

FAREHAM

BOROUGH COUNCIL

AGENDA

HOUSING POLICY DEVELOPMENT AND REVIEW PANEL

Date: Thursday, 19 July 2018

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor Mrs K Mandry (Chairman)

Councillor S Dugan (Vice-Chairman)

Councillors I Bastable
S Cunningham
Mrs C L A Hockley
Ms S Pankhurst
Mrs K K Trott

Deputies: L Keeble
J S Forrest



1. Apologies for Absence

2. Minutes (Pages 5 - 8)

To confirm as a correct record the minutes of the Housing Policy Development and Review Panel meeting held on 24 May 2018.

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. Affordable Housing Update (Pages 9 - 10)

To receive a presentation by the Managing Director of Fareham Housing which provides Members with an update on Affordable Housing.

7. Council Housing Repairs and Maintenance Report (Pages 11 - 16)

To receive a report by the Managing Director of Fareham Housing on Council Housing Repairs and Maintenance.

8. Proposed changes to the County Council funded Social Inclusion Services in Fareham (Pages 17 - 34)

To receive a report by the Managing Director of Fareham Housing on the proposed changes to the County Council funded Social Inclusion Services in Fareham.

9. Review of the Work Programme (Pages 35 - 38)

To consider a report by the Managing Director of Fareham Housing, which invites the Panel to review the Work Programme for 2018/19.



P GRIMWOOD
Chief Executive Officer
Civic Offices
www.fareham.gov.uk
11 July 2018

For further information please contact:
Democratic Services, Civic Offices, Fareham, PO16 7AZ
Tel:01329 236100
democraticservices@fareham.gov.uk

FAREHAM

BOROUGH COUNCIL

Minutes of the Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 24 May 2018

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor S Dugan (Chairman)

Councillors: I Bastable, S Cunningham, Mrs C L A Hockley, Ms S Pankhurst,
Mrs K K Trott and L Keeble (deputising for Mrs K Mandry)

**Also
Present:**



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Mrs K Mandry.

2. MINUTES

It was AGREED that the minutes of the Housing Policy Development and Review Panel meeting held on 08 March 2018 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 made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. INTRODUCTION TO THE PANEL, ACHIEVEMENTS, PRIORITIES AND CHALLENGES

The Panel received a presentation from the Managing Director of Fareham Housing which informed Members of the main activities of Fareham Housing, its key achievements in the previous year and outlined the priorities for the next municipal year and beyond. A copy of the presentation is attached to these minutes as Appendix A.

Members were very positive about the creation of the new Fareham Housing department and commented that an excellent team has been put in place to deliver housing related services across the Borough.

The Panel raised concern that the cap on Local Authority Housing Revenue Account borrowing makes it more difficult to increase the supply of housing. Following discussion, it was agreed that the Executive Member for Housing would write to the Minister of State for Housing to put forward the view that the borrowing cap should be removed.

The Managing Director of Fareham Housing was thanked for providing a very interesting and informative presentation and it was AGREED that the content of the presentation be noted.

7. ANNUAL REVIEW OF DISCRETIONARY HOUSING PAYMENTS

The Panel received a report by the Head of Housing and Benefits which provided information and detail about the use of the Discretionary Housing Payment Scheme for the financial year ending 31 March 2018.

It was AGREED that the Panel notes the information contained in the report.

8. REVIEW OF THE WORK PROGRAMME

The Panel considered a report by the Managing Director of Fareham Housing which reviewed the Panel's Work Programme for 2018/19.

Members enquired when they could expect the unallocated items from the work programme to be included in the schedule of meetings. The Managing Director of Fareham Housing advised members that it would not be appropriate to schedule the unallocated items until the overall Housing Strategy for the Borough has been approved by the Executive and adopted by full Council.

Following discussion regarding Housing Association tenancy services, it was agreed that officers would invite the relevant representatives to attend a future meeting of the Panel to provide an update on services provided.

Having reviewed the Work Programme for the year 2018/19 it was AGREED that:

- (a) an item extending an invitation to a Housing Association to attend a Panel meeting to provide an update on their services be added to the 2018/19 Work Programme as an unallocated item; and
- (b) subject to (a) above, the Panel approves the Work Programme for 2018/19.

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

FAREHAM

BOROUGH COUNCIL

Presentation to The Housing Policy Development and Review Panel

Date: 19 July 2018

Report of: Managing Director of Fareham Housing

Subject: Affordable Housing Update

SUMMARY

The purpose of the presentation is to inform members of work underway to progress development on some of the Fareham Housing sites and to provide some further detail on the priorities for the Affordable Housing Strategic Lead over the coming months.

RECOMMENDATION

It is recommended that the Panel Members note the contents of the presentation.

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date **19 July 2018**

Report of: **Managing Director of Fareham Housing**

Subject: **COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT**

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SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects delivered to residents.

RECOMMENDATION

It is recommended that the Panel notes the information contained in the report.

INTRODUCTION

1. This report sets out performance information for the responsive repairs service and provides an update on the delivery of the planned maintenance.
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are also provided

RESPONSIVE REPAIRS SERVICE

3. The Housing Repairs service has applied the 'system thinking' approach across all of the Council housing stock. From 1st April 2015, this system operated in 100% of the Borough. The service is primarily delivered with directly employed operatives, supporting contractors work for the Council where necessary to allow for the mobilisation of the Direct Service Organisation (DSO) and the new system of work.
4. A van stock system and materials delivery service enables efficient delivery of the repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the effectiveness and efficiency of the service and supporting 'what matters' to customers in doing the repair with the least visits as possible.
5. The new approach to the work has enabled the delivery of five key steps that are of value to the customer when they need a repair to their home. These are:
 - i. Collect "Clean information" – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
 - ii. Allocate the work – at the right time, allocate the job to an operative with the right skills
 - iii. Access – attend at the right time, be polite, courteous and presentable
 - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
 - v. Repair – use the right skills and have access to the right materials to fix the problem
6. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
 - (a) Did we turn up when we said we would (at the time convenient to the customer)?
 - (b) Did we get the operative with the right skills to visit the customer first time?
 - (c) Did we do the right repair?
 - (d) How long did we take?
7. A measure to understand how long a job takes to be completed is taken from when a trade operative arrives on the agreed date to when it is finally completed. The average 'end to end' time for a job to be completed from the convenient appointment date for the first five months of 2018 (January-May) was 6.9 days, which is a small improvement on the previously reported figure of 7.0 days. This trend has not

significantly changed since data collection started in January 2017. The total number of jobs undertaken during this period was 3712, with 38% of all jobs being completed on the same day as the customer enquiry.

8. Another measure of performance is the number of workforce appointments that were attended at the time convenient for the customer. Currently this stands at 96%, with the reasons for non-completion of a job ranging from a tenant not being in to materials not suitable/available at the time of work. This is based on data collected since 1 Jan 2018 and reflects an improving trend since previous reporting.
9. A new in-house software system has been developed which is helping the repairs officers deliver the service more efficiently. It also provides improved data collection and accurate performance measures to manage the service. The software links to our asbestos register and provides the necessary information to the operative to enable work to be undertaken in accordance with the regulations.
10. The responsive repairs service is currently attending an average of 36 appointments per day which has decreased from 45 per day since previous reports. This trend reflects the number of longer and more complex jobs that have been undertaken by the team more recently such as:
 - Larger painting jobs (e.g. Downing Court)
 - When the tradesperson attends a job, the description given by the tenant of the problem is not exactly the problem when they attend,
 - What was identified by the tenant as quite a small job could escalate into a much larger job which could take days to repair instead of an hour or so.
11. A proportion of these are undertaken by supporting and specialist contractors. Factors that influence demand can be weather, doing the 'right repair', effective planned maintenance programmes and undertaking necessary & proportionate repairs and improvements when properties are void.

PLANNED MAINTENANCE SERVICE

12. The current planned maintenance projects are being progressed, generally by tender opportunities or utilising existing long-term agreements. Detailed below are both the current and proposed projects:
13. Kitchen and bathroom modernisations are being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
14. A new contract for replacement gas boilers and central heating systems that were provided through an existing arrangement with TSG Building Services are now being provided by the Liberty Group Ltd. The new contract commenced on 12 June 2018 following a procurement process and mobilisation is underway, ensuring that effective communication and information is provided to the customers.
15. A programme for electrical inspections to dwellings and common areas is being undertaken by electrical contractors.
16. Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being

delivered using the Council's own operatives and external contractors.

17. A contract was awarded to replace the existing fire alarm system at Frosthole Close. Work commenced early 2018 and most dwellings have been completed. Work to interface the smoke alarms with the Tunstall assisted living system is continuing and anticipated to be fully complete by the end of the summer.
18. Upgrading CCTV systems at Arras and Menin Houses are now complete. St Julien and Valentine Close Flats were also completed in the first half of 2018.
19. Renewal of rainwater goods and roof maintenance maisonette blocks on Bishopsfield Road, Caen, Vimy and Tebourba Houses have been completed.
20. Works to provide a small number of additional off road parking spaces at Frosthole Close and Castle View Road have been completed.
21. A programme to replace drying area balcony balustrades at blocks of flats in various locations has been completed. These were at Foster Close Flats, St Mary's Road Flats, Coniston Walk Flats, Belvoir Close Flats, St Michaels Road Flats and Assheton Court annex block.

ASSURANCE STATEMENTS

22. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:

(a) Asbestos Management

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials are located. In addition, a typical 30% of the housing stock has been surveyed; records are held in a database and relevant residents informed.

All asbestos containing materials (ACMs) which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

(b) Legionella Management

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

The risk assessment identifies remedial works (where necessary) and outlines a site-specific management plan to prevent the growth and proliferation of the harmful legionella bacteria. Risk assessments are subject to a formal review every 2 years which has just been completed with the current action plans being developed to include any new recommendations.

In-house staff, such as sheltered housing officers, are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections. Clearwater carry out water sampling from applicable calorifiers once a year and there have been no issues identified in recent years.

(c) Fire Precautions and Risk Assessments

Fire risk assessments are held for communal areas of all Council housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations, where installed.

Fire risk assessments are carried out internally on an annual basis, with planned reassessment every 5 years by an external contractor. The internal risk assessments were completed in 2017 with the 2018 programme to review currently on track.

The highest risk areas are within the eight blocks of 24 flats such as Langstone House and Medina House on Redlands Lane. The risks for these areas were classed as tolerable – where there are no major additional controls required. Any areas that were recommended for improvements have been programmed for action. These include installation of updated fire notices in required areas, and training for inspection of fire doors by employees so that this work can be carried out as part of regular inspections carried out on site.

There is planned work to replace the ground floor fire doors in 138 properties of low rise blocks during 2018. Although not a legal requirement, this work is advisable to maintain good practice standards in our housing sites.

In July 2017, a new system was put in place to check all smoke detectors on an annual basis and we have now tested approximately 80% of properties.

(d) Electrical Safety

Electrical inspections to Council homes and common areas will continue working to a 5-year cyclical programme. As part of this programme the electrical engineer will assess the condition of the installation and provide a date on when it should be re-tested, which may extend to 10 years if deemed reasonable.

These inspections are undertaken using external electrical contractors.

Any work that is recommended within the inspection reports are carried out by the inspecting engineer, within a proportionate timescale.

(e) Gas Servicing

In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances are inspected and have an annual Landlord Gas Safety Record (LGSR). The current aim is to service all gas heating appliances every 10 months, allowing for any access difficulties. TSG Building Services Ltd was the appointed gas heating servicing and repairs contractor up until June 2018, when the Liberty Group Ltd took over the contract.

The current compliance figure is 99.78% as of 31 May 2018 with details shown

below:

Properties with a current LGSR	1832
Properties capped at the gas meter	4
Properties without a LGSR - expired within 0 to 3 months	4
Properties without a LGSR - expired within 3 to 6 months	0
Properties without a LGSR - expired within 6 to 12 months	0
Properties without a LGSR - expired over 12 months	0

The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

CONCLUSION

23. This report has provided members with an update on performance monitoring and project delivery information relating to Building Services which Panel Members are asked to note.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Kevin Wright. (Ext 4359)

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date 19 July 2018

Report of: Managing Director of Fareham Housing

Subject: PROPOSED CHANGES TO THE COUNTY COUNCIL FUNDED
SOCIAL INCLUSION SERVICES IN FAREHAM

SUMMARY

Social Inclusion services are the services currently funded by Hampshire County Council for people who are homeless or at risk of homelessness. The County is currently consulting on proposed changes to these services which will deliver £1.8m savings. This report sets out the current provision of such services in Fareham and details of the proposed changes, which if implemented, will take effect from Autumn 2019.

RECOMMENDATION

It is recommended that the Panel notes the content of this report.

INTRODUCTION

1. In November 2017, Hampshire County Council (HCC) agreed a £2m reduction in the Adult's Health and Care budget for Social Inclusion services. These services provide support for homeless people living in supported housing schemes across the county together with community support to vulnerable individuals or families requiring help to access or maintain accommodation.
2. The decision by HCC to reduce funding for social inclusion services from 2019 was part of a set of broader savings options (known as Transformation to 2019 Programme) to reduce spending.
3. Although HCC has no direct statutory responsibilities to deliver homelessness support services, they accept that as these services are relied upon by some of the most vulnerable in society they will continue to invest, albeit at a much-reduced rate.
4. HCC have now launched a public consultation on the proposed changes to the existing homelessness support services which will deliver a financial saving of £1.8 million (the savings figure was reduced following an Equality Impact Assessment in May 2018). This report provides the Panel with details of the proposals and how they may affect the provision of support in Fareham.

ENGAGEMENT - SEPTEMBER 2017 TO DATE

5. In September 2017, HCC set up a Social Inclusion Strategic Review Advisory Group (task and finish). This group, comprising representatives from Adult Social Care, Mental Health and Substance Misuse, Public Health, Children's Services, Probation, Department for Work and Pensions as well as district/borough Housing teams, was tasked with providing input into the reconfiguration of the existing Social Inclusion services in preparation for public consultation.
6. To further support this work, the County also set up a cross-party group (a working group of their Health and Adult Social Care Select Committee), involving a number of County Councillors to provide overview and scrutiny throughout the review of Social Inclusion Services.

PROPOSALS ACROSS HAMPSHIRE

7. HCC are proposing no changes to the funding for supported housing schemes that "*meet the needs of the most vulnerable people who are sleeping rough or most at risk of sleeping rough*". These are the existing intensive supported housing and night shelter services across the county. However, funding for lower level and move-on supported housing will cease, except in some areas that do not have existing intensive support housing and/or night shelters.
8. It is important to note here that only the 'housing related support' such as managing tenancies and money, improving physical and mental health, managing and addressing drug and alcohol issues, finding employment, etc is paid for by HCC. The housing costs are paid for by rent, which for most service users is covered by Housing Benefit. The Government propose to make changes to the way housing costs for supported housing are paid but it is currently unclear what these changes will look like.

9. HCC are also proposing to reduce the existing community-based housing related support services and only fund a targeted service for people moving on from supported housing, those living in lower level or 'move-on' supported housing and single homeless people (including rough sleepers) who are unable to access other sources of support.
10. Furthermore, HCC will only contribute funding to Street Outreach services in areas where the district/borough councils choose to jointly fund this type of service.

CURRENT PROVISION IN FAREHAM

11. Two Saints, the not-for-profit organisation who run the hostel at 101 Gosport Road, are currently under contract to HCC to provide Social Inclusion services across Fareham and Gosport. The contract, which commenced in April 2016 and ends in March 2019, includes the following provision:
 - **Street Outreach:** support for people sleeping rough.
 - **Stage 1 accommodation:** 24/7 support at 101 Gosport Road, Fareham for single homeless people (18 units plus fluctuating number of emergency beds).
 - **Stage 2 accommodation:** short-term supported accommodation at Acton Lodge, West Street, Fareham with a lower level of support for single homeless people (10 units)
 - **Community Support:** short-term housing related support (as detailed in point 8 above) which is not attached to accommodation and available to any person who is homeless or at risk of homelessness regardless of their current housing status.
12. Analysis of the occupancy data supplied by Two Saints shows the number of individuals using the services at 101 Gosport Road and Action Lodge is generally split equally between those with a local connection to Fareham and those with a local connection to Gosport. Similar analysis of the Street Outreach data shows there is a higher number of individuals using this service in Gosport in recent months. The numbers accessing Community Support in Fareham is consistently significantly lower than in Gosport. Full details of can be seen at Appendix A to this report.

IMPACTS FOR FAREHAM

13. The proposals contained within the consultation document confirm HCC's commitment to funding housing related support at 101 Gosport Road but withdraw funding for this service at Acton Lodge.
14. The existing budget for Community Support will be reduced by approx. 80% and the remaining funds will be used for a new community-based housing support service specifically for those who are moving on from 101 Gosport Road, living at Acton Lodge and single homeless people who are unable to access other sources of support. Other groups previously supported will receive homelessness prevention services via our Housing Options Team under the extended requirements within the Homelessness Reduction Act. This work will also be supported by other existing partnerships and initiatives such as The Troubled Families Programme, Early Help Hub etc.

15. A Street Outreach service in Fareham will only continue if co-commissioned and jointly funded by FBC and the County.

CONSULTATION AND DECISION TIMELINE

16. A public consultation opened on 11 June 2018 and will run until 6 August 2018. HCC are seeking views from service users and other interested stakeholders predominately via their website but also through a series of drop in events to be held across the area.
17. A copy of the consultation document can be seen at Appendix B to this report.

CONCLUSION

18. Following analysis of the consultation responses, HCC's Health and Adult Social Care Select Committee will publish their recommendations in November 2018. A final decision will be taken by their Executive Member on 5 December 2018, followed by the procurement and contract work required for the new services to be implemented from August 2019.
19. Once we are clear as to the future provision of HCC funded homelessness support services in Fareham, a further report will be brought to this panel detailing the exact implications and options to consider for ensuring appropriate and affordable support remains available to the homeless and those at risk of homelessness.

Enquiries:

For further information on this report please contact Caroline Newman. (Ext 4645)

Snapshot data – Number of service users supported on 15 May 2017:

	Outreach		101 Gosport Road		Acton Lodge		Community Support	
Total number	25		18		10		158	
	Count	% of total	Count	% of total	Count	% of total	Count	% of total
Fareham	14	56%	8	44%	3	30%	34	22%
Gosport	11	44%	10	56%	7	70%	124	78%

Snapshot data – Number of service users supported on 15 August 2017:

	Outreach		101 Gosport Road		Acton Lodge		Community Support	
Total number	15		19		10		154	
	Count	% of total	Count	% of total	Count	% of total	Count	% of total
Fareham	8	53%	8	42%	1	10%	36	23%
Gosport	7	47%	11	58%	9	90%	118	77%

Snapshot data – Number of service users supported on 15 November 2017:

	Outreach		101 Gosport Road		Acton Lodge		Community Support	
Total number	29*		19		10		166	
	Count	% of total	Count	% of total	Count	% of total	Count	% of total
Fareham	10	34%	9	47%	2	20%	37	22%
Gosport	18	62%	10	53%	8	80%	129	78%

**Includes one service user from outside of HCC area*

Snapshot data – Number of service users supported on 15 February 2018:

	Outreach		101 Gosport Road		Acton Lodge		Community Support	
Total number	51		19*		10		184	
	Count	% of total	Count	% of total	Count	% of total	Count	% of total
Fareham	21	41%	5	26%	5	50%	44	24%
Gosport	30	59%	13	68%	5	50%	140	76%

**Includes one service user from Havant area*

Snapshot data – Number of service users supported on 15 May 2018:

	Outreach		101 Gosport Road		Acton Lodge		Community Support	
Total number	29		20		10		167	
	Count	% of total	Count	% of total	Count	% of total	Count	% of total
Fareham	12	41%	8	40%	6	60%	51	24%
Gosport	17	59%	12	60%	4	40%	116	69%

Consultation on proposed changes to Homelessness Support Services in Hampshire

Questionnaire



Consultation period: 15 June – 10 August 2018

Introduction

Hampshire County Council is seeking the views of service users and other interested stakeholders on proposals to change County Council funded Homelessness Support Services.

Homelessness Support Services (also known as Social Inclusion Services) are housing related support services for people over the age of 18 who are homeless or at risk of homelessness.

The County Council is proposing a model of Homelessness Support Services which focuses on buying services that meet the needs of the most vulnerable homeless people (who are street homeless or at risk of street homelessness) and reduces funding for services for people with less critical needs. This could achieve a proposed budget reduction of £1.8million.

It is strongly advised that you read the Information Pack carefully before completing this questionnaire as it contains important additional information about the proposed changes.

The findings from this consultation will be taken into account by the Executive Member for Adult Social Care and Health when making a decision on the proposed changes to Homelessness Support Services later this year.

The consultation opens on midday Friday, 15 June 2018 and closes at midday on Friday, 10 August 2018.



Privacy notice

Hampshire County Council is seeking to record your views, comments and other information about you through this response form. The information you provide in this questionnaire will only be used to understand views on the proposed changes set out in this consultation. All individuals' responses will be kept confidential and will not be shared with third party processors, but responses from organisations may be published in full. All data will remain within the UK. Responses will be anonymised and summarised in a public consultation findings report. Responses will be stored securely and retained for one year following the end of the consultation before being deleted or destroyed.

Where the information provided is personal information, you have certain legal rights. You may ask us for the information we hold about you, to rectify inaccurate information the County Council holds about you, to restrict our use of your personal information, and to erase your personal data. When the County Council uses your personal information on the basis of your consent, you will also have the right to withdraw your consent to our use of your personal information at any time.

Please see our website **www.hants.gov.uk/privacy** for further details. You can contact the County Council's Data Protection Officer at **data.protection@hants.gov.uk**. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioners Office at **ico.org.uk/concerns**

Q1. Are you responding on your own behalf or on the behalf of an organisation or group? (Please tick one box only)

- ☐ I am providing my own response *(Please go to Q4)*
- ☐ I am providing a response on behalf of an organisation or group *(Please go to Q2)*

Please only complete Q2 and Q3 if you are responding on behalf of an organisation or group.

Q2. Please provide details of your organisation or group (Please write in)

Name of organisation/group	<input type="text"/>
Postcode of organisation/group	<input type="text"/>
Your role	<input type="text"/>

Q3. Which of these best describes the primary function of your organisation or group? (Please tick one only)

- ☐ Charity, voluntary/third sector organisation
- ☐ Housing provider
- ☐ School/college/place of education
- ☐ Local public sector organisation (e.g. district or borough council, emergency services, health services)
- ☐ Local business
- ☐ Social enterprise
- ☐ Other

Please only complete Q4 and Q5 if you are responding as an individual.

Q4. Do you currently use Hampshire County Council's Homelessness Support Services (Social Inclusion Services) or have you used these services in the past? (Please tick one box only. If you need more information about Homelessness Support Services, please read the description on the next page.)

- ☐ I am a current service user
- ☐ I have used these services in the past *(Please go to 'Our proposal')*
- ☐ I have never used this type of service *(Please go to 'Our proposal')*

Q5. Which service are you currently using? (Please tick one box only)

- ☐ Supported housing or hostel with staff on site 24 hours a day
- ☐ 'Lower' level or 'move on' supported housing
- ☐ Community support (visiting service)
- ☐ Community support (drop in)

Our proposal

The County Council currently funds housing related support in three main types of service:

I. Intensive 24/7 supported housing and night shelter services:

These schemes provide short-term housing and support for rough sleepers and people at risk of rough sleeping.

II. 'Lower' level and/or 'move on' supported housing:

These schemes provide short-term accommodation and support for individuals who are homeless and have less critical needs or are ready to move on from a more intensive supported housing service. Whilst some services do have a 24 hour staff presence, most people living in these schemes receive help from a visiting support service.

III. Community support services:

These are support services available to any individual or family who is homeless or at risk of homelessness. Unlike the types of service described above, this support is not 'attached' to accommodation and people can receive help regardless of their current housing status. Services aim to prevent people from becoming homeless and support them to find accommodation if they do.

The County Council would **continue to spend £2.4million on Homelessness Support Services** and our proposal is to prioritise this funding to **directly meet the needs of the most vulnerable homeless people**.

This would mean that we would **continue to fund the intensive 24/7 supported housing and night shelter services** that are used by people sleeping rough or at risk of sleeping rough and **reduce the amount of money spent on services in lower level and 'move on' supported housing and community support by approximately 70%**.

In most cases, support would no longer be 'attached' to 'lower' level and/or 'move on' supported housing, enabling services to be targeted to meet the needs of the most vulnerable.

This would mean that, in addition to the intensive 24/7 supported housing and night shelter services, the County Council would fund community support for:

- people who are moving on from intensive 24/7 supported housing
- people who are living in 'lower' level and/or 'move on' supported housing or moving on from these schemes, and are unable to access support from other sources

- single homeless people and couples with complex support needs who are unable to access support from other sources.

Most people who currently use community support services for help to prevent homelessness would need to seek support from other services.

The County Council would work with the district and borough councils and current service providers to plan the transition to any new arrangements and ensure that people who may be affected by any changes are provided with clear information regarding alternative support services and how to get help to prevent homelessness in the future.

These proposed changes to Homelessness Support Services could achieve £1.8million of savings and contribute to the £56million proposed budget reduction for Adults' Health and Care.

Q6. To what extent do you agree or disagree with the proposal to maintain funding for intensive 24/7 services, and reduce funding for 'lower' level and/or 'move-on' supported housing services and community support services? (Please tick one box only)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. What type of impact do you think the proposed changes to Homelessness Support Services may have? (Please use the box below to tell us how the proposed changes would affect you, your organisation and people who are homeless, or at risk of becoming homeless, in the future)

Q8. If you have any alternative suggestions as to how the County Council could achieve savings through changes to Homelessness Support Services, then please provide these in the box below. (Please write in)

About you

Please only complete this section if your are responding as an individual.

The following few questions will help us to understand the views of different groups of people and how these might vary in different areas of Hampshire. Please be assured that we'll only use your responses for this purpose, and we'll make sure that no individuals can be identified in the reports that we produce.

Q9. Which district of Hampshire do you live in? (Please tick one box only)

- | | |
|------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Basingstoke and Deane | <input type="checkbox"/> New Forest |
| <input type="checkbox"/> East Hampshire | <input type="checkbox"/> Rushmoor |
| <input type="checkbox"/> Eastleigh | <input type="checkbox"/> Test Valley |
| <input type="checkbox"/> Fareham | <input type="checkbox"/> Winchester |
| <input type="checkbox"/> Gosport | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> Hart | <input type="checkbox"/> I do not live within Hampshire |
| <input type="checkbox"/> Havant | <input type="checkbox"/> Prefer not to say |

Q10. What is your current accommodation status? (Please tick the box that best describes your current accommodation status)

- ☐ Supported housing/homeless hostel (24 hour staff support)
- ☐ Other supported housing
- ☐ Staying with friends
- ☐ Street homeless
- ☐ Sleeping in car
- ☐ Tenancy - private rented
- ☐ Tenancy - registered social landlord
- ☐ Tenancy - local authority
- ☐ Bed and Breakfast
- ☐ Other temporary accommodation
- ☐ Owner occupier
- ☐ Living with parents
- ☐ Other
- ☐ Prefer not to say

For 'Other', please describe in the box below:

Q11. What is your current relationship status? (Please tick one box only)

- | | |
|-------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Single | <input type="checkbox"/> Other |
| <input type="checkbox"/> Married or co-habiting | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Family with children | |

For 'Other', please describe in the box below:

Q12. Are you? (Please tick one box only)

- | | |
|---------------------------------|--------------------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Other |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |

For 'Other', please describe in the box below:

Q13. What was your age on your last birthday? (Please tick one box only)

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------------------|
| <input type="checkbox"/> 16-17 years | <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 75+ years |
| <input type="checkbox"/> 18-21 years | <input type="checkbox"/> 45-54 years | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 22-24 years | <input type="checkbox"/> 55-64 years | |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 65-74 years | |

Q14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?
(Please tick one box only)

- | | |
|----------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Yes, a lot | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, a little | <input type="checkbox"/> Prefer not to say |

Q15. What is your ethnic group? (Please tick the option that best describes your ethnic group or background)

White

- ☐ English, Welsh, Scottish, Northern Irish, British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background

Black/African/Caribbean/Black British

- ☐ British
- ☐ African
- ☐ Caribbean
- ☐ Any other Black background

Asian/Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Nepalese
- ☐ Chinese
- ☐ Any other Asian background

Mixed/multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed background

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group

- ☐ **Prefer not to say**

Thank you for taking the time to respond to this consultation.

This consultation will close at midday on Friday, 10 August 2018.

Please use the Freepost envelope provided to return your response to Hampshire County Council. If you do not have one, please send your response to '**Freepost HAMPSHIRE**', writing 'AS Consultation' on the back of the envelope.

Your feedback will help to inform the decisions regarding changes to services to be made by the Executive Member for Adult Social Care and Health later in the year.

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date **19 July 2018**

Report of: **Managing Director of Fareham Housing**

Subject: **REVIEW OF THE WORK PROGRAMME 2018/19**

SUMMARY

At its meeting on 24 May 2018, the Housing Policy Development and Review Panel reviewed and amended the Work Programme for 2018/19.

RECOMMENDATION

It is recommended that the Panel:-

- (a) further reviews the Work Programme for the year 2018/19;
- (b) adds to the programme any proposed additional items agreed generally by the Panel or put forward by individual Members and accepted by the Panel; and
- (c) approves the Work Programme for 2018/19

INTRODUCTION

1. At the last meeting of the Panel on 24 May 2018, Members reviewed and agreed the Work Programme for 2018/19. A copy of the revised 2018/19 Work Programme is attached as Appendix A.

REVISIONS TO THE CURRENT WORK PROGRAMME 2017/18

2. As agreed at the last meeting of the Panel, Members are asked to note the addition of an item to the Unallocated Items section of the Work Programme to extend an invitation to a Housing Association to attend a future meeting of the panel to provide an update on services provided.
3. In addition, Members are asked to note that with the agreement of the Chairman, a standing item entitled 'Affordable Housing Update' has been added to the agenda for each meeting for the remainder of the municipal year.

RISK ASSESSMENT

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

CONCLUSION

5. The Panel is invited to review and approve the proposed Work Programme for 2018/19 and, as appropriate, add to the programme any proposed additional items agreed generally by the Panel or put forward by individual Members and accepted by the Panel.

Appendices: **Appendix A** – Housing Policy Development and Review Panel Work Programme for 2018/19

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Paul Doran. (Ext 4572)

APPENDIX A

HOUSING POLICY DEVELOPMENT AND REVIEW PANEL DRAFT WORK PROGRAMME FOR 2018/19

<u>MEETING DATES FOR 2018/19</u>	
24 May 2018	Introduction to the Panel, achievements, priorities & challenges Annual Review of Discretionary Housing Payments Review of Work Programme 2018/19
19 July 2018	Affordable Housing Update Council Housing Repairs and Maintenance Report Proposed changes to the County Council funded Social Inclusion Services in Fareham Review of Work Programme 2018/19
20 September 2018	Affordable Housing Update Tenancy Management Report Empty Properties Report Review of Work Programme 2018/19
15 November 2018	Affordable Housing Update Update on Homelessness Update on Fire Issues and Precautions Review of Work Programme 2018/19
24 January 2019	Affordable Housing Update Review of Farelets Council Housing Repairs and Maintenance Report Preliminary review of Work Programme for 2018/19 and preliminary draft Work Programme for 2019/20
07 March 2019	Affordable Housing Update Tenancy Management Report Final Review of Work Programme for 2018/19 and draft Work Programme for 2019/20

Unallocated Items

New Allocations Policy (draft)
 New Allocations Policy – Consultation Results
 New Homelessness & Housing Options Strategy (draft)
 Invitation to a Housing Association to provide an update on services.

