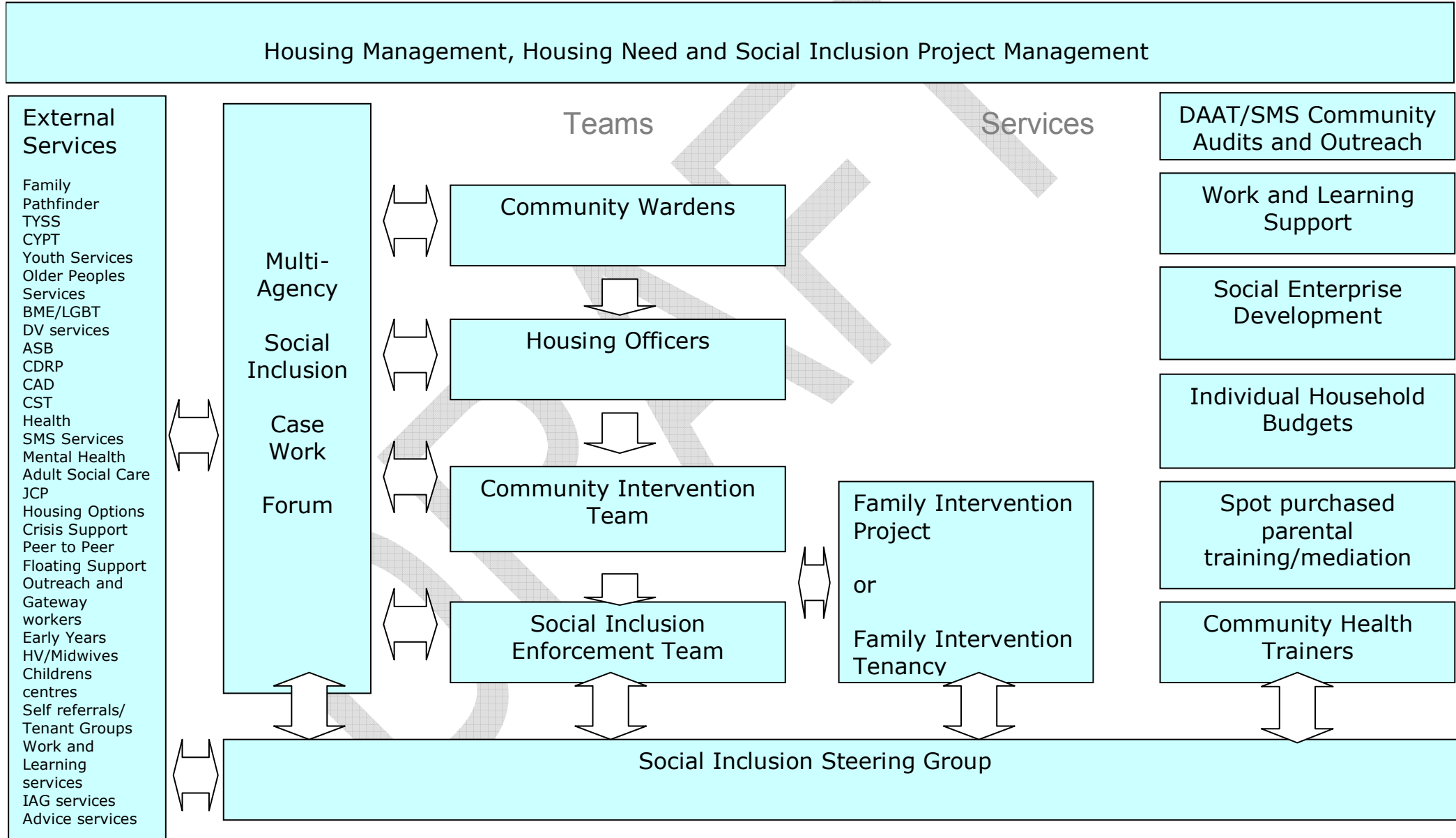
Priority	Action	Success criteria
Priority 14: Strategically promote mechanisms which engage tenants, leaseholders and community members	(i) Commission 'Communities Against Drugs' Audits in all target localities	• See Priority 2 (i) and Priority 13 (ii) • Audits undertaken annually 2009 -2013 • Audit findings inform Social Exclusion Steering Group Work Plan • Audits to inform future business plans, developments and investment plans • Audit findings to be shared across relevant directorates and stakeholders, including communities

	(ii) Develop 'personalised/individualised budgets' for specific service delivery areas	• See Priority 2 (i) SET • See Priority 5 (iii) Work and Learning • See Priority 6 (iv) Early Years Development • See Priority 17 (I) Social Enterprise start up funds • Effective outcomes monitoring to be developed in relation to each area of service delivered from SET and related services - e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(iii) Work with accessible 'Third Sector' providers to deliver key strategic functions to encourage community access	• Involvement /Membership of Social Exclusion Casework Forum and Social Exclusion Steering Group • Delivery of SESG Work Plan and SES Action Plan • Commission additional services and training to meet gaps in provision, and to build capacity • e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 15: Simplify access to customer facing services and improve service delivery	(i) Develop Universal support offer	See Priority 8 (ii)
	(ii) Improve access to information and services	• Improve access to information and signposting in community settings to develop "Every Right Door Approach" • Improve quality, range and capacity of "information-giving" • Number of community based/outreach workers trained in IAG Matrix Accreditation • Increased access to web- based information services such as Family Information Service; Health Information Prescriptions and Portal; City Direct Services; JCP etc • Roll out of Housing Options Approach to housing offices • Rollout of Adult Advancement and Careers Service • Increase in co-located services within key community settings • Improved links between services/directorates, and external partners
	(iii) Improve customer experience of corporate services	• See Priority 1 (ii) • See Priority 2 (i) • See Priority 3 (i) • Customer satisfaction surveys • Develop long-term partnership arrangements 2010/11 for maintenance and improvement of housing stock • Development of a 'right first time' response repairs service in line with Housing Management Strategic Business Plan
Priority 16: Create opportunities for Social Enterprise and changes to community function	(ii)Develop commissioning arrangements for strategic developments	• Overarching Social Exclusion Commissioning process established – Social Exclusion Steering Group • Performance criteria established - To include specific targets around Lone Parents and those in receipt of Incapacity Benefit - Engagement in adult learning and skills (accredited and non-accredited) - Measurable improvements in confidence, self-esteem and motivation - Developing and maintaining social networks - Addressing issues of worklessness - numbers in employment • Performance and contract management structures in place • 'Individualised work and learning budget' administration and suitability criteria established within corporate governance
Priority 17: Commence Service Delivery	(i) Commission city wide 'Social Enterprise Development Service (SEDS)' from Third Sector Provider	• Complete tender exercise for Social Enterprise Development Service by July 09 • Contract delivery and management to commence • SEDS to commence research and community engagement • SEDS Research phase to be complete within 6 months of service commencement • SEDS Capacity Building Phase to commence 6 months after

		service commencement • Monitoring of 'uptake' and engagement with services – particularly focussed on unemployed community members, Lone Parents and those in receipt of Incapacity Benefit • Role/Involvement of "Maintenance" Contractors in developing local social enterprise • 'Start up' funds awarded to Social Enterprise initiatives at the end of year one • % of returns against investment in Social Enterprises
	(ii)Commissioned 'Social Enterprise Development Service' to Establish local 'Social Enterprise Working Groups'	• SEDS to establish locality stakeholders • SEDS to draft and agree terms of reference in conjunction with Steering Group three months into contract delivery • SEDS to establish local work plans three months into contract delivery • SEDS to link into the City's Social Enterprise Network and Strategy • Feed into development and delivery of the Housing Management Social Enterprise Strategy
	(iii) Specialist Work and Learning providers to form integral part of SET and SECWF	• Housing/Social Inclusion Work and Learning services actively engage with SET and SECWF Case Load Management processes • Outreach and Gateway Teams actively engage with SET and SECWF Case Load Management processes • 'Individualised Work and Learning Budgets' established

Social Inclusion Teams and Services

Housing Management, Housing Need and Social Inclusion Project Management

External Services

Family Pathfinder
TYSS
CYPT
Youth Services
Older Peoples Services
BME/LGBT
DV services
ASB
CDRP
CAD
CST
Health
SMS Services
Mental Health
Adult Social Care
JCP
Housing Options
Crisis Support
Peer to Peer
Floating Support
Outreach and Gateway workers
Early Years
HV/Midwives
Childrens centres
Self referrals/ Tenant Groups
Work and Learning services
IAG services
Advice services

Multi-Agency

Social Inclusion

Case Work

Forum

Teams

Community Wardens

Housing Officers

Community Intervention Team

Social Inclusion Enforcement Team

Family Intervention Project

or

Family Intervention Tenancy

Services

DAAT/SMS Community Audits and Outreach

Work and Learning Support

Social Enterprise Development

Individual Household Budgets

Spot purchased parental training/mediation

Community Health Trainers

Social Inclusion Steering Group

154

Social Inclusion Service offer for residents in local authority housing

	Referral	Support
Universal Prevention	• **New tenants/households as part of induction identified through allocations and CBL** • **Checks/reviews as part of Introductory tenancy conditions** • **Existing tenants through "tenant" checks system** • **Referrals from agencies/support services** • **Self referrals** • **Predictive Risk Modelling**	• **Initial identification of need** • **Signposting to appropriate service** • **Low level support i.e. tenant checks/reviews**
Enhanced Targeted Intervention	• **Tenants/households identified by Social Exclusion Case Work Forum or other agreed referral routes to include** • **ASB Team** • **TYSS** • **Housing Officers** • **Wardens** • **Police** • **Contractors** • **External agencies and support services**	• **Allocation of Community Intervention Worker** • **Holistic Assessment of needs and support plan developed with expected outcomes and timescales** • **Regular casework sessions and support to access services** • **Focus on tenancy sustainment and reduction of anti-social behaviour** • **Voluntary Agreement/Contract of engagement including rights and responsibilities; and possible escalation processes/sanctions**
Intensive Support with Enforcement	• **Tenants/households referred by the** • **Community Intervention Team** • **Social Exclusion Case Work Forum** • **FIP or FIT upon successful completion of their programme as part of "re-integration package"**	• **Allocated a Social Exclusion Housing Enforcement Officer** • **Intensive package of support and enforcement agreed and put in place.** • **Assertive high level support provided and casework reviewed for progress against agreed outcomes** • **Necessary sanctions put in place to manage persistent ASB, eg ASBO, ABC, demoted tenancy etc** **If at risk of eviction due to asb:** • **Referral to FIP or FIT** • **Time limited support package to re-integrate after completion of FIP/FIT**

Part Three – Delivering the Strategy

The strategies objectives will be delivered through a combination of the provision of services within the Local Authority's current structures and resources and third sector services.

Governance and Structures – see diagram on page 55

The Social Inclusion Steering Group (SISG)

The Social Exclusion Strategy 2008-2013 will be delivered through the Social Inclusion Steering Group. Work related to the Action Plan will be devolved through the Steering Group to in-house service providers, and through contracts to commissioned services.

The Social Inclusion Steering Group's main functions will be:

- To ensure that the objectives of the Social Exclusion Strategy and where appropriate related strategies and action plans - such as the SISG Work Plan and Housing Management Service Improvement Plan, are addressed in one multi-agency partnership approach aimed at reducing social exclusion and anti-social behaviour.

- To oversee the commissioning, scrutiny and performance management of related services.

- To report progress, achievements and outcomes against the Strategic Action Plan

The Group will be jointly chaired by the **Head of Housing Need & Social Inclusion** and the **Assistant Director of Housing Management**.

Social Inclusion Case Work Forum (SICWF) and Social Enterprise Working Group (SEWG)

The Social Inclusion Case Work Forum and the Social Enterprise Working Group will oversee specific areas of work related to the strategic action plan. These groups will both have work plans and progress will be monitored and reviewed each quarter by the Social Exclusion Steering Group.

A Project Manager will oversee development, set up and delivery, and contract/ performance management of the Social Inclusion Teams (SIT) and services.

The Strategy will be reviewed annually by the Social Inclusion Steering Group, with the support of the SIT, SICWF and SEWG. The annual review will aim to provide a clear assessment of impact, progress and improvement, focussing on analysis and evaluation rather than description of process. Quarterly monitoring and the annual review will not only involve the leads for each strategic action but will also include officers and senior managers from across the council, partner agencies, and the community and voluntary sector. Contracts monitoring and reporting for individual commissioned services will be delegated to appropriate officers by the Social Inclusion Steering Group.

**Brighton and Hove City Council
Social Exclusion
Governance Framework**

157
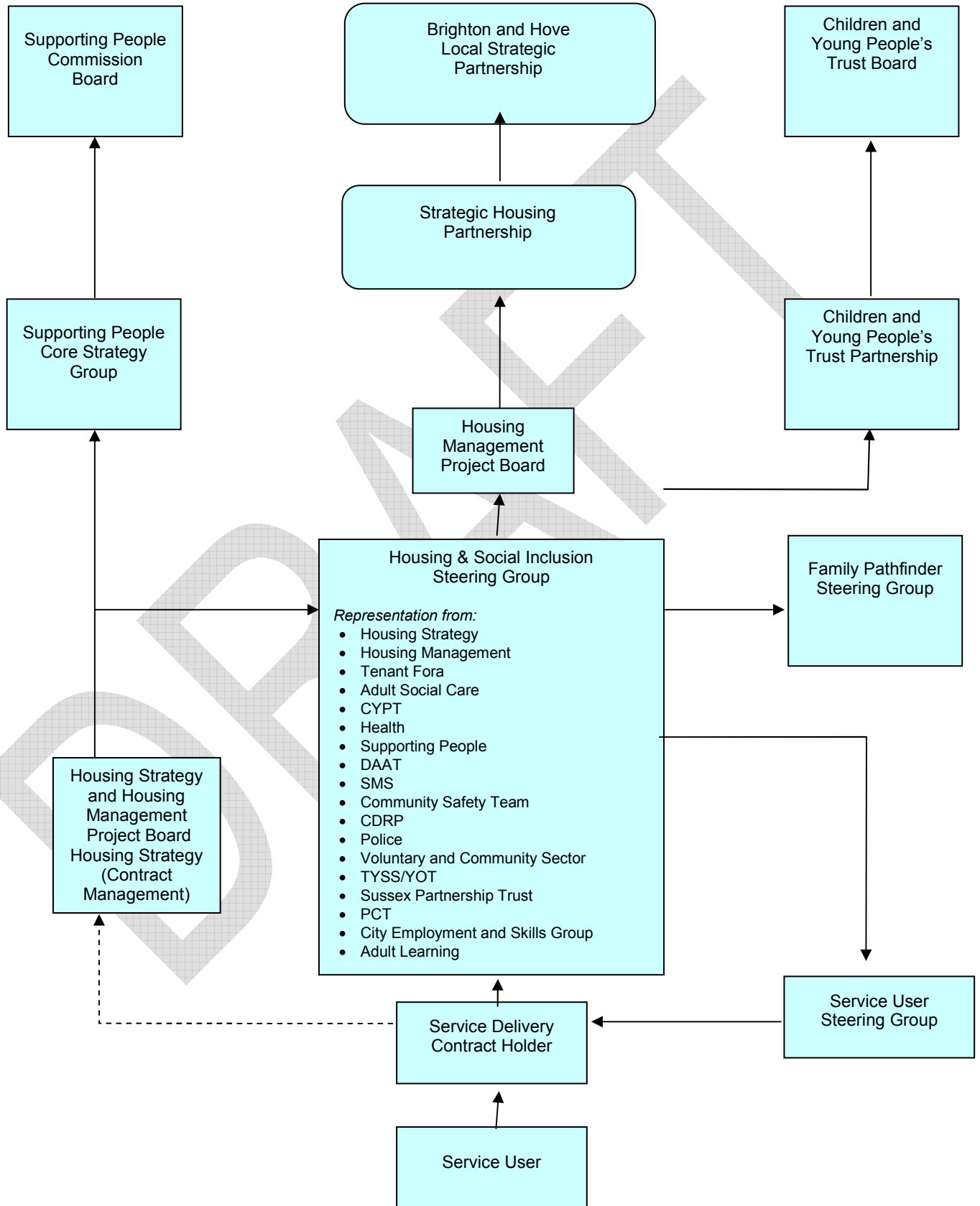
Managing Resources

The Adult Social Care & Housing directorate operates according to the principles set out in the council's corporate statement on resource management. The financial strategy for the Social Exclusion Strategy is also based upon the following principles:

▪ Investment decisions are targeted at the extent to which work contributes to the 6 core objectives of this strategy and to better outcomes for people who are socially excluded or experiencing Anti-Social Behaviour.

▪ Resource decisions are based on agreed priorities and need, as outlined in the Social Exclusion Strategy and Housing Management Business Plan.

▪ A 'whole systems' approach to planning and commissioning and the management of risk with the aim of reducing budget pressures arising out of high cost services through more effective early intervention and prevention.

Engaging Service Users and Future Consultation

Service users must be central to the annual review of the Social Exclusion Strategy. If we are to be successful in providing the best possible response to Tenants, Leaseholders and Communities we need to know what works and to ensure that we understand the impact that services are having upon communities. For this reason we have built 'Service User Involvement/Engagement' into our performance management structures across all of the strategic developments outlined within this strategy.

In the development of this strategy we have considered the needs of the whole city and will undertake consultation, particularly with key stakeholders - tenants, leaseholders and community members - to establish that our strategic direction is sound. We understand that it is only by working with partners and residents that we will be able to determine and address the issues that matter most in the city.

The consultation process will include an Equalities Impact Assessment process.

Equality Impact Assessment Summary

The Social Exclusion Strategy sits within Objective Five of the Housing Management Service Improvement Plan. The Service Improvement Plan has been developed alongside the Housing Strategy through a staged process that has enabled us to engage with service users, services providers and the wider community and take into account their views, concerns and aspirations. To ensure that the over-arching Housing Strategy is truly inclusive we carried out an Equalities Impact Assessment to identify the positive and negative impacts our strategic objectives and actions will have on service users, staff and the community. These findings have helped shape our objectives and goals to help mitigate potential negative impacts.

Below is a summary of our approach to the 6 equality strands:

- **Race**: BME Housing Strategy in development.
- **Disability:** Strategy Statement on Physical Disabilities incorporated into the Housing Strategy and Older People's Housing Strategy. Disability of all kinds, including physical disability, learning disability and mental health issues, are also a key feature of the Supporting People and Learning Disability Housing Strategies.
- **Gender and gender identity**: Actions from the Gender Equality Scheme have been fed into the strategic development process. Gender Identity is also a key feature of the LGBT Housing Strategy.
- **Age:** Older People's Housing Strategy in development. Youth Homelessness Strategy developed in 2007. Supporting People Strategy links to older people's services, youth homelessness services and services for young people at risk.
- **Religion / Belief:** The BME Housing Strategy includes community safety objectives linked to religion and belief.
- **Sexual Orientation:** Addressing housing need relating to sexual orientation is a key feature of the LGBT Housing Strategy.

During the consultation period an equalities impact assessment on the draft Social Exclusion Strategy will be undertaken.

We would very much like your comments and feedback on this Social Exclusion Strategy.

FREEPOST RRRT-ETLH-KYSK

Housing Strategy Team

Brighton & Hove City Council

4th Floor Bartholomew House

Bartholomew Square

Brighton BN1 1JE

Or email them to housing.strategy@brighton-hove.gov.uk

**Housing Management, Housing
Need and Social Inclusion**