

FAREHAM

BOROUGH COUNCIL

AGENDA

HEALTH AND HOUSING POLICY DEVELOPMENT AND REVIEW PANEL

Date: Thursday, 12 March 2015

Time: 6:00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor Mrs M E Ellerton (Chairman)

Councillor D L Steadman (Vice-Chairman)

Councillors T G Knight
N R Gregory
Mrs K K Trott
Miss S M Bell
D M Whittingham

Deputies: P J Davies

D J Norris



1. Apologies for Absence

2. Minutes (Pages 1 - 6)

To confirm as a correct record the minutes of the Health and Housing Policy Development and Review Panel meeting held on 15 January 2015.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

5. Deputations

To receive any deputations of which notice has been lodged.

6. Health Update

To receive a verbal report by the Executive Member for Health and Housing on Local Strategic Health Issues.

7. Final Review of the Work Programme 2014/15 and Draft Work Programme 2015/16 (Pages 7 - 24)

To consider a report by the Director of Community which gives a final review to the 2014/15 work programme and the draft 2015/16 work programme.

8. Annual Review of Homelessness Action Plan (Pages 25 - 40)

To consider a report by the Director of Community on an Annual Review of the Homelessness Action Plan.

9. Changes to the Sheltered Housing Service (Pages 41 - 46)

To consider a report by the Director of Community on Changes to the Sheltered Housing Service.

10. Presentation - Affordable Housing Enabling Programme - Annual Update

To receive a presentation by the Director of Community on an Annual Update to the Affordable Housing Enabling Programme.

P GRIMWOOD
Chief Executive Officer

Civic Offices
www.fareham.gov.uk
4 March 2015

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FAREHAM

BOROUGH COUNCIL

Minutes of the Health and Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 15 January 2015

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor Mrs M E Ellerton (Chairman)

Councillor D L Steadman (Vice-Chairman)

Councillors: T G Knight, Mrs K K Trott, Miss S M Bell and D M Whittingham

Also Present: Councillor B Bayford, Executive Member for Health and Housing (item 6)



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor N R Gregory.

2. MINUTES

It was AGREED that the minutes of the Health and Housing Policy Development and Review Panel meeting held on 13 November be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest or disclosures of advice or direction made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. HEALTH UPDATE

The Panel received a verbal update by the Executive Member for Health and Housing on local strategic health issues.

He informed the Panel that the Accident and Emergency departments are struggling to cope with the winter health demand, and as such the Government has provided some additional funding for this. Gosport War Memorial has received some of this money and has been able to secure an extra 15 low intensity beds which will help move people out of the A&E department and into other non-emergency wards.

He also informed the Panel that the Clinical Commissioning Group (CCG) has now set up 4 integrated core teams, 2 in Gosport and 2 in Fareham. These are made up with district nurses, social workers, health visitors and community support workers.

Councillor Knight enquired as to whether the recent problems with the A&E departments are causing routine operations to be cancelled. Councillor Bayford confirmed that all elective surgery has been cancelled during the high periods of illness in order to make more staff available to work in the A&E department.

The Executive Member for Health and Housing was thanked for his verbal update.

7. ANNUAL REVIEW OF HOUSING WAITING LIST & ALLOCATIONS POLICY

The Panel received a verbal update from the Head of Housing, Revenues and Benefits on the housing waiting list and allocations policy.

She explained to the Panel that the housing department has just begun a Vanguard Intervention and it is therefore too early in the process to do a review of the housing waiting list and allocations policy. Once the review has been underway for a while both of these subjects will be reviewed and at that point they will be able to be reported back to the Panel.

The Head of Housing, Revenues and Benefits was thanked for her update.

8. PRESENTATION - LOCAL HOUSING COMPANY

The Panel received a verbal presentation from the Director of Community on the Local Housing Company that has been set up by Fareham Borough Council, Eastleigh Borough Council, First Wessex and Radian Housing Association.

He explained that the information has been in the public domain for some time and the last report on this went to the Executive in November 2013. It has been a long legal process but the company was finally registered as Aspect Building Communities Limited in December 2014.

In order to assist members to understand the process and the reasoning behind the formation of the Housing Company, the Director of Community broke the presentation down into specific sections.

To start with he explained what is meant by affordable housing. Affordable Housing is socially rented, affordable rented and intermediate housing provided to eligible households whose needs are not by the market. Eligibility is determined with regard to local incomes and local house prices. Such homes are provided with some form of subsidy and include provision for the homes to remain at an affordable price for future eligible households such as shared ownership.

He then reviewed local demand and supply, which relates to the Council's housing waiting list and availability of affordable housing. He explained that there are currently 1400 people on the Council's housing waiting list. There are 4000 affordable homes in the Borough and 2200 of those properties are owned by Fareham Borough Council with the remainder being owned by Registered Providers (Housing Associations). Taking into account new build properties and vacated properties there are approximately 300 vacancies each year in the affordable housing stock. The average waiting time for anyone on the waiting list in the high or medium band is approximately 2.5 years for 1 or 2 bed accommodation, but considerably longer for those requiring 3 or 4 bed accommodation. Therefore the demand for affordable housing greatly exceeds the supply. He also reminded the Panel that the housing waiting list is restricted to those with a local connection to Fareham (and must be at least 2 years).

The presentation then looked at the reasons that prevent Fareham Borough Council from building more housing. Part of the reason is land supply as the Council owns very few sites that are suitable for development. The other reason being the availability of funding. Prior to 2012 (and for approx. 25 years) Council's had been prevented from building new homes . However in 2012 there was a major change by the Government to the housing finance. Every housing authority had to buy their way out of the current housing subsidy system they were in, which cost Fareham Borough Council £49,000,000, (this will be repaid over the next 30-40 years) from rental stream which the Council is now able to keep rather than paying to HM Treasury. Along with each authority having to buy their way out of the subsidy system they were in, the Government's set a borrowing cap on each local authority's housing account restricting the amount of funding the Council can borrow to build new housing. For Fareham Borough Council the cap was set at £52,000,000, therefore there is very little headroom to fund new development.

The presentation then went on to explain how the local housing company could help with this. Within the powers of economic and social wellbeing local authorities are allowed to enter into partnerships and or create companies for the benefit of the local community, which is how the housing company was formed. The sole purpose of the company is to build new affordable housing in the borough. The benefits of the company will be to increase the availability of affordable housing, the houses will not be subject to right to buy so will always remain in the affordable housing market. Any land sold or money borrowed and loaned to the Company for building affordable housing within the borough will have to be reported and approved by the Executive first.

So the company in simple terms is a legal entity by which the Council is able to build more affordable housing in the Borough. The Council's Executive will have control over the decisions to sell land and or lend money to the housing company. Any profits made will be reinvested within the company for the sole purpose of providing more affordable homes or repaid direct to the partner organisations.

The Director of Community concluded the presentation by explaining that the next step with the company is to find a suitable site for building on, and it is hoped that within the next year a proposal will be brought forward for consideration by the Executive.

It was AGREED that the Director of Community be thanked for his extremely informative and interesting presentation, which was very easy to follow and understand.

9. PRELIMINARY REVIEW OF WORK PROGRAMME 2014/15 AND DRAFT WORK PROGRAMME 2015/16

The Panel considered a report by the Director of Community on a review of the current work programme 2014/15 and the draft work programme for 2015/16.

The Panels attention was drawn to the changes to the current work programme as set out in paragraph 3 of the report.

Members were also informed that at the next meeting of the Panel they would be asked to agree the draft work programme for 2015/16 so if any members have any suggestions for the work programme to let officers know by the next meeting.

Councillor Knight put forward the following suggestions for the work programme:

- Rough Sleeping
- Food Bank
- Housing Waiting List/Allocations Policy
- Farelets
- Local Dr's Surgeries – long waiting times
- Housing and Council Tax Fraud
- Use of Fareham Hospital

The Director of Community agreed that all of these items can be included into the 2015/16 work programme.

It was AGREED that the work programme for 2014/15, as set out in appendix A to the report, be approved.

(The meeting started at 6.00 pm
and ended at 7.35 pm).

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development Review Panel

Date **12 March 2015**

Report of: **Director of Community**

Subject: **FINAL REVIEW OF WORK PROGRAMME 2014/15 AND DRAFT
WORK PROGRAMME 2015/16**

SUMMARY

At the last meeting of the Panel on 15 January 2015, members reviewed the existing work programme for 2014/15 and also considered the draft work programme for 2015/16. The Panel is now invited to assess the overall progress for the current year and finalise a draft work programme for 2015/16.

RECOMMENDATION

The Panel is now requested to:-

- (a) review the outcomes of the Panel's work programme for 2014/15
- (b) agree a proposed work programme for 2015/16; and
- (c) submit the proposed work programme for 2015/16 to the Council for endorsement.

INTRODUCTION

1. At the meeting of the Panel in January 2015, members reviewed the 2014/15 work programme and considered possible items for a proposed programme for 2015/16. This is the last cycle of meetings for this year and the Panel is invited to finalise its review of this year's work and confirm the draft programme for 2015/16.

REVISIONS TO THE WORK PROGRAMME 2014/15

2. Members are requested to endorse the following revisions to the work programme for the current year:-
3. A copy of the updated Work Programme, incorporating the above revisions, is attached at Appendix A.
4. Appendix B contains details of the outcomes from the matters considered at panel meetings from May 2014 up until January 2015, for members' consideration.

WORK PROGRAMME 2015/16

5. Appendix C sets out details of the proposed items for consideration during 2015/16.
6. As members are aware, the panel's focus is on 'policy development' and it is suggested that members may want to consider setting up smaller working groups to work with officers on specific subjects. It is likely that the Panel will consider reports on a specific subject on more than one occasion during the course of the year as the policy is developed and before final recommendations are made to the Executive.
7. It is also for the Panel to consider whether any review of items under the Council's policy framework will be included in the 2015/16 programme. Appendix D contains a list of the plans and strategies currently contained in the Council's policy framework. The list may however be subject to amendment arising from any future changes to the Constitution.

RISK ASSESSMENT

8. There are no significant risk considerations in relation to this report

CONCLUSION

9. To summarise, the Panel is now invited to:-
 - (a) review the outcome of the work programme for the current year 2014/15; and
 - (b) agree a draft work programme for 2015/16, (having considered the proposed draft set out in Appendix C), which may include any proposed strategy or policy reviews and also any additional items agreed generally by the Panel or put forward by individual members and accepted by the Panel.

Appendices:

Appendix A – Work Programme for 2014/15

Appendix B – Work Programme for 2014/15 - Outcomes

Appendix C – Draft Work Programme 2015/16

Appendix D – Policy Framework

Background Papers:**Reference Papers:****Enquiries:**

For further information on this report please contact Martyn George. (Ext 4400)

**HEALTH AND HOUSING POLICY DEVELOPMENT AND REVIEW PANEL
WORK PROGRAMME FOR 2014/15**

<u>MEETING DATES FOR 2014/15</u>	<u>ITEMS</u>
17 July 2014	<ul style="list-style-type: none"> • Review of the Work Programme 2014/15 • Health Update • Introduction to the Role of the Panel • Affordable Housing Programme 2015-18 • Development Opportunities • Collingwood Court Update
11 September 2014	<ul style="list-style-type: none"> • Review of the Work Programme 2014/15 • Health Update • Disabled Facilities Grants 2014-16 • Presentation by the Chairman of the Clinical Commissioning Group on the CCG 5 Year Plan • Supporting People – Changes to Budget and Commissioned Services
13 November 2014	<ul style="list-style-type: none"> • Review of the Work Programme 2014/15 • Health Update • Review of Homelessness • Welfare Reform Update
15 January 2015	<ul style="list-style-type: none"> • Preliminary Overall Review of Work Programme 2014/15 and Draft Work Programme 2014/15 • Health Update • Verbal Update on Annual Review of Housing Waiting List & Allocations Policy • Presentation on the Local Housing Company
12 March 2015	<ul style="list-style-type: none"> • Final Review of Work Programme for 2014/15 and Draft Work Programme for 2015/16 • Health Update • Annual Review of Homelessness Action Plan • Affordable Housing Enabling Programme – Annual Update

Health and Housing Policy Development and Review Panel – Progress on Actions from May 2014 to January 2015

<u>MEETING DATE</u>	<u>8 MAY 2014 - CANCELLED</u>
<u>Subject</u>	
<u>MEETING DATE</u>	<u>17 JULY 2014</u>
<u>Subject</u>	<u>Introduction to the Role of the Panel</u>
Type of Item	Information
Action by Panel	<p>The Panel received a presentation by the Director of Community on an Introduction to the Role of the Panel.</p> <p>The presentation outlined the role of the Panel, the services within the Health and Housing portfolio, the achievements made in the past year and the priorities for 2014/15.</p> <p>It was AGREED that the Director of Community be thanked for his presentation.</p>
Outcome	The presentation was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Affordable Housing Programme 2015-18</u>
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Community on an update on the Affordable Housing Programme 2015-18.</p> <p>The Panel were informed that since the report went to the Executive in April 2014, Palmerston Avenue and Coldeast Close have both been granted planning permission. Work is likely to start on Palmerston Avenue in the autumn and work on Coldeast Close should start early 2015.</p> <p>It was AGREED that the Panel notes:</p> <p>(a) the decisions taken by the Executive in April 2014 to set budgets for all 'firm' schemes;</p>

	<p>(b) the nature of the bid which has been submitted to the HCA and the commitments that will be entered into should the bid be successful; and</p> <p>(c) the current status of the Council's Affordable Housing Programme.</p>
Outcome	Content of the report was noted.
Link Officer	Ed Till
<u>Subject</u>	<u>Collingwood Court Update</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal update by the Director of Community on the progress made to date on the Collingwood Court development.</p> <p>He informed the Panel that the development is progressing well, and that they are currently 4/5 weeks behind schedule due to the severe weather at the start of the year, but they are working hard to bring the project forward. They are currently on the 2nd storey, the roof structure will be placed onto the building by September 2014, and the internal works have already begun. The Council is pleased with the progress and the quality of the work, and the contractor is working well with the local community and so far no issues have been reported.</p> <p>He also informed the Board that the works have to be completed by 31 March 2015, and that an opening date should be known in the autumn.</p> <p>It was AGREED that the Panel notes the progress made to date on the Collingwood Court development.</p>
Outcome	Progress made to date on Collingwood Court was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Review of the Work Programme 2014/15</u>
Type of Item	Programming
Action by Panel	<p>The Panel received a report by the Director of Community on a Review of the Work Programme 2014/15.</p> <p>The Director of Community addressed the Panel to confirm that the Chairman of the Clinical Commissioning Group would be attending the meeting on 11 September, and that the Panel will be able to put any health questions to him.</p>

	<p>He also addressed the Panel regarding a proposal to set up an Officer/Member working group to look at the issue of rough sleeping/homeless in the Borough, and to feedback to the Panel with the proposals on how this can be tackled. He circulated a scoping document to members which contained suggested items for consideration. All members expressed an interest in being part of the working group and it was decided that Councillors Mrs Ellerton, Miss Bell, Mrs Trott and Steadman would be the members that would undertake this role.</p> <p>Councillor Davies requested that an item on Supporting People be added to the work programme as a result of the recent announcement that Hampshire County Council are looking to withdraw funding from this service. The Director of Community suggested that the item be added onto the Work Programme as unallocated item until Hampshire County Council announces their plans for the funding of this service and the impact that these cuts will have on the services is fully known.</p> <p>It was AGREED that the work programme, subject to the inclusion of the additional unallocated item on Supporting People, as set out in Appendix A to the report be approved.</p>
Outcome	Member/Officer Working Group formed and meetings are on-going.
Link Officer	Martyn George
<u>MEETING DATE</u>	<u>11 SEPTEMBER 2014</u>
<u>Subject</u>	<u>Presentation on the Clinical Commissioning Group's 5 Year Plan</u>
Type of Item	Information
Action by Panel	<p>The Panel received a verbal report by Richard Samuels, Chief Officer of the Clinical Commissioning Group and Dr David Chilvers, Chairman of the CCG on the CCG's 5 year plan.</p> <p>Councillor Trott addressed the Panel on this item and referred to item 6 of the minutes of the previous meeting in which it stated, <i>Councillor Trott proposed that the Panel write a letter to the Health Minister and send a copy to all other interested parties including the local MP and the Chairman of the Clinical Commissioning Group, expressing the Council's concerns over the management and use of the hospital</i>, and requested an update from Councillor Bayford, Executive Member for Health and Housing on this item. Councillor Bayford informed the Panel that the letter had not been sent as he had taken the decision not to send the letter as progress is now being made to address the issues raised by the Panel.</p> <p>Richard Samuels circulated papers to the panel which provided an outline of the CCG's 5 year plan, and took questions from members.</p>

	<p>Members expressed concern over the recent incident which lead to the Queen Alexander hospital closing the A&E service for a couple of hours. Members asked about the reasons behind the decision and what the financial impact was on the hospital as a result of it. Richard Samuels addressed the Panel to explain that the decision was taken to close the A&E service for a couple of hours. Members asked about the reasons behind the decision and what the financial impact was on the hospital as a result of it. Richard Samuels addressed the Panel to explain that the decision was taken to close the A&E department to new admissions for the safety of the patients that had already been admitted and there were not enough staff or facilities to safely accept anymore. He also explained that the department was closed for an hour and the situation was reviewed after 40 minutes. In total 6 patients were diverted to Southampton General Hospital. He also explained to the Panel that there are no surcharges applied for those patients diverted to Southampton each hospital charges for every patient that is admitted to them.</p> <p>Councillor Knight expressed concern over the treatment of elderly patients in hospitals and asked how the CCG are planning to improve this. Dr David Chilver's addressed the Panel to inform them that they are developing a single care plan which GP's would set up with patients which would outline the care and treatment that the patient would require should they become ill, this will ensure that the patient's wishes are met and empowers them to take control of their future.</p> <p>Richard Samuels explained to the Panel that the CCG will be making emergency care a priority and offered to return to the Panel to give a more detailed presentation on this item. He also explained that they are looking at developing a single workforce across the Health and Social Care sector. This will consist of a whole range of professionals including, nurses, GP's, and carers. He explained that it will take some time to fully develop an integrated community team, but that it will not be economically driven but driven by demand from community needs.</p> <p>It was AGREED that Richard Samuels and Dr Chilvers be thanked for their verbal presentation.</p>
Outcome	The presentation was noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Disabled Facilities Grants 2014-16</u>
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Community on Disabled Facilities Grants 2014-16.</p> <p>At the invitation of the Chairman, Councillor Bayford, Executive Member for Health and Housing addressed the Panel on this item.</p>

	<p>The Panel noted that last year was the best year so far for the Council as it dealt with the highest number of cases, within the shortest length of time and for the lowest average cost per case.</p> <p>The Panel noted that funding for the next financial year is going to change as the funding will be directed through Hampshire County Council as part of the Better Care Fund and not direct from the Government. The main concern over receiving funding this way is that the money is not 'ring-fenced' by Hampshire County Council and therefore there is the potential that the money may be used for other services.</p> <p>Members expressed great concern over the change as to how the Council receives funding for this service, with their main concern pertaining to the fact that the service is a mandatory service for the Council to provide and if the funding does not get passed onto the Council for this scheme the Council will need to find this money from other sources. The Director of Community addressed the Panel to confirm that he shared the same concerns as those of the Panel and that he felt that District Councils would need to work closely with Hampshire County Council to secure the long term funding for Disabled Facilities Grants.</p> <p>Members expressed their praise for the hard work and excellent results achieved by the disabled facilities team to date and hope that the potential funding issues for the next financial year do not impact upon the achievements made by the team.</p> <p>It was AGREED that:</p> <ul style="list-style-type: none"> a) the Panel notes the position with the Disabled Facilities Grants programme in 2013/14 and the challenges for the current financial year and beyond; and b) the Executive is asked to note the Panel's concerns regarding the future funding of disabled facilities grants which will leave the Council with the mandatory duty for these grants but no guarantee of securing the necessary funding from Hampshire County Council.
Outcome	<p>Content of report noted. Panel's comments submitted to the Executive meeting on 6 October 2014:-</p> <p>RESOLVED that the Executive noted the Panel's comments.</p>
Link Officer	Giles Hearn
Subject	<u>Supporting People – Changes to Budget and Commissioned Services</u>
Type of Item	
Action by Panel	The Panel considered a report by the Director of Community on Supporting People, which highlighted the changes to the budget and commissioned services.

	<p>The Director of Community addressed the Panel on this item to explain that due to the recent changes to the Supporting People programme announced by Hampshire County Council, the County have decided they will no longer contribute to the funding of the warden service for sheltered accommodation. The Council recognises the continuing need for this important service and as a result has been proactive in addressing the issue and is conducting a review of the Sheltered Housing service to see where it can be streamlined and savings could be made. The Director of Community explained that the County are proposing using their savings from the warden service to provide a 12 week intensive support service for elderly residents and has invited the Council to tender to provide this new service. The Panel discussed the merit of the Sheltered Housing Service and an Intensive Support Service being delivered by a single agency (i.e. Fareham Borough Council). The Panel noted that the funding for the Intensive Support Service would be in the control of Hampshire County Council (HCC) and therefore could be subject to future changes in eligibility criteria and levels of funding. The panel expressed concern that as Fareham Borough Council would not have complete control over the future of the Intensive Support Service, it would place the Council and its Sheltered Housing staff in a difficult position and cause confusion for the residents and their relatives (who may not necessarily understand or be interested in the complexities of the funding) should the level of HCC funding and eligibility criteria be changed. The Panel concluded that Fareham Borough Council should focus its efforts on providing a good quality sheltered housing service which would not be reliant on funding from other agencies and therefore FBC should not bid to deliver the Intensive Support Service.</p> <p>The Panel AGREED that Fareham Borough Council should not tender to provide the intensive support service commissioned by Hampshire County Council.</p>
Outcome	Content of report noted. Fareham Borough Council has not tendered for the intensive support service commissioned by Hampshire County Council.
Link Officer	Martyn George
<u>Subject</u>	<u>Review of the Work Programme 2013/14</u>
Type of Item	Information
Action By Panel	<p>The Panel considered a report by the Director of Community which reviewed the current Work Programme 2014/15.</p> <p>Members were asked to note the revisions to the work programme as set out in paragraph 2 of the report.</p> <p>Members discussed the offer from Richard Samuels the Chief Officer of the Clinical Commissioning Group to return to the Committee to give a presentation on 'How the Emergency Care System is Planned and Works', and agreed that this should be open to all members and therefore should be arranged as a members training session.</p> <p>It was AGREED that the Work Programme for 2014/15, as set out in Appendix A to the report, be approved.</p>

Outcome	The content of the report was noted.
Link Officer	Martyn George
<u>MEETING DATE</u>	<u>13 NOVEMBER 2014</u>
<u>Subject</u>	<u>Review of Homelessness</u>
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Community on a Review of Homelessness.</p> <p>The report was presented by the Housing Options Manager, who outlined the changes to the homelessness service over the Past 12 months, this included reviewing the Homelessness and Housing Options Strategy, a restructure of the Housing Options Team (including a new temporary post of Tenancy Support Officer), the Launch of Fare-Lets (the Council's own letting agency), and the challenges for the homelessness team for the next 12 months.</p> <p>The Panel were informed that the main issue that has repeatedly come up over the past year has been that of rough sleeping, which is currently being examined in more detail by the Member/Officer Working Group is dealing with. The Panel were also informed that at the next meeting of the working group they will be agreeing on the issues they will be taking forward and will start to look into the options they have for tackling these issues.</p> <p>Councillor Steadman expressed concern over the proposed changes to 101 Gosport Road, and how that may impact upon the service that Fareham can deliver. The Housing Options Manager explained that the changes are as a result of the financial challenges facing Hampshire County Council and that Fareham Borough Council would continue to work with HCC in order to minimise the impact to the Hostel.</p> <p>Members also asked questions regarding the proposed housing company which will be set up by FBC, Eastleigh Borough Council EBC, Radian Housing and First Wessex. Councillor Knight requested that a report come to the Panel to update Members on the proposals for the housing company be resent to all of them. The Director of Community addressed the panel to state that he would resend the requested report to all members of the Panel, and suggested that a presentation be added to the work programme outlining the principals to the scheme.</p> <p>It was AGREED that the Panel notes the content of the report.</p>

Outcome	The content of the report was noted, and requested reports were sent to all members of the Panel.
Link Officer	Sara Head
<u>Subject</u>	<u>Welfare Reform Update</u>
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Community which provided an update to the Welfare Reform.</p> <p>The report outlined the changes to the welfare system since April 2013 and how this is impacting upon residents in the Borough. The report looked at the Social Sector Size Criteria, the Benefits Cap, Local Support for Council Tax and Universal Credit.</p> <p>Members enquired as to whether there have been staffing cuts due to the changes to the welfare reform, and if so how has impacted upon the service being delivered to customers. The Head of Housing, Revenue and Benefits confirmed that there had been no changes to staff, and as a result of the recent Vanguard intervention a much better service is now being provided to the customer. The only change is that due to the change in the service the revenue staff are now taking on more recovery work.</p> <p>The Panel were informed that as of the 1 October 2014 Fareham Borough Council lost its duty to investigate benefit fraud as the responsibility of this has now been transferred to the Department of Work and Pensions (DWP), and as such the Council's two Fraud Investigators have now been transferred to the DWP. However the Council still has a duty to investigate housing fraud and council tax support fraud, and so a new Fraud Investigator post has been recruited and should start on 1 December 2014.</p> <p>It was also explained to the Panel that the Council Tax Support Scheme has to be reviewed every year. A public consultation was carried out which received a good response, the majority of people who responded felt that the current scheme was fair. As a result it is proposed that the Council Tax Support Scheme stays the same for the next year.</p> <p>It was AGREED that the Panel notes the content of the report.</p>
Outcome	Content of report noted.
Link Officer	Caroline Holmes

<u>Subject</u>	<u>Review of the Work Programme</u>
Type of Item	Programming
Action by Panel	The Panel considered a report by the Director of Community on the Panel's Work Programme 2014/15. The Director of Community suggested that the presentation on the Local Housing Company be added to the March meeting. It was AGREED that, subject to the inclusion of the presentation on the Local Housing Company, that the Work Programme 2014/15 as set out in Appendix A to the report be approved.
Outcome	Report noted.
Link Officer	Martyn George
<u>MEETING DATE</u>	<u>15 JANUARY 2015</u>
<u>Subject</u>	<u>Annual Review of Housing Waiting List & Allocations Policy</u>
Type of Item	Information
Action by Panel	The Panel received a verbal update from the Head of Housing, Revenues and Benefits on the housing waiting list and allocations policy. She explained to the Panel that the housing department has just begun a Vanguard Intervention and it is therefore too early in the process to do a review of the housing waiting list and allocations policy. Once the review has been underway for a while both of these things will be reviewed and at that point they will be able to reported back to the Panel. The Head of Housing, Revenues and Benefits was thanked for her update.
Outcome	Information Noted
Link Officer	Caroline Holmes
<u>Subject</u>	<u>Presentation – Local Housing Company</u>
Type of Item	Information
Action by	The Panel received a verbal presentation from the Director of Community on the Local Housing Company that has been set

Panel	<p>up by Fareham Borough Council, Eastleigh Borough Council, First Wessex and Radian Housing Association.</p> <p>He explained that the information has been in the public domain for some time and the last report on this went to the Executive in November 2013. It has been a long legal process but the company was finally registered as Aspect Building Communities Limited in December 2014.</p> <p>In order to assist members to understand the process and the reasoning behind the formation of the Housing Company, the Director of Community broke the presentation down into specific sections.</p> <p>To start with he explained what is meant by affordable housing. Affordable Housing is socially rented or affordable rented properties, intermediate housing which is shared housing with an authority and housing that eligibility is decided on by income. Homes that are built for affordable housing are usually set at 80% or market rent, and they must remain at an affordable rent when new occupiers move into the property.</p> <p>He then explained what is meant by local demand and supply, which relates to the Council's housing waiting list and availability of affordable housing. He explained that there are currently 1400 people on the Council's housing waiting list. There are 4000 affordable homes in the Borough and 2200 of those properties are owned by Fareham Borough Council. Taking into account new build properties and vacated properties there are approximately 300 vacancies each year in the combined affordable housing stock. The average waiting time for anyone on the waiting list without a priority need is approximately 10 years. Therefore the demand for affordable housing greatly exceeds the supply. He also informed the Panel that the housing waiting list is restricted to those with a local connection to Fareham (and must be at least 2 years).</p> <p>The presentation then looked at the reasons that stop Fareham Borough Council from building more housing. Part of the reason is land supply as there are very few opportunities to build on land in the Borough. The Planning system makes building new housing developments difficult. Lastly funding and finances, up until 2011 (and for approx.. 25 years) no Council has been allowed to build houses. However in 2012 there was a major change by the Government to the housing finance. Every housing authority had to but their way out of the current system they were in, which for Fareham Borough Council was approximately 49,000,000, which should be paid off in 30 years. Along with each authority having to but their way out of the system they were in the Government's new system put a cap on each authority as to how much borrowing they could do. For Fareham Borough Council the cap was 52,000,000, therefore there was very little money left from the cap after the initial 49,000,000 was taken from it.</p> <p>The presentation then went on to explain how the local housing company could help with this. Within the powers of economic and social wellbeing local authorities are allowed to enter into partnerships to create companies for the benefit of the local community, which is how the housing company was formed. The sole purpose of the company is to build new affordable</p>
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	<p>housing, the houses will not be subject to right to buy so will always remain in the affordable housing market. Any money borrowed by the Company for builds within the borough will have to be approved by the Executive first.</p> <p>So the company in simple terms is that it is a legal entity by which the Council is able to build more affordable housing in the Borough. The Council's Executive will have control over the entire process. Then any profits made will be split only with the relevant organisations for each particular build or can stay with the Housing Company to be reinvested.</p> <p>The presentation was finished off by the Director of Community explaining that the next step with the company is to find a suitable site for building on, and it is hoped that within the next year a proposal will be coming forward.</p> <p>It was AGREED that the Director of Community be thanked for his extremely informative and interesting presentation, which was very easy to follow and understand.</p>
Outcome	Verbal Presentation Noted.
Link Officer	Martyn George
<u>Subject</u>	<u>Preliminary Review of Work Programme 2014/15 and Draft Work Programme 2015/16</u>
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Community on a review of the current work programme 2014/15 and the draft work programme for 2015/16.</p> <p>The Panel's attention was drawn to the changes to the current work programme as set out in paragraph 3 of the report.</p> <p>Members were also informed that at the next meeting of the Panel they would be asked to agree the draft work programme for 2015/16 so if any members have any suggestions for the work programme to let officers know by the next meeting.</p> <p>Councillor Knight put forward the following suggestions for the work programmes:</p> <ul style="list-style-type: none"> Rough Sleeping Food Bank Housing Waiting List/Allocations Policy Farelets Local Dr's Surgeries – long waiting times Housing and Council Tax Fraud Use of Fareham Hospital

	<p>The Director of Community agreed that all of these items can be included into the 2015/16 work programme.</p> <p>It was AGREED that the work programme for 2014/15, as set out in appendix A to the report, be approved.</p>
Outcome	Content of Report Noted.
Link Officer	Martyn George

**HEALTH AND HOUSING POLICY DEVELOPMENT AND REVIEW PANEL
PROPOSED WORK PROGRAMME FOR 2015/16**

<u>MEETING DATES FOR 2015/16</u>	<u>ITEMS</u>
28 May 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update
23 July 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update
24 September 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update
12 November 2015	<ul style="list-style-type: none"> • Review of Work Programme 2015/16 • Health Update
21 January 2016	<ul style="list-style-type: none"> • Preliminary Review of Work Programme 2015/16 and Draft Work Programme 2016/17 • Health Update •
10 March 2016	<ul style="list-style-type: none"> • Final Review of Work Programme 2014/15 and Draft Work Programme 2016/17 • Health Update

**FAREHAM BOROUGH COUNCIL
POLICY FRAMEWORK**

Under the Constitution, the plans and strategies be adopted or approved by the full Council are:-

- (a) Sustainable Community Strategy;
- (b) Housing Strategy;
- (c) Food Safety Service Plan;
- (d) Licensing Policy;
- (e) Plans and Alterations comprising the Development Plan;
- (f) Development Plan Documents;
- (g) Community Safety Strategy;
- (h) Corporate Vision, Values, Objectives and Priority Actions.

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development Review Panel

Date **12 March 2015**

Report of: **Director of Community**

Subject: **ANNUAL REVIEW OF HOMELESSNESS ACTION PLAN**

SUMMARY

This report sets out the progress made in delivering the Council's Homelessness and Housing Options Strategy 2014-2017. The report outlines the actions identified in the strategy and provides an update on progress to date in meeting these actions.

RECOMMENDATION

Panel to note the progress so far in meeting the 19 actions included in the Homelessness and Housing Options Strategy 2014 – 2017.

INTRODUCTION

1. The current Homelessness and Housing Options Strategy for the period 2014 – 2017 was approved by the Health and Housing Policy Development and Review Panel on 14 March 2014 and then by Executive on 7 April 2014. The strategy set out a 3 year plan identifying future actions and priorities to prevent and resolve homelessness within the borough. The strategy is required to be reviewed annually to check progress against the actions and to consider any new issues that may have arisen that could affect the actions and our priorities. This is the first of such reviews and many of the actions are still in progress.

The Strategy includes a total of 19 specific actions within four objectives, these being:

Objective 1	To provide advice, assistance and support to enable homeless and vulnerable households to address their housing needs and to lead independent lives
Objective 2	Adopt sustainable initiatives that deliver housing solutions accessible to those in housing need and that minimise reliance on the use of temporary accommodation
Objective 3	Wherever possible to prevent homelessness from occurring in Fareham by working in partnership with other statutory and independent sector agencies.
Objective 4	Monitor the demand on the service and outcomes, to inform future provision and direction

OVERVIEW

2. Appendix 1 lists the action plan tasks and the progress to date for each one. Most tasks are on track and progressing as expected, however some tasks require further explanation.
3. In November 2014 the Strategic Housing section, including the Housing Options team became subject to the Vanguard Intervention process. As a result some actions have not been progressed as originally expected as these areas will be reviewed by the Vanguard process.
4. Objective 2 includes target timescales for move-on from temporary accommodation and for taking on new private rented accommodation. We are currently behind in our targets in these actions due to two key reasons;
 - A delay in filling the Tenancy Support Worker post – officer not in post until 1 July 2014
 - Loss of 15 units of temporary accommodation at a scheme in Fareham, managed by First Wessex. Due to repair and maintenance issues the landlord took a strategic decision to dispose of the building. The move-on plans for existing tenants were bought forward and vacancies could not be refilled.

5. Objective 3 includes actions around supporting people services. The Hampshire County Council Supporting People programme continues to face significant financial challenges. The contracts covering the socially excluded cluster (primarily these are services to single homeless people) were due to expire at the end of March 2015 but on-going negotiations between the County and all Hampshire districts councils meant that all contracts were renewed for one year to enable more time to complete a comprehensive review of all services in all local authority areas. Fareham Borough Council officers will continue to work with Hampshire County Council to ensure our position is represented during this review period.
6. To date the Government's changes to the welfare provision has had little impact on the Housing Options service. However Universal Credit (UC) is expected to be introduced in the Fareham area from December 2015 – initially for single claimants on JSA. The key element of UC that could affect the Housing Options service is that welfare benefit customers will receive one direct payment from which they will be expected to manage all their expenditure, including paying their rent. For social housing tenants this may be the first time they have to take responsibility for paying their rent and the risk is that customers will not sufficiently prioritise paying their housing costs. This could lead to a rise in the level of social housing arrears and an increase in the number of tenants facing eviction. This may then impact upon the Housing Options service if these tenants then approach for advice and assistance.
7. The Homelessness and Housing Options Strategy makes reference to the closure of the Mortgage Rescue Scheme and a risk that this would lead to an increase in more owner occupiers seeking assistance from the local authority. Between 1 April 2013 and 31 March 2014, 74 owner occupiers were recorded as having sought advice from the Housing Options team (this represented 6% of the total number of customers). The number of cases actually threatened with homelessness was 46 and we were able to prevent homelessness in 9 of these cases. No owner occupier in that period went on to make a homeless application.

Between 1 April 2014 and 31 December 2014 we have so far seen 38 owner occupiers (representing 5% of the total number of customers); 23 were threatened with homelessness, 9 cases were prevented from actually being homeless but 2 cases presented as homeless. This may suggest that we can still offer effective advice to prevent most owners from becoming homeless, some do now require assistance but the number of cases is not so high as to be a cause for concern.

8. Since the production of the current strategy a Rough Sleeper Member / Officer working group has been established. This has been in response to concerns that the number of rough sleepers in Fareham appear to be increasing often with complex needs. The working group aims to review the work of the Outreach Worker and the multi-agency meeting to determine if other measures are required to assist rough sleepers to secure sustainable accommodation.

RISK ASSESSMENT

9. The Council continues to face challenges in securing sufficient, good quality private rented accommodation to meet the demand from homeless households. That demand could increase given the likely reduction to funding for services to the single homeless cluster. There may also be an increase in demand for services and accommodation from those customers affected by welfare reforms. An increase in demand could put at risk the council's ability to meet its statutory obligations to homeless households.

CONCLUSION

10. Good progress has been made in delivering the current Homelessness and Housing Options Strategy and the Council is on course to complete the majority of the actions included with the strategy. Some actions may need to be reviewed as a result of the work of the Vanguard intervention; more should be known about the impact of the Vanguard intervention for the next annual review of the strategy.

Background Papers:

Homelessness and Housing Options Strategy 2014 – 2017

Reference Papers:

Enquiries:

For further information on this report please contact Sara Head. (Ext 4369)

ACTION	INTENDED OUTCOME	PROGRESS TO DATE
<p>1a - Senior Housing Options Officer to ensure best use is made of all available funds including DHP in the prevention of homelessness and the securing of alternative accommodation.</p>	<p>To limit the number of households becoming homeless.</p>	<p>Since April 2014, 18 households threatened with homelessness have been assisted by the Strategic Housing team to secure private rent accommodation.</p> <p>In this period a further 13 households have received funding from the Discretionary Housing Payment scheme to secure private rent accommodation.</p>
<p>1b – Review training needs of all Housing Options Officers on a regular basis to maintain knowledge and skills and to keep up to date with changes in case law and best practice.</p>	<p>Ensure customers receive a comprehensive advice service, through which they are made aware of other agencies able to give support and advice</p>	<p>All staff now receive a monthly email from NHAS (National Housing Advice Service) that includes information on the latest housing law cases.</p> <p>A member of the team attended the Homeless Conference in June 2014.</p> <p>A member of the team attended a course in September 2014 on preparing homeless decision letters.</p> <p>All permanent members of the team have attended Lone Worker Training to raise awareness of safe working practices when working alone with difficult customers.</p>
<p>1c - Review the Housing options website, factsheets and housing options plans.</p>	<p>Information is user friendly, current and accessible</p>	<p>New advice recently posted on the website for the benefit of home owners on how to prepare for future interest rate rises.</p> <p>All factsheets have been reviewed with one new information sheet created to give advice to customers moving to temporary accommodation.</p>

		<p>Housing Options Plans still to be reviewed.</p> <p>StreetLink poster recently added to the borough noticeboards to help residents report incidents of rough sleeping in the borough.</p>
1d - Strive to achieve Gold Standard local challenges relevant to this objective.	Provide an enhanced housing options service	The Housing Options drop-in service provides a range of advice, which where appropriate is confirmed in writing via a Housing Options Plan.
2a - Achieve move on from TA within agreed timeframes for 70% of households in year 1, 2014/2015, increasing to 90% in year 2, 2015/2016.	Increase capacity of existing TA, resulting in fewer placements in Bed and Breakfast accommodation	For the first 3 quarters of 2014-15 the move-on timescale has been met for 59.8% of customers.
2b - Monitor the success and impact of the Tenancy Support Worker, prior to 12 month period coming to an end, to determine whether to extend the post	<p>Accommodation Officer released to secure more accommodation in the private rented sector.</p> <p>Rent arrears reduced in TA.</p> <p>Better management and intervention around cases of Anti-Social Behaviour</p>	<p>Tenancy Support Worker post filled via secondment from the Housing Options Team, commencing 1st July 2014.</p> <p>This has enabled the Accommodation Officer to focus on the recruitment and retention of private landlords.</p> <p>Rent arrears have reduced in some forms of temporary accommodation and the ability of the post holder to conduct regular home visits has improved the monitoring of the conduct of tenancies within the temporary accommodation stock.</p>
2c - Launch new private rented initiatives in 2014 with the target of taking on 45 properties within the first 12 months of operation.	Meet the future demand for temporary accommodation and minimise the use of bed and breakfast accommodation.	<p>The FareLets private letting scheme was launched on 1st July 2014. The scheme was promoted via a radio advertising campaign throughout November 2014. New properties completed to date:</p> <ul style="list-style-type: none"> • 4 new Managed Leases completed

		<ul style="list-style-type: none"> • 4 new Tenant Find properties completed • 1 new Full Management property completed • 3 new Managed Leases in the process of completion during December 2014 (since completed in January 2015) <p>We've also been able to transfer existing properties to the new schemes:</p> <ul style="list-style-type: none"> • 9 old PSLs converted to Managed Leases • 2 old PSLs in the process of converting to Managed Leases • 1 old AFFORD property converted to a Managed Lease • 5 old AFFORD properties renewed as Tenant Find • Block of 6 flats previously leased via a partner housing association and used as temporary accommodation is in the process of being taken on as managed leases. <p>In 2013/14, 59 households were placed in Bed and Breakfast accommodation. In the first 3 quarters of 2014/15, 36 households have been placed in B&B. If this level of use continues the end of year figure could be 48, which would be a reduction of 11 households compared to last year.</p>
<p>2d - Purchase 8 existing properties using RTB receipts.</p>	<p>Increase available stock of temporary accommodation.</p>	<p>Since April 2014 the council has purchased 5 properties using 'right to buy receipts' (four 2 bed maisonettes and one 1 bed flat), all being used as temporary accommodation. A further 1 bed flat is in the process of being purchased.</p> <p>A property purchased by the council to enable a development site is being used in the short term for</p>

		temporary housing.
2e - Work with Housing Associations to develop new affordable housing in the borough.	Increase range of affordable housing to meet housing need in the borough.	For the financial year 2014/15 we are expecting a total of 138 new homes to be built in the borough, including the Council's own replacement sheltered housing scheme at Collingwood Court.
2f - Strive to achieve Gold Standard local challenges relevant to this objective.	Provide an enhanced housing options service.	The new FareLets scheme and the Tenancy Support Worker post have helped to increase private rent opportunities and reduce use of bed and breakfast accommodation for all households.
3a - Continue to monitor the success and outcomes of the Money Advice Worker and determine whether funding is available to extend the post for the life of this Strategy.	<p>Number of evictions due to rent or mortgage arrears reduced.</p> <p>Homelessness is prevented as a result of better money management, budgeting and awareness of benefit entitlement</p>	<p>In the first 3 quarters of the financial year 2014/15, the Money Adviser (a 22 hour a week post) received 39 referrals of customers facing housing difficulties who it was felt would benefit from money advice.</p> <p>Many received invaluable advice and 14 of these cases were directly prevented from becoming homeless; those households avoided having to move to bed and breakfast or temporary accommodation.</p>
3b - Monitor the success of the Rough Sleepers Outreach Worker and determine whether funding can be extended beyond the 12 months funded by the Regional Rough Sleepers Group.	<p>Reduction in the number of rough sleepers in the borough.</p> <p>Quick engagement to prevent entrenched rough sleeping.</p> <p>Co-ordinated response to rough sleeping with Police, Community Safety & Substance Misuse Agencies.</p>	<p>The Outreach Worker has engaged with 90 customers since January 2014, outcomes for these customers include:</p> <ul style="list-style-type: none"> • 27 assisted to access the hostel • 22 assisted into private rented accommodation • 12 supported to return to the area in which they had a connection and could access appropriate services. • 5 assisted to access supported housing. <p>The Outreach Worker supported the council's annual rough sleeper return to DCLG. Our robust estimate</p>

		<p>for 2014 was that we had 8 rough sleepers in the borough on the 'snapshot' night. This is the same figure as the previous year and compares favourably with many other local authorities who are reporting an increase in rough sleeper numbers.</p> <p>Outreach Worker attends regular local rough sleeper partnership meeting, working with a range of statutory and voluntary agencies to identify, reduce and prevent rough sleeping.</p> <p>Regional Rough Sleepers Group agreed a second year of funding for the post, so the Outreach Worker role is guaranteed to continue until the end of 2015.</p>
<p>3c - In partnership with Children's Services agree the future role of the Accommodation Resource Centre following the reduction in Supporting People funding.</p>	<p>Maintain the gateway agency to ensure 16/17 year olds are given independent advice as to their future accommodation options. Prevent homelessness through mediation and support.</p>	<p>From April 2015 the Accommodation Resource Centre will no longer be the 'gateway' agency for Fareham and Gosport. Instead cases will be considered at the local Early Help Hub meetings, coordinated by social services and will focus on meeting statutory responsibility to 16-19 year olds. Housing Options will need to ensure attendance at the HUB to represent the council's position.</p>
<p>3d - Prepare for the impact the reduction in the Supporting People Programme will have on homelessness services across the borough through the reconfiguration of services and the targeting of remaining funds to meet statutory duties.</p>	<p>Maintenance of as many homelessness prevention services as possible</p>	<p>The 'social excluded cluster' contracts have been extended until March 2016 to enable more time for Hampshire County Council and all the district council's time to prepare for new arrangements.</p> <p>We are working with our partner agencies such as Two Saints and The YOU Trust to review services.</p>
<p>3e - Strive to achieve Gold Standard local challenges relevant to this objective.</p>	<p>Provide an enhanced housing options service.</p>	<p>Working with other agencies, we can provide a range of advice, support and accommodation services.</p>

<p>4a - Continue to explore purchasing the Housing Options module from Orchard.</p>	<p>Improved data capture, and monitoring information to inform future plans and Strategies.</p>	<p>No further progress; use of all IT systems will be reviewed as part of the Vanguard Intervention.</p>
<p>4b - Produce a Business Plan for the new private rented sector schemes prior to their launch.</p>	<p>To be able to monitor the success of the new schemes and support the case for continuing with the posts of Temporary Accommodation Co-Ordinator and Tenancy Support Officer</p>	<p>Task completed – see appendix 2</p>
<p>4c - Continue to monitor the impact the new Allocations Policy has on homelessness and movement through Temporary Accommodation.</p>	<p>Increased movement through temporary accommodation.</p>	<p>No issues currently highlighted – customers in temporary accommodation are being successful in receiving offers via the housing waiting list. The only reported issue is that some customers are disappointed when they take an offer of private rented accommodation they are placed in the low housing need band (compared to customers who go into temporary accommodation and are placed in the medium housing need band).</p> <p>No further action taken at this stage as the Allocation Policy may become subject to review as part of the Vanguard process.</p>
<p>4d - Strive to achieve Gold Standard local challenges relevant to this objective.</p>	<p>Provide an enhanced housing options service.</p>	<p>The homeless strategy is reviewed annually via report to panel to ensure we are able to continue to prevent and respond to the needs and issues of homeless customers.</p>

FareLets private rented sector schemes **Business Plan**

The FareLets private rented sector schemes will commence in quarter one of 2014-15 and comprise of three separate services: Tenant Find, Private Sector Leased (PSL) Plus, and Full Management.

FareLets will be managed by the Housing Initiatives Team within the Strategic Housing division. The Housing Initiatives Team currently has four members of staff, but from June 2014 will include a further post (Tenancy Support Officer) on a 12 month fixed term contract for 30 hours per week. This post will be funded by the Homelessness Grant Funding provided by Department of Communities and Local Government (DCLG). If the scheme is successful, it is hoped that the fee income generated from the management of the properties will provide continued funding for the post.

FareLets will be advertised on local radio close to the launch time and for a short time after the launch in order to inform landlords of the scheme. The cost of radio advertising will be covered by the existing Homelessness Grant Funding from DCLG. This funding will also pay for printed scheme brochures and leaflets.

Following the initial outlay, the intention is that the three schemes can be developed and managed within existing funds and aim to become self-financing within twelve months.

Targets

The aim is to take on 45 new properties during the first 12 months of the new scheme operation. It is anticipated that these will be in the ratio of 5 x Tenant Find, 20 x PSL Plus, and 20 x Full Management and these are the numbers on which the income and expenditure forecasts have been based. However, it is accepted that these numbers are estimates and could be quite different in reality.

Potential Financial Liability

All three of the FareLets services include a rent guarantee for the landlord so there is a significant financial liability for the whole scheme. The figures used to calculate this are based on the rent for a 2 bed property as an average. This is made up as follows:

- Tenant Find – 12 months' rent guarantee at £600 per month = £7,200. This guarantee relates only to the first 12 months of any new tenancy, so the liability will end after 12 months even if the tenancy were to continue for several years.
£7,200 x 5 properties = £36,000 liability.
- PSL Plus – 12 months' rent guarantee at £600 per month = £7,200
£7,200 x 20 properties = £144,000 liability.
- Full Management - 12 months' rent guarantee at £600 per month = £7,200 This guarantee relates only to the first 12 months of any new tenancy, so the liability will end after 12 months even if the tenancy were to continue for several years.
£7,200 x 20 properties = £144,000 liability.

Both the Tenant Find and Full Management services also provide a bond in lieu of a deposit. The bond is equivalent to one months' rent and the landlord can claim against this at the end of a tenancy if there has been damage to the property.

Tenant Find - £600 x 5 properties = £3,000 liability.

Full Management - £600 x 20 = £12,000 liability.

Total potential rent guarantee and bond liability for 45 properties = £339,000.

Claims against the bond have historically been quite rare, with only a few properties affected and with an average spend of £200 per property. It is not possible to determine how many tenancies with bonds in place may end within the first 12 months of the FareLets scheme. Those which do end during that period will not normally be under the FareLets scheme as they will all be new 12 month tenancies; they are most likely to be existing AFFORD cases. Therefore, funds will come from a different cost centre to the ones used for the new scheme. However, taking an estimate of 12 (one per month) and assuming the average claim value remains the same, the potential outgoings would be £200 x 12 = £2,400.

The PSL Plus service does not provide a bond for the landlord but the council returns the property to the landlord at the end of the lease in the same condition as it was taken on, except for fair wear and tear. Over the last 8 years there have only been 15 cases where the council has had to undertake costly works on termination of the lease. The average cost to the council per year during this 8 year period is £1,523. If there are approximately 2 cases per year, this amount will not change. However, it is accepted that as more properties are taken on, there may be an increase in the number of cases where works have to be carried out. If the number of leased properties being returned where works have to be carried out were to double to 4 per year, the potential outlay would be approximately £3,000. However, as each new lease taken on will be for a minimum of 12 months, any being returned during the first 12 months of the new scheme will be from existing PSL stock. The funds will therefore come from a different cost centre to the ones used for the new schemes.

Income

The Tenant Find service is free to landlords so does not generate any income.

The PSL Plus service charges a £300 fee on first registration of the lease for properties with gas and £200 for those without gas. It is estimated that around half of the properties will have gas and half will not. Therefore 10 properties x £300 = £3,000 and 10 properties x £200 = £2,000. The total fee income is therefore projected at £5,000.

In addition to the fee income for the PSL Plus service, the PSL rents will have an additional £30 per week added on as a management cost from Monday 7th April 2014. This amounts to £1,560 per property, per year. If 20 new PSLs are taken on, the income would be £31,200.

The Full Management service charges landlords 8% of the monthly income, plus VAT. Based on a 2 bed property with a rental income of £600 per month, the monthly payment to the

council will be £48. The annual income will therefore be £576 per property. $£576 \times 20$ properties = £11,520 (plus VAT).

$£5,000 + £31,200 + £11,520 = £47,720$ income across the 3 services. There will also be some VAT in addition to this (£2,304.00).

Expenditure

The Tenant Find service will not incur any costs other than those described under the bond liability above.

The PSL Plus service and the Full Management Service will both pay for the following for a landlord:

- Gas safety certificate at £75 plus VAT (where there is gas in the property)
- Electrical safety certificate at £88.80 plus VAT
- Carbon monoxide detector at (approximately) £20 plus VAT

The cost per property with gas is £183.80. For properties without gas, the cost is £108.80
 10 properties with gas \times £183.80 = £1,838. 10 properties without gas \times £108.80 = £1,088.
 $£1,838 + £1,088 = £2,926$ per service. For both services together, the cost is £5,852 plus VAT (£7,022.40).

There is also the potential for up to £2,000 to be loaned to the landlord in both the PSL Plus and Full Management services in order to bring the property up to the required standard. It is estimated that 5 landlords per service may request a loan, meaning outgoings of £10,000 per service, or £20,000 in total. However, this is to be paid back to the council through the monthly rental income, so should be returned within 12 months.

In addition, the Full Management service offers to pay for up to £150 per property towards repairs in a year. If half of the anticipated properties were to use this amount, the council could spend 10 properties \times £150 = £1,500 possible expenditure.

The income of £47,720 minus the expenditure (excluding possible loans) of £7,352 leaves £40,368 remaining. This amount does not take into account any of the liabilities discussed above. VAT has also not been taken into consideration in this last calculation.

Measures to minimise expenditure

In order to reduce the amount of money which is paid out by the scheme, a number of measures have been put in place, as follows:

- If landlords on the Tenant Find scheme do not receive rent from their tenant and wish to claim against the rent guarantee, they will need to advise the council within 14 days of the date on which rent should have been received. If they do not meet this timescale, they will be unable to claim against the rent guarantee for that month.

In addition, these landlords will be expected to take some responsibility for managing their tenancy where tenants fall into arrears exceeding 8 weeks. They will need to serve an appropriate notice to gain possession and then provide the council with a copy of the

notice and proof of service by the time the tenant has reached 10 weeks in arrears. Failure to serve notice and provide a copy to the council will mean that the rent guarantee cannot be claimed. The council will continue to pay the landlord under the rent guarantee assuming the appropriate notice has been served and the correct claim process has been followed (as above) during the time it takes the landlord to gain possession of the property. If the level of arrears falls below 8 weeks at any point after the notice has been served but before possession is gained, the landlord must notify the council as the notice cannot then be acted upon. If the tenant falls into more than 8 weeks arrears more than once during the tenancy period, the landlord must again serve a notice in order to be able to claim against the rent guarantee. These details will form part of the legal agreement between the landlord and the council.

- Regular inspections will be carried out throughout the life of each tenancy for all properties taken on under the PSL Plus and Full Management services. This will enable us to identify any damage at an early stage and ensure that it is repaired prior to the property being handed back to the landlord in the case of the leased properties. Early identification of problems may also mean that repairs can be carried out more cheaply than if they were left for some time.
- Invoices will be raised to ensure that the cost of any damage attributable to the tenants is recovered in both the PSL Plus and Full Management services. In addition, if repairs are carried out by the council on behalf of the landlord, at his request, an invoice will be raised to recover the costs.
- The new Tenancy Support Officer will visit those tenants in the PSL Plus and Full Management service properties if they are falling into rent arrears and will help them to manage their situation. The TSO will step in if the tenant is not responding to letters, failing to maintain payment plans or not engaging with Housing Benefit.

Repairs Service

It is intended to use the the HandyPerson service currently run by Aster Group to carry out repairs during normal working hours. As they do not operate an out of hours service, the council's Responsive Repairs service will be used for emergency repairs during these times. It may also be prudent to ask landlords if they have preferred contractors who the council could contact when larger repairs are needed, in case the HandyPerson service cannot undertake such works. A service level agreement or contract of some sort will be required between the council and Aster Group.

Tenancy Support Officer post

As mentioned in the introductory paragraphs above, a 12 month fixed term contract has been approved for a Tenancy Support Officer, working 30 hours a week. The role is likely to commence on 2nd June 2014 and will focus on the tenant side of the accommodation process, allowing the Accommodation Officer to focus on the landlords and property

procurement. If the FareLets schemes are successful, it is hoped that the income may be able to pay for the extension of this post after May 2015.

During the 12 months fixed term of this post, the impact of the new role will be monitored so that its effectiveness can be determined. Although data is not currently collected in many of these areas it is likely to be possible to identify improvements by comparing with older data selections as needed. It is anticipated that there will be a reduction in rent arrears and bond payments for damages and an increase in bidding and move-ons through and out of temporary accommodation. In addition, it is hoped that benefit claims will be made sooner by the tenants, processed more quickly and any problems or changes in circumstances can be resolved with minimal delays.

Monitoring spend

Income and expenditure for all three of the new services will be closely monitored and reported on a quarterly basis to the Director of Community. Spending on B&B placements will also be monitored as it is hoped that this will decrease as more new PRS properties are taken on. B&B placements should then only be used for emergency placements.

After six months a formal review of the scheme will be carried out. This will identify the scheme achievements, including the number of new properties taken on, success of the radio advertising campaign and households provided with accommodation; scheme expenditure; scheme income; and how B&B placement figures have reduced.

Plan B

If, during the course of the first 12 months, it is established that we are paying out more money than anticipated on rent guarantees, etc. and not taking on enough new properties which generate income, the schemes may not be able to continue. If this is the case, the Full Management service may need to be scaled down or stopped, as it is likely to be the most costly service to operate. We may also need to give notice to some or all of the PSL landlords to end the leases and take action to move the tenants on if we don't have the funds to sustain these leases. The temporary Tenancy Support Officer post will also end after 12 months if there is insufficient income to be able to extend the contract.

SUMMARY OF LIKELY INCOME AND EXPENDITURE

Based on 45 properties (1st year target)

45 properties broken down into: 5 x tenant Find, 20 x PSL Plus, 20 x Full Management.

	Worst case scenario	Likely case scenario	Best case scenario
Expenditure	- £416,352	- £37,752	- £4,352
Income	+ £46,720	+ £47,720	+ £48,720
Total	- £369,632	+ £9,968	+ £44,368

The likely case scenario costs are based on the following:

Expenditure

- Claims at the rate of 5% of the full amount of the rent guarantee for each property with a bond and an average monthly rent of £600.
- One bond claim per month for 12 months at the rate of £200 per claim.
- Four payments on the return of PSL properties at an average payment rate of £761.50 per property.

Income

- £300 fees for 10 x PSL Plus properties and £200 fees for 10 x PSL Plus properties
- £30 per week management element added to the rent, for each of 20 properties
- 8% of monthly rental income for 20 properties, based on an average monthly rent of £600.

Although there is a target for the first year of bringing 45 new properties onto the scheme, this may not be possible. Therefore, the figures have also been calculated based on only having 25 new properties on the scheme.

Based on 25 properties

25 properties broken down into: 3 x Tenant Find, 11 x PSL Plus, 11 x Full Management

	Worst case scenario	Likely case scenario	Best case scenario
Expenditure	- £230,794	- £24,229	- £2,394
Income	+ £25,696	+ £26,296	+ £26,796
Total	- £205,098	+ £2,067	+ £24,402

The likely case scenario costs are based on the following:

Expenditure

- Claims at the rate of 5% of the full amount of the rent guarantee for each property with a bond and an average monthly rent of £600.
- One bond claim every other month for 12 months, at the rate of £200 per claim.
- Two payments on the return of PSL properties at an average payment rate of £761.50 per property.

Income

- £300 fees for 6 x PSL Plus properties and £200 fees for 5 x PSL Plus properties.
- £30 per week management element added to the rent, for each of 11 properties.
- 8% of monthly rental income for 11 properties, based on an average monthly rent of £600.

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development Review Panel

Date **12 March 2015**

Report of: **Director of Community**

Subject: **CHANGES TO THE SHELTERED HOUSING SERVICE**

SUMMARY

This report provides members with an update of planned changes to the sheltered housing service that sheltered tenants receive from the Council.

RECOMMENDATION

That Panel members note the contents of the report.

INTRODUCTION

1. The Panel received a report on 11 September 2014 titled 'Supporting People – Changes to Budget and Commissioned Services'. The report outlined a loss of funding for our Sheltered Housing Service prompting a review of the Sheltered Housing Team structure and also the Sheltered Housing Service provided to tenants.
2. This report provides members with an update on changes to both the sheltered housing staffing structure and the sheltered housing service provided to tenants.

VISION FOR OLDER PERSONS HOUSING

3. In May 2010 the Council's Executive approved a vision for older persons housing based on a CORE and CLUSTER sheltered housing scheme model.
4. The CORE sheltered housing schemes made up of 35-40 units of accommodation for tenants who would benefit from the support provided by an onsite Sheltered Housing Officer.
5. The CORE schemes would be located in different areas across the borough and ideally positioned in close proximity to shops, medical centres and transport links. The identified CORE schemes are shown in Appendix A.
6. The CLUSTER schemes are generally smaller in size than the CORE schemes and not so well positioned. The tenants living in CLUSTER schemes are generally more independent and have lower level support needs.

PROPOSED SHELTERED HOUSING STAFF STRUCTURE

7. A revised staffing structure has been drawn up for sheltered housing which supports the Council's vision for sheltered housing in the future, and at the same time helps to reduce the cost of service provision in light of the loss of support funding from the County Council.
8. A copy of the proposed staffing structure is shown in Appendix B.
9. At the time of writing the proposed new structure is still at the consultation stage which is due to end on 12 March 2015. A verbal update on the outcome will be provided to panel members at the meeting.

CHANGES TO SHELTERED HOUSING SERVICE

10. From April 2015 changes are being made to the service provided to tenants at Assheton Court, Portchester East; Barnfield Court, Fareham South; Crofton Court, Stubbington; Downing Court, Titchfield Common and Melvin Jones House, Stubbington.
11. All tenants have been notified of the proposed changes and given the opportunity to discuss these collectively or individually and raise any concerns that they may have.
12. At Downing Court a number of tenants with high care and support needs who currently receive help with cleaning, laundry and the provision of a mid-day meal from members of the Sheltered Housing Team will have to make alternative arrangements for these support services.

13. The Sheltered Housing Officer team at Downing Court has in recent weeks been consulting tenants and their family's to put in place other support service arrangements from April.
14. At Melvin Jones House tenants will no longer have access to a full time Sheltered Housing Officer based at the Scheme. At present tenants receive a daily visit but from April a member of the Mobile Sheltered Housing Officer team will be based at the scheme but visit tenants on a weekly basis.
15. Tenants at Melvin Jones House are being consulted individually to assess their particular support needs. It is anticipated that this will result in tenants wanting choice in the service they receive from the Sheltered Housing Officer Team and in some cases a request for rehousing.
16. At Assheton Court, Barnfield Court, Crofton Court and Downing Court tenants will no longer receive a visit at weekends from a member of the Sheltered Housing Officer team.
17. Tenants at Assheton Court, Barnfield Court, Crofton Court and Downing Court will continue to have access to a full time Sheltered Housing Officer based at the scheme Monday to Friday.
18. Tenants living in accommodation supported by the Mobile Sheltered Housing Officer Team will be consulted over the summer on possible changes to the service they receive. The results of any changes may give rise to changes in the future allocation of some accommodation.
19. All sheltered housing tenants will still be able to summon assistance in an emergency via Careline Central Control Centre 24/7 all year round.

RISK ASSESSMENT

20. There are no significant risk considerations in relation to this report

CONCLUSION

21. This report has provided panel members with an update on proposed changes to the Sheltered Housing service from April 2015.

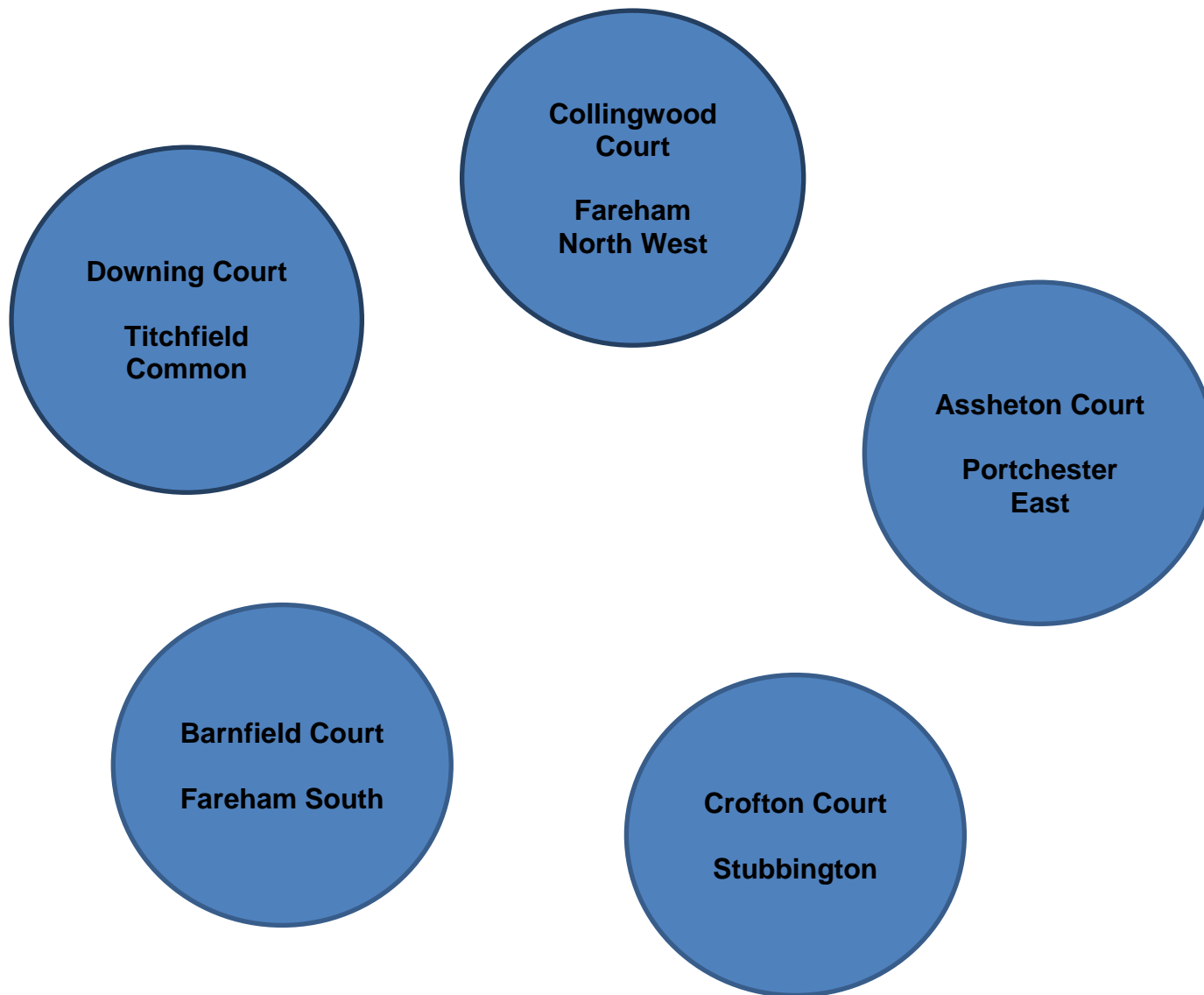
Appendices: Appendix A - CORE schemes
Appendix B – Sheltered Housing Staffing Structure

Background Papers: None

Reference Papers: 'Supporting People – Changes to Budget and Commissioned Services' - Report to HHPDRP – 11 September 2014

Enquiries: For further information on this report please contact Jon Shore (Ext 4540).

Sheltered Housing Service (CORE Schemes)



Proposed Sheltered Housing Staffing Structure (April 2015)

