



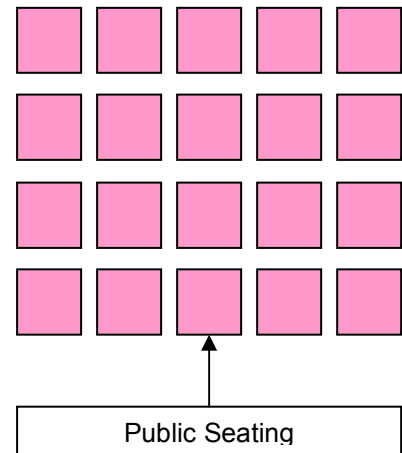
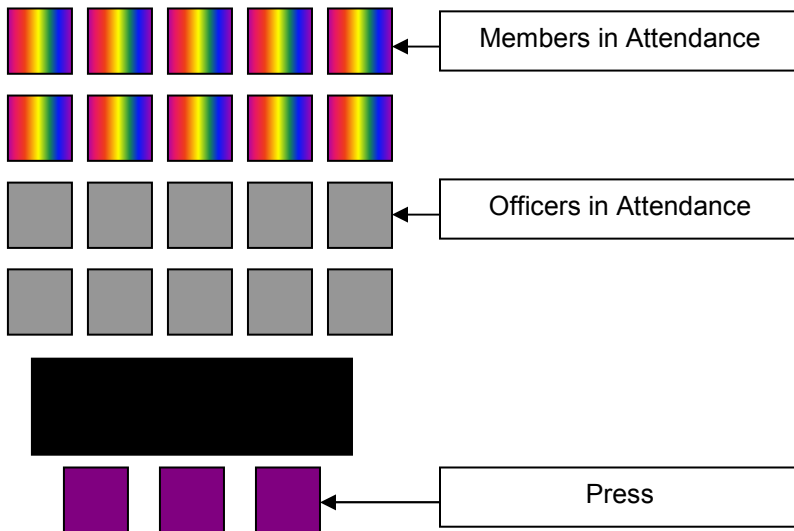
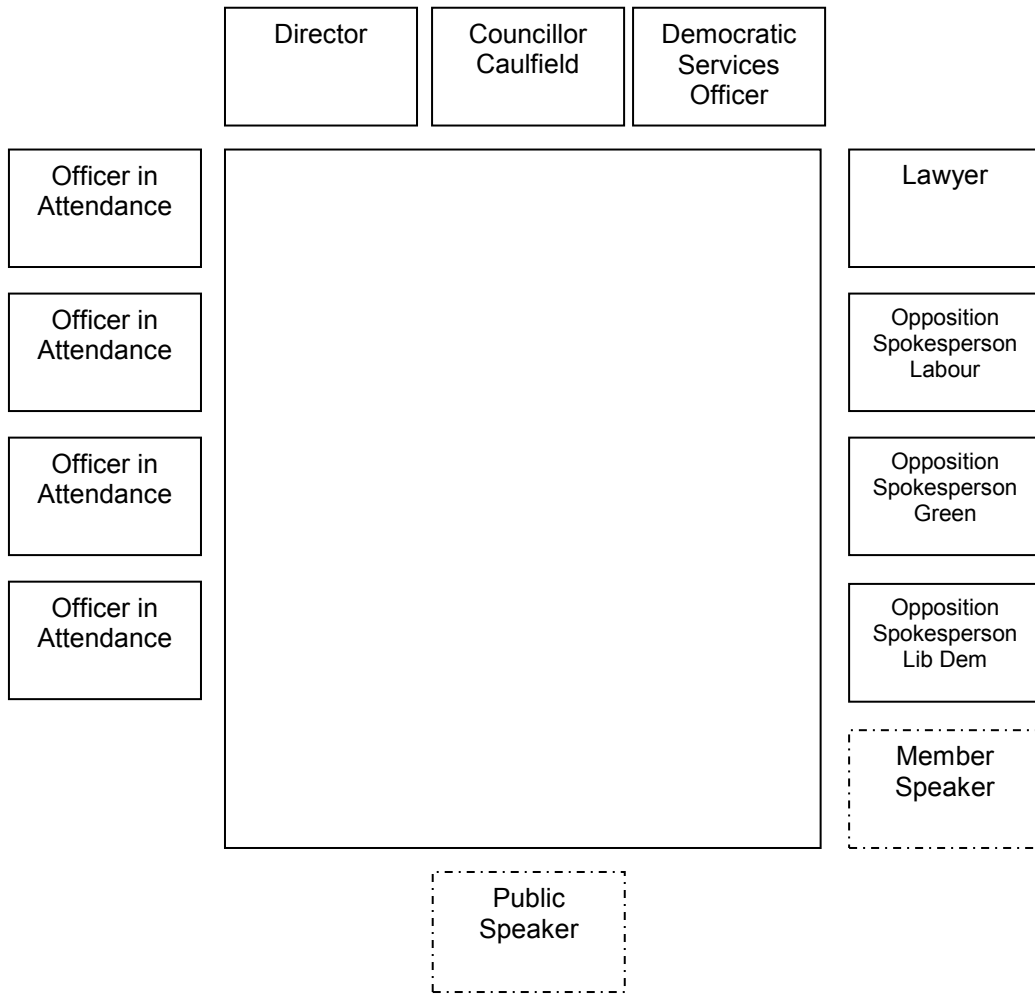
Brighton & Hove
City Council

Cabinet Member Meeting

Title:	Housing Cabinet Member Meeting
Date:	9 September 2009
Time:	4.00pm
Venue	Committee Room 3, Hove Town Hall
Members:	Councillor: Caulfield (Cabinet Member)
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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Democratic Services: Meeting Layout



AGENDA

30. PROCEDURAL BUSINESS

- (a) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (b) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

31. MINUTES OF THE PREVIOUS MEETING

1 - 14

Minutes of the Meeting held on 17 July 2009 (copy attached).

32. CABINET MEMBER'S COMMUNICATIONS

33. ITEMS RESERVED FOR DISCUSSION

- (a) Items reserved by the Cabinet Member
- (b) Items reserved by the Opposition Spokespersons
- (c) Items reserved by Members, with the agreement of the Cabinet Member.

NOTE: Public Questions, Written Questions from Councillors, Petitions, Deputations, Letters from Councillors and Notices of Motion will be reserved automatically.

34. PETITIONS

No petitions have been received by the date of publication.

35. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 2 September 2009)

HOUSING CABINET MEMBER MEETING

No public questions have been received by the date of publication.

36. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 2 September 2009)

No deputations have been received by the date of publication.

37. LETTERS FROM COUNCILLORS

No letters have been received.

38. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

39. NOTICES OF MOTIONS

No Notices of Motion have been referred.

40. MINUTES OF THE ADULT SOCIAL CARE & HEALTH HOUSING OVERVIEW & SCRUTINY COMMITTEE 15 - 22

Minutes of the meeting held on 18 June 2009 (copy attached).

41. 12 SHENFIELD WAY - FEEDBACK ON CONSULTATION 23 - 32

Report of Director of Adult Social Care & Housing (copy attached).

Contact Officer: Tracy Mair Tel: 01273 295544
Ward Affected: Hollingdean & Stanmer;

42. AMENDMENT TO ALLOCATIONS POLICY 33 - 68

Report of Director of Adult Social Care & Housing (copy attached).

Contact Officer: Sylvia Peckham Tel: 293318
Ward Affected: All Wards;

43. SOCIAL EXCLUSION STRATEGY PILOT 69 - 152

Report of Director of Adult Social Care & Housing (copy attached).

Contact Officer: Emma Gilbert Tel: 291704
Ward Affected: All Wards;

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

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

HOUSING CABINET MEMBER MEETING

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Tuesday, 1 September 2009

BRIGHTON & HOVE CITY COUNCIL

HOUSING CABINET MEMBER MEETING

4.00pm 17 JULY 2009

COMMITTEE ROOM 3, HOVE TOWN HALL

MINUTES

Present: Councillor Caulfield (Cabinet Member)

Also in attendance: Councillor Simpson (Opposition Spokesperson)

Apologies: Councillor Wrighton (Opposition Spokesperson – Green Party)

PART ONE

14. PROCEDURAL BUSINESS

14 (a) Declarations of Interests

14.1 There were none.

14 (b) Exclusion of Press and Public

14.2 In accordance with section 100A of the Local Government Act 1972 (“the Act”), the Cabinet Member considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the business to be transacted or the nature of the proceedings, that if members of the press and public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100I(1) of the Act).

14.3 **RESOLVED** - That the press and public be not excluded from the meeting.

15. MINUTES OF THE PREVIOUS MEETING

15.1 **RESOLVED** – That the minutes of the Housing Cabinet Member Meeting held on 3 June 2009 be agreed and signed by the Cabinet Member.

16. CABINET MEMBER'S COMMUNICATIONS**Repairs Contract**

- 16.1 The Cabinet Member reported that she was pleased to announce that Cabinet had agreed the appointment of Mears to the new Housing Repairs, Refurbishment and Improvement Strategic Partnership. Mears had promised that Brighton & Hove would be their flagship partnership providing an excellent level of quality and customer service.
- 16.2 As well as bringing an improved service and value for money the contract would bring a number of other benefits to the city including 200 apprenticeships.
- 16.3 The Cabinet Member took the opportunity to thank the Asset management Panel for their hard work in supporting the procurement and participating in the evaluation of bids. The Cabinet Member also thanked the officers who had help in the setting up of the partnership.

Audit Commission

- 16.4 The Cabinet Member reported a letter had been sent to the Audit Commission regarding the number of acronyms and abbreviations contained in their report on the advice and assistance visit. Meanwhile, a glossary was contained in the report to this meeting. The glossary would also be attached to the minutes of this meeting.

17. ITEMS RESERVED FOR DISCUSSION

- 17.1 **RESOLVED** – That with the exception of the items reserved (and marked with an asterisk), the recommendations and resolutions contained therein be approved and adopted without debate.

18. PETITIONS

- 18.1 There were none.

19. PUBLIC QUESTIONS

- 19.1 There were none.

20. DEPUTATIONS

- 20.1 There were none.

21. LETTERS FROM COUNCILLORS

- 21.1 There were none.

22. WRITTEN QUESTIONS FROM COUNCILLORS

- 22.1 There were none.

23. NOTICES OF MOTIONS

23.1 There were none.

24. MINUTES OF THE ADULT SOCIAL CARE & HEALTH HOUSING OVERVIEW & SCRUTINY COMMITTEE

24.1 The Cabinet Member considered the minutes of the Adult Social Care & Housing Overview & Scrutiny Committee held on the 7 May 2009 (for copy see minute book).

24.2 **RESOLVED** – That the minutes be noted.

24a MINUTES OF THE HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

24a.1 The Cabinet Member considered the minutes of the Housing Management Consultative Committee held on the 22 June 2009 (for copy see minute book).

24b.2 **RESOLVED** – That the minutes be noted.

25. LOCAL LETTINGS PLAN - GENERAL NEEDS HOUSING

25.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which reported that the Council had to regularly review and adopt Local Lettings Plans in order to be legally compliant and ensure that the plans met the council's objectives. Current arrangements had been reviewed and new proposals considered as set out in the report. There had been extensive stakeholder consultation, the outcome of which was included in the report (for copy see minute book).

25.2 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:

- (1) That the restrictions favouring households without young children are removed. Where problems associated with child density exist in a specific block or estate, then temporary Local Letting Plans of up to 12 months may be agreed by the Cabinet Member for Housing. The impact of this will be reviewed after 12 months operation.
- (2) That all restrictions preventing letting of one bedroom property to single people are removed. This policy, no longer implemented, still formally applies to a few blocks and therefore should be formally revoked.
- (3) That a pilot Local Lettings Plan of 12 months duration be agreed whereby up to 25% of property with two bedrooms or more in nine key deprived areas are designated for households where at least one adult has been in paid employment for a minimum of 16 hours a week for at least three months. Mobility standard flats are excluded. The eight areas are: South Whitehawk, Central Whitehawk, North Whitehawk, Central Moulsecoomb, East Moulsecoomb, Knoll, Hangleton, Hollingdean and Tarnar. This will help increase economic balance within the most

deprived communities where few people work and benefit dependency is viewed as the norm.

- (4) That a pilot Local Lettings Plan over a 12 month period be agreed whereby up to 20 ground and first floor flats are identified as lets where preference will be given to tenants in the same block who need to move to a lower floor to meet needs associated with lessening mobility and/or for personal safety as part of a Personal Evacuation Plan. Mobility standard flats are excluded unless the transferring tenant has a specific need for that type of property. This will be reviewed after 12 months.

26. LOCAL LETTINGS PLAN FOR SHELTERED HOUSING

- 26.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that set out the Proposed Local Lettings Plan for council sheltered housing. The proposed Local Lettings Plan had been requested by tenants through the Chairman's Focus Group (2008) and Sheltered Housing Action Group.
- 26.2 It was envisaged that the Proposed Local Lettings Plan would help make more efficient use of the councils' sheltered housing stock, and improve support for vulnerable older people who needed to move within sheltered housing (for copy see minute book).
- 26.3 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:
- (1) That when allocating vacant Brighton and Hove City Council sheltered housing units, priority is firstly given to BHCC sheltered housing tenants who need to move within the same scheme and secondly to existing BHCC sheltered housing tenants who need to move to another scheme. Where a flat has significant disabled adaptations, the incoming tenant must be in need of these.
- (2) That where there are no bids for two bedroom sheltered housing from eligible households assessed as needing two bedrooms then the unit can be offered to qualifying two person households with an assessed need for one bedroom. Where no such households bid, then the unit may be offered to a single person eligible for sheltered housing.
- (3) That the restriction preventing letting of sheltered flats to people with a partner or carer aged under 60 is removed. A sole tenancy would be offered to the person who is over 60.
- (4) That a new process of assessment to better ensure risk is appropriately managed, that support needs of new residents can be met fully and promote greater balance of support need within and between schemes, is introduced in September 2009.

27. AUDIT COMMISSION - ADVICE & ASSISTANCE VISIT

- 27.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which provided the results of the advice and support work provided by the Audit Commission during March 2009 (for copy see minute book). The report

further provided an action plan to take forward the recommendations made by the Audit Commission following their visit in March 2009.

27.2 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendation:

(1) That the contents of the report be noted and that the action plan be agreed to meet the recommendations from the visit.

28. **25 YEAR MANAGEMENT AGREEMENTS - TEMPORARY ACCOMMODATION ***

28.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which sought a general authority for the Director of Adult Social Care & Housing to enter into Management Agreements of up to 25 years for the purposes of providing accommodation for households who would otherwise be homeless or overcrowded (for copy see minute book). The scheme would provide an alternative to the existing medium-term arrangements that the Council used for leasing property thereby providing more settled and secure accommodation.

28.2 Councillor Simpson stated that she could see the benefit for tenants of moving into accommodation for a longer period. However, she was surprised if many private landlords would be interested in such a long term let. The Assistant Director of Housing replied that the landlords' preference was for 25 years leases. This would be an opportunity of gaining family sized units. There would be a break clause on both sides.

28.3 Councillor Simpson asked what happened in relation to housing benefit when a family had lived in a house for a long time and the children left home. The Assistant Director of Housing replied that the allocations policy had changed. Families who worked would have a higher priority for alternative housing.

28.4 The Cabinet Member stated that the proposals were an advancement on the 10 year management arrangements. She had spoken to tenants who considered that 10 years was not long enough for their security.

28.5 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:

(1) That the Council be authorised to enter into Management Agreements for up to 25 years in accordance with the terms of the report.

(2) That authority be delegated to the Director of Adult Social Care & Housing to negotiate the final Heads of Terms with each landlord in consultation with the council's Valuer, the Head of Law and Finance and Property.

29. **EXPENDITURE OF THE 2009/10 PRIVATE SECTOR RENEWAL GRANT ALLOCATION AND DISABLED FACILITIES GRANT ALLOCATION ***

29.1 The Cabinet Member considered an information report of the Director of Adult Social Care & Housing which reported that Brighton & Hove Council was the lead

authority for the delivery of the 2008-2011 Private Housing Renewal Programme for Brighton and Hove and East Sussex (The BEST consortium). The consortium received funding from the Regional Housing Board (RHB) and received the largest allocation of funding across the South East for 2009/10 (£8m).

- 29.2 The Disabled Facilities Grant (DFG) was individual government grants towards capital spending on providing disabled adaptations to housing. The DFG grant covered 60% of the DFG expenditure and Local Authorities had to meet 40% from their own resources. Brighton & Hove City Council used monies from RHB grant to “top up” this 40% contribution.
- 29.3 Councillor Simpson stated that the additional funding was good news. It was excellent that the number of grants had doubled since 2005/06. However, she had a concern about how long it took for people to get disabled facilities provided after an assessment. It sometimes took two years before work was carried out. She asked how this process could this be speeded up.
- 29.4 The Cabinet Member replied to explain that a paper would be submitted to the next Cabinet Member Meeting to see if the process could be more streamlined. The Adult Social Care & Housing Overview and Scrutiny would also be looking at this matter.
- 29.5 The Head of Housing Strategy and Development and Private Sector Housing explained that the situation had improved however there was always scope for improvement. There was now an integrated approach. Housing Options would look at the different ways of dealing with this matter.
- 29.6 Councillor Simpson asked why people had to wait so long for level access showers when it was obvious that people needed them. It sometimes took two years for the showers to be installed.
- 29.7 The Cabinet Member explained that the new repairs contract would be able to concentrate on more complex matters. The Assistant Director of Housing stressed that some cases could be extremely complicated with very specific medical needs. There were issues about how officers liaised with the Children & Young People Department. The aim was to give people long term security with 25 year leases.
- 29.8 Councillor Simpson appreciated some cases were complex but stressed that there were more straightforward cases, such as older people who could not get into a bath. The Director of Adult Social Care & Housing explained that officers were looking at a more holistic approach to meeting people’s needs. Officers had to deal with more complex cases such as people with motor neurone disease and these applications could take several years to process. Meanwhile, people in Brighton & Hove did have access to level access showers. Members of the public in many other parts of the country did not have the same access. The Director reported that the Care Quality Commission was pleased that the waiting times had gone down. The Cabinet Member was pressing to get work done on getting level access showers and the council still wanted to provide them.

29.10 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:

- (1) That it is noted that the council received £4,209,600 Private Housing Renewal Grant from the Regional Housing Board for 2009/10, through the BEST consortium. This will be spent in accordance with the provisions of the Regulatory Reform (Housing Assistance) Order 2002 following Cabinet approval.
- (2) That it is noted that the remaining grant money, £3,790,400 will be allocated to the council's BEST partner authorities in East Sussex according to an agreed split of funds following Cabinet approval.
- (3) That the development of the use of affordable home improvement loans for some owner-occupiers with the council's South Coast Money Line be noted.
- (4) That it is noted that the Disabled Facilities Grant allocation for 2009-10 is £660K.

The meeting concluded at 4.25pm

Signed

Chair

Dated this

day of

Audit Commission - Glossary for inspection reports

Acceptable Behaviour Contracts (ABCs) are voluntary contracts drawn up between the Council and children or the parents of children causing nuisance. They set out what behaviour is expected of the children and what action the Council will take if the child or children continue to cause the nuisance.

Accredited landlord scheme (ALS) is an initiative which encourages landlords to meet quality standards in order to participate in rent deposit and other schemes.

Arms Length Management Organisation (ALMO) is a company set up to manage and improve council housing stock. It is owned by the local authority but operates under a management agreement between it and the local authority.

Anti-Social Behaviour Orders (ASBOs) are legal measures to protect the public against ASB. Breach of the order by an individual or group is a criminal offence

BICS is a qualification provided by the British Institute of Cleaning Science

Browsealoud: an internet-based facility which reads web pages for people with visual impairments.

Capital receipts are moneys received from the sale of capital assets, such as council homes.

Charter Mark: The Charter Mark scheme aims to help public sector organisations make improvements in the delivery of services, from the point of view of service users.

The Comprehensive Area Assessment (CAA) provides an independent assessment of the prospects for local areas and the quality of life for people living there. It will assess and report how well public money is spent and will ensure that local public bodies are accountable for their quality and impact

CORE (Continuous Recording of Lettings and Sales). This is the collection of data about the characteristics of new social housing tenants and the properties they occupy.

CP12s are gas appliance safety certificates. All tenants should have their gas appliances serviced every 12 months, and are provided with a CP12 certificate to confirm this.

CPA: The Comprehensive Performance Assessment is an assessment for councils used to provide an overall score for the quality of services and the council's ambitions, forward planning, etc. This is being replaced by CAA in 2009.

The Disability Discrimination Acts (DDA) 1995 and 2005 aim to end discrimination against disabled people and require that public buildings should be made accessible for people with disabilities

The Disability Facilities Grant (DFG) is a statutory grant made available to help people with a disability adapt their home to meet their needs.

The Decent Homes Standard (DHS) is the government's published standards for all social housing. This means that they are wind and water tight, and have reasonable thermal efficiency and modern facilities.

Dilapidations refers to payments made to private landlords for damages to their properties at the end of the lease, over and above normal wear and tear.

Empty Dwelling Management Orders (EDMOs). This is a discretionary power for local authorities to take over the management of long-term privately owned empty homes.

Energy performance certificates (EPCs) give homeowners, tenants and buyers information on the energy efficiency of their properties

Equality Impact Assessments (EIAs) assess the impact of policies and practice on different community groups.

Housing Association Leasing Scheme. This is a scheme under which housing associations lease properties from private sector owners and relet them to people in housing need (e.g. homeless people). The housing association has a contract with both the private sector landlord and the tenant.

Housing Associations as Managing Agent (HAMA)). This scheme encourages private sector landlords to allow housing associations to manage their property, often on a short term basis. The association then let the properties to people in housing need.. However, the association only has a contract with the landlord.

The Housing Revenue Account (HRA) is a separate account used only for council housing.

The Housing Health and Safety Rating System (HHSRS) is a risk assessment tool used to assess potential risks to the health and safety of residents in their homes.

Investors in People (IiP) is a national standard for the training and development of people in the workplace.

The Local Government Equality Standard (LGES) is a tool for local authorities to ensure that their equality and diversity work is mainstreamed at all levels. The equality strands are age, ethnicity, gender, sexuality, faith and disability.

A Large Scale Voluntary Transfer (LSVT) is created when all or part of a council's properties are transferred to another organisation, usually a registered social landlord.

Leasehold Valuation Tribunals (LVTs) have jurisdiction where leaseholders experience management problems and service charge disputes.

Local Strategic Partnerships (LSPs) are a mechanism for joining up public services at an authority wide level. Their purpose is to bring together public, private, voluntary and community sectors in a single framework.

Nominations agreements: Councils are required to have a nominations agreement with Housing Associations in their areas. The agreement outlines for example the proportion of vacant properties the association must offer to the council

Notice of Seeking Possession (NOSP) is a legal document served on residents who have breached their tenancy conditions.

A 'partnering' contract is a contract where contractor and the Council agree to work together to share ideas and improve services.

In a Private Finance Initiative (PFI) transaction, a private sector service provider is given responsibility for designing, building financing and operating assets, from which a public service is delivered.

Possession claims on line (PSOL). This is a way of landlords making or responding to certain types of possession claim on the internet.

Private Sector Leasing (PSL) is a scheme whereby a council rents properties from the private sector and uses them to house homeless households

Respect Standard for Housing Management. The Respect Standard outlines the core components essential to delivering an effective response to anti-social behaviour and building stronger communities

RTB 2: this notice must be served by councils when they receive a Right to Buy (RTB) request from a tenant. There are national deadlines which govern how quickly councils must serve the RTB2.

Rent restructuring is a system to calculate rents introduced by the government. The objective is to secure broadly comparable rents for local authorities and housing associations in different local authority areas by 2012.

Standard Assessment Procedure (SAP) is a measure of the energy efficiency of homes.

Section 125 notices: these advise new leaseholders of council properties (following the right to buy) what major works will be carried out within the first five years of their lease. If accurate information is not contained in the notice, the landlord is unable to recharge leaseholders the full amount for these works.

Section 20 notices are served on leaseholders to consult them about the costs of works. Incorrect or non-service of these notices means that the landlord cannot recover all costs of the works.

Section 193 properties refer to low demand council properties used as temporary accommodation for homeless households

Secure by design involves the layout of areas and the use of products that make it harder for crimes to be committed.

Service Level Agreement (SLAS) are agreements between two organisations/departments covering the services provided by one to the other.

SMART: specific, measurable, agreed, realistic and time-bound

STATUS surveys are standardised resident surveys based on guidance from the National Housing Federation.

Supporting People is a programme which funds services that help vulnerable people live independently in their accommodation.

Tenant Compacts are locally negotiated agreements between councils and their tenants setting out how they can get involved in decisions that affect them.

Tenant Management Organisations (TMOs) are formally constituted organisations, made up of tenants who take on responsibility for day-to-day management of their housing from their landlords.

A transfer chain refers to an offer of accommodation which sets up a chain of moves. For example, a tenant moving to a three bedroom property will vacate a two bedroom property. The person moving to this two bedroom property will release a one bedroom property.

Glossary of abbreviations and acronyms used in the Audit Commission Presentation & Action Plan

AMP	Asset Management Panel
BME	Black & Minority Ethnic
BP's	Business Plans
DD	Direct Debit
DDA	Disability Discrimination Act
DHP's	Discretionary Housing Payments
EIA's	Equality Impact Assessments
FTA's	Former Tenant Arrears
FT Arrears	Former Tenant Arrears
GMT	Group Management Team
HB	Housing Benefit
HI team	Housing Income Team
HIM	Housing Income Management
HIMT	Housing Income Management Team
HMCC	Housing Management Consultative Committee
HRABP	Housing Revenue Account Business Plan
ICT	Information & Communication Technology
IMWG	Income Management Working Group
IT	Information Technology
OHMS	Open Housing Management System (computer software system)
PI's	Performance Indicators
PID	Project Initiation Document
RI	Resident Involvement
SIP	Service Improvement Plan
SMART	S pecific, M easurable, A chievable, R ealistic, T ime
TCMG	Tenant Compact Monitoring Group
TP Compact	Tenant Participation Compact
TRA's	Tenant & Resident Associations
VfM	Value for Money
WG's	Working Groups

BRIGHTON & HOVE CITY COUNCIL

ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE

4.00PM 18 JUNE 2009

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Meadows (Chairman); Wrighton (Deputy Chairman), Allen, Barnett, Older, Pidgeon, Smart and Taylor

PART ONE

1. PROCEDURAL BUSINESS

1A. Declarations of Substitutes

1.1 Councillor Averil Older was substitute for Councillor Geoff Wells.

Councillor David Smart was substitute for Councillor Tony Janio.

1B. Declarations of Interest

1.2 There were none.

1C. Declarations of Party Whip

1.3 There were none.

1D. Exclusion of Press and Public

1.4 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

1.5 RESOLVED – That the press and public be not excluded from the meeting.

2. MINUTES OF THE PREVIOUS MEETING

- 2.1 **RESOLVED** - That the minutes of the meeting held on 7 May 2009 be approved and signed by the Chairman.

3. CHAIRMAN'S COMMUNICATIONS

- 3.1 The Chairman said that the recommendations from the studentification ad hoc panel had now been referred to the Strategic Housing Partnership. The Chairman had asked the Head of Overview & Scrutiny to get an update for the Committee.

The Dementia Select Committee had held its first meeting on 12 June 2009. This was very timely because the city had recently been short-listed to be a demonstrator site for dementia. Brighton and Hove would receive extra funding if the bid were successful.

4. PUBLIC QUESTIONS

- 4.1 There were no public questions.

5. LETTERS FROM COUNCILLORS & NOTICES OF MOTION

- 5.1 There were no letters or Notices of Motion from Councillors.

6. MEMBER DEVELOPMENT SESSION ON SHORT-TERM SERVICES REVIEW

- 6a The Director of Community Care presented a member development session on the Short Term Service Review and responded to members' questions.
- 6b Members heard that planning permission had been agreed for a 100-bed site at William Moon Lodge, the Linkway, Brighton which offers potential for the city to meet some of the requirements in relation to joint provision and demand.
- 6c Members asked whether, when a patient was placed in a hospital outside the city, consideration was given to the distance that family members would have to travel to visit them. The Director of Community Care explained that all stroke rehabilitation beds had been moved to Princess Royal Hospital in Haywards Heath, though work was carried out to enable patients to move back to the city so that they could finish their rehabilitation at the best location for them.
- 6d Members commented that, when the decision had been made to move the beds from Brighton General Hospital to Newhaven Downs, they had been assured that this would be a temporary move. Members expressed concerns if this were no longer the case as this would have an impact on the patient and their families. The Director of Community Care said that work was under way to look at options for the move.
- 6e Members asked about the Nevill Hospital site as several had heard rumours that it would be closing. Could it be possible to use the building as a rehabilitation centre, with some modernisation; The Director of Community Care said that the hospital was

currently used for patients with mental health issues; she was aware that there were discussions about the future use of the site.

- 6f The Strategic Commissioner for Mental Health for the PCT, spoke to the Committee. The Strategic Commissioner explained that a colleague had previously attended a Health Overview & Scrutiny Committee meeting to speak about the provision of mental health beds, and that they had discussed a range of options. One of those options was to move people with functional mental health to Millview hospital. However it was recognised that Millview was unsuitable for people with dementia, due to the nature of the other patients in the hospital, so there would need to be discussions about what would happen to those patients, if this option were taken further. The Strategic Commissioner clarified that all of the options needed to be scrutinised within the PCT initially, and were not yet at the stage for public consultation. The PCT was working with colleagues at the Sussex Partnership Foundation Trust on the full range of options, aiming to have these completed by the end of July 2009. The Committee agreed that they would like to invite the PCT to the next ASCHOSC meeting to talk about the plans for the site.
- 6g Members asked about whether any planning was underway for what would happen in the event of a heat wave, in a similar way to the planning that was underway for winter conditions. The Director of Community Care explained that planning was taking place for heat waves, for winter and for swine flu. It was essential to identify vulnerable service users and ensure that they had the correct facilities; this was work that the independent sector was also carrying out. There was a set of shared criteria to assess the most vulnerable residents, ensuring that those most in need would be seen first.
- 6h **AGREED:** that the PCT be invited to the next ASCHOSC meeting to talk about the plans for the Nevill hospital site.

(At the Committee meeting, Item 12 was heard next, as Councillor Caulfield was able to attend the meeting earlier than anticipated.)

7. HOUSING ADAPTATIONS

- 7a The Head of Housing Strategy and Development presented a report on housing adaptations in the city and responded to Members' questions. Members heard that there were a number of key issues to be taken into account, including the rising demand for adaptations, the need to make the best use of resources, and the drive to improve customer service by reducing waiting times.
- 7b Members commented that they had noticed that Occupational Therapists (OT) were able to attend households much more quickly than in previous years and that in some cases adaptations were happening within months, which was a noticeable improvement. The Head of Housing Strategy and Development said that there were many more ways for residents to access the adaptations service. There were currently 88 people waiting for an OT assessment, with approximately 30 more being added each month.

Members said that it would be useful to know how many people had been waiting for what period of time. The Head of Housing Strategy and Development agreed that this would be useful information and said that he would look into providing it.

- 7c Members asked whether adaptations were checked after installation. The Head of Housing Strategy and Development said that this was standard practice for council properties but there were different arrangements for private residents. In these circumstances, the council had more of an arms-length approach. The contract for work was between the resident and the contractor, with the resident responsible for taking up any complaints with the contractor directly.
- 7d In response to a query around whether there was a central register of adapted properties, members heard that the Adult Social Care and Housing department was working towards gathering information on the council-owned properties that had adaptations, and that these were categorised into different mobility categories. It was more problematic to gather the information about private properties however, particularly for those households who had arranged for work to be carried out themselves rather than requesting assistance from the council.
- 7e In response to a query about whether the contract for adaptations would be included within the new Repairs and maintenance ten-year contract, the Head of Housing Strategy and Development explained that the department utilised its own specialist contractor services at present, but that it would need to look at whether it was more beneficial to continue this or to include the work within a larger contract. Any money that could be saved could then be used to assist more people with their adaptations needs. Members said that the Adult Social Care and Housing Overview and Scrutiny Committee would have a role in monitoring the ongoing demand for adaptations in the city.
- 7f **RESOLVED-** (i) that the Committee's comments be noted, and (ii) that the Adult Social Care and Housing Overview and Scrutiny Committee monitors the ongoing demand for adaptations in the city.

8. EXTRA CARE HOUSING AND CHOICE BASED LETTINGS

- 8a The Assistant Director, Adult Social Care, presented a report on Extra Care Housing and Choice Based Lettings and responded to Members' questions, explaining that the report had already been agreed by both the Cabinet Member for Housing and the Cabinet Member for Adult Social Care.
- 8b In response to a query about whether owner-occupiers could access Extra Care Housing, Members heard that anyone was able to apply to have an Adult Social Care assessment. If this indicated that Extra Care Housing would be suitable for an individual, the team would explore various options with them, including considering whether purchasing an Extra Care Housing unit would be a suitable option.
- 8c Members sought clarification on the numbers of residents in New Larchwood who had previously lived in Patching Lodge (referring to point 1.4 of the report). The Assistant Director explained that out of the 34 tenants in Patching Lodge, five people had moved into the newly developed Patching Lodge.
- 8d Members were concerned that wider advertising of Extra Care Housing might lead to highly increased expectations and demand for the service that could not be met. The

Assistant Director said that the intention was to monitor the demand closely as current levels were not precisely known. The decision to advertise Extra Care Housing more widely also had the benefit of giving customers more information about the range of housing options available; evidence showed that there was little awareness of Extra Care Housing amongst city residents.

- 8e Members raised concerns about vulnerable tenants who might not be using their bids regularly. The Assistant Director confirmed that support was given to vulnerable tenants to help them with bidding. In Rother District, there was an automatic bidding process for everyone who was registered for Extra Care Housing; this could be explored further in Brighton & Hove.
- 8f After a vote, Members agreed a proposal to modify the wording of recommendation 2.1. The newly worded recommendation read: *'To note that all housing types are required to be allocated through Choice Base Lettings'*.
- 8g **RESOLVED** - that the reworded recommendation at 8f above be agreed.

9. REPORT ON THE CARERS' STRATEGY

- 9.1 The Joint Commissioner for Carers' Services spoke to the report and addressed Members' questions and comments.
- 9.2 Members queried the publicity for carers' services and opportunities; some carers did not know about the support that was on offer to them. The Joint Commissioner said that it was an ongoing challenge to ensure that information was made available to those who needed it. A proposal has been submitted to the Department of Health for funding to pilot Carers' Advisors, based in three hospitals, to signpost carers to the various services that were provided. The council had not yet heard whether the bid had been successful.
- 9.3 Members heard that a Link Worker had been employed by the Carers' Centre to work with GP practices to identify named workers in practices who can signpost carers towards a range of carer's services in the city. The Link Worker is aiming to have fifteen 'Links' in place this year.
- 9.4 Members queried what the next steps were for the document. The Joint Commissioner explained that the strategy was currently available for consultation both on the council's website and on the Primary Care Trust's website. In addition, over 3,000 surveys had been sent out to carers, requesting responses by early August 2009.

The strategy was scheduled to go to the Joint Commissioning Board for ratification in November 2009. Following this, a multi-agency carers' group would oversee implementation of the work programme.

- 9.5 **RESOLVED** – that the Committee's comments on the strategy be noted.

10. OLDER PEOPLE'S DAY SERVICES REVIEW

- 10.1 The Committee received a presentation from the General Manager, Older People Services, the Team Manager from Tower House Day Centre and the Performance and Development Officer. The officers also replied to Members' questions on the service review.
- 10.2 Members said that they were glad to see that local communities were being used as centres for older people. The General Manager said that services needed to be much more joined up, and to use the facilities that were already there.
- 10.3 Members asked whether 3.2, point 4 had been costed and if not, whether they could have clarification on this; they did not wish to endorse the closure of a facility if alternative provision had not been costed. This was agreed.

The General Manager explained that this was intended to be an update paper; the team would have more detailed figures in September. It had become clear from the early stages of the review that there was a need to re-provide some services. Combined services were currently delivered in the communal living rooms in sheltered accommodation schemes. However, residents in the sheltered schemes did not like losing their communal living rooms; it was important to respect their wishes and re-provide the services.

Members asked for more information about the consultation that was taking place on the changes in the service. The General Manager said that the team had already begun to move out with the discussions about alternative service provision due to the dissatisfaction expressed by residents.

- 10.4 Members asked for clarification of point 4.5.4 and the effect on the day centres in the east of Brighton. The General Manager confirmed that no closures were being proposed, but that the intention was for the schemes to work more closely together.
- 10.5 **RESOLVED-** (i) that the recommendations be agreed; (ii) that the information requested at 10.3 be provided to Overview and Scrutiny, and (iii) that the minutes from this meeting be submitted to the relevant Cabinet Members for their attention.

11. DEVELOPMENT OF THE WORKING AGE/ ADULTS' MENTAL HEALTH COMMISSIONING STRATEGY FOR 2010-2013

- 11.1 The NHS Brighton & Hove Strategic Commissioner for Working Age Mental Health and Substance Misuse presented a report on the proposed Working Age Mental Health Commissioning Strategy and responded to Members' queries. The Strategic Commissioner explained that the report was being presented at the Adult Social Care and Housing Committee for information, and that decisions would be made through the Health Overview and Scrutiny Committee on behalf of Overview and Scrutiny.
- 11.2 The Committee heard that annually, £27, 000, 000 was spent on Working Age Mental Health Services locally so it was a significant service demand. 3,000 people in the city

had serious mental health issues, with 30, 000 people having mild to moderate mental health issues at any one time, and 44, 000 who were self-medicating with alcohol.

In Brighton and Hove, £212 per head was currently spent on Working Age Mental Health Services, compared with an average of £163 in other local authority areas.

The Mental Health Services were assessed as 'weak' two years ago so the proposed Strategy was intended in part to be a stock-take of the Services' current position. Work on the strategy will bring in patients, carers, GPs and other stakeholders to take part in the consultation; the Strategy should be inclusive of all members of the community.

11.3 Members asked about member involvement with developing the strategy. They heard that there was councillor input at various stages of the process. The Strategic Commissioner confirmed that the PCT was keen for the process to be inclusive and would like to engage with any groups that were interested to be involved. In addition, it was likely that the strategy would be influenced by the Dual Diagnosis scrutiny report that had been produced; this would be a key driver for the strategy and showed that member involvement was already having an impact.

11.4 Members asked about the training that GPs received with regard to care standards for mild/ moderate depression and other mental health. The Committee heard that GPs were specifically trained on psychiatric wards as part of their medical training.

Locally the prescription of SSRI drugs had risen by 10% over the last quarter, compared with figures for the same quarter last year. The exact reasons for this were unknown, though anecdotally it was thought to be linked to the recession and related anxiety issues. The Strategic Commissioner did not foresee that this would lead to any significant long-term problems, the SSRIs were not harmful.

11.5 **RESOLVED** – the recommendations were agreed.

12. COUNCILLOR MARIA CAULFIELD, CABINET MEMBER FOR HOUSING

(This item was heard prior to item 7 at the Committee meeting.)

12a Councillor Caulfield gave a presentation on her priorities as Cabinet Member for Housing and responded to Members' questions and comments.

12b Councillor Caulfield confirmed that, with regard to the new 10-year procurement contract, there would be three Clerks of the Works employed, in order to check contractors' performance.

12c In response to queries about the progress of the Local Delivery Vehicle (LDV), Councillor Caulfield said that the directorate was in discussions with central government to address issues that had been raised and that further work was being carried out to value the properties. The initial batch of properties had been identified and work was underway to identify the next set of properties. Councillor Caulfield confirmed that, under the proposed scheme, the local authority would keep the freehold of the properties, letting them out on a long-term lease of 125 years.

Members asked whether the LDV could be used creatively, to look for alternative solutions to the housing shortage, for example, by building more homes. Councillor Caulfield said that there were examples of some local authorities buying properties and using them for social housing.

12d Members supported the proposals to allow residents in sheltered blocks to have priority for moving within the block.

13. ITEMS TO GO FORWARD TO CABINET OR THE RELEVANT CABINET MEMBER MEETING

13.1 The Minutes of this committee meeting to go forward to Cabinet members.

14. ITEMS TO GO FORWARD TO COUNCIL

14.1 There were none.

The meeting concluded at 7.00pm

Signed

Chair

Dated this

day of

HOUSING CABINET MEMBER MEETING

Agenda Item 41

Brighton & Hove City Council

Subject:	12 Shenfield Way - Feedback on consultation		
Date of Meeting:	9th September 2009		
Report of:	Joy Hollister Director of Adult Social Care and Housing		
Contact Officer:	Name:	Tracy Mair	Tel: 295544
		Service Improvement Manager Learning Disability Accommodation Services	
	E-mail:	tracy.mair@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	Hollingdean		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report details the outcome of the consultation process regarding 12 Shenfield Way, a Registered Care Home for people with Learning Disabilities and outlines the options for the future of the service.

2. RECOMMENDATIONS:

- 2.1 That the Cabinet Member for Housing approve the termination of the lease with A2 Dominion Housing Association in respect to 12 Shenfield Way and transfer the property back to A2 Dominion Housing Association.
- 2.2 That the 3 service users who reside at 12 Shenfield Way move to 15 Preston Drove with their existing staff team to ensure that they receive a consistent service.
- 2.3 That the existing budget from 12 Shenfield Way is transferred to 15 Preston Drove.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 12 Shenfield Way is a Learning Disability Accommodation service that is registered by the Care Quality Commission (CQC). The service is provided in a small semi detached house that has one small communal lounge/dining room and open plan kitchen. The lay out of the property can trigger compatibility issues between the service users that often results in challenging behaviour incidents; on one occasion this necessitated a Safe Guarding Adults alert to be made.

CQC reports dated 2005 and 2007 identify that 'the premises do not provide suitable communal space, which meets the needs of the residents to be able to walk around easily and accessibly.' In the report CQC have also made the recommendation that 'the communal space is made suitable and adequate to meet the needs of the residents'. A2 Dominion Housing Association have indicated that they are not in a position to carry out the building works required. It is not recommended that B&HCC capital investment be used to render the building fit for purpose. Given the space constraints, such remedial work would serve to mitigate rather than solve the problem. The property is not owned by the council and such an investment would not be value for money. It would therefore be of benefit to the service users that they move to more appropriate accommodation and that 12 Shenfield Way is closed.

3.2 The property is owned by A2 Dominion Housing Association, a registered social landlord. The care is provided by Brighton and Hove City Councils (BHCC) in-house Learning Disability Accommodation services. A2 Dominion Housing Association are responsible for the maintenance of the structure of the building. All other maintenance works are the responsibility of BHCC.

a) The current cost of running the home (2009/2010) is £324,530 per year

b) Staffing for the home is as follows (permanent staff)

- 1x Resource Officer
- 1 x Senior Car Officer
- 2 x 37 hour Home Care Support Workers
- 3 x 30 hour Home Care Support Workers
- 1 x 25 hour Home Care Support Workers
- 1 x 16 hour Home Care Support Workers

There are also the following temporary staff:

- 1x 37 hour Home Care Support Workers
- 1x 20 hour Home Care Support Workers

3.3 There are 3 service users residing in the home.

3.4 The opportunity has arisen to remodel 15 Preston Drove which is a registered service that currently supports 4 service users who have learning disabilities and additional mobility needs. The Fire Safety Order 2005 came into effect on 1st October 2006. The purpose of the legislation is to place greater emphasis on fire prevention by transferring responsibility for assessment of risk from the fire authority to owners and occupiers of properties. The outcome of risk assessments is that the current service user group would be at risk in the event of a fire. The decision has therefore been made in conjunction with the Health, Safety and Wellbeing section and Fire and Rescue Service that the service users should be re provided for in more suitable accommodation. The effect of the proposal with respect to these service users will therefore be to more appropriately meet their needs; conferring a reduced risk in the event of a fire. The Community Learning Disability Team are in the process of looking for placements in the independent and voluntary sector.

3.5 Sufficient vacancies have been held to accommodate all the permanent staff employed at 15 Preston Drove, therefore no one is at risk of redundancy.

- 3.6 15 Preston Drove is a large property with more communal space and wider corridors than 12 Shenfield Way. If the service users at 12 Shenfield Way were to move to 15 Preston Drove they would have more suitable communal space enabling them to be able to move around freely. A further benefit from the service users having more suitable communal space would be a reduction in compatibility issues and challenging behaviour incidents.
- 3.7 15 Preston Drove has a large garden, is close to Preston Park and has good public transport routes. The service users would also benefit from the location of the service and local amenities.
- 3.8 In January 2009 the Cabinet Member for Housing gave permission to consult to close and relocate the service users at 12 Shenfield Way.
- 3.9 It is proposed that that officers secure an investment package that delivers key priorities for the city by remodelling two services in line with the commissioning strategy

4. CONSULTATION PROCESS

- 4.1 A full consultation process was conducted by means of individual and group meetings and by receiving views in writing.
- 4.2 The service users have very complex communication needs. In order to avoid causing them significant anxiety they were consulted with through family members, advocates and an Independent Mental Capacity Advocate (IMCA) who agreed to act in their best interest.
- 4.3 The following groups were also included in the consultation process:
- Staff at 12 Shenfield Way and their representatives
 - Advocates
 - IMCA for one service user
 - A range of other stakeholders, including day services, and friends
 - Trade unions
 - Human Resources
 - Lead Commissioner for Learning Disabilities
 - Assistant Director for Housing Strategy
 - Southdown's NHS Trust
 - Kelsey Housing Association
- 4.4 In addition to the above the service users were also allocated a Care Manager from the Community Learning Disability Team (CLDT) who carried out complex social care assessments and made objective recommendations regarding the service users moving out of 12 Shenfield Way. They were also allocated a member of the Behaviour Support Team from the CLDT who assessed the appropriateness of the move, any risk factors and compatibility issues.

4.5 All those involved in the consultation process were informed that the proposal was to relocate the service at 12 Shenfield Way to 15 Preston Drove. All were informed of the CQC advice that the premises at 12 Shenfield Way did not provide suitable communal space, which meets the needs of the residents to be able to walk around easily and accessibly. They were informed that CQC had also made the recommendation that 'the communal space is made suitable and adequate to meet the needs of the residents'. They were informed that A2 Dominion Housing association have indicated that they are not in a position to carry out the building works required. Also that It is not recommended that B&HCC capital investment be used to render the building fit for purpose. They were informed that the property is not owned by the council and such an investment would therefore not be value for money. It would therefore be of benefit to the service users that they move to more appropriate accommodation and that 12 Shenfield Way is closed.

4.6 **Relatives**

Relatives were invited to meet service management individually. They were also invited to express their views in writing. One service user did not have family members to advocate for them; IMCA representation was therefore arranged.

4.7 **Staff**

Management met with Unions and Human Resources on the 19th January 2009 to inform them of the proposed consultation.

Management attended a staff meeting at 12 Shenfield Way on 22nd January 2009 to inform staff of the consultation process. Staff were also invited to meet with management on an individual basis and/or to express their views in writing. Union representatives and Human Resources were present at meetings.

4.8 **Stakeholders**

Stakeholders were defined as individuals or groups involved in the service users lives. A letter providing a general overview was sent to such stakeholders who were invited to express their views in writing.

4.9 **The outcome of the consultation**

4.9.1 In addition to the summaries provided below, further details of the consultation exercise, including meeting minutes, correspondence and copies of all responses are available from 28th August 2009.

4.10 **Summary**

4.10.1 In total there was one formal individual response from the family of one of the services users, one from an IMCA and 2 from staff who had supported the service users in services prior to them living at 12 Shenfield Way. In addition the staff team at 12 Shenfield Way gave their individual responses.

4.10.2 Only 2 of the service users at 12 Shenfield Way have family to advocate for them therefore the 3rd service user was allocated an IMCA.

- 4.10.3 The formal response from the family of one of the service users was that they were concerned regarding compatibility issues of the individual service users proposed to live together; they also felt that the house was not big enough to accommodate 5 service users who have challenging behaviours. The family raised concerns regarding the risk to their son in relation to 15 Preston Drove being located on a busy main road.
- 4.10.4 The family reported that they feel that their son appears to be settled and happy at 12 Shenfield Way and would prefer that he does not move.
- 4.10.5 A family member of one of the other service users reported informally through the manager at 12 Shenfield Way that they would be happy for the move to go ahead as long as the staff team at 12 Shenfield Way were to continue to support their family member.
- 4.10.6 The view of the IMCA is that the service user who they were representing needs to move with staff that know him well and that he trusts. The IMCA believes that he would benefit from living in a house where there is more communal space and where he can be alone or do individual activities with staff. She feels that he will adapt to a new environment providing he has the reassuring presence of people he trusts and that his routines continue. The IMCA feels that the size of the new service needs to be taken into consideration when considering whether the service should support 4 or 5 adults who have a learning disability.
- 4.10.7 The 2 staff who had worked with the service users in services prior to them living at 12 Shenfield Way raised concerns regarding compatibility issues with regard to another service user who had been identified to move to the service. This has now been ruled out as an option.
- 4.10.8 In total there are currently 9 staff at 12 Shenfield Way. They have expressed differing views regarding the move which are as follows:
- a) 6 staff are of the view that the location at 15 Preston Park will be a positive move for the service users as long as:
 - the transition is managed well to reduce the anxiety that the service users may experience.
 - that a risk assessment is completed pertaining to one service user owing to the risk of living on a busy road and that control measures are put in place.
 - that compatibility issues are considered regarding additional service users moving to the service in the future

The 6 staff also do not object to moving their work location.

- b) 2 staff are of the view that the service users should not move out of 12 Shenfield Way and would prefer to remain working with them at 12 Shenfield Way.
- c) 1 staff member has not given their views

4.10.9 The outcome of the Care Manager's assessment is as follows:

- that the move will be a positive life change for two of the three service users living at 12 Shenfield Way, provided that the move is carried out to the social care assessment and compatibility studies recommendations.
- that the location of 15 Preston Drove is more accessible to the community and the space available in this home will allow for more person centred support packages
- that 2 out of the 3 service user's reaction to change is dependant on the familiarity of staff supporting them and in their communication needs being met. The Care Manager is of the opinion that this is currently being achieved at 12 Shenfield Way and with the consistency of staff remaining this will continue to be met.
- the Care Managers opinion regarding one of the service users moving to 15 Preston Drove is that a transition plan will be needed and support will be required from the Behaviour Support Team.
- there would need to be adaptation plans on how to adapt the front garden/driveway to ensure the safety of one of the service users in relation to managing the risk of the main road.
- the Care Manager feels that the loss of the extended garden at 12 Shenfield Way where one of the service users can walk without his safety waist harness being held would need to be considered.
- the Care Manager has reported that in her opinion the advantages of being closer to a local park and all the local amenities close to 15 Preston Drove would be in the long term beneficial to this service user and his family.

4.10.10 The outcome of the Behaviour Support Team assessment is as follows:

- their view is that the proposed move to 15 Preston Drove could be very positive for the 3 men. They report that there is more space than at 12 Shenfield Way even when a 4th service user moves in. They report that it would be far easier for the service users to spend time alone/ apart from other service users compared to the current house at 12 Shenfield Way.
- their view is that the location at 15 Preston Drove is good in terms of being part of the community and closer to amenities. Although the house is on a busy road, there is a front garden that can be made safe to manage the risks.
- That it is important that work is carried out regarding compatibility issues between the 3 service users at 12 Shenfield Way and future service users who may be placed to live with them. However their opinion is that the large size of the house means that there is likely to be less friction between service users as the communal spaces won't need to be so busy.

4.11 Time scales

4.11.1 If the Cabinet Member for Housing approves the option to re-provide the 12 Shenfield Way service, the re-provision exercise to 15 Preston Drove would commence immediately thereafter.

4.11.2 It is anticipated that 12 Shenfield Way will close by the 30th November 2009

4.11.3 If the Cabinet Member for Housing approves that the service can close, A2 Dominion would require 6 months notice.

4.11.4 CQC require 12 weeks notice to de-register the service.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

'The total net budget for 12 Shenfield Way and 15 Preston Drove for 2009/10 is £0.674m (gross: £0.796m and income: £0.122m) excluding government grants and Southdowns Health funding. The cost of the transfer of clients from 12 Shenfield Way to Preston Drove has not yet been quantified but is expected to be within budget.

Finance Officer Consulted: *Name* Neil Smith *Date:* 16/06/09

5.2 Legal Implications:

"The report provides cogent reasons why 12 Shenfield Way does not provide an appropriate and safe environment for current service users, and why undertaking the necessary building works is not the preferred option. It also sets out the outcome of a comprehensive consultation process with all those service users and staff affected by the proposal to close 12 Shenfield Way, and to move them to 15 Preston Drove. The council has thereby followed due process before putting forward the recommendations in Section 2. A full consultation process has been undertaken in accordance with the service users Right to a Fair Hearing enshrined in Article 6 of the European Convention on Human Rights. Due regard has been given to the service users Article 8 ECHR Right to Family Life through consideration of their individual needs and wishes. The proposed move represents a proportionate response to the difficulties arising from the current accommodation at 12 Shenfield Way. There are no other specific legal/human rights implications which arise from the report."

Lawyer Consulted: *Name* Liz Woodley *Date:* 02/07/09

5.3 Equalities Implications:

5.3.1 The recommendations ensure that vulnerable adults with learning disabilities receive services in compliance with person centred principles and with full involvement of service users IMCA's, families, advocates and representatives. The re-provision of 12 Shenfield Way will ensure that the 3 service users gain access to more suitable accommodation that can meet their physical and social needs.

5.3.2 An Equalities Impact Assessment has been completed. This will be available to the Cabinet Member for Housing in the Members room from the 21st August 2009.

5.4 Sustainability Implications

There are no sustainability implications.

5.5 Crime & Disorder Implications:

There are no implications for crime and disorder.

5.6 Risk and Opportunity Management Implications:

5.6.1 The risks are identified in the main body of the report. The Risk and Opportunity Assessment Tool was used to outline issues and prioritise potential risks. The Risk and Opportunity Matrix was used to score the potential risks; none of the risks were scored as being 8 or above therefore they do not require to be put on the risk register.

5.6.2 If the Cabinet Member for Housing approve the termination of the agreement with A2 Dominion Housing Association in respect to 12 Shenfield Way there may be a risk that a family of one of the service users may give their views to the local press which could bring negative publicity to the council.

5.7 Corporate / Citywide Implications:

There are no corporate/citywide implications

6. **EVALUATION OF ANY ALTERNATIVE OPTION(S):**

6.1 That further investigation is undertaken to explore options to make the communal space at 12 Shenfield Way more appropriate to meet the needs of the three service users and that the service for the 3 service users is continued at 12 Shenfield Way. A2 Dominion have indicated that they are not in a position to carry out the building works required. Also that It is not recommended that B&HCC capital investment be used to render the building fit for purpose. The property is not owned by the council and such an investment would therefore not be value for money

6.2 If members do not approve to terminate the agreement with A2 Dominion in respect to 12 Shenfield Way CQC may further instruct management to move the service users who reside at the service to more suitable accommodation. The risk of this decision could result in:

- 15 Preston Drove and 12 Shenfield Way not having any service users which would not be value for money
- Staff would be at risk of redundancy
- Service Users may be required to move out of the city
- Significant adverse publicity for the council

7. **REASONS FOR REPORT RECOMMENDATIONS**

7.1 The recommendations contained in this report support the Corporate and Directorate Objectives as follows:

- Providing homes to meet the needs of the city
- Deliver high quality and personalised services
- Deliver value for money service
- Work in partnership to improve the commissioning and provision of services
- Deliver excellent customer services
- Develop our workforce in line with the corporate objectives

SUPPORTING DOCUMENTATION

Appendices:

1. 12 Shenfield Way Consultation Document

Documents In Members' Rooms

1. Letters to families
2. Letters to staff
3. Letters to Unions
4. Letters to CQC
5. Response from families
6. Response from staff
7. Response from advocate and stakeholders
8. Risk and Opportunity log

Background Documents

1. Relevant pages of Care Quality Commission reports dated 27th October 2005 and 18th January 2007.

HOUSING CABINET MEMBER MEETING

Agenda Item 42

Brighton & Hove City Council

Subject: Amendment to Allocations Policy
Date of Meeting: 9th September 2009
Report of: Director of Adult Social Care & Housing
Contact Officer: Name: Sylvia Peckham Tel: 293318
E-mail: Sylvia.Peckham@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The current Housing Register Allocations Policy was approved by the Cabinet Member for Housing on 11th March 2009. This report is to approve a further minor amendment the Housing Register Allocations Policy.
- 1.2 The amendment is to include in Band A Council employees who are leaving accommodation tied to their employment. This will enable those employees who are no longer required to live in tied accommodation to remain in employment and to be given high priority to successfully bid and enable them to move to alternative accommodation.
- 1.3 Currently employees leaving tied accommodation are placed in Band B, which is not enabling them to be successful in bidding for alternative accommodation.

2. RECOMMENDATIONS:

- 2.1 That the Cabinet Member for Housing considers and approves the report to amend the Allocations Policy.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Choice Based Lettings (CBL) is the platform adopted by the Council through which to allocate properties based on housing need. Households are assessed under the Allocations Policy and are awarded a Banding depending on their housing need and medical circumstances and a priority date depending on when they either applied to join the housing Register or were re-assessed into a higher band.
- 3.2 The Allocation policy was reviewed and amendments agreed at housing Cabinet on 30th April 2009, however, a further minor change is required to address the housing needs of council employees who are required to leave

ted accommodation due to the changing nature of the way Council provides services. This will affect only a very small group of employees and will have an insignificant effect on the Housing Register.

4. CONSULTATION

4.1 As this is a minor change consultation is not required.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 There are no direct financial implications arising from the recommendation made in this report

Finance Officer Consulted: Mike Bentley

Date: 14/08/09

Legal Implications:

5.2 Under section 167 Housing Act 1996, the council as a local housing authority is required to have an allocations scheme for determining priorities and as to the procedure to be followed in allocating housing accommodation. Local authorities must not allocate housing accommodation otherwise than in accordance with their allocation scheme. Where a major policy change to an allocation scheme is proposed, a local housing authority is statutorily required to consult with every registered social landlord with which it has nomination arrangements. The change proposed to the allocation scheme is not considered to amount to a major policy change, and as such there is no requirement for formal consultation.

Lawyer Consulted: Liz Woodley

Date: 17/08/09

Equalities Implications:

5.3 None

Sustainability Implications:

5.4 None

Crime & Disorder Implications:

5.5 None

Risk & Opportunity Management Implications:

5.6 Failure to adopt the changes prescribed in the attached new Allocations Policy could render the Local Authority vulnerable to legal challenge.

Corporate / Citywide Implications:

- 5.7 Limited social housing stock will be used in the best and most efficient way possible and that the city will benefit from clearer communication and updated Local Lettings Plan.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 The alternative would be for the policy to remain as per current policy. This however will mean that those employees who terms and conditions are changing will have to resolve their housing need themselves as they do not have sufficient priority to enable them to be successful in bidding for accommodation.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 This decision is being sought so as to facilitate the council making changes to employee terms and conditions so that those employees have sufficient priority to successfully bid for alternative accommodation.

SUPPORTING DOCUMENTATION

Appendices:

1. Cabinet report Choice Based Lettings and Extra Care Housing – April 2009
2. Allocations Policy

Documents in Members' Rooms

1. none

Background Documents

1. none

**HOUSING CABINET
MEMBER MEETING****Agenda Item 128**

Brighton & Hove City Council

Subject:	Choice Based lettings and Extra Care
Date of Meeting:	24th April 2009
Report of:	Director, Adult Social Care and Housing
Contact Officer:	Name: Karin Divall/Sylvia Peckham Tel: 29-4478
	E-mail: Karin.divall@brighton-hove.gov.uk
Key Decision:	No
Wards Affected:	All

FOR GENERAL RELEASE**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 This report explores how we could develop a model of allocation for extra care housing that provides transparency, addresses value for money, and meets the care and support needs of vulnerable people in the City within a framework of Choice Based Lettings.
- 1.2 Extra Care is a resource that meets the long term care needs of older people so that the assessment for and provision of social care is essential. However we also recognise the benefits of delivering extra care within Choice Based lettings, the approach adopted for the allocation of housing across the City.
- 1.3 Extra Care housing is funded through a mixture of housing, social care and supporting people funding streams and as such it is a specialist form of supported housing that is allocated based on social care needs. It is currently allocated following a social care; Fair Access to Care (FACS) assessment which is based on care and support needs rather than housing needs, although the person may be in housing need.
- 1.4 There are currently 33 extra care flats in the City managed by Hanover Housing that are available for rent, with a further 40 rented flats available at Patching Lodge from May 2009. Some of these properties are already committed to former tenants of Patching Lodge who were given an undertaking prior to decanting that they could return if they wished.

2. Recommendations

- 2.1 That the Cabinet Member endorse that Extra Care Housing should be allocated through Choice Base Lettings in line with the allocation of other affordable housing across the City

- 2.2 That the Cabinet Member endorse that all extra care vacancies are marked as such within the Homemove publications and are available only for people following an ASC assessment and confirmation that they meet ASC eligibility for extra care housing.

3.0 RELEVANT BACKGROUND INFORMATION

Choice Based Lettings

- 3.1 Choice Based Lettings (CBL) is the platform adopted by the Council through which to allocate properties based on housing need. Households are assessed under the Allocation policy and are awarded a Banding depending on their housing need and medical circumstances and a priority date depending on when they either applied to join the Housing Register or were re-assessed into a higher band.
- 3.2 Housing Management and partner RSLs advertise vacant properties and households bid for up to 3 each fortnight. The shortlist is drawn up on the basis of the household in the highest band with the earliest priority date having first been checked for eligibility i.e. if the property is for over 50s and a person under 50 bids on it.
- 3.3 We have explored whether Extra Care Housing could be incorporated into CBL in line with the legal framework for housing allocations. All authorities are required to introduce an element of choice in their allocations policy by 2010. This would provide improved transparency and is in line with increased choice and control for users of Adult Social Care services.

Extra Care Housing

- 3.4 Extra Care is a relatively new concept and has been promoted by the Department of Health as a more appropriate response to meeting the long term care needs of older people. What distinguishes it from sheltered or supported housing is the level of personal social care on site. The commissioning of the care and pathway have therefore been managed through Adult Social Care assessment and have come from all housing tenures. Extra Care housing is a “meeting point” for two historically different approaches.
- 3.5 Extra care Housing is currently allocated by Adult Social Care using the following criteria that tenants would usually:
- be ordinarily resident in Brighton & Hove, and
 - be over 55 years of age, and
 - be assessed as requiring support to maintain independent living that cannot be provided within their own homes, or
 - be *at risk* of being admitted to residential care, or
 - be currently living in residential care but able to live more independently, or
 - be leading an unacceptably poor quality of life with no prospect of improvement so long as they continue to live at home.
 - Should be willing to accept support and have a care plan.

4 PROPOSAL

4.1 Housing Strategy are reviewing the way both Sheltered Accommodation and Adapted Properties are allocated and are proposing that such properties are advertised through Choice Based Lettings with bidding being restricted to those households who have been assessed as needing that type of accommodation. This will safeguard households bidding for properties they do not need and will ensure better use is made of the stock.

4.2 Extra Care housing could also be allocated using the same procedures. When a unit becomes available it would be advertised with details as to the level of mobility and number of hours care that can be offered. Only those households who have been assessed as needing Extra Care accommodation* and need the level of care that matches that available unit, will be able to then bid for it. A shortlist will then produced of all eligible households who have been assessed as needing that type of accommodation will be produced and the accommodation offered accordingly.

* meeting Fair Access to Care Services (FACS) substantial or critical eligibility criteria and the extra care criteria

4.3 The development of this approach would bring additional benefits:

- People would be able to apply for extra care within Choice Based Lettings and an appropriate Adult Social Care assessment could then be arranged.
- Appropriate Adult Social Care assessments could be arranged so that people are properly supported when they move into sheltered or supported housing.
- The assessment process could be developed to include other specialist and supported housing currently managed within Housing Services.
- Involvement of Adult Social Care in the housing process would improve knowledge and therefore appropriate access for Adult Social Care service users into housing.
- The allocation of specialist housing would be transparent with fair and equal access to those who needed it.
- The system of allocation by Adult Social Care would be set within a publicly accessible system of housing allocation.

5. ISSUES

5.1 Housing Register

In order to be eligible for Homemove, people have to first register on the transfer or joint housing register and they will be allocated within a band dependant upon their housing needs. Those households who need Extra

Care housing will then be put forward to Adult Social Care for assessment if they haven't already been assessed under the existing arrangements. The assessment will establish that

- they do need Extra Care
- the level of mobility and number of hours care that they require.

When a vacancy within extra care is identified the care provider will advise Homemove and include the level of care that is available; low (less than 5 hours per week), medium (5-10 hours per week) or high (over 10 hours). This will then be advertised in Homemove, and people will be able to bid on those available Extra Care properties which meet their requirements. In this way, needs will be matched to accommodation. A shortlist will then be drawn up and the accommodation will be offered to the household whose care needs are banded at the available level (low, medium or high) with the highest housing need (who are in the highest housing band).

- 5.2 FACS.** In order to continue to maximise value for money and the appropriate use of extra care for people with levels of care and support that can best be met in extra care, prospective applicants will need to meet eligibility criteria for social care services and to have either had an assessment or for an assessment to be undertaken. This is unlikely to delay the letting of extra care flats as the assessment will need to be undertaken anyway before the flat can be offered.
- 5.3 Security of Tenure.** People in Extra Care Housing, have Assured Tenancies, the same as tenants in general needs permanent RSL housing. This means that the RSL are not able to move people on if the service user chooses not to move because they have security of tenure.
- 5.4 Other Benefits.** Other Local Authorities who have included Extra Care housing advertising in CBL have found that because they are able to more easily demonstrate the level of need for that type of accommodation, they have been successful in attracting additional funding to develop more units. It has assisted the whole planning and development process in being able to better identify need in the area.
- 5.6 Moving On.** When people are ready to move out of Extra Care Housing, which happens very rarely, they will apply to join the Housing Register and will be assessed according to their housing need. They will then bid on properties which are suitable for their need. In addition, their Housing options will be assessed so as to advise on the most appropriate option to enable them to move from Extra Care housing. If the providers of Extra Care become partners of CBL, then those tenants needing to move out can be treated as transfers.
- 5.7 Deposits.** Supporting People have recently agreed £100k set aside to be used as Deposit Guarantees to enable people ready to move on from supported housing to access private rented accommodation. It is confirmed that this would also cover those people ready to move on from Extra Care Housing.

6. CONSULTATION

6.1 None

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The proposed model of allocation of extra care housing should produce efficiencies in the process, be delivered within the budget and support value for money through the delivery of extra care support

Finance Officer Consulted: Anne Silley

Date: 25.02.09

Legal Implications:

7.2 Each local housing authority is statutorily required to have an allocation scheme for determining priorities and as to the procedure to be followed in allocating housing accommodation. The Council has an allocation scheme – Choice Based Lettings. Local housing authorities must not allocate accommodation otherwise than in accordance with their scheme. The Council must afford all registered social landlords with whom they have nomination rights the opportunity to comment on changes to a scheme which constitutes a major change of policy. (section 167 (7) Housing Act 1996.) It is not considered that the proposed changes dealing with the allocation of extra care housing amount to a major change of policy.

The report recommends adopting a model of allocation for extra care housing which should enable the Council to meet the housing needs of older and disabled service users in a fair and transparent manner and utilising value for money principles. The allocation of such housing will be made in accordance with existing eligibility criteria which is a lawful and proper methodology for Councils to use in terms of meeting their statutory duties within available resources.

It may be necessary to ensure that appropriate support is given to vulnerable adults who are eligible for such housing in terms of using the bidding process to ensure that they do have unfettered access to this service. There are no other specific legal /human rights implications which arise from this report, in terms of community care legislation.

Lawyer Consulted: Liz Woodley/Hilary Priestley

Date: 25.02.09

Equalities Implications:

7.3 Extra Care Housing provides housing and care for some of the most vulnerable people in the City and enables people to live independently and securely with high levels of health and care needs.

Sustainability Implications:

7.4 Extra Care housing that has been newly developed in the City has been built to high standards of sustainability and in accordance with the City's policies.

Crime & Disorder Implications:

- 7.5 Extra Care housing provides a secure yet independent form of housing for vulnerable older and disabled people.

Risk and Opportunity Management Implications:

- 7.6 Failure to adopt the changes prescribed in the attached new Allocations Policy could render the Local Authority vulnerable to legal challenge.

Corporate / Citywide Implications:

- 7.7 This proposal will increase the choice of services available locally for people who need Extra Care Housing and so enable them to participate as equal citizens in the city of Brighton & Hove.

8. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 8.1 The alternative would be for the policy to remain as per the current policy. This however may leave the Local Authority open to legal challenge as Extra Care Housing would be allocated outside of the Council's adopted policy of Choice Based lettings.

9. REASONS FOR REPORT RECOMMENDATIONS

- 9.1 This decision is being sought so that extra care housing can be allocated in a transparent way which will prevent any potential for legal challenge in the future.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents In Members' Rooms

None

Background Documents

None

Brighton and Hove City Council

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1. Introduction

It is Brighton & Hove City Council's policy to operate a Choice Based Lettings scheme. This is the Council's scheme as required under section 167 of the Housing Act 1996. It sets out the priorities and procedures for the letting of permanent council housing, and our nominations to Housing Association (HA) housing. The scheme applies to existing Council and Housing Association tenants in Brighton and Hove on the Transfer Register and to Homeseekers applying to the Joint Housing Register.

It meets the requirements set out in Part VI Housing Act 1996 (as amended by the Homelessness Act 2002), giving reasonable preference to those applicants in greatest need. It incorporates the Council's key aims and objectives outlined in its Housing Strategy for Sustainability in Housing and the recommendations detailed in the Best Value Review of Allocations December 2003.

The Council is committed to a lettings scheme that offers greater choice to all those seeking housing and enables people to make well-informed decisions about their housing options.

Choice Based Lettings will help improve the sustainability of our housing stock to maximise its effectiveness and encourage residents to have a stake in their community. This scheme applies across the city but also complements regeneration work being undertaken in East Brighton and the Neighbourhood Renewal programmes in Hollingdean and Tarn.

Under the Choice Based Lettings scheme, called Homemove, tenants and Homeseekers are placed in one of four broad Bands of housing need according to their circumstances. All applicants become members of Homemove and actively search for a home. Vacant properties are advertised in a regular freesheet magazine and on the Internet and members are able to bid for properties. Adapted properties will be classified and advertised as suitable for applicants with a matching mobility need.

The Council's lettings scheme incorporates targets set for Transfers and Homeseekers. Targets will be set taking into account the Council's statutory obligations, financial considerations and the housing situation across the city. Targets will be set and agreed in advance and will be reviewed annually based upon projected supply and demand for the coming year.

Equalities & Diversity

The council's Choice Based Lettings policy aims to ensure that our services are fair and equitable for all our customers. We want our services to be accessible and useful to everyone regardless of age, disability, gender, race, colour, national origin, sexual orientation or any other factor that may cause disadvantage. This policy has been drafted with reference to the Race Relations Act 1976, Sex Discrimination Act 1975, and the Disability Discrimination Act 1995 (2005) and all other applicable equality and diversity legislation. In addition Brighton & Hove City Council has adopted the Commission for Racial Equality's Statutory Code of Practice on Racial Equality in Housing 2006.

Brighton & Hove City Council is committed to help all people who need assistance to access social housing in the City. We will work closely with agencies and supported housing providers to try and assist customers to access the scheme, and have ensured that information meets the requirements of people with a disability, or sight or hearing impairment and is in other languages. For more information see the Council's Strategy for meeting the needs of vulnerable people, available at www.brighton-hove.gov.uk/homemove.

An equalities impact assessment is carried out on all existing and new services including the Homemove Scheme and annual equalities monitoring is carried out on the service, which is scrutinised by Housing Committee.

Joint Housing Register Partners

The following Registered Social Landlords are partners on the Joint Housing Register (JHR):

- Hyde Martlet Housing
- Downland Housing Association Ltd
- Home Group
- Kelsey Housing Association Ltd
- MOAT Homes Ltd
- Orbit South Housing Association
- Places for People
- Sanctuary Hereward
- Servite Houses
- Southern Horizon
- Southern Housing Group
- The Guinness Trust

2. The Joint Housing Register

How to apply

All Homeseekers requesting re-housing and tenants requesting transfers must complete an application form to be put on the housing register. These are available from the Homemove team, from local housing offices (Manor Place, Lavender Street, Oxford Street, Selsfield Drive & Victoria Road) and from www.brighton-hove.gov.uk/homemove. If you need help completing the form, need information in another language or in large print, or on CD, you can contact the Homemove Team on 01273 293130 who will be happy to help.

Who can apply?

The Housing Register is open to anyone who is 16 years of age or over (subject to the statutory exclusion provisions) although applicants under the age of 18 will only be offered accommodation in certain circumstances (see below).

Priority will be given to:

- People with a local connection found to be unintentionally homeless under Part VII of the Housing Act 1996.
- Households with a need to move for welfare or medical reasons that make their current home unsuitable.
- Young people leaving care who are referred by Social Services under quota arrangements.
- People moving on from supported housing.

- Households who occupy accommodation that is unsanitary, overcrowded or does not provide adequate facilities.
- Households who occupy accommodation where there is substantial disrepair.
- Households needing sheltered accommodation where the applicant is aged 60 years of age or over.
- Households with a local connection who have an address in the city, employment within the city or have a written offer of employment and/or in full time study.

Exclusions from the Register

The following persons are not eligible for entry on the Housing Register for the allocation of social housing:-

1. By virtue of the Housing Act 1996 (section 160a) the Council cannot allocate housing accommodation to the following:

A person who is subject to immigration control within the meaning of the Asylum and Immigration Act 1996 unless that person falls within an exemption specified by the Secretary of State.

2. Any applicant where the Council is satisfied that:

The applicant, or a member of the household, has been guilty of unacceptable behaviour, which if the applicant was a secure tenant of the Council would entitle the Council to a possession order (part 1 of Schedule 2 of the Housing Act 1985). These can include:

- Serious breach of tenancy conditions: Involvement in serious nuisance or annoyance to neighbours;
- Conviction of using the accommodation or allowing its use for immoral or illegal purposes.
- Allowing the property to be seriously damaged by the tenant or other residents.
- Conviction of an arrestable offence committed in the locality relating to violence or threats of violence.
- Eviction from social housing for nuisance or harassment (racial or otherwise) where this behaviour is apparent at the time of application.

And

The unacceptable behaviour is serious enough to make the applicant unsuitable to be a tenant.

And

The applicant is unsuitable at the time the application is considered. Consideration will be given to the length of time that has elapsed and whether there has been any change in circumstances.

Or

All exclusions will be considered on an individual basis for any applicant who has demonstrated 'unacceptable behaviour'.

- 3 Where the applicant knowingly gave false or misleading information or withheld information that was reasonably requested.

Eligibility for the JHR will be considered on a case-by-case basis taking into account exceptional circumstances or special needs.

There is a right under Part VI of the Housing Act 1996 to ask the Council to review a decision not to accept an application to join the JHR. A senior officer from the Council not involved in the decision to exclude, will carry out the review.

We will write to anyone who is being excluded from the Register giving our reasons, the length of time for the exclusion and their right to request a review of the decision. After the review we will provide our decision, the reasons for it and the facts that we have taken into account.

A fresh application will be considered if:

- The applicants immigration status has changed, or
- The applicant can demonstrate that the behaviour has improved.
- The applicants financial circumstances have changed.

Who can be included on the application?

- Anyone who is part of the household at the date of registration and is still in occupation.
- A partner, husband or wife of the main applicant living at the same address. This includes couples in same sex relationships.
- Dependent children under 18 years who live with the applicant where the applicant is the parent or guardian in receipt of Child Benefit or has a court order agreeing custody for 50% of the time.
- Someone not currently living with the applicant but for whom it would be reasonable to do so, for example: a relative needing care but unable to live with the applicant at present due to a genuine lack of or the unsuitability of present accommodation.
- A carer where the applicant can prove that a live-in carer is essential, one has been identified and has moved in with the household or is ready to do so when accommodation available.
- Any other non-dependant adult who is normally permanently resident with the applicant.

Under 18s

Anyone over 16 can join our housing register, although we will not usually offer them a property until they are over 18. In the event that there is an urgent housing need, a further assessment will be carried out and we will work with the individual to find the most suitable accommodation to meet their need. An offer of permanent accommodation will only be made if BHCC is satisfied that: the young person is able to live independently; able to sustain a tenancy; and has an identified package of support available to them.

Owner occupiers and people with savings/capital

Section 167(2A) of the 1996 Housing Act (as amended by the 2002 Homelessness Act) allows allocation schemes to give less priority to an applicant who was financially able to secure alternative accommodation at market rent or to buy a home. Therefore owner-occupiers or those with a substantial amount of savings or substantial equity in a property that would enable them to obtain accommodation suitable to meet their needs will generally be placed in band D. These applicants will be provided with advice and guidance on other housing options. Decisions will be made on a case-

by-case basis and medical, disability, community care and other relevant needs will be taken into account.

Where there are medical problems, applications will be considered in the following circumstances:

- Where it is not possible to adapt the current accommodation to meet the needs of the owner occupier's medical condition.
- Where it is too expensive to adapt the existing accommodation to meet the needs of the owner occupier's medical condition and they cannot afford to buy or rent suitable alternative housing.
- The sale of the property would not able the owner occupier to purchase or rent an alternative property suitable to their needs.

False Information

Section 171 of the Housing Act 1996 makes it an offence to withhold information that we reasonably require to assess an application, or to provide false or misleading information that leads to gaining a tenancy. We will take appropriate action against anyone who gains a tenancy through knowingly providing false information. This may result in a substantial fine and/ or the loss of the home.

Data Protection

The Data Protection Act 1988 (the Act) is designed to protect personal data about living individuals (Data Subjects). The Act also places obligations on those organisations that process personal data (Data Controllers). As a Data Controller, the Council and its partners in the JHR are committed to complying with this legislation by applying the Principles of Good Information Handling across all services related to Homemove.

3. Tenants who wish to transfer

Who Can Apply?

- Any secure Council tenant or any assured tenant of any of the City Council's partners in the Joint Housing Register living in the city.

The Council will not normally make an offer of accommodation to a Transfer applicant where the tenant is guilty of a breach of tenancy resulting in:

- A valid Notice of Seeking Possession or Suspended Possession Order for rent arrears.
- Housing Act Injunction, Anti-Social Behaviour Order, Notice of Seeking Possession, Suspended Possession Order or demoted tenancy (if adopted) granted as a result of the breach of other aspects of the tenancy agreement.

The Council will regard a failure to pay rent or other housing-related charges or debts as behaviour affecting the suitability of applicants to be tenants. Other than in exceptional circumstances (to be agreed by Housing Management and the Housing Income Management Team), an applicant with outstanding rent arrears or other housing-related debts owed to the City Council or to other social landlords in Sussex will not be allocated housing if there are other applicants eligible for housing under this policy.

4. The Registration and Assessment Process

Homeseekers and Tenants must apply by completing the Council's housing registration form. These are available from the Homemove team, from local housing offices and from www.brighton-hove.gov.uk/homemove. Some eligible persons however may be registered without completing the form, e.g. nominations from Social Care & Health.

- If not eligible to register the Homemove team will notify the applicant in writing giving the reason for the decision and informing them of their right to request a review and the timescale that the request must be made within.
- Once accepted onto the Housing Register the Homemove team will make an initial housing needs assessment based on the information on the registration form and other information made available.
- In order for this Banding assessment to be completed official proof of ID and other relevant information will need to be provided. This information is stated on a checklist on the front of the Housing Application Form.
- Medical priority is assessed by the Medical Advisor based on the information supplied by the applicant using the Council's Self Assessment Medical form and applicant's GP where appropriate. The Medical Advisor will refer the Self Assessment Medical Form to the Housing Occupational Therapist (OT) where there is a need for an OT assessment.
- Once assessed the applicant is placed in the appropriate bedroom category and into one of the four priority bandings and awarded a priority date.
- The Homemove team will write to the applicant to inform them of their priority date and registration number and give the following information:
 - Priority Band and reason for it.
 - Priority date, which is the date the application is received, or in the case of homeless applicants, the date that Brighton & Hove accepts a duty to rehouse.
 - The minimum and maximum bed size they can bid for.
 - Mobility group (level of access requirement) if applicable.
 - Advise the applicant that they have a right to see the information held in relation to the application. If they consider any details inaccurate then they can request a review.

Re-Registrations

All Homeseekers and Transfer applicants must complete a review form to stay on the Register. The Homemove team will send the review letter within three months of the anniversary of their registration date. Applicants will be allowed to re-register six weeks after the review date and if this is not responded to a final letter will be sent advising cancellation date if no contact is made.

If the applicant fails to re-register on time the Homemove team will check their contact details. If the applicant appears to be a vulnerable person and/or has a high priority need the Homemove team will visit or contact them by phone or letter, or refer to the relevant support service for intervention.

If there is no contact and the applicant fails to re-register the application will be cancelled. The Homemove team will notify the applicant in writing of the date and the reason for the cancellation.

5. The Banding Structure

The four priority Bands are:

Band A

- Accepted Homeless households owed the main duty by Brighton & Hove City Council placed in B&B or short term temporary accommodation where the only prospect of meeting the household's needs is in permanent accommodation (e.g. the applicant has obtained employment and is experiencing severe financial hardship or the household has severe medical or disability reasons).
- Accepted Homeless households owed the main duty by B&HCC, placed in temporary accommodation where the landlord requires the property back or the property is unsuitable to meet the applicant's needs or a member of the household's needs.
- Accepted Homeless households owed the main duty by B&HCC making their own temporary arrangements or suffering family split due to a genuine lack of accommodation.
- Overriding medical priority awarded by the Medical Advisor – where the housing conditions are having a major adverse effect on the medical condition of the applicant or member of the household as to warrant emergency priority.
- Social Services nominations under quota arrangements.
- Witness Protection nominations under a quota arrangement and agreed through the National Witness Mobility Service.
- Transfer applicants under-occupying family sized accommodation qualifying for the Transfer Incentive Scheme.
- Households who are statutorily overcrowded.
- Transfer applicants needing a permanent or temporary decant where the property is imminently required for major repair.
- Private Sector Housing nomination issued under a quota arrangements as agreed by the Private Sector Housing Team.
- Releasing an adapted property or to make best use of adapted stock – at the Council's discretion, where the tenant does not require adaptations or where the existing property cannot be adapted to meet the applicant's needs.
- Move on from care as agreed by housing options or leaving supported housing as agreed by supporting people.
- Priority transfer, agreed in exceptional circumstances due to significant and insurmountable problems associated with the tenant's occupation and there is imminent personal risk to the household if they remain.
- Severe need – exceptional circumstances and/or multiple needs, which warrant emergency priority – to be agreed by Head of TA and Allocations.
- Retiring Council and HA employees e.g.: Sheltered Scheme Managers, Residential Estate Wardens where the Council or HA has a contractual obligation to house.
- **Council employees leaving tied accommodation, excluding staff who are required to vacate tied accommodation following dismissal on disciplinary grounds.**
- Non-statutory successors – where agreement has been provided by Housing Management and Housing Options that the Council will try to re-house in accommodation suitable for the applicant's housing need.

Band B

- Severe Overcrowding - Households lacking 2 or more separate bedrooms.
- Management Transfers – agreed by Housing Management for transfers on management grounds, to properties of same size and type.
- Very High/ High medical priority as agreed by the Medical Advisor.
- Ex-tenants returning from institutions e.g.: rehabilitation - where a prior commitment has been made in order to secure the relinquishment of a Council or HA tenancy on entering the institution.
- High priority hardship – Homeseekers with a dependent child/ren living in insecure accommodation and not having a bedroom and lacking or sharing amenities.
- To enable fostering or adoption – where agreement reached to provide permanent accommodation on recommendation from Children & Young Persons Trust.
- Other unsatisfactory housing conditions (e.g. Major disrepair as assessed by the Private Sector Housing Team).
- Multiple Needs that warrant high priority –applicants whose needs match more than three of the priority reasons from the band when considered cumulatively are deemed to be so severe as to warrant applicant being placed in a higher priority band.

Band C

- Moderate Overcrowding - Households lacking one separate bedroom.
- Council and Housing Association tenants under-occupying that do not qualify for the Transfer Incentive Scheme.
- Accepted Homeless households occupying temporary accommodation on an assured short hold or non-secure tenancy until such time as the landlord requires the property back or the household's needs are no longer met unless offered permanent accommodation.
- Households identified in an Adult Social Care Plan where accommodation is required to assist in delivering a Care Plan or to relieve other social/welfare hardship as agreed in Adult Social Care & Housing.
- Medium/ Low medical priority as agreed by the Medical Advisor.
- Unsanitary conditions that cannot be addressed by the Private Sector Housing Team action including lacking one or more of the following; a kitchen (e.g. sink and space for a cooker), an inside WC or a bathroom (e.g. basin and bath or shower).
- Other unsatisfactory housing conditions (e.g. Minor disrepair as assessed by the Private Sector Housing Team).
- Applicants for sheltered housing where no higher need.
- People who need to move to a particular area in the city where failure to meet that need would cause hardship e.g. to give or receive support.
- Multiple Needs that warrant high priority –applicants whose needs match more than three of the priority reasons from the band when considered cumulatively are deemed to be so severe as to warrant applicant being placed in a higher priority band.

Band D

- Transfer applicants with no other housing need.
- Homeseekers with no other housing need.
- Key workers.

- Owner-occupiers or those with a substantial amount of savings or substantial equity (notwithstanding consideration of other needs e.g. medical).

Full details of how assessment and banding decisions are made can be found in Appendix A.

In areas of the city where there are unusually high concentrations of deprivation or vulnerable households with high support needs, the Council will consider giving preference to working households or those with limited housing need. These households would otherwise have less opportunity to access affordable housing. Through this process the Council seeks to help build balanced, sustainable communities and to ensure a mix of working and non-working residents, this will be through an agreed local lettings plan, and property eligibility will be clearly advertised.

The Government has placed an emphasis on key-worker housing and has made specific funding available for schemes to develop low cost home ownership and affordable rented housing for this group. These properties will be made available to applicants who are registered in Bands A - D who meet the qualifying criteria.

The national and regional housing agendas are encouraging new housing schemes to be of mixed tenure. Where the Council has the opportunity to nominate applicants to new schemes, the Council will consider the needs of people in all Bands A - D to ensure new developments have a mix of residents.

Re-assessing need and priority dates:

The Council reviews all applications annually. If an applicant's circumstances change they may be moved up or down a Band depending on their need. All applicants must inform the Homemove team immediately when their circumstances change. If any change results in a Band change, the Homemove team will write to inform the applicant of the new Band, their new priority date if applicable and of their right to request a review of this decision. The principle of the scheme is that no one should overtake existing applicants in a Band.

Moving up a Band:

If an applicant moves up a Band their priority date will be as follows:

- Overcrowding due to the birth of a child: the date will be taken from the child's date of birth.
- Transfer Priorities: the date as agreed by the Housing Manager.
- For Private Sector Housing Team reasons; the date the decision is received from the Private Sector Housing Team.
- For Social Services nominations, the date the request is received from Social Services.
- Medical reasons, the date the information is received into the Homemove Team.
- Homeless Households, the date duty was accepted by Brighton & Hove City Council.
- All other applicants, the date the application is received.

Moving down a Band:

If an applicant moves down a Band, then their priority date will revert to the date that applied when the applicant was previously in that Band, or any earlier date in a higher Band.

Multiple Needs:

As part of the assessment of an applicant's needs, those applicants who have a range of needs will be identified. These cases will be assessed to identify those applicants whose needs, when considered cumulatively, are deemed to be so severe as to warrant them being placed in a higher priority band. Where such exceptional circumstances exist and a higher priority band is thought to be appropriate the Homemove Team, having fully considered the details of the case, will forward their recommendation to the Head of TA and Allocations to seek authorisation that the applicant be placed in a higher priority band.

7. How does the Council advertise empty properties?

The Homemove Magazine and Website

The Council advertises its empty properties in a regular free magazine, 'Homemove', available every fortnight at Council offices and all public libraries, a full list is set out in the Scheme User Guide. The Homemove magazine is also available on the Internet at www.homemove.org.uk and can be posted to applicants for a small fee. Full details of how to bid are set out in the Scheme User Guide which is sent out to all new applicants or is available from the Homemove Team. The Council will advertise all properties as being for Transfer applicants or Homeseekers or both and set the eligibility criteria for the property, such as:

- The minimum and maximum number of persons in the household.
- If there are age limits or for households without young children.
- The mobility group, if applicable, and details or potential for adaptation.
- If applications are restricted to special cases such as key workers.
- If pets are allowed.
- Whether it is sheltered housing.
- Who owns the property, whether Council or Housing Association.
- The weekly rent, including any other charges.

The size of property you can bid for.

An assessment of your housing need is made and you will be informed of the size of property you can bid for, please see the table below for guidance.

Size	Minimum people	Maximum people	Example Types of Household
Studio	1	1	Single Person
1 bed	1	2	Single Person or Childless Couple
2 bed	2	4	one to two child family or single person and carer
2 bed sheltered	2	3	A single person/couple and carer
3 bed	3	6+ (depending on size)	two or more children
4bed	4	8+ (depending on size)	Five or more children

In deciding the appropriate size of a property the age and gender of the children within the household are considered for example a male and female child where one is over 10 years are not expected to share a bedroom. Therefore some 2 child families are eligible for a 2 bedroom property and other 2 child families are eligible for a 3 bedroom property.

All properties adapted for Disabled people will be advertised across all bands. Properties will have a mobility classification as below and priority will be given to those with a matching need. Properties will be also be advertised with notes where the potential for adaptation or further adaptation exists:

Mobility Group 1 – Typically suitable for a person who uses a wheelchair full time i.e. indoors and outdoors. The property will provide full wheelchair access throughout.

Mobility Group 2 – Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time. The property will have internal and external level or ramped access, but some parts of the property may not be fully wheelchair accessible.

Mobility Group 3 – Typically suitable for a person able to manage two or three steps, but unable to manage steep gradients. The property may have adaptations to assist people with limited mobility.

Where a disabled applicant applies for accommodation which does not meet his or her access needs, the council will take into account whether it is reasonable and practicable to adapt that property when assessing the offer consistent with our duties under the Disability Discrimination Act 1995 and the Housing Grants, Construction and Regeneration Act 1996.

Homeless Applicants and Property Size

In cases where households have been accepted as homeless under Part VII Housing Act 1996 and have been awarded the relevant Band, a household may bid for accommodation that falls outside of the above criteria if it has been assessed that the property is reasonable for the households needs. The offer will discharge the City Council's duty under Part VII Housing Act 1996.

In addition

- Where there is overriding medical need to support the request the council will allocate households up to one additional bedroom over the standards set above.
- No applicants can bid for properties that would result in overcrowding or under-occupation.
- Where a household is moving to smaller accommodation, they may be entitled to assistance under the Transfer Incentive Scheme.
- Supported housing will only be offered to people who have support needs assessed by the Supporting People Assessment team or accepted by the City Council, and where the Housing Association or support provider offers the appropriate support.
- If there are no eligible bidders over 50 years of age where an age restriction applies, applicants under 50 without children will be considered.

8. Sheltered Housing

Applicants can apply for sheltered housing using the Housing Registration form or can be referred by a relative, support worker, GP, or by the Medical Advisor recommending sheltered housing.

The Council and HA partners have a variety of sheltered accommodation specifically for an older community where it has been agreed with the Supporting People Team that a housing and support need is called for.

On receipt of an application for sheltered housing the Homemove Team and the Supporting People Team will register the application and place it in the relevant housing and support need band.

9. The Bidding Process

Eligible applicants can make bids for properties advertised by sending in a completed coupon, by telephone bidding, text bidding or by bidding online via the website. Applicants can also nominate a proxy bidder, and in exceptional circumstances request that the Council bid on their behalf. Full details of how to bid are set out in the Scheme User Guide, which will be sent out to all new applicants and is available on the website www.homemove.org.uk.

Applicants with support needs and those who have difficulty with written English will be supported by an appointed support provider or the Homemove team.

Applicants who urgently need to move and who do not bid for properties may receive a direct allocation. (see section 13: Direct Lettings).

All bids for a property are checked against the eligibility rules, for example any age restrictions or size of property. Ineligible bids are excluded from consideration. We will provide advice and support to applicants who regularly bid for properties they are not eligible for.

Applicants can bid for up to three properties they are eligible for per fortnight. Bids can be made from the Friday the 'Homemove' magazine is published until 2pm the following Wednesday when bidding closes. Shortlists will be created within three working days and successful applicants contacted as soon as possible.

Once an offer has been made the applicant has the choice to refuse the property. If they refuse they may be able to bid again the following cycle. If an applicant is an Accepted Homeless case and refuses a successful bid (irrespective of bidding deadlines) then the Housing Options Team and the Homemove Team may consider that this is a full discharge of duty. Any accepted homeless case considering refusing a part 6 offer should contact the Housing Options Team before formally refusing a property.

10. The Selection Process

All eligible bids for each property are placed in priority order. Priority is decided first by Band, second by local connection to Brighton & Hove, thirdly by priority date within the Band. Where a property has been advertised to

give preference to a mobility group, bids from these applicants will be prioritised in band order above bids from members who are not in that stated group. Every bid will be assigned a random number when the bid is made. This number is used to resolve a tie; the highest number gets the priority. If there are no eligible bidders for a property the Homemove team may decide to make a direct allocation or re-advertise the property.

If the property is owned by a housing association, the prioritised list will be referred to the landlord for offer.

To minimise delays the landlord may arrange multiple viewings for up to three applicant households per property. Applicants are normally contacted within 7 days of close of bidding. Applicants will be required to bring proof of identity (for example Driving Licence or Passport) to the viewing. For general needs council housing the Lettings team will:

- Arrange accompanied viewings, advise on any non-essential repairs to be completed after the tenancy start date and give a target date for the completion of these repairs.
- Offer the applicant the option to accept and invite to sign for the tenancy or agree a decision within 24 hours.
- If the applicant chooses to refuse, the Lettings Officer will note the reasons for the refusal and the next applicant is selected for an offer. Some applicants are not penalised for refusing offers, there are however some Band A cases listed in Section 13 Direct Bidding that may lose priority if a suitable offer is refused and reason is not accepted.
- Applicants who do not provide proof of identity at the viewing will be given 24 hours to provide proof at a council office prior to signing for the tenancy.
- Once an offer of accommodation has been accepted the Housing Application will be closed by the Homemove Team or the Lettings Team.

If the property is considered to be a sensitive let any issues surrounding this will be discussed with the incoming tenant prior to a tenancy being granted.

11. How Shortlisting Takes Place

Offers will normally be made to applicants at the top of the shortlist. In very exceptional circumstances we may need to reject an applicant on the shortlist for a particular property to ensure that we meet the following objectives:

To ensure that communities are as balanced as possible.

We may adopt Local Lettings Plans for specific areas. These plans will need to be agreed by stakeholders and will consider the problems that need addressing, backed up by evidence. Properties subject to Local Lettings Plans will be clearly advertised and priority will be given to those that meet the agreed criteria.

To ensure that allocations are sensitively made

In exceptional cases, for housing management reasons, we may not offer to the person at the top of the shortlist. You will be contacted by the Landlord with the reasons for this decision.

To make best use of the council's stock and to reduce under occupation

From time to time a property may be advertised for those who are releasing larger council accommodation or reserved for those who need to move urgently because the council is undertaking work on the property.

To ensure properties are let quickly.

This is important to minimise rent loss and empty property turn around time. Applicants must be available and able to take up an offer of accommodation, applicants will be contacted by telephone and letter, and if there is no contact after three days then the offer will be withdrawn.

If an offer is not made to the applicant at the top of the shortlist, the reasons will need to be agreed by the Homemove Manager in line with this policy.

12. Time Limits for Bidding for Properties

There is a six-month time limit for bidding for the following categories of Band A applicants (except where otherwise noted) :

- Accepted Homeless households, with the exception of homeless households in B&B needing permanent housing who have a six week time limit to bid. (*Please note: If households in this category are successful in obtaining an offer of accommodation within the 6 months time this will be considered a final offer.*)
- Retiring Council and HA employees.
- Ex- council & HA tenants released or discharged from an institution that the Council has given an undertaking to house.
- Non-statutory successors.
- Priority transfers, except those placed in temporary accommodation or B&B who will have a six week time limit to bid.
- Permanent & temporary decants.
- Under-occupiers who have succeeded to the tenancy where the Council has grounds for seeking possession by offering suitable alternative accommodation.
- Those leaving hospital under special arrangements have six weeks to bid
- Move on from care as agreed by housing options or leaving supported housing as agreed by supporting people.
- Accepted Homeless households owed the main duty by B&HCC placed in temporary accommodation where the landlord requires the property back or the property is unsuitable to meet the applicant's needs or a member of the household's needs. (*Please note: If households in this category are successful in obtaining an offer of accommodation within the 6 months time this will be considered a final offer.*)
- Social Services nominations under quota arrangements.
- Witness Protection nominations under a quota arrangement and agreed through the National Witness Mobility Service.
- Private Sector Housing nomination issued under a quota arrangements as agreed by the Private Sector Housing Team.
- Transfer applicants needing permanent or temporary decant where the property is imminently required for major repair.
- Severe need – exceptional circumstances and/or multiple needs, which warrant emergency priority – to be agreed by Head of TA and Allocations.

If an applicant does not bid within these time frames, we will contact the applicant to check there are no difficulties in using the system and that the circumstances of the applicant have not changed and the priority still applies. If the applicant still fails to bid we may bid on their behalf for suitable properties in a suitable area, review or remove the priority awarded or make a direct allocation.

13. Direct Bidding

It is our aim to advertise as many properties as possible through Homemove but there may be exceptional circumstances where we will make bids on behalf of households.

- Special circumstances, e.g. applicants who are assessed as high risk offenders have their application processed through a multi-agency panel. This group will be restricted from bidding and a property identified as recommended by the panel. The panel will make one reasonable offer and if refused the applicant can request a review.
- Accepted Homeless households in Band A who have failed to exercise choice through the bidding process within the six-week/month timescale or who have bid within the timescale but have not been successful. The Council may make one reasonable offer of accommodation before duty is discharged, or priority lost.
- Retiring Council employees, those who have highly specific requirements or who have failed to bid successfully within the 6 month time limit will be made a direct offer. If refused a Housing Manager and Housing Management will review.
- Tenants who need to be temporarily or permanently decanted who have failed to bid successfully within their bidding time will be offered a temporary property. If the offer is refused Housing Management will review and/or begin proceedings for possession.
- Ex- council & HA tenants released or discharged from an institution that the Council has given an undertaking to house who have not successfully bid within the timescale will be made one offer before duty is discharged or priority lost.
- Non-statutory successors who have failed to bid successfully within their bidding time will be made one offer, if refused Housing Management will begin proceedings for possession.
- Priority Transfers who have failed to bid successfully within their bidding time will be made one offer. If refused Housing Management will review and may recommend priority lost.
- Those who have succeeded to a tenancy and are now underoccupying who have failed to bid successfully within their bidding time will be made one offer. If refused the Housing Management team will review and /or begin proceedings for possession.
- Retiring Council and HA employees who have failed to bid successfully within their bidding time will be made one reasonable offer. If the offer is refused Housing Management will review and/or begin proceedings for possession.
- Those leaving hospital under special arrangements who have failed to bid successfully within their bidding time will be made one reasonable offer or priority may be lost.
- Move on from care as agreed by housing options or leaving supported housing as agreed by supporting people who have failed to bid

- successfully within their bidding time will be made one reasonable offer or priority may be lost.
- Social Services nominations under quota arrangements who have failed to bid successfully within their bidding time will be made one reasonable offer or priority may be lost.
 - Witness Protection nominations under a quota arrangement and agreed through the National Witness Mobility Service who have failed to bid successfully within their bidding time will be made one reasonable offer or priority may be lost.
 - Private Sector Housing nomination issued under a quota arrangements as agreed by the Private Sector Housing Team. who have failed to bid successfully within their bidding time will be made one reasonable offer or priority may be lost..
 - Severe need – exceptional circumstances and/or multiple needs, which warrant emergency priority – to be agreed by Head of TA and Allocations who have failed to bid successfully within their bidding time will be made one reasonable offer or priority may be lost.

Refusals following Direct Bidding

In the above cases the Council will make a reasonable offer, one that as far as possible matches the size, and type of property the applicant is eligible for and in their areas of choice where possible. The applicant must give their reasons for refusing. The property will not be held empty while the refusal is reviewed but will be let to another applicant.

If the offer is to a homeless household the Temporary Accommodation Allocations Manager will review the case and will take the necessary follow-up action.

If an offer is to other categories of applicant the Homemove manager will consider the reasons for refusal. If there is a clear mismatch, e.g. where applicant or property details were incorrect, the offer will be withdrawn and the applicant notified. If the offer was found to be a reasonable one, the Homemove manager will advise the applicant of the reasons for this finding and of the effect that this decision has on their application. They will also advise the applicant of their right to request a review of the decision and the timescales that this needs to be within.

14. Feedback on Let Properties

All properties let will be listed in a future copy of the freesheet magazine showing the number of bidders for each property and the Band and priority date of the successful applicant.

15. Ending a joint tenancy when one party to the tenancy leaves

Broadly speaking the Council will grant a joint tenancy to partners applying together for housing. A joint tenancy remains in joint names until one or both joint tenants terminate the tenancy. In the case where one party to the joint tenancy has left the property and has no intention to return, the City Council may agree to offer a new sole tenancy to the remaining party should they terminate the joint tenancy. Council tenants must contact their Housing Officer for advice.

16. Local Lettings Plans

A local lettings plan is an agreement between the Council or HA and local tenants and residents that restricts lettings in the area to certain households. This is done to tackle a specific issue or problem that has been identified locally at either block, street, estate or neighbourhood level, or to achieve a sustainable community on a new development

Local lettings plans allow the Council or HA to:

- Identify and explore the barriers to access housing.
- Deliver better outcomes and improve life chances for current tenants and future residents.
- Developing a stock and demand profile of the area alongside the views of Local tenants and residents groups will primarily identify the need for any local lettings plans.

Four key elements will be considered when developing a new local lettings plan:

- Selective lettings - there may be some restrictions as to who can apply for certain properties or areas. For example this may involve age restrictions or a requirement to have a local connection.
- Making the best use of housing stock.
- Developing a balanced and sustainable community - where a local policy would promote community cohesion and balance the needs of existing and new tenants to create more inclusive neighbourhoods where people want to live. This may be in areas where there is a high turnover of properties either within an estate or amongst certain property types.
- Attract potential tenants - for example certain properties may be offered with a level of furnishings.

Key stages of development

Developing a stock and demand profile of the area - this may include a breakdown of and information on:

- Property types and numbers.
- Household type, including customer profile information of residents
- Voids and lettings within last financial year.
- Numbers and reasons for refusal.
- Reasons for rehousing and reasons why tenants leave.
- Where most availability has occurred and why.
- Number of registered transfers.
- The level of demand for properties in the area.
- How long tenancies are lasting.
- How quickly vacancies are filled.
- The layout of the area and services available.
- Social issues within the area and any multi-agency involvement.
- An estimate of vacancies expected.
- Local targets for performance.

Involving and consulting residents and tenants

The Council and its partners will be responsible for consulting with residents and existing tenants and involving them in the development of any proposals for local lettings plans. This may involve carrying out 'door to door' surveys to collate resident and tenants views.

Partner landlords who have stock within the area will be consulted on the need or otherwise for a local plan.

Evaluating the information

The Council will evaluate the information in the stock and demand profile. It will also take account of tenants' views when identifying recommendations to develop local lettings criteria. The Council must also consider diversity and equal opportunity issues of local communities when formulating any local lettings plans.

Making recommendations

Recommendations may include some of the following criteria: -

- Setting a maximum or minimum age limit for certain properties.
- Preference to tenants / applicants with a local connection or who already live or work in that area.
- Preference to tenants / applicants who are giving or receiving support to or from family/extended family, voluntary work, day care, playgroups or other support from locally based organisations.
- Preference to people who are employed.
- Preference to other household types who would not normally be eligible under the Council's letting policy – e.g. This could be couples without children, where there is a high density already in the area of families with children.
- Preference to specific groups of people for specific types of properties or in specific localities where this would benefit the community.
- Preference to people from BME and religious cultures.
- Meeting need of a category of people to ensure most appropriate use of stock.

Impact of Local Lettings Plans on the Lettings Policy

Once a report with recommendations has been finalised, the Council will have to formally adopt the plan and this will override the current eligibility criteria. This will take into account the impact of overall lettings in the district. Any property subject to a local lettings plan will be clearly labelled within the advertisements.

Review of local lettings plans

The Council will ensure that Local Lettings Plans are publicised and implemented. In addition they will ensure that these plans are continuously monitored and reviewed annually with the involvement of local tenants and residents. If a local lettings plan is agreed it will be promoted within the affected area.

17. Other Housing Options

As you may be aware, there is a shortage of social housing in Brighton & Hove and a huge demand for accommodation. This means that council and housing association properties are not widely available and usually only go to those who are in the most need. Here are some other housing options you may wish to consider

Help and Advice: The Housing Options Team is based around preventing homelessness by offering housing options tailored to individual needs. They can offer specialist housing advice to help you keep your current home, advice for people who need support to live independently and advice on

alternative housing options. Phone (01273) 293111 or e-mail housing.advice@brighton-hove.gov.uk for more information.

Private Renting - You can apply to the private rental agencies in the area for suitable accommodation. You may be eligible for help with paying your rent by claiming for housing benefit. Contact Housing Options on 01273 293111 for more information.

Mutual Exchanges - the council operates a mutual exchange system for council or housing association tenants who wish to swap their homes. Go to www.homemove.org.uk.

Low Cost Home Ownership - if you are interested in Low Cost Home Ownership then register at www.homebuy.co.uk or call [Moat Housing on 07002 662846](tel:07002662846) to be considered for new schemes in the City.

18. Appeals and Reviews

This section sets out the procedure for reviewing or appealing the following decisions:

1. Not to put someone on the Joint Housing Register (or to exclude them from bidding) who has applied to be put on it or to remove someone from the JHR other than at his or her request.
2. That a member is ineligible for an offer.
3. Other decisions relating to the Choice Based Lettings Scheme, including banding and priority dates.
4. Where a priority has been removed and a Direct Let implemented.

An officer senior to the officer making the original decision and who was not involved in making the decision will carry out these reviews.

Procedure

- A request for a review must be made within 21 days from the day on which the applicant is notified of the council's decision and the reasons for it. The council has discretion to extend the time limit if it considers this would be reasonable.
- A request can be made in person, over the telephone or in writing.
- The officer carrying out the review will carry out an investigation, and, if further information is needed, invite the applicant to write or if unable to do this, make oral representation, or the applicant may also appoint someone on his or her behalf to do this.
- If the reviewing officer finds that the officer who took the decision did not take relevant information into account they will refer the file back to that officer for re-consideration.
- The officer will notify the applicant of their decision and the reasons for it within eight weeks of the request for a review, there is no right to request a review of the decision unless the applicant's circumstances change.

Appendix A: Assessments and Banding Decisions

Following the registration a decision will be made on what, if any, follow up action is appropriate e.g. referral to the Medical Advisor, Occupational Therapist, Private Sector Housing Officer, Housing Options Team if there is a threat of homelessness, Social Services or Supporting People. The Homemove Team makes decisions about banding in the light of appropriate advice and the following guidelines.

1. Medical Needs

Members who indicate that they or anyone in their household have an illness or disability, which is affected by their current housing situation, or who may be vulnerable on physical or mental health grounds and in need of settled accommodation are requested to complete a medical self assessment form and/or mobility form. The Homemove Team considers this form, together with any relevant information from the General Practitioner, Hospital Consultant, or Occupational Therapist as appropriate. Where appropriate the Team also seeks advice from the Medical Advisor.

Assessments are made of the effect of present housing on the state of health of the member or anyone in the household. In reaching the decision we will consider whether the overall effect on the household or any member of the household is sufficiently severe to warrant inclusion in a higher band.

In each case the recommendation is based on a judgement of need. Members with medical needs will be placed in one of the following bands:-

Band A

Overriding Medical Priority will be recommended where the member (including accepted homeless members) or one of the household has a medical condition which is seriously affected by their current housing. Band A will also be given where current housing conditions and/or other circumstances are having such a major adverse effect on the medical condition of any member of the household as to warrant emergency priority.

Band B

Very High/High Medical Priority will be recommended where the current housing conditions are having a major adverse effect on the medical condition of the applicant or one of the household.

Band C

Medium/Low Medical Priority will be recommended where the current housing conditions are having an adverse effect on the medical condition of the applicant or one of the household which creates a particular need for them to move.

Where a household is overcrowded and/or there are other adverse circumstances the medical assessment will take into account the effect of the overcrowding and the adverse circumstances on the health of the household.

2. Mobility Needs

Irrespective of the band assessment, where a member, or one of the household, has a substantial and permanent physical disability which may place them in mobility groups 1, 2 (see below) the Homemove team will refer to the Occupational Therapist, for a report on their housing needs. Taking into

account the recommendations of the report the Homemove team will place the member in one of the following mobility groups:

Mobility Group 1 – Typically suitable for a person who uses a wheelchair full time i.e. indoors and outdoors. The property will provide full wheelchair access throughout.

Mobility Group 2 – Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time. The property will have internal and external level or ramped access, but some parts of the property may not be fully wheelchair accessible.

Mobility Group 3 – Typically suitable for a person able to manage two or three steps, but unable to manage steep gradients. The property may have adaptations to assist people with limited mobility

3. Unsatisfactory Housing Conditions and Statutory Duty

- The Head of Temporary Accommodation and Allocations agrees with the Private Sector Housing Team an annual quota for housing clients in housing need.

Households will be placed in **Band C** where there are:

- Unsanitary conditions that cannot be addressed by The Private Sector Housing Team action including lacking one or more of the following; a kitchen (e.g. sink and space for a cooker), an inside WC or a bathroom (e.g. basin and bath or shower).
- Other unsatisfactory housing conditions (e.g. substantial disrepair as assessed by the Private Sector Housing Team).

4. Overcrowding

Where the property is deemed to be ‘statutorily overcrowded’ by an EHO under section X of the 1985 Housing Act and there are no means to make the property fit the applicant will be placed in band A.

Applicants will be placed in band B if they lack 2 or more bedrooms and band C if they lack one bedroom below these minimum provisions:

An independent adult (18 years+)	1 bedroom, including a bedsit or studio
Co-habiting couples	1 bedroom
A dependent child	1 bedroom
Two children of opposite gender where one is aged over 5 years	2 bedrooms
Two children of the same gender any age	1 bedroom

Please note that if there is a second reception room it will generally be deemed to be available for use as a bedroom and box rooms, which can reasonably be used by a child, will count as a single bedroom.

5. Accepted Homeless Applicants

Accepted Homeless households owed the main duty by Brighton & Hove City Council under s.193 of the 1996 Act or s.65 of the 1985 Act will be placed in the following bands:

Band A – Where an accepted homeless household is provided with temporary accommodation by the council and the landlord wants the property

back, or the property is for some reason considered unsuitable to meet the household's needs, the member will be placed in band A. The Temporary Accommodation Team will inform the Homemove team that the household's needs would not be best met by providing further temporary accommodation. Examples of circumstances in which such a decision can be taken are:

- One or more of the household has obtained employment, resulting in severe financial hardship for example through loss of benefits.
- There are severe medical or disability reasons.
- Case of severe harassment or violence in the current property.
- Severe disrepair of the current property.

Accepted Homeless households making their own temporary arrangements or suffering family split due to a genuine lack of accommodation will also be placed in band A.

Band C – Accepted homeless households who are occupying an assured shorthold or non-secure tenancy provided under the Housing Act 1996 Part V11 move to band C until such time as the landlord wants the property back or their needs can no longer be met, they are offered permanent accommodation by bidding through Homemove, or their housing situation whilst in assured shorthold or non secure tenancy warrants a higher priority banding under other Homemove criteria.

6. Social Welfare Considerations

Where there are social welfare needs the Homemove Team will consider the recommendations of Social Services and other relative agencies and take into account any multiple needs. They will place the member in the appropriate band as follows:-

Band A - Severe Need Authorised by the Head of Temporary Accommodation and Allocations where members are in 'severe need', where exceptional circumstances and/or multiple needs warrant emergency priority.

Band B – Multiple Needs - Authorised by the Homemove Manager where an applicant who would otherwise be placed in band C, has needs which when assessed cumulatively are deemed to be so severe as to warrant them being placed in band B.

Band B - High priority hardship – To be authorised by the Homemove Manager for Homeseekers with a dependent child/ren living in insecure accommodation and not having a bedroom (see the minimum bedroom standards) and lacking or sharing amenities.

Band B - Enabling Fostering/Adoption – Where social services make a recommendation that permanent accommodation be provided to enable someone to foster or adopt a child, if the Homemove Team agrees this then the applicant will be placed in band B.

Band C - Other social welfare/hardship – Households who need to move to a particular area in the city where failure to meet that need would cause hardship e.g. to give or receive care or support.

Band C - Delivering a Care Plan – This is where accommodation is required to assist Social Services in delivering a Care Plan (e.g. moving the member nearer to the source of care and support or to accommodate a carer), or to

relieve other social/welfare hardship as agreed between Social Services and Housing.

7. Other High Priority Categories (applicable to Transfer Applicants only).

Band A - Priority Transfers

Agreed in exceptional circumstances by the Homemove Manager and Housing Manager where there are significant insurmountable problems associated with the tenant's occupation of a dwelling and there is imminent personal risk to the tenant or their family if they remain in the dwelling.

Where the Homemove Manager and Housing Manager agree a non-urgent management transfer band B will be awarded.

Band A - Moving for major works

Awarded to transfer applicants if their property is imminently required for essential works and the tenant cannot remain in the property. Although the Council will encourage and assist such tenants to make bids through the Homemove system we recognise that we have a duty to provide suitable alternative accommodation and will make a reasonable offer within the necessary timescale whether a successful bid is made or not.

Council Interest Transfers

Band A is awarded to facilitate a tenant's move in one of the following circumstances;-

- Release adapted property – the decision to prioritise is made at the Council's discretion if there is an unmet need for the property occupied (e.g. where the tenant does not require adaptations such as wheelchair accessible facilities).
- Make best use of adapted stock – for example where providing adaptations in the current property is not feasible but there may be a suitable alternative property available.
- Enable tenants under occupying family accommodation or adapted property they no longer require, to move to smaller accommodation or alternative accommodation under the Transfer Incentive Scheme (information on this scheme can be requested from your housing officer or the Homemove Team). Under occupiers who do not qualify for this scheme will be placed in band C.
- Non-statutory successors – approved by Housing Management, Housing Options and The Homemove for an offer of suitable accommodation.

Band B is awarded to facilitate a tenant's move in one of the following circumstances;-

- Retiring Council and HA employees e.g.: Sheltered Scheme Managers, Residential Estate Wardens where the Council or HA has a contractual obligation to house.
- Ex-tenants returning from institutions e.g.: rehabilitation where a commitment has been made in order to secure the relinquishment of a Council or HA tenancy on entering the institution.

8. Other categories

Move on from care – Band A

The Housing Options Team assists those moving on from care to find suitable accommodation. For the majority of applicants, supported accommodation is appropriate, but some applicants are referred by Housing Options to the Homemove team who place the applicants in band A. Applicants must normally have a local connection as defined by Part V11 of the Housing Act 1996.

Move on from Support Housing – Band A

For the majority of applicants agencies will be expected to work with their clients to access the private rented sector. For exceptional cases, agreed by the Temporary Accommodation Manager, applicants will be placed in Band A. Details of the Move on Scheme Special Rules are available from the Supporting People Team.

Social Services Nominations under quota arrangements – Band A

The Homemove Manager and Housing Options Manager agrees with Social Services an annual quota for housing clients in housing need under two schemes: 1. The Divert Scheme, which has been designed to prevent children being looked after by the Local Authority, and 2. General Social Services Nominations as recommended at Head of Service level.

Witness Protection – Band A

The Head of Temporary Accommodation and Allocations agrees with NWMS (National Witness Mobility Service) an annual quota for housing clients in housing need.

Housing Cabinet Member Meeting

Agenda Item 43

Brighton & Hove City Council

Subject:	Social Exclusion Strategy Pilot		
Date of Meeting:	7 September 2009		
Report of:	Director of Adult Social Care and Housing		
Contact Officer:	Name:	Emma Gilbert	Tel: 291704
	E-mail:	emma.gilbert@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The draft Social Exclusion Strategy – “*Turning the Tide*” outlines the aims and objectives to address anti-social behaviour, intergenerational social exclusion and quality of life experience for residents in social housing living in areas of multiple deprivation in Brighton and Hove. To do this the strategy adopts a robust parallel approach of support and enforcement in order to “turn the tide” by addressing behaviours that impact negatively on individuals, families and the community. (see **Appendix 1** for more detailed brief)
- 1.2 The Strategy is a work in progress, currently at the second draft stage. Comments/feedback from key stakeholders, partners and council tenants will be sought before presenting a final draft to Cabinet for approval/agreement later this financial year.
- 1.3 The Strategy has been developed in response to the findings of the *Reducing Inequalities Review (OCSI and Educe 2007)* carried out in Brighton and Hove, as well as addressing national and local priorities focusing on social exclusion, housing, welfare reform, anti-social behaviour, and employment & skills.
- 1.4 *Turning the Tide* is one of the targeted interventions being led by the Council to address the needs of specific groups of vulnerable residents with multiple and complex needs. Strong links to other initiatives such as the Family Pathfinder and the Family Intervention Projects have already been established as part of the development and forward delivery of the strategy, to ensure that it complements the work of these initiatives and to avoid duplication.

2. RECOMMENDATIONS:

- 2.1 (1) to agree the launch for the Turning the Tide Pilot in Moulsecoomb and Bevendean to be led by Housing Strategy with the relevant staffing resources
- (2) for a series of tenant/resident focus groups to run in the pilot area to look at the key themes and identify priorities for the local community

(3) that the financial implications be noted

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 Main Aims of the Pilot

3.1.1. *Turning the Tide* outlines the 6 key objectives and the underlying priorities identified to deliver the strategic aims of the draft Social Exclusion Strategy. The work outlined within the strategy is not designed to be a short-term measure - when trying to address issues that include anti-social behaviour, entrenched poverty, low aspirations, intergenerational worklessness, the mental and physical health of communities, substance misuse, parenting skills and familial relationships, strategy needs to take a long term view.

3.1.2 The Pilot proposes to address the short-term challenges of systemic change, bringing together models of good practice, early identification and intervention, multi-agency working, and community involvement to deliver on shared aims and objectives; to create opportunities for change, and the development of new enterprises and partnerships to benefit and improve the community.

3.2 Rationale

3.2.1 The rationale for focusing the strategy on residents living in council housing stock is based on the findings of the *Reducing Inequalities Review* which identified that there is a significant number of people in the city with multiple needs living in social housing – with at least two thirds of households experiencing two or more of the following dimensions of inequality: income, benefits dependency, health, crime and the environment.

The Review, census data and tenant surveys all confirm that the levels and concentration of social exclusion, multiple deprivation and attendant anti-social behaviour within Brighton and Hove are higher within the areas of social housing, particularly within the authority's own stock.

3.2.2 In the latest tenant 'STATUS' survey, respondents indicated that the impact of anti-social behaviour on the neighbourhood is listed as the main priority for council tenants after repairs/maintenance and standard of housing, with over 1 in 5 respondents saying they had reported incidence of anti-social behaviour to the authority as their landlord in the last year.

3.3 Scope

3.3.1 The Pilot area has been identified as Moulsecoomb and Bevendean given the high concentration of social housing and levels of multiple deprivation, social exclusion and attendant anti-social behaviour within this area. Following the evaluation of the pilot the longer term aim will be to adopt this model on a city-wide basis.

3.3.2 The pilot will commence from 1st October 2009 and last for a period of 9 months with an evaluation being completed by July 2010. Performance will be measured

in order to demonstrate the effectiveness and impact of the interventions with milestones, outcomes and targets agreed prior to commencement of service delivery.

3.4 Governance

- 3.4.1 The joint ownership of this strategy across Housing Management and Housing Strategy demonstrates the commitment to build upon the directorate's successes, to maximise resources and areas of expertise, and to work robustly together with partner agencies to tackle inequality, social exclusion and anti-social behaviour within our council housing stock and communities of multiple deprivation, providing sustainable action and effect into the future.
- 3.4.2 As such, it is proposed that the strategic governance of the Pilot is led by the Turning the Tide Project Group, with management of the Pilot being led by Housing Strategy. Service will be jointly delivered through Housing Needs and Social Inclusion and Housing Management. The proposed Pilot Structure and related services can be seen in **Appendix 2**.
- 3.4.3 The benefits that Housing Needs and Social Inclusion bring to the Pilot are:
- Housing Needs and Social Inclusion have established innovative targeted intervention approaches which are nationally recognised and have placed Brighton and Hove firmly as a leader in this field.
 - Established Prevention ethos – proactive approach to identifying vulnerable and socially excluded residents and provision of a range of early interventions to sustain independent living
 - Established Assertive Outreach Model - using a proactive and persistent approach to counteract non-engagement, using a balance of support and enforcement and intensive inter-agency working to achieve positive outcomes
 - Established Holistic Assessment of Needs - Housing support staff have been trained to carry out holistic assessment of needs and ongoing Support Action Plans and take the lead role in delivery/management of the individual support plan.
 - Established referral pathways for treatment services and assertive approach to numbers into treatment
 - Established referral pathways into work, training and employment
- 3.4.4. Evidence of delivery can be seen through:
- A history of strong partnership working with well-established joint working practises and protocols
 - Improving access to services by co-locating a wide range of services to enable clients to seek advice and support across a range of issues
 - Experience of achieving behavioural change supported through psychological interventions such as Motivational Interviewing

techniques, Brief Solution Focused Therapy and Cognitive Behavioural Therapy

- Nationally recognised approaches to address the work, training and employment skills of vulnerable and deeply excluded people with dedicated Services.
- Housing Strategy are implementing targeted approaches to address overcrowding and under-occupancy, and making the private rented sector more accessible in order to address housing need.

3.5 Model for Delivery

3.5.1 The *Turning the Tide* draft Strategy outlines the model of a *Universal Offer of Support* with differentiated levels of support and enforcement, with proposed teams and services to deliver the range of interventions needed. **Appendix 3** outlines the Support offer.

3.5.2 The initial or universal level of support will be offered by the current Housing Management Teams - building on their successes, resources and experience in delivering services with the primary focus of tenancy management and estate management. Given the resource issues relating to Housing Officers and the large caseloads they carry, it is not practicable for them to carry out in-depth “support” or to change their remit in terms of tenancy management. It is anticipated that Housing Officers will provide the initial alert/referral for a higher level of support through an enhanced tenancy check process.

3.5.3 The Enhanced and Intensive levels of support and enforcement will be delivered by the creation of a *Social Inclusion Team*. This team will be managed by Housing Needs and Social Inclusion in their role as the housing support arm of the directorate.

3.6 Pilot Outcomes

3.6.1 During the Pilot period the key focus of delivery will be to simplify and improve services through systemic change, namely:

- Set up a multi-agency approach to ensure a co-ordinated response to tackling social exclusion, including a re-focus of existing forums in order to prioritise shared aims and objectives
- To take a robust and assertive approach to tackling anti-social behaviour ensuring that all relevant agencies and local residents are fully engaged in a high profile, co-ordinated and consistent approach to deal with anti-social behaviour in the community;
- To implement the *Universal Support Offer* – focussing interventions on targeted client groups prioritised in terms of risk factors, using a balance of support and enforcement
- Provide a range of community interventions and to maximise opportunities to order to improve aspirations and ensure that tenants meet their responsibilities and improve the life chances for themselves, their families and the community. These will include:

A series of themed tenant focus groups; Community Clear-up days; Community drug and alcohol audits; launch of Community Payback scheme; launch of Youth Crime Prevention reparations work; launch of ASB Surgeries/drop-ins; targeted drop-ins for overcrowding/under-occupancy/housing options/housing benefit; launch of Quick Guide to Housing Services booklet; development of work and learning opportunities within the community including social enterprise development; self-employment/small business advice; mobilisation of the Mears contract and development of training and employment opportunities linked to the Supercentre; co-ordination of community and FE provision to meet the needs of the community; targeted outreach work to engage the community in work and learning; holiday learning activities; development of Male Role Models to provide positive support to young men in the community with a focus on crime and anti-social behaviour prevention; Individual Household budgets for one-off interventions such as adaptations to ease overcrowding; provide access to the internet for households for homework, job search, social networking, distance learning etc; arrange a series of workshop events on ASB, employment and learning, neighbourliness etc.

- To publicise and communicate the aims and achievements of the Pilot to all key stakeholders, residents and local media
- To complete an evaluation at the end of the pilot period and develop a model for citywide rollout
- To benchmark levels of exclusion and anti-social behaviour throughout the life of the strategy, using the Pilot period to ascertain initial performance on a range of soft and hard outcomes. These will include:

Hard Outcomes:

Improved access to services through targeted intervention for vulnerable tenants and households engaging in anti-social behaviour
 Prevention of homelessness through tenancy sustainment
 Reductions in harmful, criminal or anti-social behaviour
 Prevention/early intervention in youth crime/anti-social behaviour
 Reduction in the perception of anti-social behaviour
 Number of referrals into FIP, FIT and TYS – positive/negative outcomes
 Number of households/individuals receiving ASBO's, ABC's, parenting orders etc
 Number of households/individuals evicted as a result of anti-social behaviour
 Reparations work in the community
 Increased numbers into treatment services
 Increased take up in early years provision, parenting skills, parenting groups, childcare
 Preventing children or Young People becoming 'looked after' or excluded from education
 Increased numbers into learning, training and employment
 Reduction in out of work benefit claimants
 Number of households receiving a financial health check/advice and guidance session from Income Management Team

Number of households being helped to address their Housing Needs
eg number of households being assisted by the Overcrowding
officer/ Under-Occupancy officer/Housing Options
Workforce Development

Soft Outcomes:

Improvement in levels of engagement at individual, family and
community level
Self-reported improvement in family relationships
Self reported improved parenting skills
Self- reported improvements in health and well-being of children,
parents, and individuals
Self-reported uptake of contraception and sexual health services
Reduction in numbers of teenage pregnancies
Reduction in substance and alcohol misuse
Self-reported improvements in behaviour/anger management in
young men/reduction in violent incidents
Self-reported raising of aspirations and confidence/self-esteem
Improved social networks for individuals, families and children
Engagement in learning, skills and employment
Development of social enterprise
Improvements to home environments and communities
Increase in the number of households accessing the internet
Increased community engagement
Co-ordination/Improved links between services across sectors
Positive impact on the community
Increased service user involvement and participation

3.7 Pilot Costings

3.7.1 Appendix 3 identifies the team structure, expected partners and proposed services needed to meet the strategic aims and objectives of the Pilot. The majority of these services will be provided by existing resources/services/agencies but in some cases additional funding is required to increase capacity.

3.7.2 The Community Interventions Budget (focus groups, estate clean up days, Community Audits etc), role model co-ordinator, project administrator and the Individual Household Budgets are new resources which will require additional funding as outlined in the Pilot budget.

Appendix 4 identifies the overall budget of £172k in addition to existing resources for initial set up and ongoing costs for the Pilot area in 2009/10.

3.7.3 To widen out the focus and include non-council social tenants in the initiative would require additional resources and funding from RSL partners.

4. CONSULTATION

- 4.1 Using the Community Engagement Framework, there will be a detailed consultation process with key stakeholders, partners and council tenants through a range of activities to include focus groups, workshop sessions, consultation events at tenant and resident fora, steering groups, working groups, communities of interest, and other relevant forums including the BHCC website.
- 4.2 Feedback from the consultation process will help to form the final draft of the Strategy.

5. FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

The 'Turning the Tide' pilot is estimated to cost approximately £172,000 for 2009/10. This pilot supports outcomes which will benefit both the Children's and Young People Trust and Adult Social Care and Housing directorates. The 2009/10 HRA (Housing Revenue Account) budget includes £72,000 towards the project and a further £100,000 is required from the General Fund. The general fund will need to consider allocating £100,000 to this project as part of Targeted Budget Management.

Funding for 2010/11 will be considered as part of the 2010/11 Budget process for both the HRA and General Fund.

Finance Officer Consulted: Sue Chapman

Date: 27.8.09

5.2 Legal Implications:

- 5.2.1 There should be an awareness of the Human Rights Act particularly where the assertiveness intervention models are used, as there may be occasions when there could be the potential interference with the rights under the act. These should on the whole be dealt with by virtue of the fact that any intervention will in pursuit of a legitimate aim – that of community protection and the reduction of crime and disorder. Consideration should be given as to the proportionality of any interventions.
- 5.2.2 As there will be considerable inter department information sharing, there should be considerable thought given to the data sharing and how it will be undertaken. Consideration should be given for adoption of the Pan Sussex Information Sharing protocol (awaiting sign off). Systems should be robust and compliant. Likewise there should be knowledge of and the ability to response to the provisions of the Freedom of Information Act.
- 5.2.3. Many of the target group may have difficulties which are covered by the Disability Discrimination Act- while the scope of this has been reduced by recent case law it is a factor to be considered, in the methods uses when dealing with relevant cases. Likewise consideration should always be given to each individuals circumstances under The Mental Capacity Act 1997.

Lawyer Consulted:

Simon Court

Date: 25.8.09

Equalities Implications:

- 5.3 The Strategy aims to address the issues of inequality, multiple deprivation and social exclusion within the key areas highlighted by the Reducing Inequalities Review 2007. Performance monitoring will include progress against equalities and inclusion outcomes for the city.

An Equalities Impact Assessment will be carried out on the draft Strategy prior to submission to Cabinet.

Sustainability Implications:

- 5.4 Addressing sustainability implications are integral to the development and delivery of the strategic objectives and priority actions identified within the Strategy.

Crime & Disorder Implications:

- 5.5 A key focus of the strategy is to address anti-social behaviour and its impact on individuals, families and the community. Key performance indicators will reflect the local priorities and targets in this area.

Risk and Opportunity Management Implications:

- 5.6 There are no significant risks attached to the proposals in this report

Corporate / Citywide Implications:

- 5.7 The draft Social Exclusion Strategy links into and reflects the key priorities within the 2020 Sustainable Community Strategy, the Local Area Agreement, the Council's Corporate Plan, the City Employment and Skills Plan, the Housing Strategy and the Housing Management Service Improvement Plan to ensure we are effectively meeting the needs of the city.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 None considered

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To agree the launch of the Turning the Tide Pilot in order to implement the strategic aims and objectives of the draft Social Exclusion Strategy.

SUPPORTING DOCUMENTATION

Appendices:

1. Brief on Turning the Tide – draft Social Exclusion Strategy

2. Pilot Structure and services
3. Support Offer for Tenants
4. Pilot Budget
5. Draft Social Exclusion Strategy

Documents In Members' Rooms

1. None.

Background Documents

1. Reducing Inequalities Review in Brighton and Hove (OCSI and Educe 2007)
2. Reaching Out – An Action Plan on Social Exclusion (SETF 2006)
3. Reaching Out – Think Family (SETF 2007)
4. PSA 16 – Socially Excluded Adults – (SETF 2008)
5. New Opportunities – Fair Chances for the Future – (White Paper 2009)
6. Getting on Getting Ahead – (Cabinet Office – Dec 2008)
7. Breakthrough Britain – (Social Justice Policy Group 2007)
8. Hills Review Ends and Means – the future of social housing (2007)
9. Cave report – Every Tenant Matters (2007)
10. Homes for the Future – Green Paper (2007)
11. Housing and Regeneration Act (2008)
12. Housing Reform Green Paper (2009)
13. Welfare reform Bill (2009)
14. Leitch Review – (2007)
15. Work Skills DWP/DIUS (2008)
16. Gregg Review – DWP (2009)

Turning the Tide - Draft

Draft Social Exclusion Strategy 2009-2014

Tackling Social Exclusion in Brighton and Hove



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Foreword

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

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

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

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

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

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

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

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

I am very much looking forward to the challenges ahead.

Councillor Maria Caulfield
Cabinet Member for Housing

Introduction

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

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

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

The Strategy aims to:

- Set out the authority’s aims and objectives as a social landlord in tackling social exclusion and anti-social behaviour;
- Outline our priorities and the actions we will take with our partners, residents and key stakeholders to deliver our objectives, using a dual approach of **support** and **enforcement**
- Integrate with the city’s Housing Strategy, Housing Improvement Plan and wider corporate objectives to place council housing at the centre of a strategic approach to reducing inequality and promoting community well-being.
- Outline the role social housing should play now and in the future to improve peoples life chances, underpin social cohesion, and contribute to sustainable mixed income communities in Brighton & Hove.

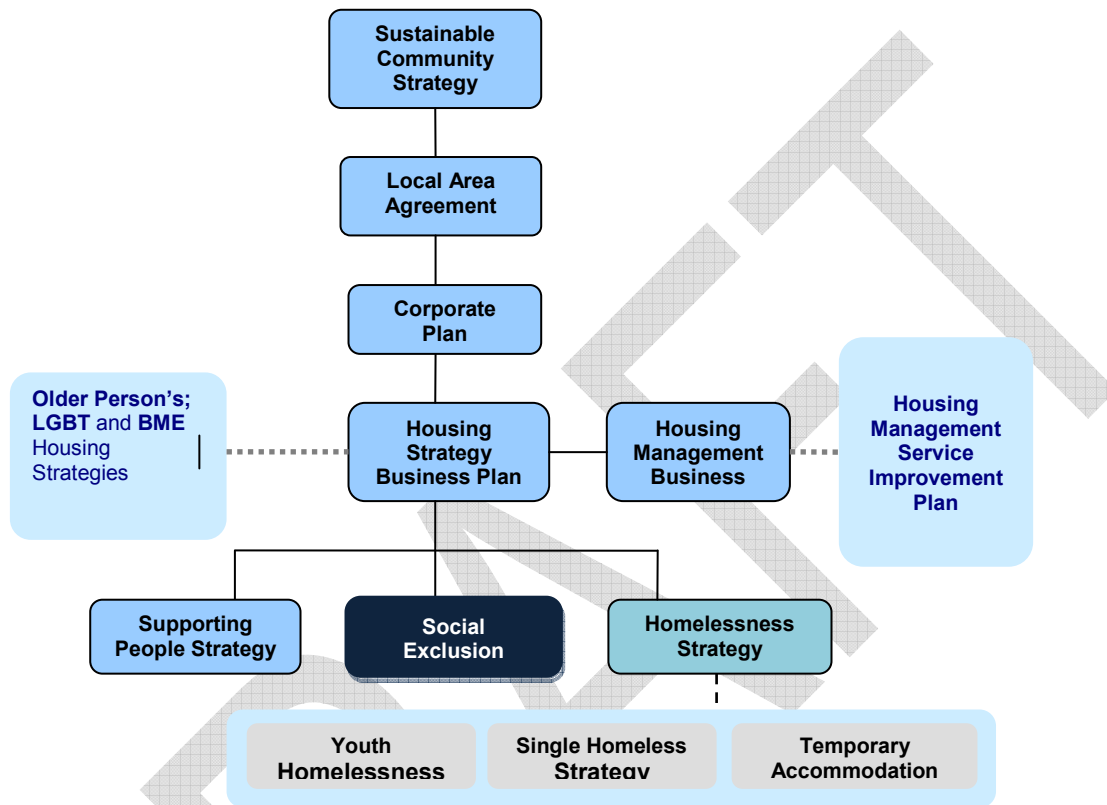
The Strategy has three parts:

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

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

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

Strategic Context



Local Strategic Priorities

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

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

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

The five key strands of the **Local Area Agreement 2008-2011**:

- Provide personalised services and solutions for all who need them
- Empower people and communities, whether they identify themselves through shared interests or a shared sense of place
- Build a strong, sustainable economy
- Reduce people's vulnerability through prevention and early intervention
- Provide seamless services.

Meeting Brighton & Hove City Council's priorities:

The priorities in **Brighton & Hove City Council's Corporate Plan 2008-2011**:

- protect the environment while growing the economy
- make better use of public money
- reduce inequality by increasing opportunity
- fair enforcement of the law
- open and effective city leadership

Meeting our strategic housing priorities:

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

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

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

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

Meeting our residents' priorities

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

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

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

Involving our residents

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

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

Improving resident involvement

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

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

The Strategy in context – links to National Policy

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

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

The new **Housing & Regeneration Act 2008** takes forward the recommendations made by Professor Martin Cave in his report **Every tenant matters: A review of social housing regulation** published in 2007. The Act has three main elements:

- to make it easier for local authorities to build new council homes to meet local needs
- to create the Homes & Communities Agency that will focus on the delivery of new affordable housing and work to regenerate run down areas.
- to set up a social housing regulator (the Tenant Services Authority) that will ensure providers improve standards and give tenants a greater say in the management of their homes.

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

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

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

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

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

Social Exclusion and Anti-Social Behaviour in Brighton & Hove

Brighton & Hove is an overtly prosperous and successful city with a population of over a quarter of a million residents¹ living in approximately 115,000 households² with 10.3% of these renting properties from the local authority³.

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

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

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

It has a comparably healthy economy that supports new enterprise. The number of VAT registered businesses in the city grew by one third from 1995-2005 and 30,000 new jobs were created⁴. The city is working to address the challenges and issues related to skills deficits and the local employment market over the next three years⁵ co-ordinated through the City Employment and Skills Plan, Economic Development Plan and Adult Learning Strategy⁶. Additionally, a citywide Social Enterprise Strategy⁷ has also been launched to support growth and development in this area.

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

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

The city benefits from a thriving third sector of approximately 1400 separate community and voluntary organisations⁸ which support the Local Authority’s statutory functions, increase opportunities for joint working and enable the development of creative solutions to the challenges faced by the city.

¹ ONS Mid 2006 Population Estimates

² 2001 Census Briefing Four: Housing

³ Ibid

⁴ Developing Appropriate Strategies for Reducing Inequality in Brighton and Hove. Phase 1 Identifying the challenge; Oxford Consultants for Social Inclusion (OCSI) and EDuce Ltd

⁵ For further information please see the City Employment & Skills Plan 2007.

⁶ Adult Learning Strategy 2007-2010

⁷ Social Enterprise Strategy Oct 2008

⁸ Brighton & Hove Community and Voluntary Sector Forum Development Plan 2007 –2011

There are hugely positive aspects to living in our city by the sea but there are also numerous and complex challenges that the council and the city's residents face, with a significant proportion of residents who experience social exclusion, inequality, deprivation and whose lives are affected by anti-social behaviour⁹. These issues were highlighted by the **Reducing Inequalities Review**¹⁰ and we have used the review to inform our strategic direction and the solutions which we propose to introduce to address these areas of concern.

What is Social Exclusion?

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

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

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

The Review found that:

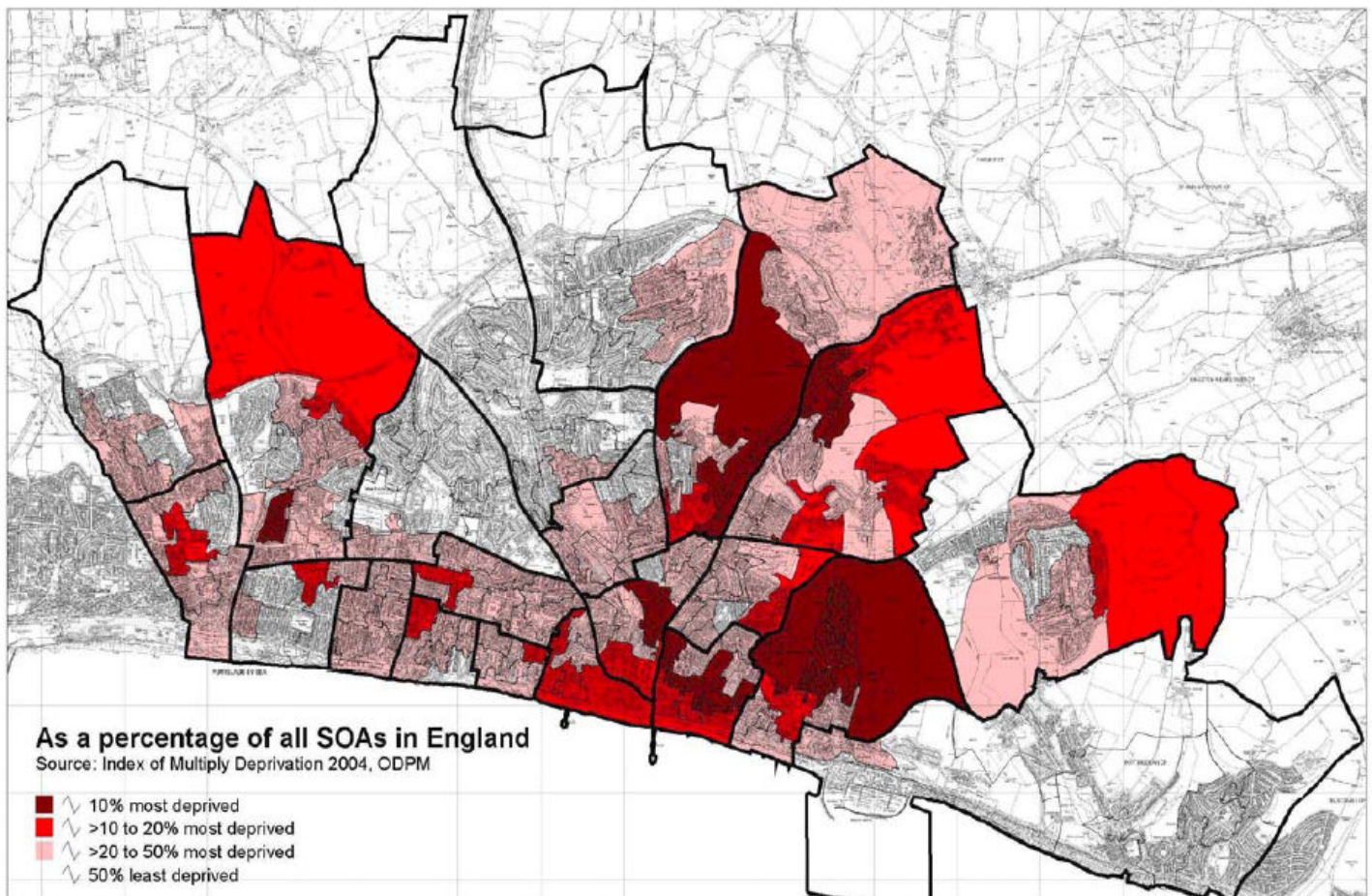
- *'Inequality in Brighton & Hove is about **both deprived places and deprived people***
- *There is a significant group across the city with **multiple needs** – concentrated in the **most deprived areas***
- *Census data identifies a significant group of 1,500 households where people are experiencing **multiple disadvantage** across the city, with more than 25% in the most deprived 10% of neighbourhoods*
- *There is a significant number of people with multiple needs living in **social housing** (with over **two-thirds** of households experiencing at least two out of the following dimensions of inequality: income, benefits dependency, health, crime and environment)'*

⁹ For further information about terminology used within report please refer to the glossary of terms.

¹⁰ A two phase report commissioned by the City Council and the 2020 partnership to guide improvements in how the city should address inequality frequently cited within this document - [Developing Appropriate Strategies for Reducing Inequality in Brighton and Hove. Phase 1 & 2](#) - Oxford Consultants for Social Inclusion (OCSI) and EDuce Ltd)

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

Index of Multiply Deprivation 2004: Overall deprivation



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

The review found that whilst the majority of ‘deprived people’ do not live in the ‘deprived areas’, those experiencing **multiple deprivation** do tend to live in the City’s most deprived areas¹¹. This term relates to the ‘Indices of Multiple Deprivation’, which ‘combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. This allows each area to be ranked relative to one another according to their level of deprivation’¹².

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

¹¹ Brighton & Hove Local Area Agreement 2008 -2011

¹² CLG [Indices of Deprivation](http://www.communities.gov.uk/communities/neighbourhoodrenewal/deprivation/) website- <http://www.communities.gov.uk/communities/neighbourhoodrenewal/deprivation/>

*“Analysis by the Social Exclusion Task Force....shows that around **2% of families** in Britain experience five or more of the basket of disadvantages listed...**No parent in the family is in work; Family lives in poor quality or overcrowded housing; no parent has any qualifications; Mother has mental health problems; At least one parent has a longstanding limiting illness, disability or infirmity; Family has low income (below 60% of the median); or family cannot afford a number of food and clothing items”***

*“There is a greater concentration of families with multiple problems in deprived areas, although even in the most deprived areas, only one in twenty families experience five or more of the basket of disadvantages. The analysis can help us to understand which types of family are at greater risk of experiencing multiple disadvantage.... these are **families living in social housing, families where the mother’s main language is not english, lone parent families, and families with a young mother”***

Reaching Out – An Action Plan on Social Exclusion – 2007

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

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

*The time is right to reposition social housing as a support mechanism rather than a terminal destination
- Breakthrough Britain, Social Justice Policy Group*

“Support should be matched with responsibility – we will provide support, but they will support themselves in return” – James Parnell, Minister for DWP Feb 2009

What is Social Mobility?

A simple definition of social mobility is “chances for progression within an individual’s lifetime”. A person’s social background makes a difference to the goals they are able to achieve in life. There are four key factors that will impact on a person’s life chances and define their prospects¹³

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

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

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

¹³ Factors Influencing Social Mobility – DWP 2007

“Many areas of social housing are blighted by fractured families, worklessness, educational failure, addictions, serious personal debt, anti-social behaviour and crime.

Too many tenants find themselves on estates where welfare dependency is a way of life, cut off from job opportunities, social networks and wealth the rest of society enjoys” Ian Duncan Smith – June 2008

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

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

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

What is Anti-Social Behaviour?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Levels and causes of Social Exclusion in Brighton & Hove

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

The measures of multiple disadvantage referred to are:

- **Employment inequality:**
Every member of the household aged 16-74 who is not a fulltime student is either unemployed or permanently sick
- **Education inequality:**
No member of the household aged 16 to pensionable age has at least 5 GCSEs (grade A- C) or equivalent, and no member of the household aged 16-18 is in full-time education
- **Health and disability inequality:**
Any member of the household has general health 'not good' in the year before Census (2001), or has a limiting long term illness
- **Housing:**
The household's accommodation is either overcrowded (occupancy indicator is -1 or less); or is in a shared dwelling; or does not have sole use of bath/shower and toilet; or has no central heating¹⁶.

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

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

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

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

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

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

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

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

Complexity of Social Exclusion in Brighton & Hove	
<ul style="list-style-type: none">• Access to Learning Opportunities• Access to multiple services• Anti-social Behaviour• Benefit Dependency• BME Groups• Community Function and Aspiration Levels• Crime and Disorder• Disability• Homelessness• Housing Need• Incapacity Benefit Claimant Levels• Intergenerational and Child Poverty	<ul style="list-style-type: none">• LGBT Community• Lone Parents• Low Income• Mental Health• Multi-agency/Cross Sector Working• Multiple and Complex Need• Older People• Physical Health• Substance Misuse• Worklessness• Young People at Risk• Young People NEET

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

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

What have we done so far?

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

The City’s ongoing commitment to address the risk factors of social exclusion and deprivation can be clearly seen in the local and national performance indicators selected for the Brighton and Hove Local Area Agreement 2008-2011¹⁷.

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

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

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

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

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

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

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

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

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

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

Related Achievements in Housing Services

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

Homelessness and Social Inclusion

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

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

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

Reductions in Rough Sleeping

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

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

Successful Joint Working and Assertive Outreach

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

Action to reduce Street Based Anti-Social Behaviour

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

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

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

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

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

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

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

Development and launch of the 'Integrated Support Pathway'

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

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

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

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

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

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

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

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

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

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

"Whole Systems approach"

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

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

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

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

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

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

Improvements to Move-on

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

Homeless Life Coaching Team

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

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

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

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

Housing Need

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

- Statutory Homelessness acceptances have reduced by 50% since 2003/04.
- The use of temporary accommodation has reduced by over 25% since 31 December 2004.
- We have ended the use of bed and breakfast accommodation for families and 16/17 year olds except in an emergency
- For every household that is accepted as homeless, a further 7 households are prevented from becoming homeless by the Housing Options Service.

Housing Options

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

Youth Homelessness Strategy 2007-2010

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

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

Choice-Based Lettings

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

Changes to Housing Policy

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

Achievements in Housing Management

Redesigning the Estates Service

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

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

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

Swallow Court

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

Tenancy Sustainment Team (TST)

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

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

Anti-Social Behaviour Housing Officers (ASBHOs)

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

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

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

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

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

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

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

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

The Sheltered Housing Service

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

Housing Officers and Housing Management Advisors

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

Housing Income Management Team

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

For 2007/08:

- £5,167 of unsecured debts were written off by companies.
- £44,732 of overall debt was restructured.
- £3,312 of grants were awarded.
- £10,352 of additional benefits were secured.
- £32.997 of housing related debt was brought into a repayment arrangement.

Accessible Housing Officer Role

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

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

Our Vision

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

Our Guiding Principles

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

- **Prevention** – promoting life change through early supportive intervention and preventative action
- **Integration** – a lifelong, holistic approach
- **Empowerment** – a personalised service with rights and responsibilities
- **Engagement** – active community, service user and stakeholder engagement
- **Sustainability** – providing sustainable solutions that promote value for money and innovation, and challenge under performance

Towards 2013 – Key themes

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

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

- **Addressing inequalities** - Dealing with the complex issues of entrenched and intergenerational poverty and inequality, working to resolve issues which impact upon whole-neighbourhood experiences and to propagate good practice.
- **Robust management of anti-social behaviour** - within council housing stock and the city's most deprived geographic areas
- **Early intervention** – both in terms of 'intervention' of behaviour that is problematic to communities as soon as it is recognised as an issue; and in terms of helping residents and communities to support and care for themselves, their families and vulnerable people.
- **Creating opportunities for Change** - Provision of opportunities to access holistic behaviour change programmes which support the whole family, sustain tenancies, improve communities and therefore create efficiencies in housing and neighbourhood management.
- **Joint working** - with local communities, individuals, third sector providers and other partner agencies and to both simplify and increase accessibility to services, particularly for those in multiple need.
- **Increasing aspirations** – in relation to what people and communities expect to experience when living within the city's 'most deprived communities', education and skills, worklessness, health, substance misuse, management of anti- social behaviour, creating opportunities for Social Enterprise, and their own role in effecting change.

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

Turning the Tide – our Strategic Objectives

- Objective One:** Develop a robust cross-sector partnership approach to reduce Social Exclusion and Anti-Social Behaviour
- Objective Two:** Increase opportunities and engagement in learning, skills and employment
- Objective Three:** Increase life chances for families by improving uptake of early years provision
- Objective Four:** Create sustainable and efficient solutions to prevent the breakdown of tenancies and its impact on communities
- Objective Five:** Improve the health and well-being of communities
- Objective Six:** Increase community involvement, aspirations and social enterprise opportunities

Part Two – The Strategy

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

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

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

Social Exclusion and Anti-Social Behaviour

What do we know?

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

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

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

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

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

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

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

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

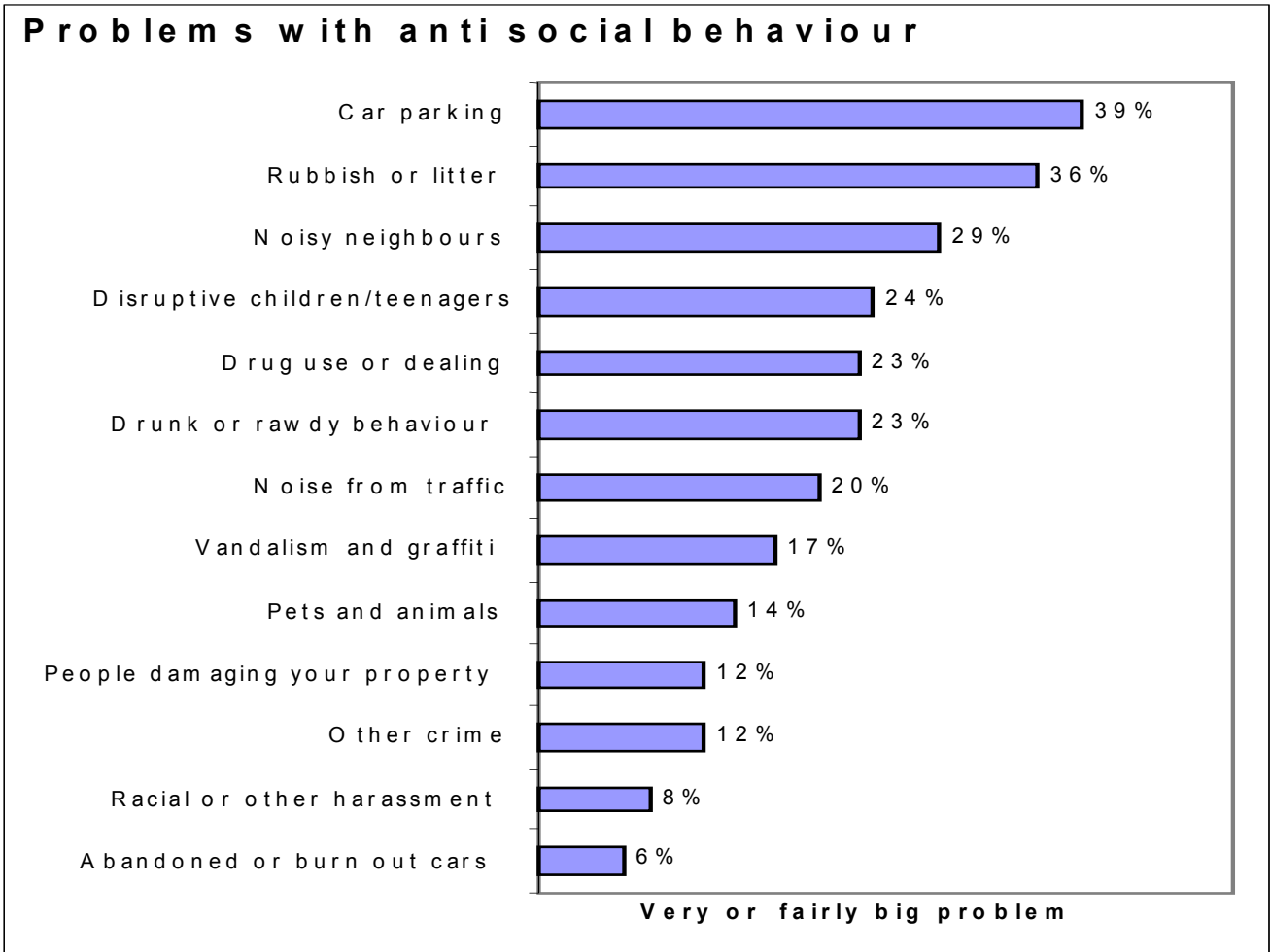
Anti-Social Behaviour

What do we know

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

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

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



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

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

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

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

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

What are we going to do:

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

Priority	Action	Success criteria
Priority 1: Develop a whole-systems multi-agency approach, agencies to work closely together and to have clear joint working arrangements	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	<ul style="list-style-type: none"> • Strategies show linked objectives and shared performance indicators <ul style="list-style-type: none"> - Particular focus on Housing Management Service Improvement Plan 2009-2012 – Equality, Diversity and Sustainability Work Stream • Joint protocols and linked working agreements in place internally with relevant directorates and sections, and external partners • Governance structures developed to oversee strategic developments – to include service user fora
	(ii)Develop commissioning arrangements for strategic developments	<ul style="list-style-type: none"> • Commissioning process established • Performance criteria established <ul style="list-style-type: none"> - Focus on Customer Service, performance in relation to enforcement and support mechanisms and reductions in exclusion and anti-social behaviour • Performance and contract management structures in place <ul style="list-style-type: none"> - To include 75% of all front line staff ICS accredited by 2010 - Housing Management to achieve the Government's

		Customer Service Excellence Standard during 2009
<p>Priority 2: Establish strategic delivery agencies/services</p>	<p>(i) Strategic Developments commissioned or reconfigured</p>	<ul style="list-style-type: none"> • Project Manager recruited • Access to Information Systems/portals, databases co-ordinated • 'Community Wardens' post reconfigured to provide low level support • Housing Officer's role in providing early intervention and support • 'Community Intervention Teams' commissioned and operational in all identified localities • 'Social Exclusion Enforcement Teams' established and operational in all identified localities • 'Social Exclusion Case Work Forum' established and operational in all identified localities • 'Personalised/Individualised Support Budgets' established and administration systems in place • Partnership working and referral routes with the CDRP Family Intervention Project and Family Intervention Tenancies established and operational • Community Audits' commissioned in all identified localities • Budget for Spot purchase of parental/relationship training/mediation identified • Work and Learning and Social Enterprise services commissioned • Links to /role of Targeted Youth Support Service (TYSS) established • Links to Information officers and services in Children's Centres, and Sure Start services both in reach and outreach (including HV's, Midwives, parental engagement workers, parental advisors) • Links to/role of outreach services eg Gateway Workers, Family Learning Teams, CRI SMS/Alcohol workers in East Brighton, DIP workers and Acquisitive Crime Team in Turner • Links to Substance misuse and alcohol services • Role of Community Health Trainers and identification of costs • Links to Choice-based Lettings, Allocations Teams, area Housing Offices, CYPT services and Hubs and all relevant systems established • Contracts/Service Level Agreements established • Effective outcomes monitoring to be developed in relation to each area of service delivered from Social Exclusion Teams and Services • e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour <p><i>* services are based on existing level or resources – increasing current capacity will require additional funding</i></p>
	<p>(ii) Commence service delivery</p>	<ul style="list-style-type: none"> • Reductions in harmful, criminal or anti-social behaviour • Prevention of homelessness through tenancy sustainment • Improving access to support services • Improvement in levels of engagement at individual, family and community level • Improvement in family relationships • Improved parenting skills • Increased take up in early years provision, parenting skills, parenting groups, childcare • Improved health and well-being of children and parents, and individuals • Preventing children or Young People becoming 'looked after' or excluded from education • Improved contraception and sexual health • Reduction in teenage pregnancy • Addressing issues of substance and alcohol misuse • Raising aspirations and confidence/self-esteem

		<ul style="list-style-type: none"> • Improved social networks for individuals, families and children • Engagement in learning, skills and employment • Development of social enterprise • Improvements to home environments and communities • Increased community engagement <p>Other indicators of success will include:</p> <ul style="list-style-type: none"> • Co-ordination of services • Improved links between services across sectors • Wide-ranging systemic changes • Quantifiable savings to specific budget areas as a result of interventions • Value for money • Workforce Development • Positive impact on the community • Increased service user involvement and participation
<p>Priority 3: Sustain and develop existing provisions which address Social Exclusion and tackle anti-social behaviour</p>	<p>(i) All customer facing Housing Management staff to be trained in enhanced Housing Options approach in 2009 to tackle overcrowding and well-being issues</p>	<ul style="list-style-type: none"> • Reductions in overcrowding against established baseline • 80% of customers' enquiries can be dealt with at first point of contact by specialist, highly trained and accredited teams • Referrals to appropriate services against established base line • Customer satisfaction feedback
	<p>(ii) Support and develop existing provision</p>	<ul style="list-style-type: none"> • Work with Housing Strategy to maintain an 'accessible properties register' • Introduce the Sheltered Housing Assessment Co-ordinator role to maximise best use of sheltered housing • Provide adaptations and support to households and their carers • Adoption of recommendations from LGBT Housing Strategy, Older People's Housing Strategy and Black & Minority Ethnic People's Housing Strategy • Establish Equalities Database to inform pilot for predictive risk modelling • Work as a partner on the 'Think Family' Pathfinder and reduce parental evictions against established base line • Work as a partner in the Family Intervention Tenancy and Family Intervention Project – include representation on the Steering Group • Work as partner in the Housing and Social Inclusion Steering Group and related working groups, case work forums, and pilots

Worklessness

What do we know?

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

City Employment and Skills Plan 2007

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

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

Lone Parents

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

Incapacity Benefit Claimants

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

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

Young People Not in Education Skills or Training (NEET)

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

Intergenerational worklessness, poverty and benefit dependency

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

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

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

What are we going to do:

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

Priority	Action	Success criteria
Priority 4: Link with existing local ‘work and learning service’ strategy and governance structures to maximise resources and opportunities for joint work in strategic service development	(i)Ensure that strategic objectives and targets are integrated with other relevant strategy areas	<ul style="list-style-type: none"> • Strategies show linked objectives and shared performance indicators • Joint protocols and linked working agreements in place internally with relevant directorates and sections and external partners • Governance structures developed to oversee strategic developments; to include: <ul style="list-style-type: none"> - service user fora - Social Enterprise Working Group • Housing/Social Inclusion Work and Learning Manager attends appropriate fora • Work and Learning Support commissioned and linked into existing services
Priority 5: Ensure Work and Learning/Adult Learning Partnership forms integral part of ‘SET’	(i)Ensure representation of Work and Learning as integral part of SET	<ul style="list-style-type: none"> • Housing/Social Inclusion Work and Learning Manager attends or delegates attendance at SECWF • Adult Learning Partnership (ALP) Manager attends or delegates attendance at SECWF
	ii) Ensure relevant strategic links	<ul style="list-style-type: none"> • Links into City Employment and Skills Steering Group; Adult Learning Group; BHCC Worklessness Group: Adult Advancement and Careers Steering Group, Apprenticeship Strategy • Information/signposting opportunities within community settings and outreach services to ensure “every right door” approach • Links into Work and Learning hubs/networks/provision

		<ul style="list-style-type: none"> • Links into family learning and childcare provision • Links into DWP/LSC/JCP provision including in-work benefits advice/support, • Business Link services • Adult Advancement and Careers Service and Connexions • City Employment and Skills Plan • Adult Learning Strategy • Links into Housing Management “Worklessness Strategy” and Social Enterprise Strategy • Links into work, training and employment opportunities arising through procurement process for “decent homes” contractors • Tenant “check” to include section on skills, training and employment needs • Housing Options service to include links to work and learning
	(iii) Identify individual funding support for work and learning	<ul style="list-style-type: none"> • Individual budgets • Access to Information on EMA, Skills Accounts grants, and funding your learning/training • Take up of free childcare provision available to enable participation in learning and skills

Factors influencing Early Years Development

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

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

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

Some of the key issues for Brighton and Hove:

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

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

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

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

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

What are we going to do:

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

Priority	Action	Success criteria
Priority 6: Improve mechanisms for joint-working and information sharing between CYPT and Housing	(i) Improve links and information-sharing between CYPT, Health and Housing	<ul style="list-style-type: none"> • Ensure links to health visitors, midwives, and gp’s are maintained when taking up council tenancy or transferring • Information around early years provision included in Introductory Tenancy Pack • Information sharing/signposting of services in community settings eg FIS in housing offices, Homemove and housing information in Children Centres • Children Centre Services and Social Exclusion Teams/Housing Services to link in eg: Information Officers, parental engagement and parental advisors • Sure Start Services to link into Social Exclusion Case Work Forum • Good communication links between Housing Officers and Health Visitors established – named contacts for each area • “Whole Family” needs as part of Tenancy Check • Links with Family Pathfinder Project • Links with Teenage parent support project • Links with Community Health Trainers
	(ii) Whole family support needs to be addressed as part of differentiated support offer to tenants	Improvements in: <ul style="list-style-type: none"> • Increased engagement with health and well-being, particularly health visitors, midwives, gp’s, family planning/contraception, sexual health, mental health, substance misuse and alcohol services • Reduction in infant mortality rates • Reduction in teenage pregnancy rates (particularly

	<p>(iii) Work and Learning Support to include accessing parenting skills, child/parent groups and family learning, childcare provision and in work benefits/tax credits advice</p> <p>(iv) Individual Budgets for family interventions</p>	<p>intergenerational teenage pregnancy)</p> <ul style="list-style-type: none"> • Addressing of complex needs eg mental health, substance or alcohol misuse, domestic violence etc • Addressing attachment issues and low parenting skills • Increased engagement in parenting skills, support, advice and learning, child/parent groups • Use of children centres/Sure Start services • Development of social networks for child and parent • Improved aspirations for individuals and families • Increase in educational attainment • Reduction in school exclusions, and those becoming a “Looked After Child” • Increase in skills, numbers of parents into employment, family income, reduction in worklessness benefit claims • Take up of childcare provision and in work benefits/tax credits • Balance of work and family life • Positive outcomes of interventions and behaviour change contracts such as parenting orders, Family Intervention Project etc
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Meeting the needs of our tenants

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

What do we know

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

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

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

What are we going to do:

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

Priority	Action	Success criteria
Priority 7: Maximise existing and new resources through effective interagency working and links with Third Sector Providers	(i) Ensure that strategic objectives and targets are integrated with other relevant strategy areas	<ul style="list-style-type: none"> • See Priority 1 (i) • Social Exclusion Steering Group, Social Exclusion Teams and services and Social Exclusion Case Work Forum established by July 09 • Terms of Reference and Steering Group Action Plan to be developed
	(ii) Support and develop existing provision	<ul style="list-style-type: none"> • See Priority 2 (i) • See Priority 3 (ii)
Priority 8: Personalise services dealing with individuals and households in multiple need and tenancies at risk due to Anti-Social Behaviour	(i) Create Social Exclusion Team and Social Exclusion Case Work Forum	<ul style="list-style-type: none"> • See Priority 2 (i) • Effective outcomes monitoring to be developed in relation to each area of service delivered from SET/Work and Learning <ul style="list-style-type: none"> - e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(ii) Develop 'personalised/individualised budgets' for specific service delivery areas	<ul style="list-style-type: none"> • Effective outcomes monitoring to be developed in relation to each area of service delivered from SET and related services <ul style="list-style-type: none"> e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 9: Ensure Early Identification and responsive/timely Interventions	(I) Establish a differentiated package of support for all council tenants	<ul style="list-style-type: none"> • Development of a Universal, Enhanced and Intensive Support Offer • Skilled and Responsive Social Exclusion Teams and services operational • Links and referral routes to other services • Performance against outcomes e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(II) Develop new and build on existing mechanisms to identify those most at risk	<ul style="list-style-type: none"> • Targeted approach for those at risk of multiple deprivation • Targeted approach for anti-social behaviour using support and enforcement <ul style="list-style-type: none"> • Tenant Profiling • Predicative Risk Modelling • Tenant Check Process • Rolling Programme of Tenant Check Reviews • Pre-Tenancy Take-up Process • Induction Process for new tenants • Development of a "Hard To Reach Strategy"
	(iii) Use an assertive and conditional approach to develop aspirations and increase engagement in activities to address multiple factors of deprivation, social exclusion and anti-social behaviour	<ul style="list-style-type: none"> • Voluntary contracts of engagement with agreed outcomes and rights and responsibilities • Pro-active approach to tackling non-engagement including use of conditionality and sanctions where appropriate • Proactively challenge negative attitudes and low aspirations of both services and service users • Performance against outcomes e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 10: Measurable performance targets around service user engagement and involvement for all service provision	(i) Measurable targets relating to service user engagement and involvement to be integral to performance management and annual	<ul style="list-style-type: none"> • Equalities and engagement monitoring across services to inform Equalities Database and pilot for predictive risk modelling • All services to focus on delivering customer feedback as part of annual service reviews

	contract management/review	<ul style="list-style-type: none"> • Mechanisms for anonymous feedback or reporting to be used in all services – postcard schemes etc • Diversity in feedback mechanisms to accommodate languages, disabilities, preferences • Bi-Annual service user events • Service user fora • Cyclical ‘creative’ means of engagement to form part of the Social Exclusion Steering Group Work Plan – delivery through SET and other managed/commissioned services – e.g. community clean ups, community health walks, social enterprise events
Priority 11: Ensure efficiency and ‘best value’ in service commissioning and contract management	(i) Expenditure to be balanced with long-term cross-budget savings to related budget areas - anti-social behaviour, crime and disorder, housing management, legal interventions, DWP	<ul style="list-style-type: none"> • ‘Spend to save’ measures to be developed by seconded Social Exclusion Project Officer and Brighton & Hove City Council Finance Officers • ‘Spend to save’ measures to provide additional evidence to support function of the Social Exclusion Steering Group <ul style="list-style-type: none"> - Existing models - such as ‘Dundee Family Project’ cost effectiveness review - to form basis for ‘Spend to save’ measures
	(ii) Ensure tendering processes are competitive, transparent and adhere to corporate governance	<ul style="list-style-type: none"> • All service commissioning to follow B&HCC governance
	(iii) Where possible all successfully performing Social Exclusion Strategic Developments to be sustained beyond 2013 through mainstream budgets	<ul style="list-style-type: none"> • Social Exclusion Steering Group to develop Action Plan objectives related to mainstreaming of budgets by end of 2010. To be informed by: <ul style="list-style-type: none"> - Service development - Performance Management and review of outcomes - ‘Spend to save’ data

Health and wellbeing

What do we know

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

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

Physical Health

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

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

Mental Health

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

Substance Misuse

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

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

Disability

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

What are we going to do:

Objective 5: Improve the health and well-being of communities

Priority	Action	Success criteria
Priority 13: Increase access to and improve information on health and wellbeing services	(i) Ensure that strategic objectives and targets are integrated with other relevant strategy areas	<ul style="list-style-type: none"> Strategies show linked objectives and shared performance indicators Joint protocols and linked working arrangements in place with internal and external partners and services
	(ii) Strategic developments in place and operational	<ul style="list-style-type: none"> Community Drug Audits commissioned and carried out annually Community Health Trainers linked into services Social Exclusion Teams and Services operational Health partners membership and involvement in the Social Exclusion Case Work Forum and Social Exclusion Steering group Universal Support Offer Targeted Interventions Information, signposting and referral pathways into health provision particularly health visitors, midwives, gp's, Substance and alcohol misuse services, sexual health and family planning, mental health services Access to new Health Information Prescriptions Service, PALS and website portal Health related targets and outcomes included in performance and contract management
	(iii) Increased access and uptake of services	<ul style="list-style-type: none"> Performance against shared health targets/outcomes

Involving the Community and increasing aspirations

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

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

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

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

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

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

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

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

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

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

What are we going to do:

Objective 6: Increase community involvement, aspirations and Social Enterprise Opportunities

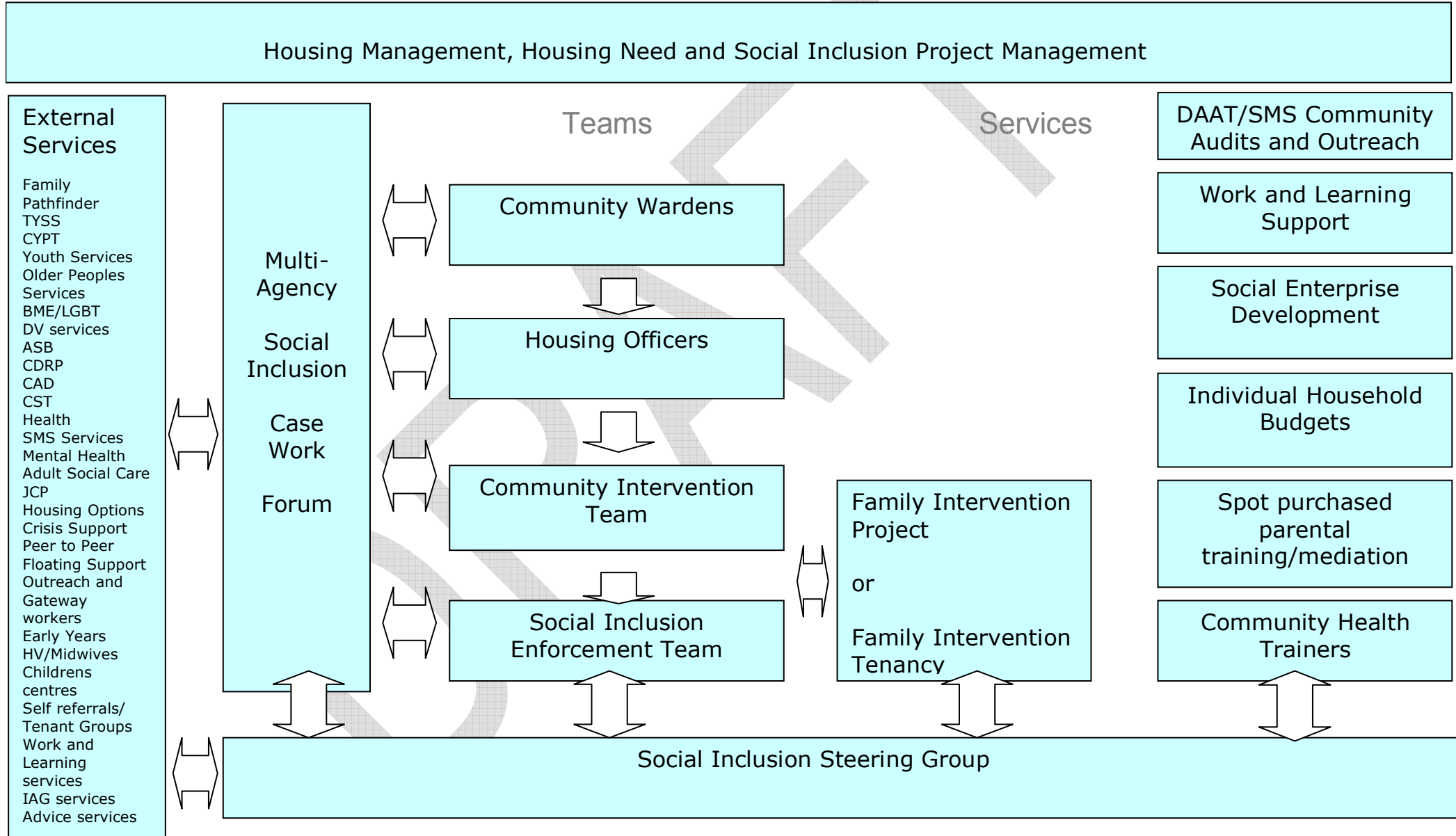
Priority	Action	Success criteria
Priority 14: Strategically promote mechanisms which engage tenants, leaseholders and community members	(i) Commission 'Communities Against Drugs' Audits in all target localities	<ul style="list-style-type: none"> • See Priority 2 (i) and Priority 13 (ii) • Audits undertaken annually 2009 -2013 • Audit findings inform Social Exclusion Steering Group Work Plan • Audits to inform future business plans, developments and investment plans • Audit findings to be shared across relevant directorates and stakeholders, including communities

	(ii) Develop 'personalised/individualised budgets' for specific service delivery areas	<ul style="list-style-type: none"> • See Priority 2 (i) SET • See Priority 5 (iii) Work and Learning • See Priority 6 (iv) Early Years Development • See Priority 17 (I) Social Enterprise start up funds • Effective outcomes monitoring to be developed in relation to each area of service delivered from SET and related services <ul style="list-style-type: none"> - e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
	(iii) Work with accessible 'Third Sector' providers to deliver key strategic functions to encourage community access	<ul style="list-style-type: none"> • Involvement /Membership of Social Exclusion Casework Forum and Social Exclusion Steering Group • Delivery of SESG Work Plan and SES Action Plan • Commission additional services and training to meet gaps in provision, and to build capacity • e.g. Measures of behaviour change, Health Outcomes, Engagement in Work and Learning activities, reductions in anti-social behaviour
Priority 15: Simplify access to customer facing services and improve service delivery	(i) Develop Universal support offer	See Priority 8 (ii)
	(ii) Improve access to information and services	<ul style="list-style-type: none"> • Improve access to information and signposting in community settings to develop "Every Right Door Approach" • Improve quality, range and capacity of "information-giving" • Number of community based/outreach workers trained in IAG Matrix Accreditation • Increased access to web- based information services such as Family Information Service; Health Information Prescriptions and Portal; City Direct Services; JCP etc • Roll out of Housing Options Approach to housing offices • Rollout of Adult Advancement and Careers Service • Increase in co-located services within key community settings • Improved links between services/directorates, and external partners
	(iii) Improve customer experience of corporate services	<ul style="list-style-type: none"> • See Priority 1 (ii) • See Priority 2 (i) • See Priority 3 (i) • Customer satisfaction surveys • Develop long-term partnership arrangements 2010/11 for maintenance and improvement of housing stock • Development of a 'right first time' response repairs service in line with Housing Management Strategic Business Plan
Priority 16: Create opportunities for Social Enterprise and changes to community function	(ii) Develop commissioning arrangements for strategic developments	<ul style="list-style-type: none"> • Overarching Social Exclusion Commissioning process established – Social Exclusion Steering Group • Performance criteria established <ul style="list-style-type: none"> - To include specific targets around Lone Parents and those in receipt of Incapacity Benefit - Engagement in adult learning and skills (accredited and non-accredited) - Measurable improvements in confidence, self-esteem and motivation - Developing and maintaining social networks - Addressing issues of worklessness - numbers in employment • Performance and contract management structures in place • 'Individualised work and learning budget' administration and suitability criteria established within corporate governance
Priority 17: Commence Service Delivery	(i) Commission city wide 'Social Enterprise Development Service (SEDS)' from Third Sector Provider	<ul style="list-style-type: none"> • Complete tender exercise for Social Enterprise Development Service by July 09 • Contract delivery and management to commence • SEDS to commence research and community engagement • SEDS Research phase to be complete within 6 months of service commencement • SEDS Capacity Building Phase to commence 6 months after

		<p>service commencement</p> <ul style="list-style-type: none"> • Monitoring of 'uptake' and engagement with services – particularly focussed on unemployed community members, Lone Parents and those in receipt of Incapacity Benefit • Role/Involvement of "Maintenance" Contractors in developing local social enterprise • 'Start up' funds awarded to Social Enterprise initiatives at the end of year one • % of returns against investment in Social Enterprises
	(ii) Commissioned 'Social Enterprise Development Service' to Establish local 'Social Enterprise Working Groups'	<ul style="list-style-type: none"> • SEDS to establish locality stakeholders • SEDS to draft and agree terms of reference in conjunction with Steering Group three months into contract delivery • SEDS to establish local work plans three months into contract delivery • SEDS to link into the City's Social Enterprise Network and Strategy • Feed into development and delivery of the Housing Management Social Enterprise Strategy
	(iii) Specialist Work and Learning providers to form integral part of SET and SECWF	<ul style="list-style-type: none"> • Housing/Social Inclusion Work and Learning services actively engage with SET and SECWF Case Load Management processes • Outreach and Gateway Teams actively engage with SET and SECWF Case Load Management processes • 'Individualised Work and Learning Budgets' established

DRAFT

Social Inclusion Teams and Services



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Social Inclusion Service offer for residents in local authority housing

<p>Universal</p> <p>Prevention</p>	<p>Referral</p> <ul style="list-style-type: none"> • New tenants/households as part of induction identified through allocations and CBL • Checks/reviews as part of Introductory tenancy conditions • Existing tenants through “tenant” checks system • Referrals from agencies/support services • Self referrals • Predictive Risk Modelling 	<p>Support</p> <ul style="list-style-type: none"> • Initial identification of need • Signposting to appropriate service • Low level support i.e. tenant checks/reviews
<p>Enhanced</p> <p>Targeted Intervention</p>	<ul style="list-style-type: none"> • Tenants/households identified by Social Exclusion Case Work Forum or other agreed referral routes to include • ASB Team • TYSS • Housing Officers • Wardens • Police • Contractors • External agencies and support services 	<ul style="list-style-type: none"> • Allocation of Community Intervention Worker • Holistic Assessment of needs and support plan developed with expected outcomes and timescales • Regular casework sessions and support to access services • Focus on tenancy sustainment and reduction of anti-social behaviour • Voluntary Agreement/Contract of engagement including rights and responsibilities; and possible escalation processes/sanctions
<p>Intensive</p> <p>Support with Enforcement</p>	<ul style="list-style-type: none"> • Tenants/households referred by the • Community Intervention Team • Social Exclusion Case Work Forum • FIP or FIT upon successful completion of their programme as part of “re-integration package” 	<ul style="list-style-type: none"> • Allocated a Social Exclusion Housing Enforcement Officer • Intensive package of support and enforcement agreed and put in place. • Assertive high level support provided and casework reviewed for progress against agreed outcomes • Necessary sanctions put in place to manage persistent ASB, eg ASBO, ABC, demoted tenancy etc <p>If at risk of eviction due to asb:</p> <ul style="list-style-type: none"> • Referral to FIP or FIT <ul style="list-style-type: none"> • Time limited support package to re-integrate after completion of FIP/FIT

Part Three – Delivering the Strategy

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

Governance and Structures – see diagram on page 55

The Social Inclusion Steering Group (SISG)

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

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

- To ensure that the objectives of the Social Exclusion Strategy and where appropriate related strategies and action plans - such as the SISG Work Plan and Housing Management Service Improvement Plan, are addressed in one multi-agency partnership approach aimed at reducing social exclusion and anti-social behaviour.
- To oversee the commissioning, scrutiny and performance management of related services.
- To report progress, achievements and outcomes against the Strategic Action Plan

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

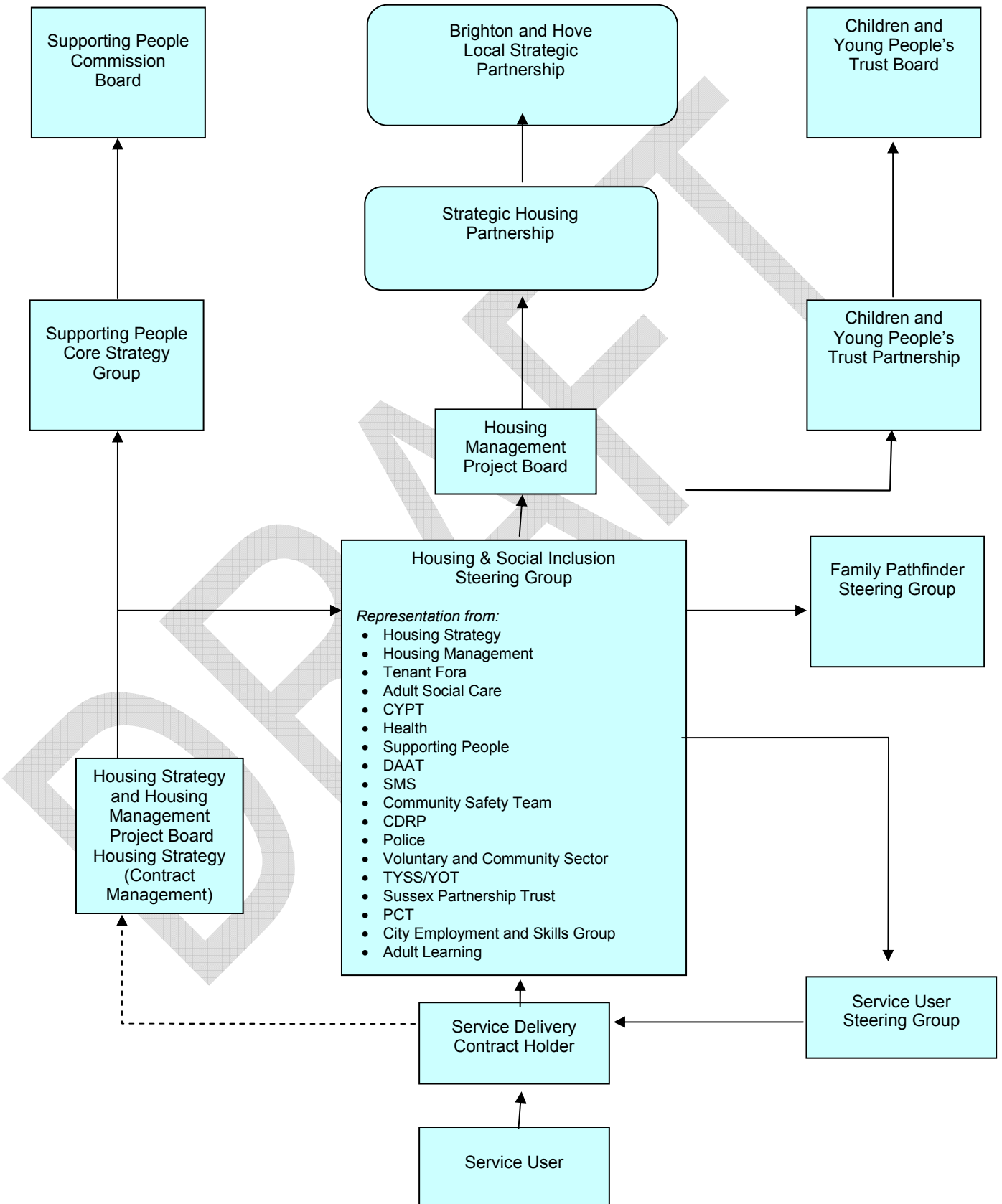
Social Inclusion Case Work Forum (SICWF) and Social Enterprise Working Group (SEWG)

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

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

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

Brighton and Hove City Council Social Exclusion Governance Framework



Managing Resources

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

- Investment decisions are targeted at the extent to which work contributes to the 6 core objectives of this strategy and to better outcomes for people who are socially excluded or experiencing Anti-Social Behaviour.
- Resource decisions are based on agreed priorities and need, as outlined in the Social Exclusion Strategy and Housing Management Business Plan.
- A 'whole systems' approach to planning and commissioning and the management of risk with the aim of reducing budget pressures arising out of high cost services through more effective early intervention and prevention.

Engaging Service Users and Future Consultation

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

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

The consultation process will include an Equalities Impact Assessment process.

Equality Impact Assessment Summary

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

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

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

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

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

FREEPOST RRRT-ETLH-KYSK

Housing Strategy Team

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Brighton BN1 1JE

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



Turning the Tide

Tackling Social Exclusion and anti-social behaviour in Brighton and Hove

Turning the Tide – Draft Social Exclusion Strategy

Background

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

It has been developed in response to the findings of the **Reducing Inequalities Review 2007** carried out in Brighton and Hove, as well as meeting national and local priorities, and forms part of the work stream to address **diversity, equality and sustainability** outlined in the **Housing Improvement Programme 2009-2012**.

The Reducing Inequalities Review found that:

- *'Inequality in Brighton & Hove is about **both deprived places and deprived people***
- *There is a significant group across the city with **multiple needs** – concentrated in the **most deprived areas***
- *Census data identifies a significant group of 1,500 households where people are experiencing **multiple disadvantage** across the city, with more than 25% in the most deprived 10% of neighbourhoods*
- *There is a significant number of people with multiple needs living in **social housing** (with over **two-thirds** of households experiencing at least two out of the following dimensions of inequality: income, benefits dependency, health, crime and environment).'*

We know that the levels and concentration of social exclusion, multiple deprivation and attendant anti-social behaviour within Brighton and Hove are higher within areas of social housing. It is in these areas of **multiple deprivation** and **social housing** that we will

concentrate our strategy and resources, working with residents who are living in the authority's housing stock.

The strategy is a work in progress, currently at the second draft stage. Comments/feedback from key stakeholders, partners and council tenants will be sought before presenting a final draft to cabinet for approval/agreement later in the year.

Outcomes

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

Over the lifetime of this Strategy we would expect to see a range of positive outcomes including:

- Reductions in harmful, criminal or anti-social behaviour
- Prevention of homelessness through tenancy sustainment
- Improving access to support services
- Improvement in levels of engagement at individual, family and community level
- Improvement in family relationships
- Improved parenting skills
- Increased take up in early years provision, parenting skills, parenting groups, childcare
- Improved health and well-being of children and parents, and individuals
- Preventing children or Young People becoming 'looked after' or excluded from education
- Improved contraception and sexual health
- Reduction in teenage pregnancy
- Addressing issues of substance and alcohol misuse
- Raising aspirations and confidence/self-esteem
- Improved social networks for individuals, families and children
- Engagement in learning, skills and employment
- Increased numbers into employment
- Reduction in out of work benefit claimants
- Reduction in Child Poverty
- Development of social enterprise
- Improvements to home environments and communities
- Increased community engagement

Other indicators of success will include:

- Co-ordination of services
- Improved links between services across sectors
- Wide-ranging systemic changes
- Quantifiable savings to specific budget areas as a result of interventions
- Value for money
- Workforce Development
- Positive impact on the community
- Increased service user involvement and participation

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

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

- **Addressing inequalities** - Dealing with the complex issues of entrenched and intergenerational poverty and inequality, working to resolve issues which impact upon whole-neighbourhood experiences and to propagate good practice.
- **Robust management of anti-social behaviour** - within council housing stock and the city's most deprived geographic areas
- **Early intervention** – both in terms of 'intervention' of behaviour that is problematic to communities as soon as it is recognised as an issue; and in terms of helping residents and communities to support and care for themselves, their families and vulnerable people.
- **Creating opportunities for Change** - Provision of opportunities to access holistic behaviour change programmes which support the whole family, sustain tenancies, improve communities and therefore create efficiencies in housing and neighbourhood management.
- **Joint working** - with local communities, individuals, third sector providers and other partner agencies and to both simplify and increase accessibility to services, particularly for those in multiple need.
- **Increasing aspirations** – in relation to what people and communities expect to experience when living within the city's 'most deprived communities', education and skills, worklessness, health, substance misuse, management of anti- social behaviour, creating opportunities for Social Enterprise, and their own role in effecting change.

Drivers

The draft Social Exclusion Strategy reflects a number of national policy drivers focusing on social exclusion, housing, anti-social behaviour, worklessness and welfare reform.

The key national policy drivers include

- *Reaching Out – An Action Plan on Social Exclusion* – Social Exclusion Task Force 2006
- *Breakthrough Britain – Ending the costs of Social Breakdown* – the Social Justice Policy Group 2007;
- the new *Welfare Reform Bill*;
- the *Hills Review, Ends and Means: The future roles of social housing in England 2007*,
- the *Respect Agenda*.

It is important that the draft Social Exclusion Strategy links into and reflects the key priorities within the *2020 Sustainable Community Strategy*, the *Local Area Agreement*, the *Council's Corporate Plan*, the *City Employment and Skills Plan* and our strategic housing priorities to ensure we are effectively meeting the needs of the city.

The Strategy reflects:

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

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

The five key strands of the *Local Area Agreement 2008-2011*:

- Provide personalised services and solutions for all who need them
- Empower people and communities, whether they identify themselves through shared interests or a shared sense of place
- Build a strong, sustainable economy
- Reduce people's vulnerability through prevention and early intervention

- Provide seamless services.

The priorities in *Brighton & Hove City Council's Corporate Plan 2008-2011*:

- protect the environment while growing the economy
- make better use of public money
- reduce inequality by increasing opportunity
- fair enforcement of the law
- open and effective city leadership

In addition, the draft strategy adopts the six underlying principles of the Housing Strategy 2008-2013:

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

The outcomes to tackle employment and skills will feed into the *City Employment and Skills Plan* objectives to increase the number of people with labour market disadvantage accessing and remaining in employment, and the *LAA* targets for reducing number of people on working age benefits (NI 152), increasing the number of adults with a level 2 qualification (NI163).

Methods

Our Vision:

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

Our Strategic Objectives

We have identified the following 6 core objectives to enable us to meet our strategic aims:

- Objective One:** Develop a robust cross-sector partnership approach to reduce Social Exclusion and Anti-Social Behaviour
- Objective Two:** Increase opportunities and engagement in learning, skills and employment
- Objective Three:** Increase life chances for families by improving uptake of early years provision
- Objective Four:** Create sustainable and efficient solutions to prevent the breakdown of tenancies and its impact on communities
- Objective Five:** Improve the health and well-being of communities
- Objective Six:** Increase community involvement, aspirations and social enterprise opportunities

Meeting the needs of our Tenants

The **Housing Strategy 2008-2013** identifies the overarching headline housing issues that the council and its partners are working to address. To consider specific priority areas for council tenants, the **Housing Management Service Improvement Plan 2009-2012** has been produced to look at how we will meet our responsibilities as a landlord over the next three years, our longer-term business planning, and to achieve excellence in our delivery of Housing Management Services.

The Plan outlines our clear commitment to providing quality homes, our hope that each tenant will have a home that's right for them in a neighbourhood that is safe and well maintained, and that our services are responsive, excellent and good value.

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

From the review data we estimate that in the top 20% most deprived neighbourhoods we could be working with approximately 1500 households experiencing multiple deprivation and disadvantage.

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

Concentrating on those most at risk of experiencing multiple factors of deprivation and anti-social behaviour is our first priority. But we also want to ensure that we support all our tenants to meet their potential, in order to improve the life chances of the individual, their families and the community.

Proposed service offer

We want to provide a **universal offer of support** to all our council tenants to ensure that they can fully meet their aspirations and potential, with a particular emphasis on gaining skills and employment in order to provide a platform for social mobility.

We also want to provide a **differentiated offer** to meet the varying levels of need amongst our tenants ranging from a single intervention to longer term packages of support – **Diagram A** outlines the Support Offer.

We are proposing to introduce a new way of working with our tenants through the provision of **Social Inclusion Teams**, and through the creation of a **multi-agency case work forum**

to ensure services work together to address the wide ranging and complex needs of individuals, families and the community. We propose to carry out a range of community interventions and build capacity within existing services to deliver the priority actions identified in the strategy.

Diagram B outlines the partners, the proposed Social Inclusion Teams and the additional services/capacity identified to meet the aims and objectives of the strategy.

Considerable work has been undertaken over the last 10 years to address anti-social behaviour through interdisciplinary teams and initiatives. We aim to build on examples of good practise and work with the relevant teams to ensure early intervention and appropriate action in dealing with incidents of anti-social behaviour. The Housing Enforcement Team will utilise the range of enforcement tools available, working closely with key partners to ensure a sustainable reduction in the levels of anti-social behaviour.

Initially, we would aim to **pilot** this new approach in 2009 within a geographical area (to be determined) with high levels of deprivation and social housing, with our longer term aim being to adopt this model on a city-wide basis.

The pilot would last for a period of approximately 6-9 months with an evaluation being completed by the end of 2009/10.

Performance will be measured on agreed key indicators of success, milestones and outcomes, in order to demonstrate the effectiveness and impact of the interventions.

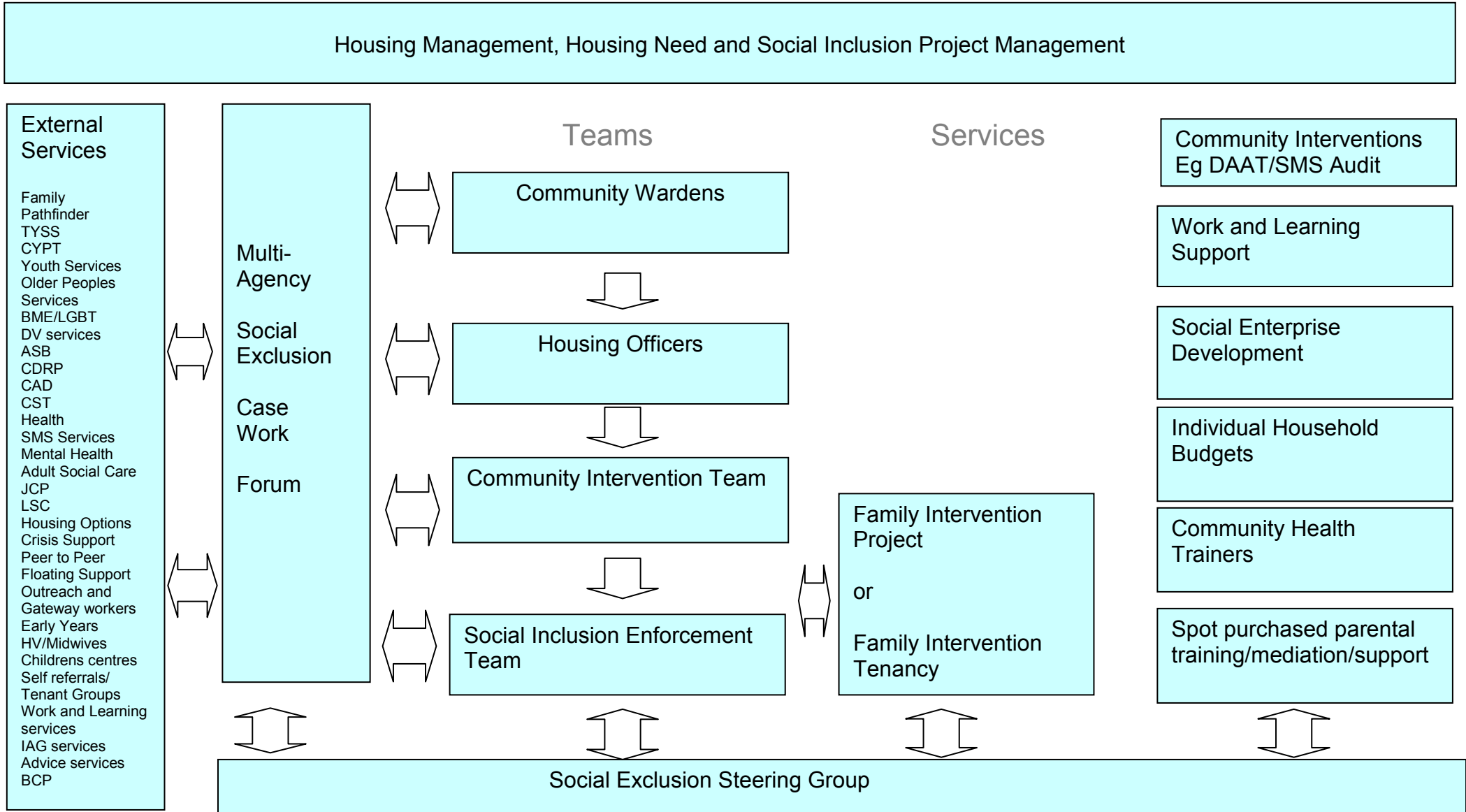
We will build upon successful evidenced based practice within Brighton & Hove and nationally, and feed into other targeted approaches within the city such as the Family Pathfinder Project, Family Intervention Projects, the Teenage Parent Support Pilot and other initiatives to address exclusion, deprivation and poverty.

Social Inclusion Service offer for residents in local authority housing

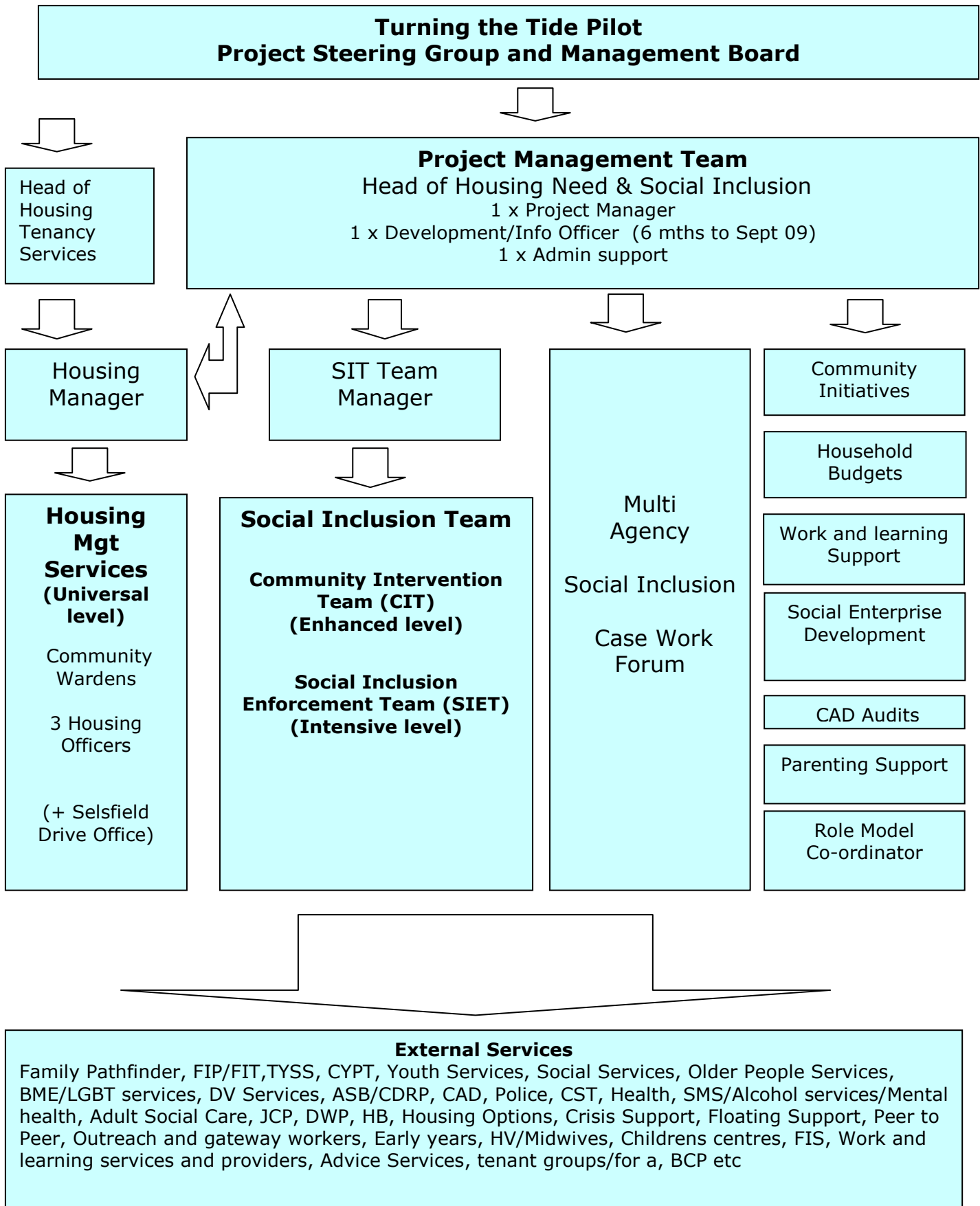
Diagram A

<p>Universal Prevention</p>	<p>Referrals:</p> <ul style="list-style-type: none"> • New tenants/households as part of induction identified through allocations and CBL • Checks/reviews as part of Introductory tenancy conditions • Existing tenants through “tenant” checks system • Referrals from agencies/support services • Self referrals • Predictive Risk Modelling 	<p>Support:</p> <ul style="list-style-type: none"> • Initial identification of need • Signposting to appropriate service • Low level support i.e. tenant checks/reviews
<p>Enhanced Targeted Intervention</p>	<ul style="list-style-type: none"> • Tenants/households identified by Social Exclusion Case Work Forum or other agreed referral routes to include • ASB Team • TYSS • Housing Officers • Wardens • Police • Contractors • External agencies and support services 	<ul style="list-style-type: none"> • Allocation of Community Intervention Worker • Holistic Assessment of needs and support plan developed with expected outcomes and timescales • Regular casework sessions and support to access services • Focus on tenancy sustainment and reduction of anti-social behaviour • Voluntary Agreement/Contract of engagement including rights and responsibilities; and possible escalation processes/sanctions
<p>Intensive Support with Enforcement</p>	<ul style="list-style-type: none"> • Tenants/households referred by the • Community Intervention Team • Social Exclusion Case Work Forum • FIP or FIT upon successful completion of their programme as part of “re-integration package” 	<ul style="list-style-type: none"> • Allocated a Social Exclusion Housing Enforcement Officer • Intensive package of support and enforcement agreed and put in place. • Assertive high level support provided and casework reviewed for progress against agreed outcomes • Necessary sanctions put in place to manage persistent ASB, eg ASBO, ABC, demoted tenancy etc <p>If at risk of eviction due to asb:</p> <ul style="list-style-type: none"> • Referral to FIP or FIT • Time limited support package to re-integrate after completion of FIP/FIT

Social Inclusion Teams and Services (Diagram B)



Appendix 2 Turning The Tide Management Structure



Appendix 3

Social Inclusion Service offer for residents in local authority housing

<p>Universal</p> <p>Prevention</p>	<p>Referral</p> <ul style="list-style-type: none"> • New tenants/households as part of induction identified through allocations and CBL • Checks/reviews as part of Introductory tenancy conditions • Existing tenants through “tenant” checks system • Referrals from agencies/support services • Self referrals • Predictive Risk Modelling 	<p>Support</p> <ul style="list-style-type: none"> • Initial identification of need • Signposting to appropriate service • Low level support i.e. tenant checks/reviews
<p>Enhanced</p> <p>Targeted Intervention</p>	<ul style="list-style-type: none"> • Tenants/households identified by Social Inclusion Case Work Forum or other agreed referral routes to include • ASB Team • TYSS • Housing Officers • Wardens • Police • Contractors • External agencies and support services 	<ul style="list-style-type: none"> • Allocation of Community Intervention Worker • Holistic Assessment of needs and support plan developed with expected outcomes and timescales • Regular casework sessions and support to access services • Focus on tenancy sustainment and reduction of anti-social behaviour • Voluntary Agreement/Contract of engagement including rights and responsibilities; and possible escalation processes/sanctions
<p>Intensive</p> <p>Support with Enforcement</p>	<ul style="list-style-type: none"> • Tenants/households referred by the Community Intervention Team • EIGs • Social Inclusion Case Work Forum • FIP or FIT upon successful completion of their programme as part of “re-integration package” 	<ul style="list-style-type: none"> • Allocated a Social Inclusion Enforcement Officer • Intensive package of support and enforcement agreed and put in place. • Assertive high level support provided and casework reviewed for progress against agreed outcomes • Necessary sanctions put in place to manage persistent ASB, eg ASBO, ABC, demoted tenancy, NOSP etc <p>If at risk of eviction due to asb:</p> <ul style="list-style-type: none"> • Referral to FIP or FIT • Time limited support package to re-integrate after completion of FIP/FIT

**Appendix 4
Turning the Tide Pilot – Budget for 09/10**

Pilot Services – 09/10 Costs	
Set Up Costs:	
Project Team	72,000
Community Initiatives	15000
CAD Community Audits	5000
Total	92,000
6 Month Costs October 09- March 2010	
Outreach work and activities to increase engagement	28250
Parenting Support	5000
Staff training and travel	5000
Male Role Model Co-ordinator	10991
Individual Household budgets	15000
Central costs/overheads	2761
Project Admin .8 FTE Scale 3	7998
Total	80,000
Grand Total	172,000

Explanation of Pilot Services:

1. Project team – development of the Draft Social Exclusion Strategy and implementation/project management of the Pilot
2. Community Initiatives eg to launch TTT including marketing/PR and to fund a range of interventions to have maximum impact on the community eg clear up days, focus groups, etc
3. Community Alcohol and drug audit to identify scale of need in pilot area
4. Individual Budgets – to fund one -off payments to improve the quality of life of residents eg bunkbeds to ease overcrowding; Computers and Internet access for households to enable children to do their homework (61% of council households do not have access to the internet)/address digital inclusion etc

5. Outreach work and activities to increase tenant engagement in work and learning
6. Parenting Support – budget to provide additional support to parents eg counselling, training etc
7. Staff Training and Travel – to meet additional training needs such as Assertive Intervention, Motivational Interviewing, Solution Focused brief therapy etc for the new Social Inclusion Team and additional travel costs
8. Male role model co-ordinator to develop and support positive role models for young men in the pilot area with a view to prevention of anti-social behaviour and youth crime
9. Social Enterprise Development Worker – to support and develop local social enterprise as a means for creating employment local opportunities (to come in 2010/11)