



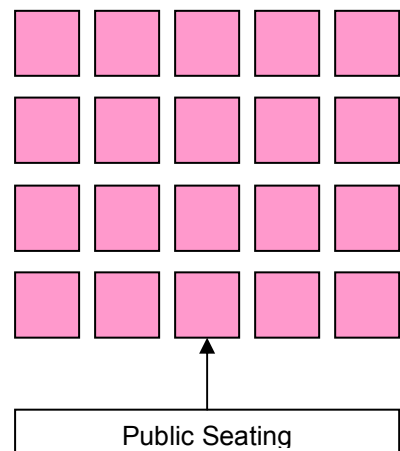
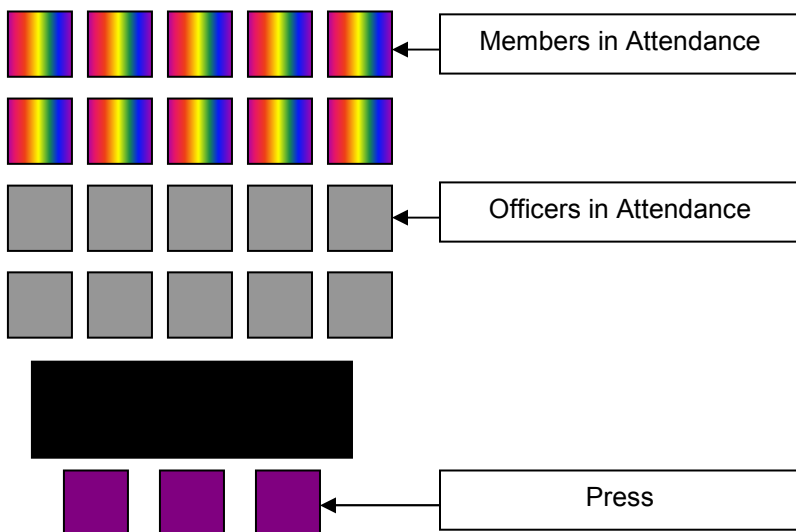
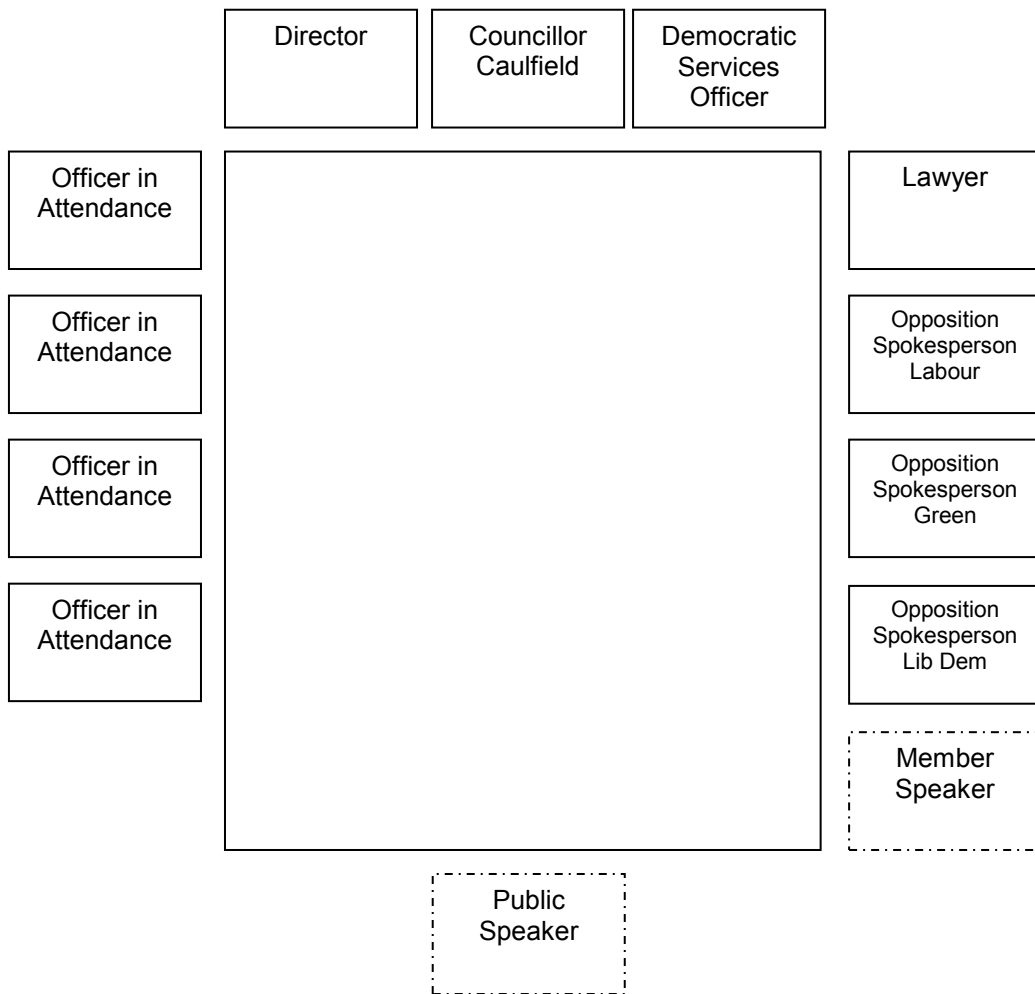
Brighton & Hove  
City Council

# Cabinet Member Meeting

Title:	<b>Housing Cabinet Member Meeting</b>
Date:	<b>3 March 2010</b>
Time:	<b>4.00pm</b>
Venue	<b>Council Chamber, Hove Town Hall</b>
Members:	<b>Councillor:</b> Caulfield (Cabinet Member)
Contact:	<b>Caroline De Marco</b> Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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# Democratic Services: Meeting Layout



**AGENDA**

**81. 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.*

**82. MINUTES OF THE PREVIOUS MEETING**

**1 - 6**

Minutes of the Meeting held on 14 January 2010 (copy attached).

**83. CABINET MEMBER'S COMMUNICATIONS**

**84. ITEMS RESERVED FOR DISCUSSION**

- (a) Items reserved by the Cabinet Member
- (b) Items reserved by the Opposition Spokesperson
- (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.*

**85. PETITIONS**

No petitions have been received by the date of publication.

**86. PUBLIC QUESTIONS**

(The closing date for receipt of public questions is 12 noon on 24 February 2010)

## HOUSING CABINET MEMBER MEETING

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

### 87. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 24 February 2010)

No deputations have been received by the date of publication.

### 88. LETTERS FROM COUNCILLORS

No letters have been received.

### 89. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

### 90. NOTICES OF MOTIONS

No Notices of Motion have been referred.

### 91. MINUTES OF THE ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE 7 - 10

Minutes of the meeting held on 21 January 2010 (copy attached).

### 92. HOMELESSNESS GRANT – CLG GRANT ALLOCATION 2010/11 11 - 42

Report of Director of Housing, Culture and Enterprise (copy attached).

*Contact Officer: James Crane Tel: 292933*  
*Ward Affected: All Wards;*

### 93. KEEPING PEOPLE WITH LEARNING DISABILITIES SAFE - SAFEGUARDING REPORT QUARTERS 1-3 09/10 43 - 68

Joint report of Director of Housing, Culture & Enterprise & Interim Director of Adult Social Care & Health (copy attached).

*Contact Officer: Naomi Cox Tel: 29-5813*  
*Ward Affected: All Wards;*

### 94. HOUSING MANAGEMENT CUSTOMER ACCESS STRATEGY 69 - 78

Report of Director of Housing, Culture & Enterprise (copy attached).

*Contact Officer: Nick Hibberd Tel: 293756*  
*Ward Affected: All Wards;*

### 95. INDEPENDENT & VOLUNTARY SECTOR LEARNING DISABILITY SERVICES FEES REPORT 2010/11 79 - 84

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

*Contact Officer: Judith Cooper Tel: 01273 296313*

## HOUSING CABINET MEMBER MEETING

*Ward Affected: All Wards;*

### **PART TWO**

#### **96. APPENDIX B - HOMELESSNESS GRANT - CLG GRANT ALLOCATION 2010/11**

**85 - 86**

Report of Director of Housing, Culture & Enterprise (circulated to Members only).

*Contact Officer: James Crane*

*Tel: 292933*

*Ward Affected: All Wards;*

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

Date of Publication - Tuesday, 23 February 2010



**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING CABINET MEMBER MEETING**

**11.00am 14 JANUARY 2010**

**COUNCIL CHAMBER, HOVE TOWN HALL**

**MINUTES**

**Present:** Councillor Caulfield (Cabinet Member)

**Also in attendance:** Councillor Simpson (Opposition Spokesperson)

**PART ONE**

**64. PROCEDURAL BUSINESS**

**64 (a) Declarations of Interests**

64.1 There were none.

**64 (b) Exclusion of Press and Public**

64.2 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).

64.3 **RESOLVED** - That the press and public be not excluded from the meeting (Item 81 was deferred for consideration to the next meeting).

**65. MINUTES OF THE PREVIOUS MEETING**

65.1 **RESOLVED** – That the minutes of the Housing Cabinet Member Meeting held on 11 November 2009 be agreed and signed by the Cabinet Member.

**66. CABINET MEMBER'S COMMUNICATIONS**

**HCA (Homes and Communities Agency) bid for Council Housing**

66.1 The Cabinet Member reported that the bid for new build had been unsuccessful. Eastbourne Borough Council had been the only successful council in the south east.

**Anti-Social Behaviour Funding**

66.2 The Cabinet Member reported that £30,000 had been received for a fraud initiative to tackle unlawful subletting.

**Thanks to Officers**

66.3 The Cabinet Member thanked officers for their efforts to continue the service during the difficult weather conditions. She had received good feedback from residents on the gritting of estates. Officers had also dealt with lifts breaking down before Christmas.

**67. ITEMS RESERVED FOR DISCUSSION**

67.1 **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.

**68. PETITIONS**

68.1 There were none.

**69. PUBLIC QUESTIONS**

69.1 There were none.

**70. DEPUTATIONS**

70.1 There were none.

**71. LETTERS FROM COUNCILLORS**

71.1 There were none.

**72. WRITTEN QUESTIONS FROM COUNCILLORS**

72.1 There were none.

**73. NOTICES OF MOTIONS**

73.1 There were none.

**74. MINUTES OF THE HOUSING MANAGEMENT CONSULTATIVE COMMITTEE**

74.1 The Cabinet Member considered the minutes of the Housing Management Consultative Committee held on the 7 December 2009 (for copy see minute book).

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



**75. TENANCY AGREEMENT REVIEW**

75.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which presented the results of the statutory consultation carried out with all the tenants on the adoption of a revised tenancy agreement for tenants living in council housing. The Cabinet Member was presented with an amended draft of the revised tenancy agreement as a result of comments received during the consultation (for copy see minute book).

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

- (1) That the results of the consultation exercise and the themes arising as detailed in appendix 1, be noted.
- (2) That the implementation of the revised tenancy agreement, as attached at appendix 2 be agreed.

**76. IMPROVING ACCESS TO HOUSING ADAPTATIONS**

76.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that outlined proposals to promote a more preventable approach to managing major adaptations demand through a single point of access in Housing Strategy to enable customers to maximise their independence and quality of life through a range of housing options. The preventable approach and early intervention would be promoted through the development of trained Trusted Assessors within Housing. A more proactive approach to procurement would be promoted by working closely with housing management and Mears to bring more council homes up to Lifetime Homes and wheelchair accessible standard through the best use of mainstream capital budgets.

76.2 Where cases went through Community Care Assessment and the need for an adaptation was identified, a “whole systems approach” to delivery of that major adaptation would be developed as quickly as possible by fully integrating the assessment, recommendation and delivery of all major adaptations (those over £1,000) within the existing Housing Adaptations Team in Housing Strategy Division to ensure better, clearer and quicker delivery. Adult Social Care and the Integrated Community Equipment Service would continue to deliver minor adaptations in the private sector (for copy see minute book).

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

- (1) That the Council moves towards a preventative approach to managing major adaptations demand proactively rather than as a response to a request for a Community Care Assessment.
- (2) That the council improves and simplifies the assessment and delivery of major adaptations (over £1,000) by focusing all assessment, recommendation and service delivery of major adaptations within the Housing Adaptations Service.

- (3) That capital and staff resources are realigned to this effect (as outlined in 3.11 of the report).

#### **77. WHEN A SOLE TENANT REQUESTS A JOINT TENANCY**

77.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that confirmed that Council Allocations policy did not provide for the lawful creation of joint tenancies to existing sole tenants and a new partner. It was reported that maintaining this position would help the Council make best use of existing stock in order to meet housing need, without any significant disadvantage to tenants (for copy see minute book).

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

- (1) That the current policy position be confirmed and no provision be made for the creation of joint tenancies where one party is already a sole tenant of the council.

#### **78. PROPOSED EXTENSION TO LOCAL LETTINGS PLAN FOR PEOPLE AGED 50 PLUS**

78.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing that explained that in October 2009, the Cabinet Member for Housing agreed a Local Lettings Plan that restricted lettings of flats that do not meet mobility standards in certain blocks to people aged 50 years or older. The Cabinet Member for Housing asked that consideration be given to extending this Local Lettings Plan to other suitable blocks (for copy see minute book).

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

- (1) That Clarke Court be designated as an over 50s block. All new lettings, except those of flats meeting the council's mobility standard, would be to people aged 50 years or older.

#### **79. WHEN A TENANT DIES - CUSTOMER CARE, SUCCESSION PEOPLE LEFT IN OCCUPATION**

79.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which explained that the council granted introductory and secure tenancies. This policy confirmed the council's succession policy when a secure or introductory tenant died. The council recognised that this was a sensitive area of tenancy management, and was committed to making consistent, fair decisions and implementing this policy sensitively (for copy see minute book).

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

- (1) That the policy be confirmed in respect of tenancy succession and action in respect of people left in occupation upon the death of a tenant who does not have succession rights.

- (2) That the customer care work undertaken around bereavement be noted.

## 80. SUPPORTING PEOPLE PROGRAMME

- \*80.1 The Cabinet Member considered a report of the Director of Adult Social Care & Housing which sought approval of future governance arrangements for the Supporting People programme, and requested that evidence presented on the positive outcomes and benefits of investing in Supporting People Services be noted (for copy see minute book).
- 80.2 It was confirmed that the commissioning body would report back through the Housing CMM and that there would be consultation with providers, service users and other stakeholders. The Chairman stressed that there would be ongoing consultation to give reassurance that the supporting People Programme was valued.
- 80.3 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations:
- (1) That the revised terms of reference for the Supporting People Commissioning Body set out in Appendix 1 be approved.
- (2) That the Supporting People Commissioning Body be retained as the decision making body for decisions regarding the Supporting People element of the Area Based Grant.
- (3) That the framework to develop the new Supporting People strategy set out in Appendix 2 be approved.

## 81. TENDER FOR INDEPENDENT MENTAL CAPACITY ADVOCACY

- 81.1 The Cabinet Member deferred this item to the next meeting of the Housing Cabinet Member Meeting.

The meeting concluded at 11.15am

Signed

Chair

Dated this

day of



**BRIGHTON & HOVE CITY COUNCIL**

**ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

**3.00PM 21 JANUARY 2010**

**BANQUETING ROOM, HOVE TOWN HALL**

**MINUTES**

**Present:** Councillors Meadows (Chairman); Allen, Barnett, Pidgeon, Taylor, Randall and Oxley

**Co-opted Members:**

**PART ONE**

**39. PROCEDURAL BUSINESS**

**39A. Declarations of Substitutes**

39.1 Councillor Brian Oxley announced that he was attending as substitute for Councillor Geoff Wells; Councillor Bill Randall announced that he was attending as substitute for Councillor Georgia Wrighton.

**39B. Declarations of Interest**

39.2 Councillor Randall declared a personal interest due to his involvement with the Local Delivery Vehicle.

**39C. Declarations of Party Whip**

39.3 There were none.

**39D. Exclusion of Press and Public**

39.4 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.

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

**40. SCRUTINY OF DIRECTORATE BUDGET STRATEGIES**

- 40.1 Councillor Ken Norman, Cabinet Member for Adult Social Care and Health, introduced the Adult Social Care (ASC) section of this item. Councillor Maria Caulfield, Cabinet Member for Housing, introduced the sections relating to the Housing Revenue Account (HRA), to Housing Strategy and Supporting People (SP), and to Learning Disabilities (LD).
- 40.2 In response to a query about savings identified in terms of the LD budget, Councillor Caulfield told members that the healthcare element of care for some learning disabled people was chargeable to the local Primary Care Trust (PCT), but had formerly not been pursued by the council. This money was now being collected, with the result that there were considerable extra funds available to the service, facilitating a reduction in the council's LD budget allocation.
- 40.3 In answer to questions relating to savings to be made via the 'personalisation' of ASC (and to a more limited degree the introduction of personalisation and personal budgets to LD services), Councillors Norman and Caulfield informed members that national research offered robust evidence that significant savings were possible via the roll-out of personal budgeting, and that these savings should grow as the roll-out progressed. Joy Hollister, Director of Adult Social Care and Housing, added that Brighton & Hove was in a fortunate position, having not been one of the earliest adopters of personal budgets, as we were able to learn from both the good and bad practice of 'pilot' authorities. There was strong evidence that, by following the best emerging practice (particularly in terms of best practice resource allocation systems), personalisation could deliver significant savings.
- 40.4 In response to a question about negotiations with the Sussex Partnership NHS Foundation Trust (SPFT) over the council's commissioning of their services, members were told that discussions had been very positive, with the trust recognising that the council's 0% uplift in funding was in fact generous given the national financial situation (all the more so because the council had agreed extra funding to reflect demographic changes in the city which would result in extra work for SPFT).
- 40.5 Asked to explain how personalisation might deliver savings, Joy Hollister referred to the example of assessing people's needs. Formerly, a great deal of staff time and resources might have been spent on professional assessment of a client's needs, even in situations where that client's support requirements were minimal. With personalisation, it should, in many instances, be possible for clients to assess their own support requirements (with a degree of input from professionals – termed 'co-production'), leading to a very significant reduction in the costs of assessment.
- 40.6 In response to questions about the anticipated re-design of day services and possible cost savings and risks involved in this process, Councillor Norman told members that day service provision would be the subject of a forth-coming public consultation, and no decisions in regard to these services could be made until the results of this consultation were analysed. Joy Hollister noted that council-provided day services were currently delivered at a very high unit cost, as occupancy rates were typically very poor. In contrast, some city day services provided by the 3<sup>rd</sup> sector operated at a much lower unit cost as these services were full or over-subscribed. There was therefore a very

clear argument for favouring these cost-effective services over services which provided poor value for money, and the council was planning accordingly. However, some council day services were of such a specialist nature (e.g. offering significant therapeutic benefits to attendees) that it was not considered appropriate to consider their replacement with mainstream 3<sup>rd</sup> sector-provided services.

- 40.7 In response to questions about home care, Joy Hollister told members that the council had re-designed its services in response to the re-ablement agenda, with mainstream home care now commissioned from the independent sector, allowing the council's in-house home care team to be re-deployed in the specialist task of delivering re-ablement care. This was the best possible use of resources, given that it would simply not be possible within existing budget constraints for the council to deliver its re-ablement commitments and its mainstream home care commitments via the use of in-house staff. Whilst independent sector care providers are cheaper than in-house provision, all providers used by the council are rated as either 'good' or 'excellent'.
- 40.8 In answer to a question about anticipated increases in client contributions to care costs, Joy Hollister explained that this related to quicker financial assessment of clients, meaning that clients who were required to self-fund their care could be billed more promptly (clients may not be charged for care until their finances have been assessed, nor can charges be back-dated).
- 40.9 In response to questions about supported housing, Councillor Caulfield agreed that more supported housing was needed in the city, but stressed that this was difficult to achieve in the current financial climate, with little or no capital funding available. However, the council was exploring alternative measures, including looking at 'moving on' supported housing clients who could be returned to general needs housing, encouraging independent sector providers to take a greater interest in this sector, and investigating the possible use of undeveloped housing land for future developments.
- 40.10 Councillor Caulfield also told members that the council was committed to working with clients to ensure that they accessed all the benefits to which they were entitled. This is a priority for Housing Management, and pilot schemes around the city have proved extremely successful. The Welfare Rights team will seek to train other council teams in maximising benefit take-up and the council is also working closely on this issue with the Department of Work and Pensions and with the MacMillan cancer charity (i.e. on encouraging people with cancer to access the benefits to which they are entitled). Members noted that there might be a case for increasing resources here, as the cost benefits of maximising benefit uptake are likely to far outweigh any extra costs to the council.
- 40.11 In response to questions regarding the ASC and housing workforce, members were told that there were no plans for redundancies in housing or LD services. In ASC there may be some redundancies, although the figures quoted in the budget strategy report represent a worse case scenario and the council will endeavour to minimise the negative impact of essential workforce re-organisation. There is no intention to make compulsory redundancies. If staff cuts are made, it is likely that they will be focused on day services and on the home care team.

- 40.12 Asked what percentage of the £1 million allocated to possible redundancy payments across the council had been ear-marked for ASC, Joy Hollister told members that she did not have the figures to hand but would endeavour to pass them on.
- 40.13 In response to queries regarding the Local Delivery Vehicle (LDV), Councillor Caulfield told members that there had been thorough consultation with tenants over this issue (particularly via Housing Management Consultative Committee – HMCC), and the consensus was that the council should continue to actively pursue LDV options while the original LDV bid was being considered by the Government. The council faced stringent penalties if it failed to meet Decent Homes standards, and there was therefore still considerable value in pursuing LDV options, particularly as recent developments in financial markets might mean that the returns on the LDV could be higher than initially assumed (original financial projections were made at the nadir of the financial crisis and might prove over-cautious should markets improve). More funding (in the form of a loan from general reserves) will be required to facilitate re-modelling of the LDV finances, but this money will be repaid once the LDV is operational.
- 40.14 In reply to members' questions regarding the future of the Adult Social Care and Housing Directorate, members were told that this was a question which should be addressed to the council's Chief Executive as no one present was in a position to provide a definitive answer.
- 40.15 The Chair thanked the officers and members who had answered questions and expressed her good wishes for Joy Hollister in her new post with the City of London.

**41. ITEMS TO GO FORWARD TO CABINET OR THE RELEVANT CABINET MEMBER MEETING**

- 41.1 There were none.

The meeting concluded at 4.30pm

Signed

Chair

Dated this

day of



# HOUSING CABINET MEMBER MEETING

## Agenda Item 92

Brighton & Hove City Council

<b>Subject:</b>	<b>Homelessness Grant – CLG Grant Allocation 2010/11</b>		
<b>Date of Meeting:</b>	<b>3 March 2010</b>		
<b>Report of:</b>	<b>Director of Housing, Culture and Enterprise</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>James Crane</b>	<b>Tel:</b> 29-2933
	<b>E-mail:</b>	<b>james.crane@brighton-hove.gov.uk</b>	
<b>Key Decision:</b>	<b>Yes</b>	<b>Forward Plan No. HSG 14786</b>	
<b>Wards Affected:</b>	<b>All</b>		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 To advise the Cabinet Member for Housing of the Department of Communities and Local Government (CLG) Homelessness Grant Allocation for 2010/11 and to seek approval for the allocation of the grants for 2010/11 amongst external agencies and internal teams to the further to work of the Council's Homelessness Strategy.

#### 2. RECOMMENDATIONS:

- 2.1 That the Cabinet Member for Housing approves the allocation amongst external agencies and internal teams as set out in Appendix B which is presented in Part 2 of the meeting.
- 2.2 To note the progress and outcomes of funded services from this grant funding in 2009/10 set out in Appendix A of the report.

#### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Homelessness & Housing Support Directorate of the CLG makes an annual grant allocation to local authorities to supplement general fund expenditure on homelessness.
- 3.2 Funding from the Homelessness Directorate is intended to supplement main sources of funding to promote new and innovative services that tackle and prevent homelessness more effectively. In addition to the primary focus of preventing homelessness, reducing the use of temporary accommodation and continuing to reduce the levels of rough sleeping, the DCLG continues to pay particular attention to tackling youth homelessness and development of schemes to address worklessness in every local authority area.

- 3.3 Brighton & Hove has been allocated £855,000.00 for 2010/11, the same amount as 2008/09 and 2009/10. Although there is no reduction in grant there is an impact of inflation on the costs. Services have been prioritised according to their contribution to meeting the objectives set by the DCLG and their contribution to local strategies and effectiveness.
- 3.4 As part of the proposals for allocation of funding, no inflation has been added to contract values.
- 3.5 The performance outcomes are from 2009/10 are set out in Appendix A of the report. However, there are a couple of instances of excellent performance that are worth noting in the body of the report.
- 3.6 Sussex Central YMCA, who are contracted to prevent youth homelessness achieved a prevention rate in 68% of cases of those under 25 year olds approaching them for assistance when threatened with homelessness during 2009/10.
- 3.7 Additionally CRI have maintained rough sleeping levels at 73% lower than in 2001.
- 3.8 Also of note are two new projects that have received funding from the innovation fund that was set up to encourage projects to establish new ways of working with single homeless people. Brighton Housing Trust has received funding to establish “working hostels” in the city. This 18 Bed project provides support for single homeless people in danger of losing employment. This Project has already been noted by the Department of Communities and Local Government in a good practice guide.
- 3.9 Additionally, *Voicemail4all* will see the launch of a project offering free voicemail facilities for single homeless people to keep them in touch with accommodation and health services and will also help them stay in touch with other family and support networks.

## **5. CONSULTATION**

- 5.1 As part of the preparation of this report, the relevant legal and financial officers have been consulted
- 5.2 Consultation has been held with the Culture and Enterprise Departmental Management Team Housing Strategy Leadership Team

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

### **6.1 Financial Implications:**

The Homelessness Strategy Grant for 2010/11 is £855,000 which is unchanged from the previous two financial years. This will fund the initiatives set out in

Appendices A and B of this report and will supplement general fund expenditure on homelessness.

*Finance Officer Consulted: Neil J Smith*

*Date: 25/1/10*

6.2 Legal Implications:

There are no legal implications. There is the proposal to put the Psychology service out to tender – this has to be done using correct procedures and should not present any legal implications. No Human Rights issues are raised.

*Lawyer Consulted: Simon Court*

*Date:25/1/10*

6.3 Equalities Implications:

The Council's impact equality scheme as well as covering the main equalities strands has a number of key inclusion groups. Of the eleven key inclusion groups nine of the categories affect people who are at a greater risk of becoming homeless including those with mental health and substance misuse, unemployed and those fleeing domestic violence.

The client group includes some of the most vulnerable people in the city, who face multiple barriers to housing. Providing these extra services for this group will enable access and prevent homelessness.

6.4 Sustainability Implications:

The Commissioning of these services is in accordance with sustainability objectives.

6.5 Crime & Disorder Implications:

The provision of a grant to CRI to provide a rough sleepers and street services team is in part aimed at the reduction of rough sleeping, street drinking and begging within the City. CRI are actively engaging with persons known within the City to reduce the amount of time that they spend on the street and also lead in carrying out rough sleeper counts and street drinking audits along with other Voluntary Sector partners and the Police

6.6 CRI are the lead agency addressing issues such as third party reporting of offences carried out against rough sleepers and street drinkers and in the Community Responsibility Protocol, which looks at how hostels and day centre's manage the local environment to reduce anti social behaviour of residents and how the local community can be encouraged to assist in identifying and reporting problems to the team.

6.7 Risk and Opportunity Management Implications:

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

## 6.8 Corporate / Citywide Implications:

The local area agreement implementation of these services reflects the priorities for the city as set out in the Homelessness Strategy, to prevent homelessness, reduce the use of temporary accommodation and keep the number of rough sleepers as near to zero as possible.

## 7. **EVALUATION OF ANY ALTERNATIVE OPTION(S):**

- 7.1 The Council has developed a number of complimentary strategies to deal specifically with the issues that arise in the event that some one is threatened or actually becomes homeless. In 2009 the Council launch the Single Homelessness Strategy setting out the key objectives and priorities to deal with rough sleeping and associated issues of single homelessness. This compliments the Homelessness Strategy 2008 and the Youth Homelessness Strategy 2007.
- 7.2 The aims of the strategies focus on prevention of homelessness and where homelessness occurs, looks at some of the underlying issues such as health, employment, basic and life skills training to offer people the right support at the right time. These strategies have been developed with other Council departments and voluntary sector partners to enable people to develop their full potential and aim to live as independently as possible
- 7.3 Projects are discussed with the CLG at regular intervals as they are key to the Council meeting targets such as the reduction of rough sleeping to as near as zero as possible, the reduction in the use of temporary accommodation by 50% by March 2010 and the continued reduction in the use of bed and breakfast for sixteen and seventeen year olds.

## 8. **REASONS FOR REPORT RECOMMENDATIONS**

- 8.1 The Homelessness Grant allocation is given to the Council by the Secretary of State of the DCLG to further the work that the Authority carries out towards activities connected with homelessness under the provisions of section 31 of the Local Government Act 2003.
- 8.2 The Council is required to allocate the funding to further the work that assists it in reaching the targets and priorities both nationally and locally.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

A.DCLG grant funded services 2010/11

B. DCLG grant allocation 2010/11 - amounts

### **Documents in Members' Rooms**

None

## **Background Documents**

None

Grant allocation £855,000 to be dispensed to the following organisations:

**Funding withdrawn from the following:-**

**1. Sussex Central YMCA (formerly Hove YMCA)**

**Respite Scheme Voids**

The Sussex Central YMCA Respite Scheme has been running since 2008. Initially run as a pilot scheme. The project aims to provide five respite beds in young people's projects in the City. Part of the pilot identified the high costs of voids due to the rapid turn over of clients. The scheme was fully funded in the last financial year, providing support to both young people and their families with an emphasis on maintaining the young person within the family home. This smaller grant was to cover the cost of the high void turn arounds.

The project has now established its self and the finance to cover the cost of the higher turnover of voids should now be made as part general management charge to residents. This will not affect the funding of the two worker posts detailed below.

**Reduced funding from: -**

**2. Brighton and Hove City Council**

**Housing Options Move-on- Officer**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L 27 Number in TA	Number in TA 156	Reducing Inequality by increasing opportunity  Make better use of public money	Objective 3 Priority 11,12,13,14	Youth Homeless Strategy Objective 5 Priority 16,17 Single Homeless Strategy Priority 5 Objective 16

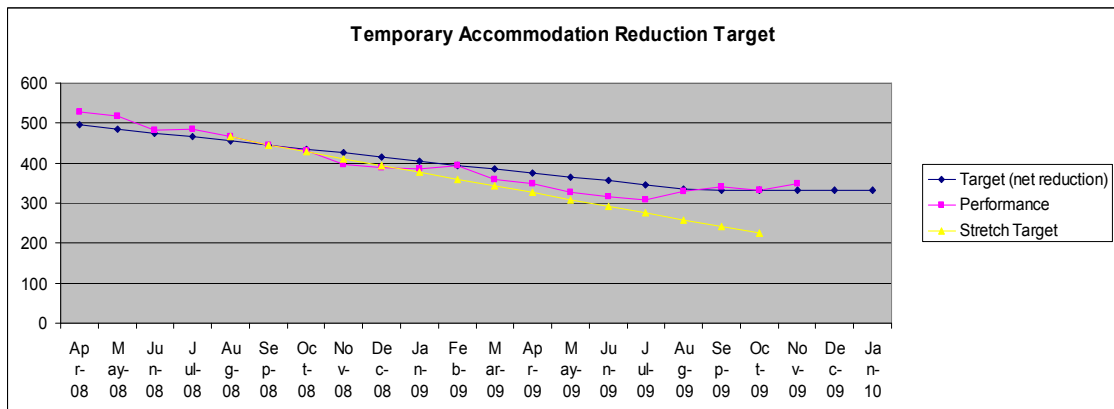
This post was created in 2008 to assist the Council in achieving the Temporary Accommodation Reduction programme. Communities and Local Government set a national target of all local authorities to reduce the number of households in temporary accommodation by 50% by March 2010.

The Move-on Officer post has been pivotal in dealing with cases in temporary accommodation and ensuring that people are aware of the move on options that are available to them. It is anticipated that the target will be achieved by the 31<sup>st</sup> March.

As part of the exit strategy the temporary accommodation team will look to main stream the funding of this post in the staffing compliment of the section to maintain the reduced level of people in temporary accommodation To facilitate this the post will be funded for a further three months from the homelessness grant allocation.

### Outcomes for 2009/10

This post has moved 91 cases into the private rented sector. 22 where moved before the Council accepted a housing duty and 69 cases were either moved into the private rented sector allowing the council to discharge its housing duty or change the nature of the agreement with the landlord from a “private sector leased” property to a “management agreement”. This allowed the Council to manage the property on behalf of the landlord but transfer the homeless person to the landlord as their tenant, allowing the tenant to remain in the property and also allowing the Council to discharge its duty. The target of halving the number of cases to 333 was achieved in August 2009. Due to the uncertain nature of numbers that approach the Council this number went up in September and fell below the target again in October.



### Outcomes for 2010/11

The focus of the post will remain the same as for 2009/10 in enabling people to access the private rented sector as a means of move on and preventing homelessness. The project will have an exit strategy to main stream the funding of this work into the general running of the temporary accommodation section.

## Reduce Funding

### 3. Brighton and Hove City Council Sanctuary Scheme

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
	Number in TA 151 Repeat incidents of DV 52	Reducing Inequality by increasing opportunity	Objective 2 Priority 8	

The Sanctuary Scheme remains a key component in the city's Domestic Violence Strategy. The Sanctuary Scheme is a multi-agency project which enables victims of domestic violence to choose whether to remain in their own home with professionally installed security measures. The increased security increases confidence to remain securely in the home and avoids disruption to education, employment and family and other social networks. In addition to the social benefits, the cost can be considerably less expensive than the provision of emergency accommodation.

This project was allocated £20,000 in 2009/10. As a result of using alternative sources of funding to carry out works to properties, such as replaced locks and added security measures from via the persons landlord it, has only spent £10,000 of this allocation. With the out turn from the previous year this scheme can be allocated £8,000 from the 2010 grant allocation and still have £15,000 to spend in the next financial year.

#### Outcomes 2009/2010

The Scheme has been in operation since 2007/08 with 4 households being supported to remain in their own homes following the installation of security measures. In 2008/09, 30 cases were referred and 6 cases prevented from becoming homeless. In the first three quarters of 2009/10, 9 cases were referred and 6 cases prevented from becoming homeless. The expenditure from grant is exclusively for security measures to the persons home the officer cost having been mainstreamed in 2008/09 to provide specialist support to households who are threatened with homelessness due to domestic violence, harassment or hate crime.

As part of the review of the service in 2009/10 the criteria for referral was reviewed to include lower risk groups with an aim of preventing cases from escalating to the higher risk category.

The introduction of monitoring the number of days from referral to completion within a 21 day target was also introduced. This followed a recommendation from the review of the pilot sanctuary scheme. In practice very few cases have been dealt with within the target deadline. This is in the main due to the nature of dealing with domestic violence cases. The clients are often highly distressed and not able to make decisions on remaining in their home or to move as a result of continued threats within this time scale.



Quarterly Monitoring of expenditure, referrals and completed cases was achieved

A review of existing referral routes to establish if there are any further referrals sources that could assist victims of DV to remain in their own homes was undertaken. As a result information was distributed to a number of Solicitor firms dealing with relationship breakdown to open up the scheme to clients that may not otherwise approach the Council and therefore not access the scheme.

### Outcomes in 2010/11

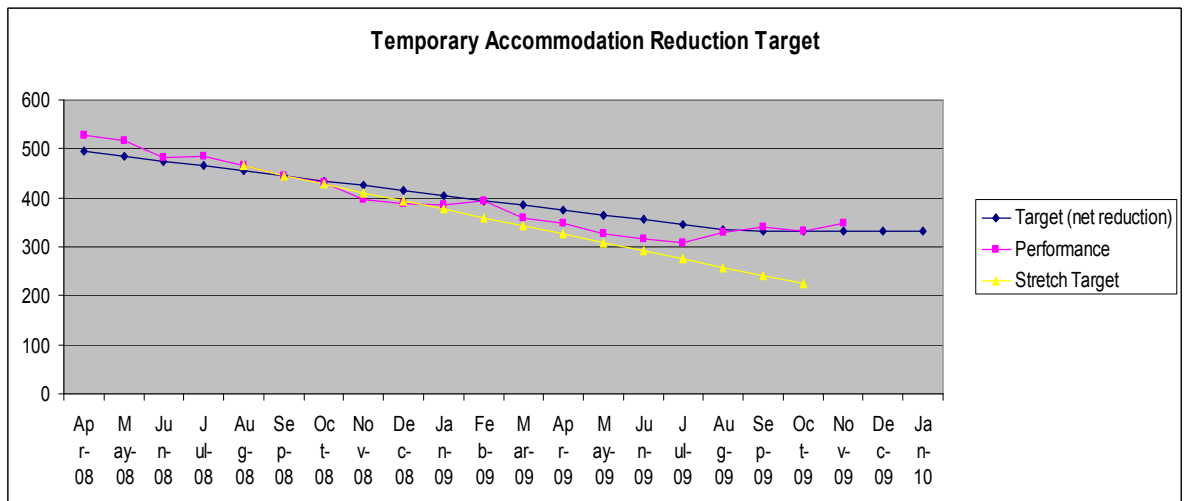
The service has undertaken a number of reviews to ensure that the scheme remains effective and accessible to vulnerable households who wish to remain in their own homes as a result of domestic violence or hate crime. The scheme funding is used as a last result funding stream, after all other avenues to secure safety measures are in place to protect vulnerable people and ensure value for money is obtained.

#### 4. Reduce Funding Brighton & Hove City Council Homeless Strategy Officer

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L27	Reduce TA 156	reduce inequality by increasing opportunities  Make Better use of public money	Objective 3 Priority 11,12,13,14	

### Outcomes for 2009/10

The Homeless Strategy Officer supports the delivery of the Homelessness Strategy through the further development of an integrated, multi-agency approach to homeless prevention. The Officer develops service level agreements with other departments and agencies to enable early intervention in threats of homelessness, and delivers training workshops to external partners to promote an integrated approach to homelessness prevention. In the past 12 months this role was developed to provide accessibility to the Private Rented Sector and reduction in the use of Temporary Accommodation that needs to be reduced and maintained below the DCLG target of 333 by 2010. The funding on this post has been reduced to reflect the actual cost of this position.



### Outcomes 2010/11

With the ending of the DCLG’s temporary accommodation target in March 2010 it is proposed that the role of the Homeless Strategy Officer will be refocused to commence work on the Options plus programme. Housing Options as an approach has work well in prevention of homelessness and ensuring that people are aware of all options that are available to them. Options Plus is intended to take this same approach out to the District offices to ensure that Council tenants with housing issues can receive a whole system approach in exploring how to resolve their housing problems.

### Fully Fund

### Existing Projects

## 5. Brighton & Hove City Council IT Development

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24		reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy Objective 1 Priority 1

Project to procure a new integrated IT system for Housing Needs. A system that will record all casework and process that are involved in the prevention of homelessness; assessment of housing and support needs including initial skills audits; allocation of vacancies in supported housing and the tracking of service users through the integrated pathway sharing needs and risk information with housing and work and learning providers with performance management information to improve contract and performance management.

### Outcomes

As previously reported initial discussions with developers have indicated that the procurement of this system will be relatively expensive. Permission has been sought and granted to carry over funds from previous years to build

a fund to take this project forward. The first stage of development of Interplan is under way and the key strategies of Single Homelessness, Youth Homelessness and the Homeless strategy are now managed on this system.

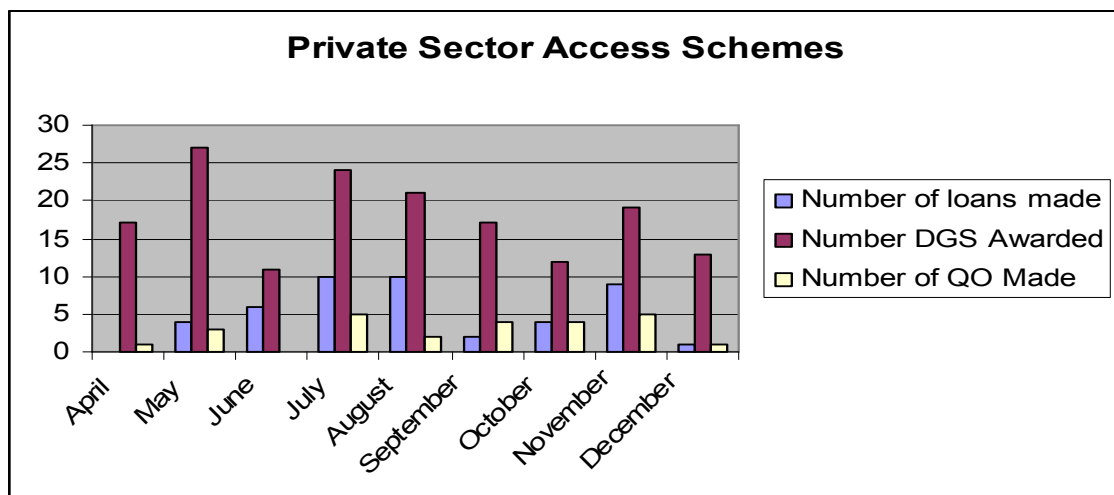
### Fully Fund

## 6. Brighton and Hove City Council Homelessness Prevention Fund

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA I27	Reduce Number in TA 156	reduce inequality by increasing opportunities  Make Better use of public money	Objective 3 Priority 8	

Along with other local authorities the council has adopted a “spend to save” approach in assisting people on low incomes to access the private rented sector in a planned way. The fund was originally set up to provide loans for the deposit element of a planned move from one property to another. This is often used for people that are moving for the first time or need to move for reasons beyond their control and they do not have access to the funds to do so.

In January 2008 the Council piloted a new Deposit Guarantee Scheme, which aims to indemnify a landlord until the tenant has saved sufficient funds with the credit union. At this point the money will be transferred to the Landlord and the Guarantee with the Council will be withdrawn. This new scheme has advantages over the Rent Deposit Scheme as it only pays for claims submitted by the landlord at the end of the tenancy and has officers checking the validity of claims. The claim rates on this type of scheme means that a higher number of lettings can be achieved for the same amount of money. In 2007/08 137 cases were provided with support and prevented from becoming homeless. In 2008/09 this rose to 222, 83 loans and 139 deposit guarantees.



### Outcomes 2009/10

The Private Sector Access Schemes continue to go from strength to strength. In the first nine months of this year there have been 232 moves into private accommodation. If this continues then a total of over 300 moves may be achieved.

Tenancy Set Up (Deposits Paid)	46
Deposit Guarantees	161
Qualifying offers (Move on from Temporary Accommodation)	25

### Outcomes 2010/11

The strength of the preventions approach has directly impacted on the reduction of households in temporary accommodation and has been one of the major factors in the Council's ability to reach its temporary accommodation reduction target. The outcomes for 2010/11 will be to continue to use the prevention fund as the major prevention initiative. In order to achieve value for money the scheme will also continue to use deposit guarantees and to increase the amount of money paid to landlords to enable the funds to be released to fund other moves into the private rented sector.

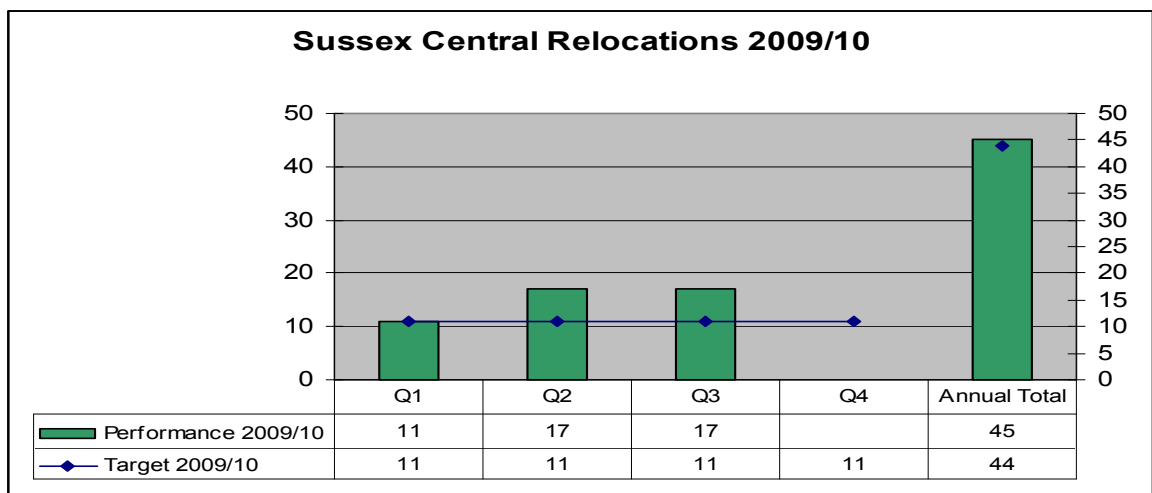
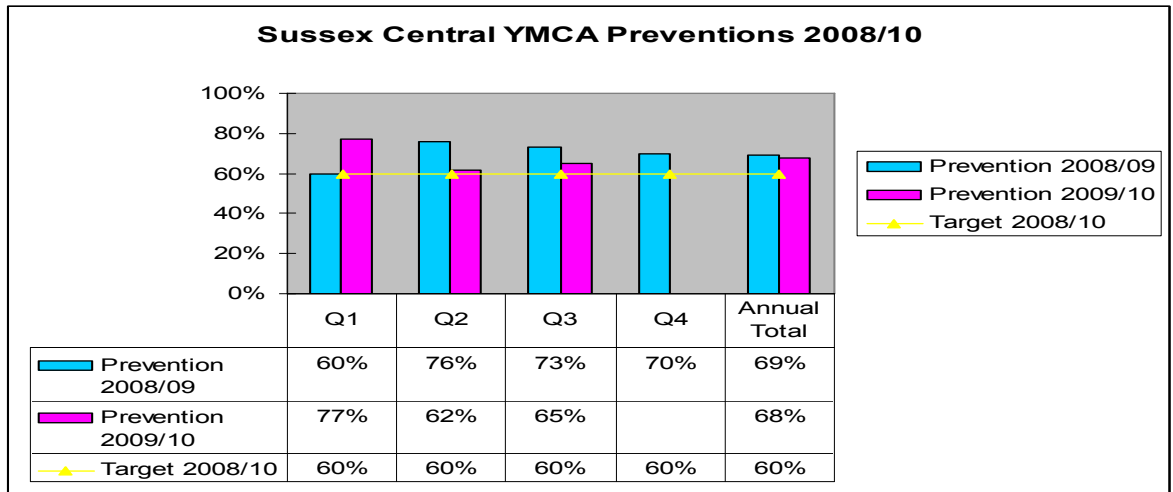
### Fully Fund

#### 7. Sussex Central YMCA Young People's Housing Advice Services

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA Indicator: Reduce Rough Sleeping to as Near a Zero as Possible	Reduce Number in TA 156  Young people that are NEET N147  Substance Misuse by Young people N115	reduce inequality by increasing opportunities	Objective 2 Priority 6 Objective 3 Priority 11	Youth Homeless Strategy Objectives 1,2,3,4,5,6 Priorities 1,2,3,4,6,7,8,11,13,15,16,17  Single Homeless Strategy Objective 1 Priority 2

This service aims to reduce the number of young people who present as homeless, particularly as a result of family breakdown, and is strongly linked to the aims of the city's Youth Homelessness Strategy. The service works closely with the Council's Housing Options Young People and Families Team to advise young people appropriately and prevent a new generation of rough sleepers. It provides very strong links to the respite scheme and aims to relocate or reconnect as appropriate young people who arrive from outside of the City to areas where they have networks and connections.

## Outcomes for 2009/10



Target	Q1	Q2	Q3	Total at Q3
Reduce rough sleeping of under 25 year olds to under 4	1	0	0	1
To prevent homelessness in 65% of all cases where homelessness is threatened	77%	62%	65%	68% (AVG)
To reduce the number of referrals to B&HCC to make a homeless application. No more than 25 in Q1 and reducing by 5 per quarter	3	2	3	8
To successfully relocate 45 young people out of Brighton & Hove (45 by Q3)	11	17	17	45
Deliver 10 housing information sessions in schools	0	8	0	8
Deliver 2 basic lifeskills / independent living courses to young people at risk of homelessness	1	0	0	1

	Annual Target	2006/07	2007/08	2008/09	2009/10
<b>Life Skills courses</b>	2	3	4	2	1
<b>Housing Advice (Schools)</b>	10	13	4	12	8
<b>Move On sessions</b>	n/a	n/a	9	3	
<b>Other prevention sessions</b>	n/a	n/a	3	2	

Sussex Central YMCA have performed well under the terms of the contract that they hold. There has been no cause for concerns at the regular contract review meetings. The target for the number of relocations has been achieved in the first three quarters of the year. Also of note is the low level of referrals by the service team of clients making a homeless application. This has been below 5 for the first three quarters of the year.

#### **Outcomes for 2010/11**

Hove YMCA were successful in competing for a five year tender and will therefore continue to provide this service from 1<sup>st</sup> April 2009 until March 2014. The targets will therefore be the same as those above. In addition to the contractual requirements and targets, Sussex Central YMCA brings the following added value to the contract:

- Youth Advice Centre at Ovest House is the central hub of existing youth provision – well known and accessible to the target client group.
- Substance Misuse services
- Sexual health, Teenage Pregnancy
- Mediation
- Counselling
- Information Advice & Guidance (Matrix Accredited)
- Action Learning Centre for Youth Homelessness
- Respite Service
- Tenancy Support
- Access to the Private Rented Sector
- Accredited Life Skills Programme
- Peer Education Scheme/Training
- Work Placements across the organisation
- Development of a social enterprise in trading arm of organisation that will provide training and employment opportunities

## Fully Funded

### 8. Crime Reduction Initiatives (CRI)

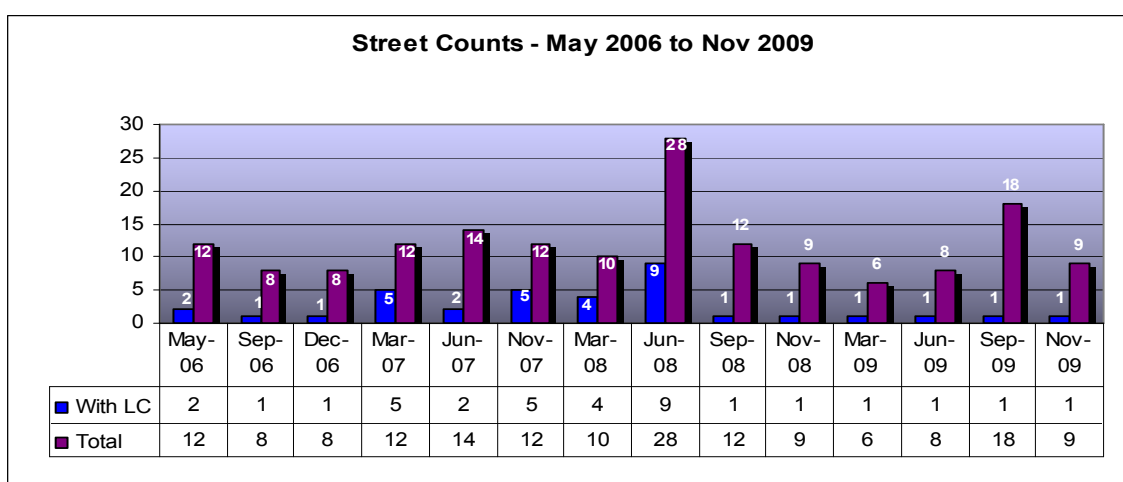
#### Rough Sleepers Street Services and Relocation Team

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24	Number in TA N156 Number Achieve independent living N141 Offenders in accommodation N143 Perceptions of Anti-Social Behaviour N 17	reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy Objective 1,2,4,5,6 Priorities 2,4,5,13,14,15,16,17

The reduction of Rough Sleeping and related street based anti-social behaviour is a high priority for both the DCLG and the City Council.

CRI have performed consistently well in maintaining the reduction of rough sleeping in the city. The last rough sleepers count in November 2008 found 9 people sleeping rough. A large majority of rough sleepers continue to have no connection to the city and are assisted to return to areas where they often have existing support networks. At the last count only one rough sleeper had a local connection with the City.

The main outcome for this service is to keep the number of rough sleepers as near to zero as possible. This is achieved by continued assertive outreach with the rough sleeping community. The latest count in November saw the number within target.



Target	Q1 Apr- June	Q2 July – Sept	Q3 Oct- Dec	Total
To reduce rough sleeping to as near zero as possible but at least below 10	8	18	9	11 Average
To reduce rough sleeping to as near zero as possible but at least below 5 for those with a local connection	1	1	1	1 Average
66% of rough sleepers to have a positive accommodation, treatment or care outcome	109 81%	148 86%	117 86%	84% Average
80% of new arrivals to B&H returning home / other positive diversionary measures to help new arrivals leave the streets	75 81%	101 83%	68 85%	83% Average

There are additional outcomes that rough sleepers have a positive accommodation, treatment or care outcome. This target has consistently achieved a high level of success at 86% of service users being connected to accommodation, treatment for substance misuse or successfully connected to primary or secondary health care.

### **Outcomes 2009/10**

The contract will continue to have an emphasis on reducing the number of rough sleepers to as near to zero as possible, and providing relocation or reconnection for those people without a local connection. In addition to the contractual requirements and targets, CRI have agreed to provide the following added value within contract price:

- Provision of a specialist mental health worker as part of the Street Services Team
- To provide street shifts at weekends/bank holidays in peak periods rather than Mon-Fri service only
- To provide a peer mentor/volunteer scheme for former rough sleepers/homeless people to train and support service user involvement
- Collation of statistics around offending and substance misuse to maximise the contribution of the Integrated Support Pathway in fulfilment of the Local Area Agreement targets.
- Carry out internal quality audits to ensure highest delivery of service
- Continue to provide training for frontline staff in supported housing bands 1,2 and 3 covering substance misuse, assertive in reach and anti-social behaviour



This added value will provide a seamless service for entrenched rough sleepers who often present with complex needs including Mental Health, Substance Misuse or Dual Diagnosis.

**Fully Funded**

**9. Brighton and Hove City Council  
Work and Learning Manager**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
Adult Learning Strategy City Employment & Skills plan Supporting people strategy	Participation in volunteering N6 Health and wellbeing N119 Working age on benefits N152	reduce inequality by increasing opportunities	Objective 5 Priority 21,22,23	Single Homeless Strategy Objective 3 Priority 7,8,9,10,11,12

The aim of this post is strategic overview of single homeless services in the city and to identify the employment and training needs of single homeless people, researching current service provision and developing a strategy that facilitates more effective use of current provision, establishes a way forward for addressing gaps in provision and initiates funding bids to develop new projects.

The post holder acts as the council’s lead in developing work & learning opportunities for single homeless people and rough sleepers. In addition the post holder co-ordinates the project ‘Home to Work’ encompassing the provision of Basic Skills (literacy, numeracy, IT) in hostels, life Skills courses and return to work opportunities.

**Outcomes for 2009/10**

Successful bid for “Migrant Impact” funding £227,600

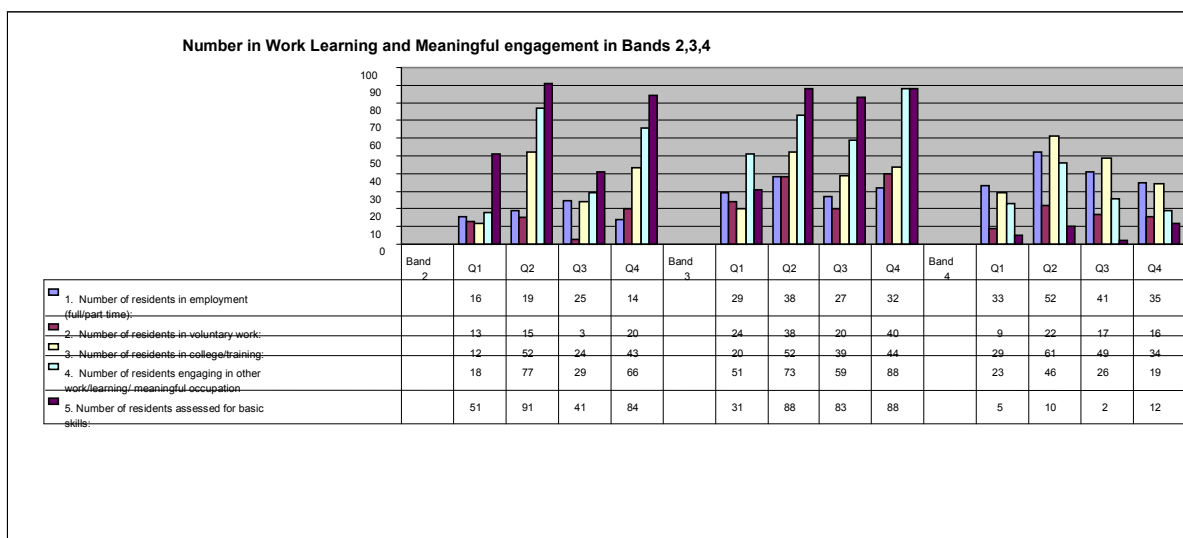
Continued funding for Preventing Offender Accommodation Loss at Lewes Prison

Leading on redevelopment of Palace Place and First Base Day Centre into centres for work & learning activities.

Launch of accredited life skills programme at George Williams House

Coordinate Work and Learning snap shots across Integrated Support Pathway providers

Redevelopment of Windsor Court to provide accessible properties to reduce delayed discharge from hospital and interim care settings



### Outcomes for 2010/11

Completion of capital funded project at First Base Day Centre

Ensure completion of 90% of actions in the single homeless strategy are delivered in the year.

Coordination of Severe Weather Emergency Protocol

Coordination of Work and Learning Snap Shots

Project manage POAL Project

### Fully Funded

#### 10. Psychology Service

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24		reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy Objective 2,4 Priority 13,14

To work with people at risk of homelessness due to psychological behaviour issues often arising from substance use or rough sleeping. To work with service providers in delivering learning programmes that will achieve the goals of changing clients' thinking and behaviour in order to address cyclical homelessness and a move away from street culture. To develop and promote a new support model of working with the client group that is based on proven clinical interventions such as Cognitive Behaviour Therapy, Solution Focused Brief Therapy and Motivational Interviewing.

### Outcomes 2009/10

At the end of quarter 3 the following outcomes had been achieved:

<b>Target</b>	<b>Outcome</b>
Achieve and then maintain an open case load to 90% of a maximum 21 clients throughout the year	71% achieved by the end of Q3 with one post currently vacant.
Reduce the potential for evictions	Numbers in Accommodation at 6 months (Data not provided) 12 months (Data Not Provided)
Link Worker training sessions	Two full modules of training delivered to multi agency supported accommodation providers
Train 12 x Link Workers from across a range of supported housing providers within the first year	24 Link workers have received training in the year to date
Maintain usage 'traffic' on the Mortarnet website	The website has received an average of 267 hits per month
Maintaining 'outreach' work in provider services and the Mortarnet Website to generate new enquiries and referrals for the team	There have been 27 formal referrals to the service in the year to date

There have been successes in relation to this project, particularly in relation to the training provided to front line staff in support services across the city and in ongoing advice provided via the team's website. However, the project has not provided outcome performance data in terms of the number of people maintaining their accommodation or moving onto lower support projects following contact with the service.

Due to the lack of performance data provided it is proposed that the Psychology Service is subject to competitive tendering in 2010/11 and is refocused to provide its service in the Turning the Tide project which works with people experiencing multiple levels of exclusion in areas of deprivation. It is envisaged that the service is likely to deliver better outcomes by complementing other support services in this area. This will ensure that the Council is receiving best value as a result of commissioning this service.

Outcomes for the project will include:

- Number of cases in accommodation after 6 months
- Number of cases in accommodation after 12 months
- Number of cases in accommodation after 18 Months

**Fully Funded**  
**11. Sussex Central YMCA**  
**Respite Scheme**

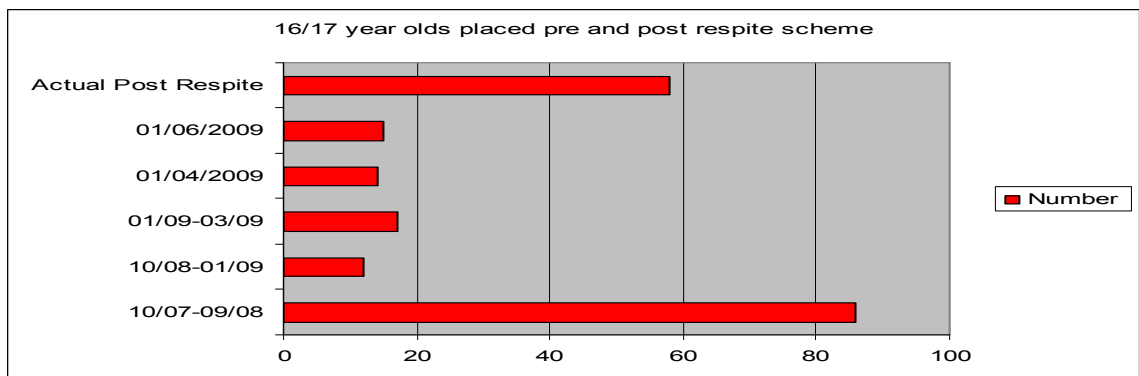
Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24  CLG end use of B&B for 16/17 year olds	Number in TA N156 16/17 year olds not in education employment or training (NEET)	reduce inequality by increasing opportunities	Objective 2 Priority 6,7,11	Youth Homeless Strategy Objective 1,2,3,5,13,16,18

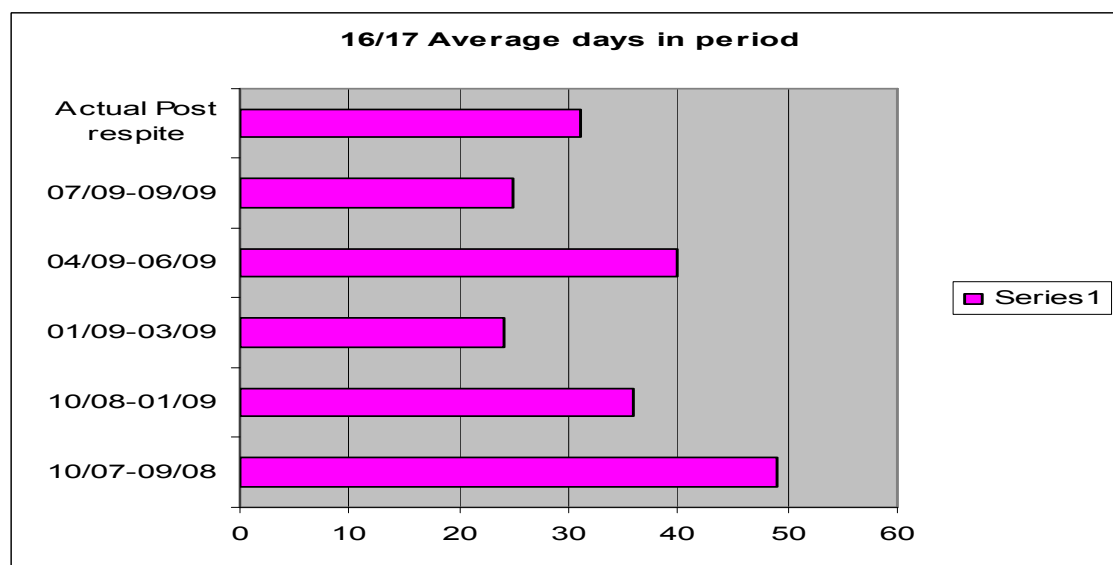
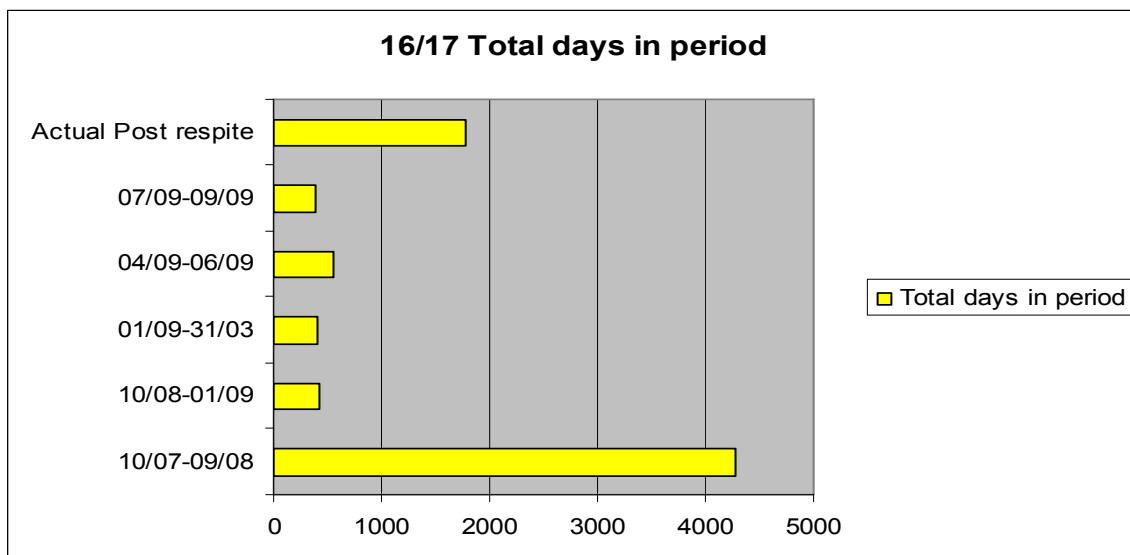
Eviction of young people from the family home continues to be one of the main causes of homelessness in Brighton and Hove. This Scheme was piloted as a result of consultation with the parents of young people locally, which identified that provision of short term respite accommodation to take the heat out of the crisis may have enabled the young person to return home.

Through the Youth Homelessness Strategy, the respite scheme has remodelled the existing units of supported accommodation to provide 5 short terms “crash pads” for young people. Designed to give a short term accommodation option following a family breakdown in order to provide both respite from the situation and therapeutic support to both the young person and the family on a whole family approach; The aim is to return the young person to family home after an agreed period.

**Outcomes 2009/10**

The scheme became operational in October 2008. The Scheme has added to the projects dealing with youth homelessness in the city and has provided two workers dealing with the needs of young people and more importantly their families. This is key project in ensuring that 16 and 17 year olds are not placed into Bed and Breakfast except in an emergency and not for periods exceeding 6 weeks.





	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number moved into Scheme	12 per Qtr	9	5	12	13
Number moved out of Scheme	12 per Qtr	6	5	10	14
Returned Home Long Term	15% of 2	2 (33%)	0 (0%)	1 (10%)	3 (21%)
Returned Home Short term with planned access	20% of 2	1 (17%)	0 (0%)	0 (0%)	0 (0%)
Accessed Supported/ PRS or friends relatives	65% of 2	3 (50%)	5 (0%)	9 (90%)	11 (79%)
Number of YP in respite and Families engaged in Family solutions	70%	4 (44%)	2 (40%)	5 (42%)	7 (39%)
Number of YP and Families engaged in Family liaison	70%	4 (44%)	4 (80%)	2 (20%)	6 (38%)
Number of young people that are EET	40%	7	7	6	7

## Outcomes 2009/10

The Scheme is due to undergo a review in February 2010 to look at its assessment criteria and performance outcomes for the next financial year to ensure that it remains strategically aligned to the reduction of youth homelessness. This review will report to the Youth Homelessness Working Group.

## Fully Fund

### 12. Various Supported Housing Providers Cash incentive Scheme

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA Target Reduce Rough Sleeping to as near a Zero as Possible	Number of vulnerable people living independently N141	reduce inequality by increasing opportunities	Object 3 Priority 11,13,14	Single Homeless Strategy Objective 1,5 Priority 1,16

This funding will increase the amount of rough sleeper “move on” accommodation available for hostel residents who are ready to move on to more independent living.

There are a number of service users in Assured Tenancies in RSL supported housing that are now part of the single homeless Integrated Support Pathway (ISP). The pathway provides a clear route for service users to move-on towards independence. Although current practice is to issue Assured Shorthold Tenancies in ISP properties, in the past Assured Tenancies have been issues meaning that there is a reduction in the amount of move-on accommodation available. This can result in the pathway becoming silted up and prevents some people from moving on when they are ready. This funding will provide a cash incentive to service users in Assured Tenancies to relocate to alternative accommodation either in the private sector or general needs RSL housing and allow movement for other service users in Bands 2 and 3 of the ISP.

## Outcomes 2009/10

5 cases are expected to have moved in the financial year

## Outcomes for 2010/11

10 cases to be moved to independent living

**Fully Fund**

**13. Brighton Housing Trust  
Severe Weather Emergency Protocol (SWEP)**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible	Perceptions of anti-social behaviour N17	reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy Objective 1,4 Priority 1,2,14

The Council has to make provision for opening a severe weather shelter when the temperature falls below 0 degrees for more than three consecutive nights. The Council has developed a protocol with Brighton Housing Trust and CRI to provide an emergency shelter in the City.

This year the country has experienced one of the worst winters for many decades and this resulted in the SWEP being opened both earlier and longer than in previous financial years. The Emergency Shelter was also moved this year to Steine House as a result of refurbishment works at First Base Day Center. In addition to this provision was made in January to extend opening hours to ensure that rough sleepers had somewhere to go during the day.

There are no specified outcomes for this project although the partners are expected to work with individuals whilst in the shelter so that they do not return to the streets

**Fully Fund**

**14. Emergency/Supported Lodging Scheme  
Sussex Nightstop**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible	CLG use of B&B for 16/17 year olds  Numbers in TA N156	reduce inequality by increasing opportunities	Objective 1,2,3, Priority 1,6,7,11,12	Youth Homelessness Strategy Objective 1,2,4,5 Priority 1,2,3,5,13,16,18

The Council has worked with Sussex Nightstop to develop an emergency/ supported lodging scheme for under 25 year olds. Sussex Nightstop has affiliated to the De Paul Trust who link into a national network of emergency lodging schemes for young people. The aim is to assist young single homeless people to access accommodation with host resident landlords who will be willing to let out a spare room. Some of the placements will respond to

emergency situations and if appropriate will become supported lodgings offering longer term housing solutions. This may also provide the homeowner with a much needed income in the current financial climate.

**Outcomes for 2009/10**

Set up governance arrangements for the project  
 Establish procedures to recruit, vet and train Host Landlords  
 Establish referral procedure with City Council for Service Users

**Outcomes for 2010/11**

Develop project to reduce the need to place young people in Bed and Breakfast  
 Develop agreed outcomes i.e. number of hosts trained number of places available.

**Fully Fund**

**15. Brighton and Hove City Council  
 Innovation Fund**

To promote the work of the City's Homelessness Partnership and provide funding for small pieces of work detailed on the Homelessness Strategy Action Plans to be undertaken by partner agencies. Not all of the allocated grant was spent against this budget heading and it is proposed to roll over any remainder into the next financial year to increase the capacity of this fund.

**Outcomes for 2009/10**

The innovation fund has provided funding for three projects in the current financial year

**Single Homeless Strategy Launch**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible		reduce inequality by increasing opportunities	Objective 1,3 Priority 1,2,3,4,5,11,12,13,16,21 22,23,24,	Single Homelessness Objectives All Priorities ALL

The City Council has a well developed Single Homeless Strategy formulated with a number of partners over the past decade. A new strategy was developed in 2009 to ensure that the direction the City takes is known to it's



partners and is the only strategy that concentrates of the issue of rough sleeping.

As part of the National Federation of Housing’s “supported housing” month the City launched the new strategy to raise awareness of the work of providers of supported accommodation in the integrated support pathway and firmly embed the strategic direction in keeping rough sleeping to as near as zero as possible and to enable people to engage in support services to improve health and wellbeing and further support the activities of services that promote basic, life and employment skills. The Launch was well attend by agencies in the city included participation from health, employment, offender and voluntary sector agencies.

The Strategy has received positive feedback from Communities and Local Government and has already been cited as good practice in embedding work and learning into service provision.

**Voicemail4all**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible	Number in TA N156 Number Achieve independent liivng N141 Offenders in accommodationN143	reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homelessness Objectives All Priorities All

This project is aimed at providing rough sleepers and single homeless people with voicemail accounts that can be accessed by the person using a free phone number. The scheme has been used in London for a number of years to enable rough sleepers and single homeless people to remain in contact with service that they are engaging with such as accommodation providers.

The project has been funded as a pilot in the City and will be one of the first to be run outside of London. It is proposed that the funding for this project will be from homelessness grant allocation in 2010/11

**Outcomes for 2009/10**

- Provision of 150 Voicemail accounts
- Training of partner agencies on registering service users
- Provision of publicity material to promote the scheme
- Launch of the project in the city.

**Outcomes for 2010/11**

- Provision of 150 voicemail accounts

Establish project outcomes  
 Evaluation of first year of project  
 Look to roll out to other providers with other revenue funding

### Working Hostels

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible	Number achieving independence N141	reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy Objective 1,5 Priority 1,16

The council has been working with Brighton Housing Trust to establish a working model for the provision accommodation for people that are working but have lost their accommodation. This is a key action in the Government's rough sleeping strategy and has already received national attention as a model of good practice.

Working hostels are designed to offer low level support to individuals on a short term basis at Local Housing Allowance levels to ensure that they are able to maintain employment and get back on their feet. The project has been running for 9 months and is still in its development stage. The project has 18 beds and has already seen a number of people maintain employment or being work ready, actively seek work. Brighton Housing Trust is making a Lottery Application in order to further develop this project.

### Outcomes 2009/10

**35** people have used the service.  
**24** of these were not engaged with any work or learning activities prior to entering the project.

#### **Those who found or were in work related activities during their time at the project:**

- 3** full time work
- 9** part time work
- 6** voluntary work
- 14** BAOH work shops
- 5** completed or are currently on work placements
- 12** linked in with Working Links Progress to Work

#### **Move on:**

- Total of **19** people have moved on from the project:
- 2** moved on to PRS
- 1** moved on to accommodation provided by job

- 7 moved on to general needs BHT property
- 1 supported to move to BHT Route One Project

Outcomes for 2010/11 N/A

**New Initiatives**

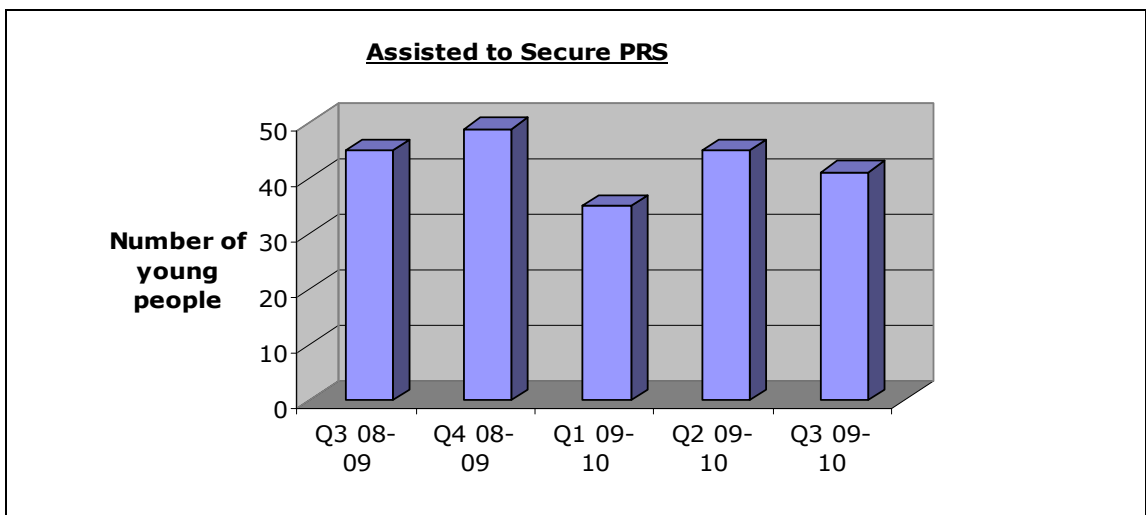
**16. Sussex Central YMCA  
Private Rented Access Scheme**

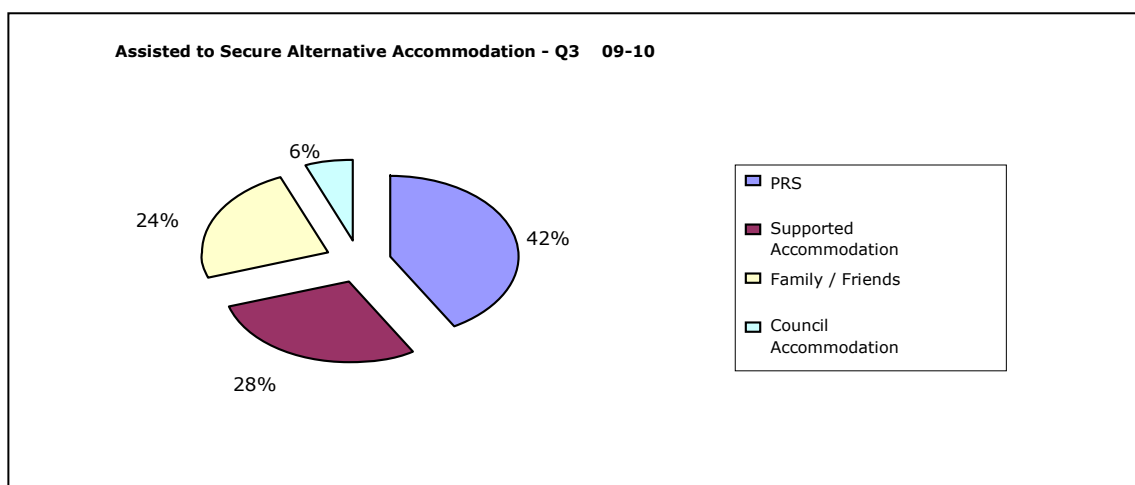
Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA Target Reduce Rough Sleeping to as near a Zero as Possible	Achieving independent living N141	reduce inequality by increasing opportunities	Objective 1,3 Priority 1,11,12,13,14	Single Homeless Strategy Objective4, 5 Priority 16 Youth Homeless Strategy Objective 1,2,4,5 Priority 1,7,13,16,17,18

A strategic aim of the Council’s homelessness strategies is to ensure that maximum use is made of the private rented sector as a housing option. With 23% of accommodation being in this sector it plays an important role in providing accommodation solutions.

In 2007 Sussex Central received funding for a private sector accommodation worker from the Communities and Local Government. This funding was then picked up by supporting people and the recession impacts funding in the past six months.

As a key project in opening up the private rented sector it has housed approximately 140 young people in the past year and is now one of the main housing options for young people in the city.





### Outcomes for 2010/11

This will be the first full financial years funding from the homelessness grant allocation and the Council will work with Sussex Central YMCA to maintain and expand the number of referrals into the private rented sector.

To secure 35 private moves into the private rented sector per quarter

To expand the number of moves by 5 per quarter in 2010/11 subject to market conditions.

To promote the private sector as a sector of choice to young people

To work with organisations to provide work placements to increase employability of young people.

## 17. New Initiatives

### Voicemail4all

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible	Number in TA N156 Number Achieve independent liivng N141 Offenders in accommodation N143	reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homelessness Objectives All Priorities All

This project is aimed at providing rough sleepers and single homeless people with voicemail accounts that can be accessed by the person using a free phone number. The scheme has been used in London for a number of years to enable rough sleepers and single homeless people to remain in contact with service that they are engaging with such as accommodation providers.

The project has been funded as a pilot in the City and will be one of the first to be run outside of London

### **Outcomes for 2010/11**

Provision of 150 voicemail accounts

Establish project outcomes

Evaluation of first year of project

Look to roll out to other providers with other revenue funding

## **18. New Initiatives**

### **Brighton and Hove City Council**

#### **Working Groups Administration**

<b>Strategic Links</b>	<b>National Indicators</b>	<b>Council Priorities</b>	<b>Homeless Strategy priorities</b>	<b>Other Strategies</b>
LAA L24 Target Reduce Rough Sleeping to as near a Zero as Possible		reduce inequality by increasing opportunities	Objective 1 Priority 1	Single Homeless Strategy & Youth Strategy Support to deliver

The City has developed a number of strategies with partner agencies to forward the work of prevention of homelessness, reducing rough sleeping and young people at risk of homelessness. In order to maintain the well developed partnership a number of working groups have been formed, each with their own action plan to ensure delivery of the key objectives. They comprise the Day and Street Services, Youth Homelessness, Integrated Support Pathway, Work and Learning and Recession Impacts Working Groups. All of the above groups report to the Housing and Social Inclusion Steering Group.

These groups require some administrative support to assist in the smooth operation of their meetings. It is proposed to fund a 0,2 full time equivalent to assist with organisation of meetings, agendas and general communication on funding, work, learning and employment opportunities are distributed to partner agencies to maximise their impact.

### **Outcomes 2010/11**

Support 30 working group meeting per year

Distribute information to partners on funding, work & learning and employment opportunities.

**19. New initiatives**

**Crime Reduction Initiative**

**Foundation Programme Mentoring Project**

Strategic Links	National Indicators	Council Priorities	Homeless Strategy priorities	Other Strategies
LAA L24	Alcohol harm related hospital admissions N39 Drug Users in effective treatment N40 Adults in contact with secondary mental health N150	reduce inequality by increasing opportunities	Priority 1 Objective 1,2	Single Homeless Strategy Objective 4 Priority 13,14

The aim is to provide a quality mentoring service to ex-rough sleepers who are participating or have completed a structured day programme for drug users (the Foundation Programme) and are living in supported accommodation as part of the longer term resettlement package.

The service aims to fill the support gaps in the evenings and weekends at hostels in the city. The Mentoring Scheme in conjunction with other agencies seeks to reduce the use of substances illicit and licit, drug related deaths, relapse, rough sleeping and street based anti-social behaviour activity. The service is popular with service users who are able to deal with mentors that have been through similar life experiences to themselves.

The service was funded by the council in 2008/09. However, CRI absorbed the running costs themselves during 2009/10 on the understanding that that officers would recommend to continue the service in a different format in 2010/11.

### Outcomes for 2009/10

Target	Q1 April – June 09	Q2 July – Sept 09	Q3 Oct – Dec 09	Total
To attach 5 mentors to the project per annum	5	3	3	11
To engage with 30 mentees per annum (10.5 by Q3)	13	12	14	39
The mentors to have 2 contacts per week for the period of three months = 40 (no. of times mentors have had contact in Qtr = 120 up to Q3)	604	432	440	1,476
To engage with 2 clients from each hostel where FORUS groups are facilitated	11	9	11	31
75% of these clients to access the mainstream day programme	100%	100%	100%	Average of 100%
50% of clients on waiting list to be linked with a mentor	100%	100%	100%	100%
Reduce non-attendance to assessments from 50% to 15%	88%	91%	93%	Average of 90%
40 clients per annum to report improvements in physical and mental health	10	12	14	40
40 clients to complete the programme per annum	12	6	5	23

### Outcomes for 2010/11

As part of the *No One Left Out*, national rough sleepers strategy, peer mentoring is noted as being an area that can be used to give support to residents who face evictions. The foundation peer mentoring will look change the use of peer mentors in this area in the next financial year and develop monitoring outcomes on this new area of work and work with in the integrated support pathway. This realignment will achieve an objective from the Government's *No On Left Out* rough sleeper strategy.

- 6 people through the scheme in the year
- 36 people supported in band 2 who are repeat evictees have moved to another hostel
- 50% of these people to be supported to prevent further evictions within first 6 months of stay
- Evictions of those people to be reduced
- 100% of those who are substance misusers to be supported through treatment.





# HOUSING CABINET MEMBER MEETING

## Agenda Item 93

Brighton & Hove City Council

<b>Subject:</b>	<b>Keeping People with Learning Disabilities Safe - Safeguarding Report Quarters 1-3 09/10</b>		
<b>Date of Meeting:</b>	<b>3<sup>rd</sup> March 2010</b>		
<b>Report of:</b>	<b>Director of Housing, Culture and Enterprise &amp; Interim Director Adult Social Care &amp; Health</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Naomi Cox</b>	<b>Tel:</b> 29-5550
	<b>E-mail:</b>	<a href="mailto:naomi.cox@brighton-hove.gov.uk">naomi.cox@brighton-hove.gov.uk</a>	
<b>Key Decision:</b>	No		
<b>Wards Affected:</b>	All		

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 As agreed by the Cabinet Member Housing in November 2009 a report on keeping people with learning disabilities safe (safeguarding) will be presented quarterly to the Housing Cabinet Member Meeting.
- 1.2 The report will outline key issues and current and future action to ensure we are safeguarding people with learning disabilities in the city.

#### 2. RECOMMENDATIONS:

- 2.1 (1) That the lead member notes the content of the Quarters 1 -3 09/10 Safeguarding Report for people with Learning Disabilities.

### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

3.1 “Valuing People Now: a new three-year strategy for people with learning disabilities” (2009) sets out how the issues and recommendations from the Cornwall, Sutton and Merton Investigations and a life Like any Other should be implemented, as well as addressing the aspects of Valuing People that were not achieved. “Chapter 4: People as Citizens”, specifically sets out how services should work together to keep people safe in the community and at home. VPN states that people with learning disabilities will be consulted with as part of the Departments of Health’s (DH) review of “No Secrets”<sup>1</sup>, the joint publication by the DH and Home Office in 2000 upon which the current Multi-Agency Policy and Procedures for Safeguarding Vulnerable Adults are based. The DH will publish revised No Secrets guidance following extensive consultation.

3.2 The Sussex-wide Multi-Agency Safeguarding Policy and Procedures, produced by the Safeguarding Boards of Brighton and Hove, East Sussex and West Sussex were published and implemented in June 2007, and is the current safeguarding framework within which Safeguarding Investigations and activity operates. It builds upon and extends the previous Brighton and Hove and East Sussex Procedures to become Sussex-wide and includes the recommendations from “Safeguarding Adults” a National Framework document for safeguarding vulnerable adults, produced in October 2005 by the Association of Directors of Social Services, with the DH and Association of Chief Police Officers.

3.3 These procedures represent a continued commitment to ensuring the vulnerable adults can live in their communities in greater safety and are the local codes of safeguarding practice across the whole of Sussex, endorsed by a wide range of statutory and voluntary organisations. These agencies have agreed to co-operate on all aspects of work with vulnerable adults where abuse has been alleged. It is noted that the Director of Adult Social Care and Housing chairs the multi-agency Safeguarding Adults Board. The Board meets quarterly with all key agencies represented to take a strategic overview of the Safeguarding work being undertaken in the city. This includes the Safeguarding of Adults with Learning Disabilities.

3.4 The current Framework for Investigations has four “levels” of investigation, intended to assist practitioners in deciding the most appropriate level of response to an initial safeguarding referral or alert, and to help promote consistent decision-making. They are summarised as follows:

- **Level 1 Investigations:** “One-off” isolated incident that has not adversely affected the physical, psychological or emotional well-being of the vulnerable adult. Interventions are supervised by an Investigating Manager but carried out by service providers.

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<sup>1</sup> Safeguarding Adults: A Consultation on the Review of the “No Secrets” Guidance, DH, 2008

- **Level 2 Investigations:** The physical, psychological or emotional well-being of the vulnerable adult may be adversely affected and the concerns reflect difficulties and tensions in the way current services are provided to the vulnerable adult. Intervention by the Investigation Team to re-assess or review the needs of the vulnerable adult within the context of the presenting concerns.
- **Level 3 Investigations:** The physical, psychological or emotional well-being of the vulnerable adult has been adversely affected and a criminal offence may have been committed. Intervention is through a formal safeguarding enquiry or Investigation by the Investigating Team.
- **Level 4 Investigations:** Where institutional abuse is alleged to have happened and a number of vulnerable adults may have been adversely affected. Criminal offences may have been committed and multiple breaches of regulations may have occurred. Intervention is through a complex Multi-agency safeguarding investigation.

3.5 The Care Management and Assessment Team within the Community Learning Disability Team (CLDT) in Brighton and Hove holds responsibility for Safeguarding for adults with learning disabilities. The team comprises around 17 staff of Care Managers, Social Workers and Senior Social Workers who are appropriately qualified and trained in the procedures. Care Managers investigate level 2 alerts via a review and Social Workers undertake level 3 investigations. Level 4 investigations are undertaken by Senior Social Workers and Managers.

3.6 Where appropriate for level 3 and 4 investigations, where there may have been a criminal act committed, such as forms of assault, theft etc, CLDT works in partnership with Sussex Police, who attend strategy meetings and would often initially lead an investigation in its early stages, until a criminal offence has been ruled out. The Safeguarding Investigating Officers continue to develop their working relationship with the Police and attend “Achieving Best evidence Training” (ABE) with the Police in order to be able to interview vulnerable adults appropriately with the required amount of support for the alleged victim.

3.7 The team have implemented the Multi-Agency procedures robustly within CLDT and safeguarding work currently accounts for around 35% of the total activity within the team. Safeguarding activity is recorded both in Carefirst, the electronic social care recording system used by the local authority and on a database designed within the team, to give a more detailed breakdown of safeguarding activity. The safeguarding activity for Quarters 1-3 09/10 is attached to this report as **APPENDIX 1** and provides a breakdown of alerts, levels of investigation and whether or not the allegations were substantiated or not.

3.8 It is noted that Brighton & Hove is to have a Care Quality Commission Inspection during 2010/11 and it is expected that safeguarding across all adult client groups will be part of the remit of that Inspection.

### **3.9 Activity Analysis:**

#### **3.9.1 Alerts:**

- 2006-07- there were 93 Safeguarding alerts
- 2007-08-there were 187 Safeguarding alerts-over 100% increase
- 2008-09-there were 193 Safeguarding alerts-3% increase
- 2009-10- at Quarter 3 there were 195 Safeguarding alerts -8% increase  
(*Figures 1&2*)

There is another significant increase in reporting from 2008-09 to 2009-10. We are predicting an end year increase in the region of 35%. This years increase was not expected to be as high, however it should be noted that whilst this is reflective of an increase in the reporting of Safeguarding Alerts which is in most cases a positive indicator, the number of subsequent investigations has fallen slightly from the 2008/9 year. All Safeguarding Alerts are vetted by a senior social worker to ensure that the reported issue requires a formal Safeguarding intervention. The absence of a formal investigation implies only that the reported issue does not require a formal Safeguarding response.

**3.9.2 Types of Abuse:** The most significant alerted and investigated remains physical abuse, accounting for 108 alerts. Much of this is due to low level client contact. Reporting this type of abuse continues to increase due to the on-going good practice development in services and provides opportunity for service to continue to minimise the risk of further incidents. It should be noted that one alert may signify more than one type of abuse so numbers of types of abuse often exceed total alerts recorded for a year.

Reporting of Financial/material abuse has decreased from 42, 08-09 to 27 09/10. There is potential risk for clients and the authority in the management of Personal Budgets through Self Directed Support. Systems are in place to monitor spending and this system remains under review in Adult Social Care. We are in the process of investigating one incident where it appears there has been inappropriate use of a Personal Budget. (*Figures 3,4 & 5*)

**3.9.3 Response Levels:** The link between the majority of alerts being physical abuse and being investigated at level 1 continues from pervious years (79 at level 1), these comprise of low level incidents within provider services, mainly in accommodation services and day services, involving user-to-user incidents. We continue to receive this as a positive indicator of the good level of awareness in provider services within the city of the need to alert the assessment team when abuse may be happening, even if it is relatively low level and the vulnerable adults has not come to significant harm. This level of monitoring has allowed the team to become more sophisticated in how it addresses these "low level" incidents with providers.

The level 2 responses for 09/10 year where a person receives a review of their needs have increased from 11 to 22 investigations, which is mainly due to the team addressing lower level Safeguarding concerns in a holistic review of the vulnerable adults support system and environment.

Level 3 investigations have decreased from 41 in 2008/9 to 21 in 2009/10 with a further three months reporting to come. This is due in part to ensuring that we deliver Safeguarding in a supported and person centred way. Where family members are involved the sensitivity from a Level 2 type 'pointed' review can support positive change without risking damaging to otherwise supportive family systems. This does not imply that the service will not take more invasive and formal level 3 investigations where we have assessed this is required.

There was only one level 4 investigation, summarised in 3.4 above

**No Investigation Required:** There continues to be a significant number of Alerts made where there is no investigation carried out subsequent to the alert being made. All alerts are scrutinised by a senior Social Worker and a decision made as to whether they require a Safeguarding intervention, often requiring the senior social worker to complete some research prior to a decision being made. The nature of Safeguarding requires professional assessment and analysis of the information/situation presented. Decisions are made within the framework of Safeguarding procedures and policy, with the application of professional judgement. The absence of a subsequent investigation does not imply that there has been no response from the service.

*(Figures 6, 7&8)*

- 3.9.4 Alert/Investigation Outcomes:** The number of alerts that led to the report of abuse being substantiated was 49. 36 investigations remain on-going and so we expect this figure to rise. Currently the majority of outcomes are no-investigation required which currently sits as 71 of the total alerts received. *(Figures 9,10&11)*

All substantiated allegations have been subject to a safeguarding or protection plan being implemented for the individual.

- 3.9.5 Time scales:** Efforts to work toward meeting procedural time frames continues. Many investigations involving other agencies extend beyond procedural time frames based on the availability and necessity for these agencies to be present at key meetings. Police investigations are the most common cause for significant delays in proceedings. Where there is the potential from criminal proceedings the service works to ensure the vulnerable clients are kept safe, whilst avoiding undermining potential police action. Level 1 investigations rely on external agencies to provide a timely response; all are issued with specific deadlines for returning completed Level 1 investigators reports.

Whilst timeframes demonstrate that the investigation is being carried out expeditiously, it does not necessarily reflect client need or indeed a person centred investigation. We work to investigate Safeguarding concerns as quickly as possible, but the primary concern remains the well-being of the client, and that they have felt supported, listen to and have a satisfactory outcome at the end of the process. The procedures are written across all clients groups where needs vary greatly and must be individually catered for.

- 3.9.6 **The Impact of the Personalisation Agenda: “Putting People First” (2007)** signalled a significant shift in how local authorities, in partnership with the NHS and the Independent and third sector, need to shift the focus of modes of service access and services provision to reflect the higher expectations and changing needs of the nations adult population. It signals a re-balancing of responsibilities between the state, the family and the individual.

The progress of the personalisation agenda through Self Directed Support, Individual Budgets, Direct payments etc signal the need for local authorities to be less controlling. This has clear implications for safeguarding and to ensure that there continues to be robust monitoring and governance systems in place to prevent or at least highlight quickly if vulnerable adults are at greater risk of financial, material or psychological abuse as a result of being given a greater level of autonomy in how they use their allocation of funds to meet their identified needs. We now specifically measure alerts where the vulnerable adult has a Personal Budget.

- 3.9.7 **Development Work for 2009-10:**

**Reviewing OOA Safeguarding Investigations:**

CLDT have approximately 115 people placed out of city, 70 in East and West Sussex and 45 out of Sussex altogether. Safeguarding protocols nationally rule that the local safeguarding team leads on an investigation, with the involvement of the placing authority.

In city investigations	(B&H clients) – 73%
In city investigations	(Other LA client) - 19%
Out of city investigation	(B&H client) – 8%

(Figure 21)

**Reviewing Safeguarding Policy and Procedure across Sussex.**

The Adult Safeguarding Lead is currently reviewing the Multi-agency Policy and Procedure (Orange book) together with East and West Sussex authorities. The result will be greater clarity in operational guidance and procedure. It is hoped that this will improve consistency across the three areas.

#### **4. CONSULTATION:**

- 4.1 Safeguarding issues and activity are reported to the Learning Disability Partnership Board every six months, and monitored via audit through the Adult Safeguarding Lead.
- 4.2 The Joint Commissioning Board receives a 'Keeping People with Learning Disabilities Safe' Annual Report.
- 4.3 There is also an Adult Social Care Annual Report on Safeguarding, which includes Learning Disabilities Services presented to the Joint Commissioning Board.
- 4.4 The multi-agency Safeguarding Board chaired by the Director of Adult Social Care receives reports from the Learning Disability Service.

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

##### Financial Implications:

- 5.1 Individual vulnerable adults may require adjustments to their care packages as part of a safeguarding plan. These are managed on a case by case basis and within existing resources. Should Safeguarding activity within CLDT continue to increase in line with previous years, there would be a resultant pressure on staffing resources within the assessment and care management which would need to be identified and addressed through future Health and Social Care Budget Strategies.

*Finance Officer Consulted: Anne Silley*

*Date: 4<sup>th</sup> February 2010*

##### Legal Implications:

- 5.2 The relevant national and local context to current Safeguarding practice is comprehensively set out in the body of this report. The Local Authority has a statutory duty to protect all vulnerable adults in the City and to ensure that their Human Rights as enshrined in the Human Rights Act are not breached. Robust Safeguarding procedure and practice are essential elements in adherence to such legal requirements. The Governance role of the Lead Member is important in monitoring and making recommendations for improvement of Safeguarding practice and implementation given the recommendations of the Central Government enquiries referred to in the body of the report.

*Lawyer Consulted: Sandra O'Brien*

*Date 15<sup>th</sup> February 2010*

##### Equalities Implications:

- 5.3 The Equalities implications for safeguarding people with learning disabilities are set out as part of the Equalities Impact Assessment carried out this year in

relation to the Care Management and Assessment Team within the Community Learning Disability Team as a whole.

Sustainability Implications:

- 5.4 There are no significant sustainability implications.

Crime & Disorder Implications:

- 5.5 As set out in the main body of the report, the multi-agency Safeguarding Procedures include the requirement to work in partnership with Sussex Police should a potential crime have been committed as identified within a safeguarding alert.

Risk and Opportunity Management Implications:

- 5.6 Through the Safeguarding Procedures and activity risks of harm and the consequent management and reduction of those risks to vulnerable adults with a learning disability are identified and safeguards implemented.

Corporate / Citywide Implications:

- 5.7 Safeguarding Performance across Adult Social Care including Learning Disability Services forms part of the overall judgements that CQC make in relation to the City Council's Social Care performance.

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

- 6.1 There are no alternative options to implementing the Multi-Agency Safeguarding procedures within Brighton and Hove.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 That the Lead Member notes the content of this report.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Learning Disability Services Safeguarding Report Quarters 1-3 2009/10

**Background Documents:**

1. Sussex Multi-Agency Policy and procedures for Safeguarding Vulnerable Adults (2006)
2. Valuing People Now: a new three-year strategy for people with learning disabilities (2009)



# **Community Learning Disability Service**

## **Safeguarding Adults Report 2009/10 Quarters 1-3**

*Compiled by Glenn Chubb.  
All data accurate as of **19<sup>th</sup> January 2010***

## **Introduction**

The following report displays data recorded from Quarters 1 to 3 of the financial year 2009/10 relating to safeguarding adults within the Community Learning Disability Service. All data is accurate at the time of reporting.

Please note that due to the nature of Safeguarding Adults, some alerts are still open and as yet not all data for the time period is available. Please ensure to read the notes throughout the report for further explanations and other important points.

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## Alert Totals

A total of **195** alerts have been recorded so far this year. This number has already surpassed last years total for the full year of **193**.

### Current Projection

If current trends continue, the total number of alerts for this year will total around the region of **260**. This would represent an increase of **35%** over the previous year.

Note: It's worth mentioning that September, October and November this year represent 3 of the 4 highest monthly alert totals since tracking began.

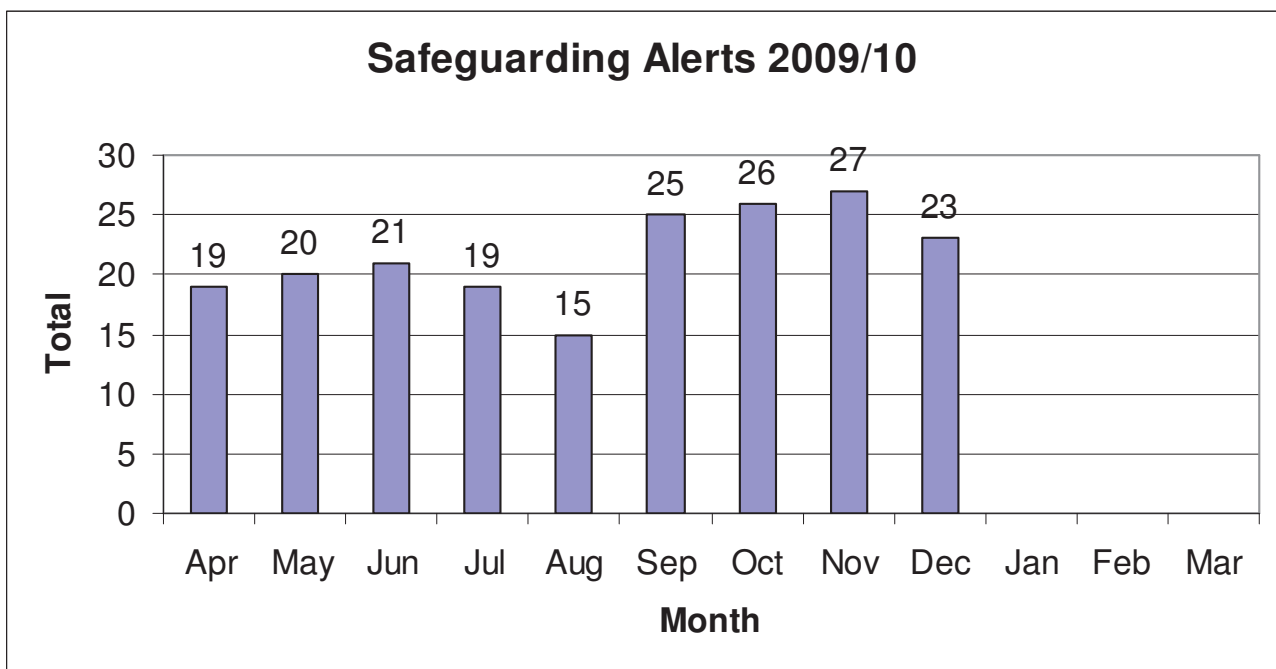


Figure 1

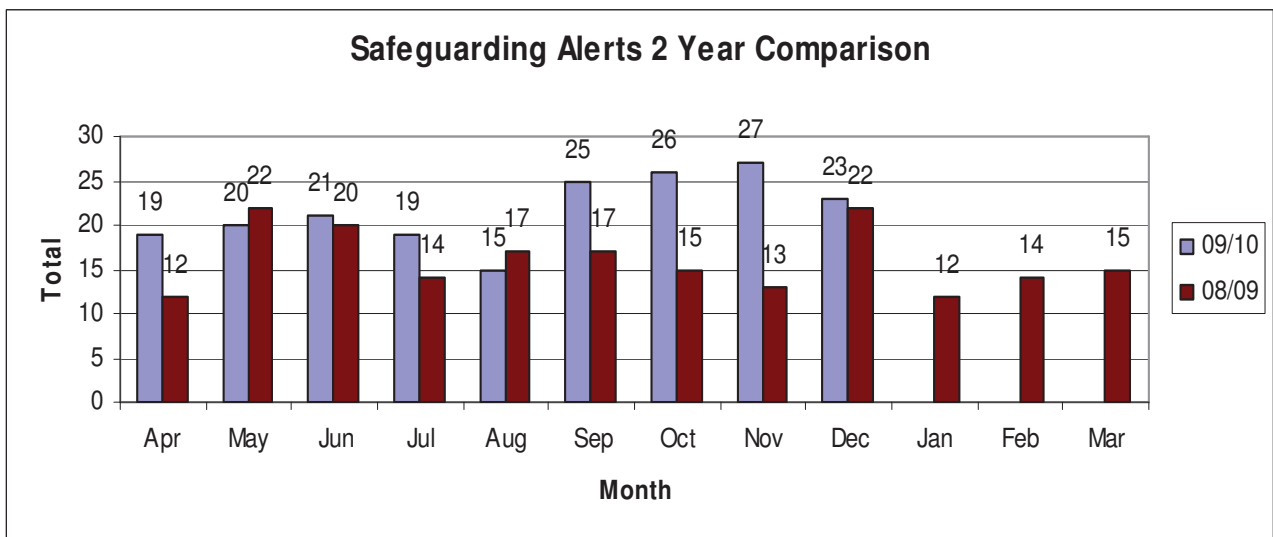


Figure 2

## Types of Abuse

Below are the totals for each types of abuse reported for the financial year so far, as well as a three month breakdown for the year so far.

Given the fact that we have just passed the total alerts for last year, overleaf is a comparison of types of abuse compared with the previous financial year.

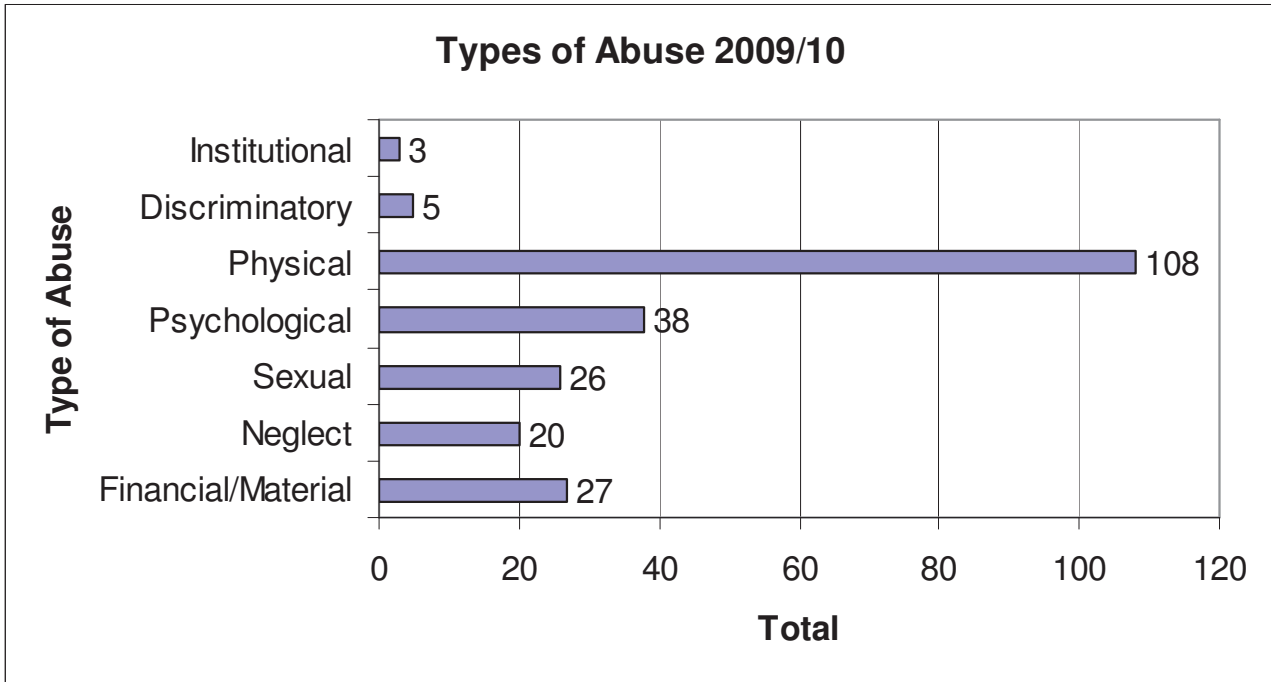


Figure 3

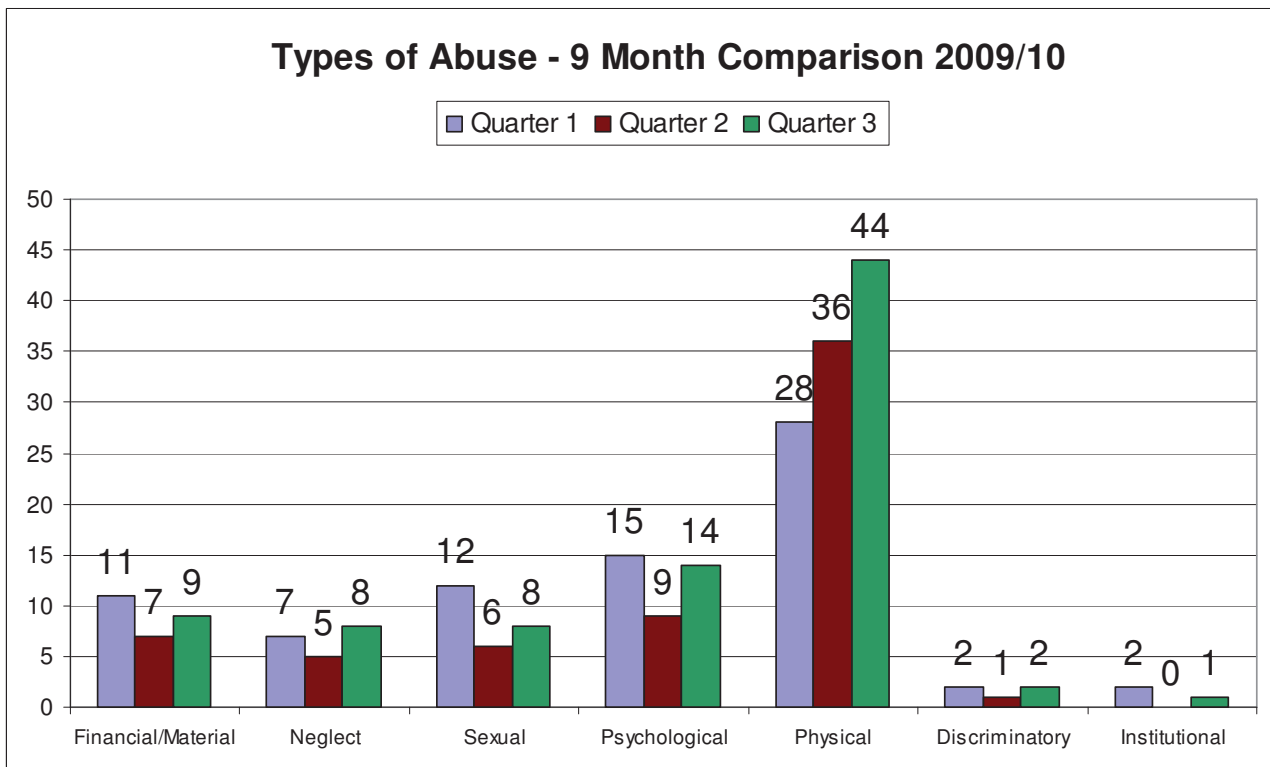


Figure 4

**Note:** A single alert can often report more than one type of abuse, so abuse reported is not expected to match alert totals. Points to notice from the graph below are that although Physical, Sexual and Neglect have slightly increased, there has been a substantial drop in Financial/Material and Psychological abuse being reported.

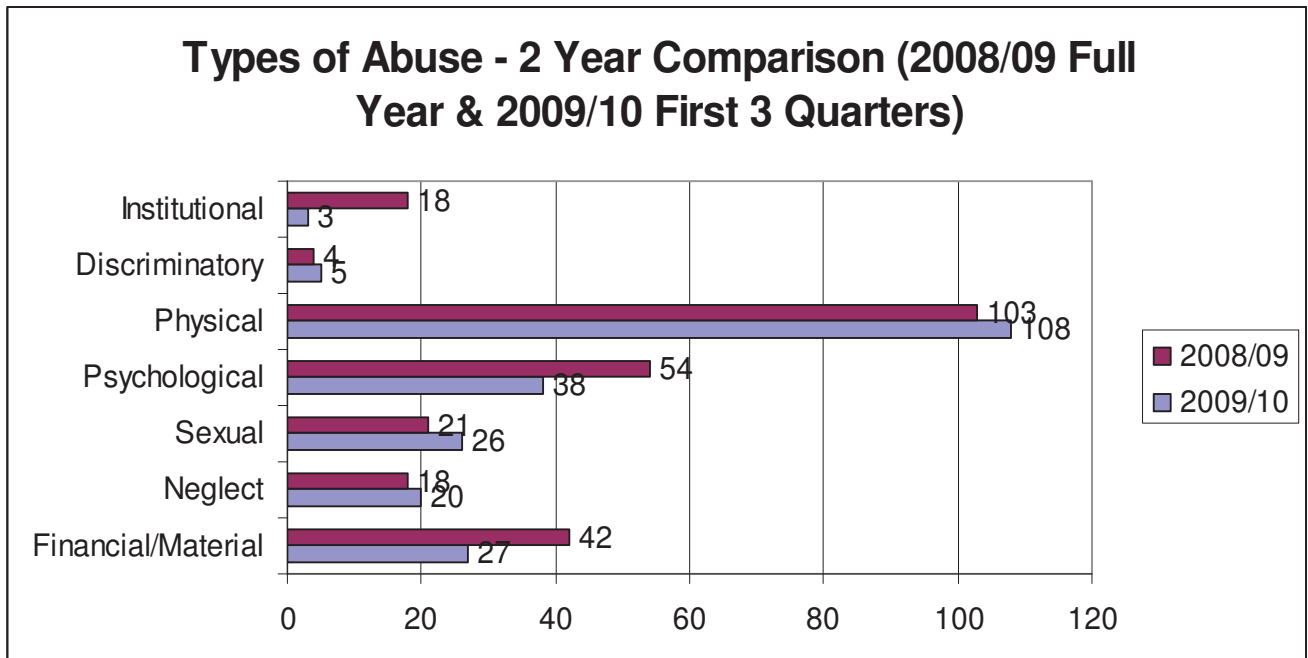


Figure 5

**Note:** In 2008/09, a single Level 4 alert reported 10 cases of institutional abuse, hence the unusually high number for last year.

# Response Levels

Below are the totals for each Level of a single investigation for the financial year so far, as well as a Quarterly Comparison. Overleaf is a direct comparison with the previous financial year.

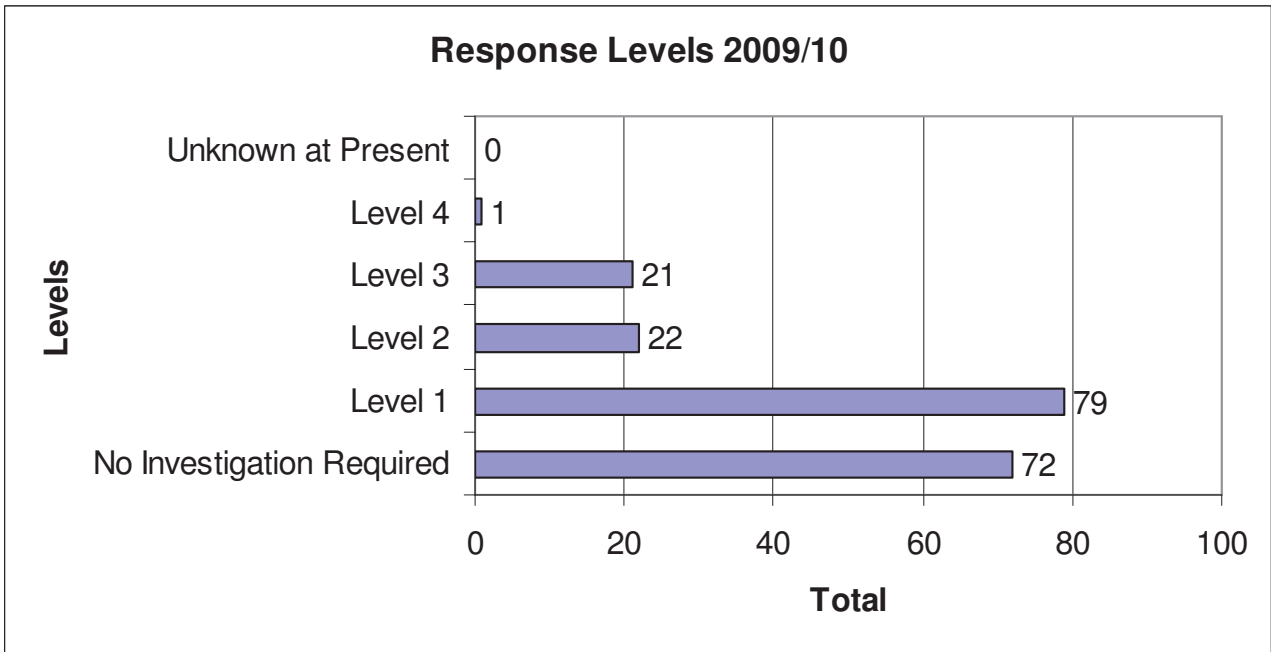


Figure 6

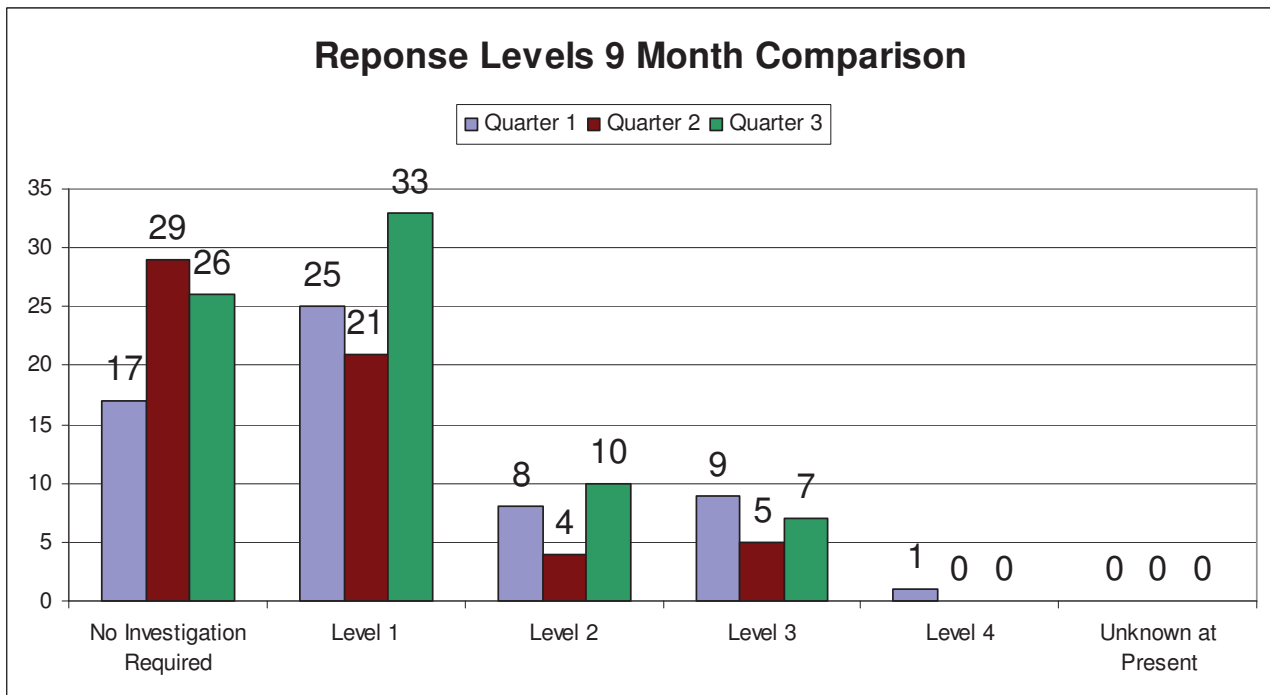


Figure 7

### Response Levels - 2 Year Comparison (2008/09 Full Year & 2009/10 First 3 Quarters)

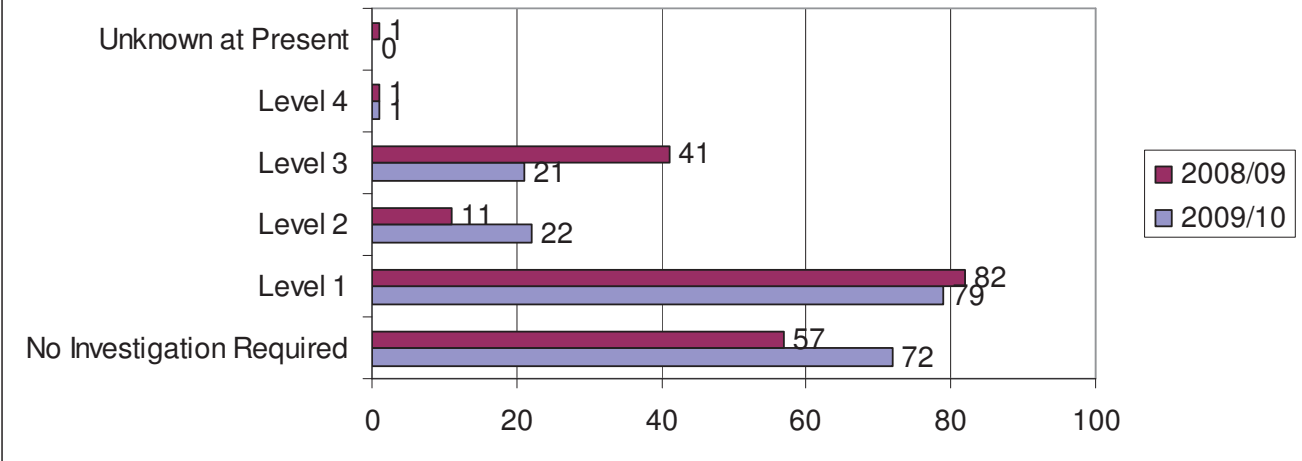


Figure 8

**Note:** "No Investigation Required" is the final outcome after a brief investigation of each alert. However this does not mean that no information is gathered and work is not carried out. In many cases multiple people and agencies are contacted and information gathered and assessed before the being given the final outcome of "No Investigation Required".

# Alert Outcomes

Below are the outcomes for each single alert for the financial year so far, as well as a comparison for each quarter of the year. Overleaf is a comparison of outcomes compared with the previous year.

*Please note that the current high number of yet determined outcomes is due to the on-going nature of investigations.*

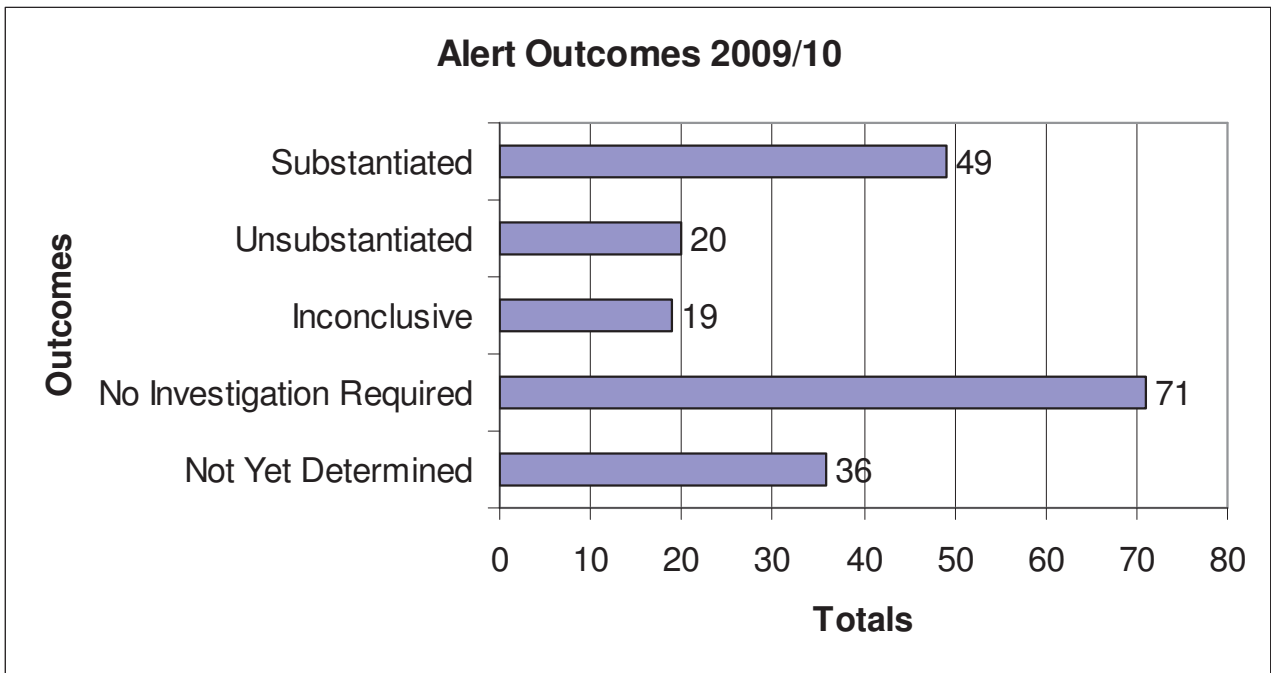


Figure 9

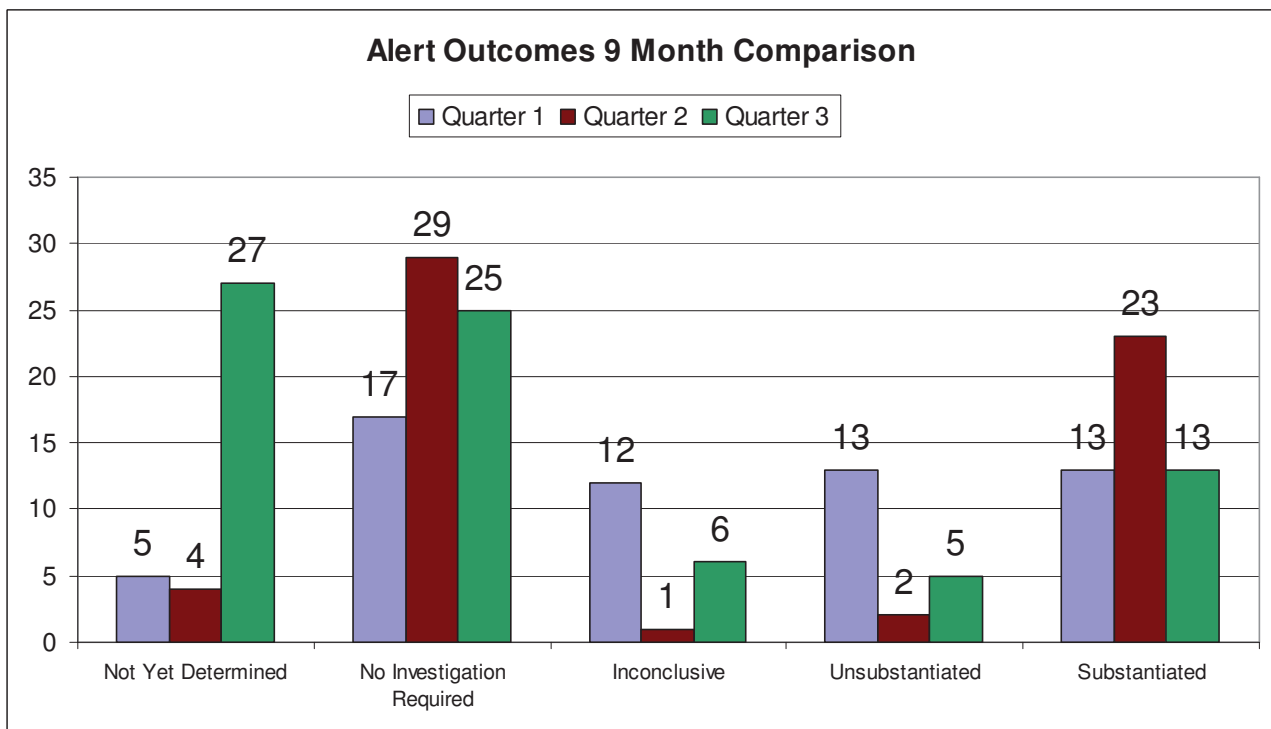


Figure 10



**Note:** Substantiated alerts have fallen considerably this year compared to last year's total. This would indicate that although the totals alerts has and will continue to rise this year, the percentage of reports that are substantiated has decreased. At the present time there at 36 alerts that have yet to be given an outcome, however it is likely that this year will see a drop in the percentage of alerts that are given a "Substantiated" outcome.

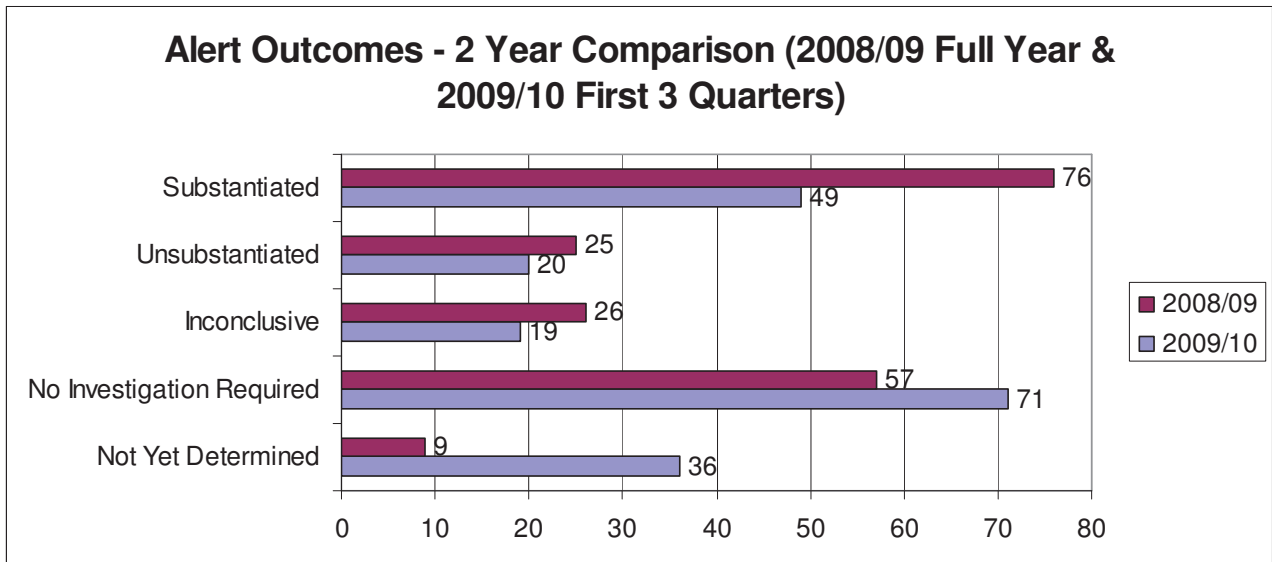


Figure 11

# Strategy Meetings

A total of **26** strategy meetings have been held so far this financial year.

**Projection:** If current trends continue, a total of **34** strategy meetings will be held this year, which would represent a **13% decrease** when compared to last year's total of 39.

Below are the monthly totals as well as a direct monthly comparison with the previous financial year.



Figure 12

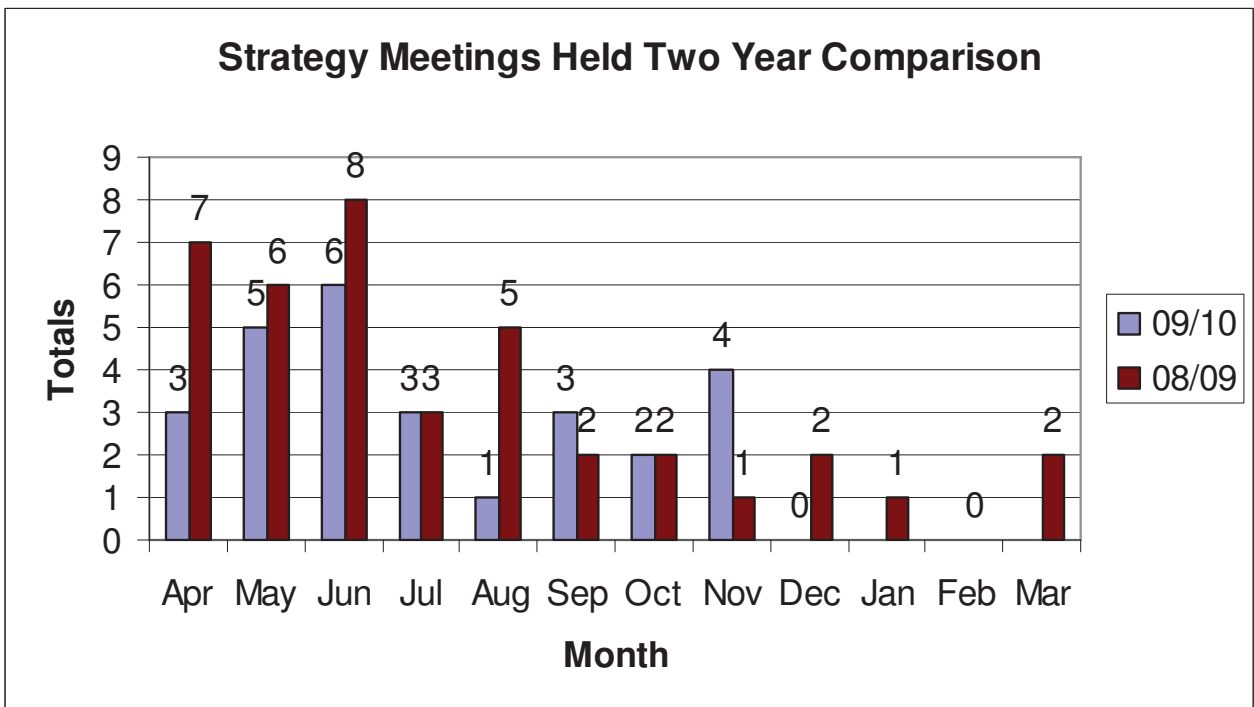


Figure 13

## Case Conferences

A total of **10** case conferences have been held so far this year.

**Projection:** If current trends continue, a total of **13** Case Conferences will be held this year, which would represent a **35% decrease** when compared to last years total of 20.

Below are the monthly totals as well as a direct monthly comparison with the previous financial year.

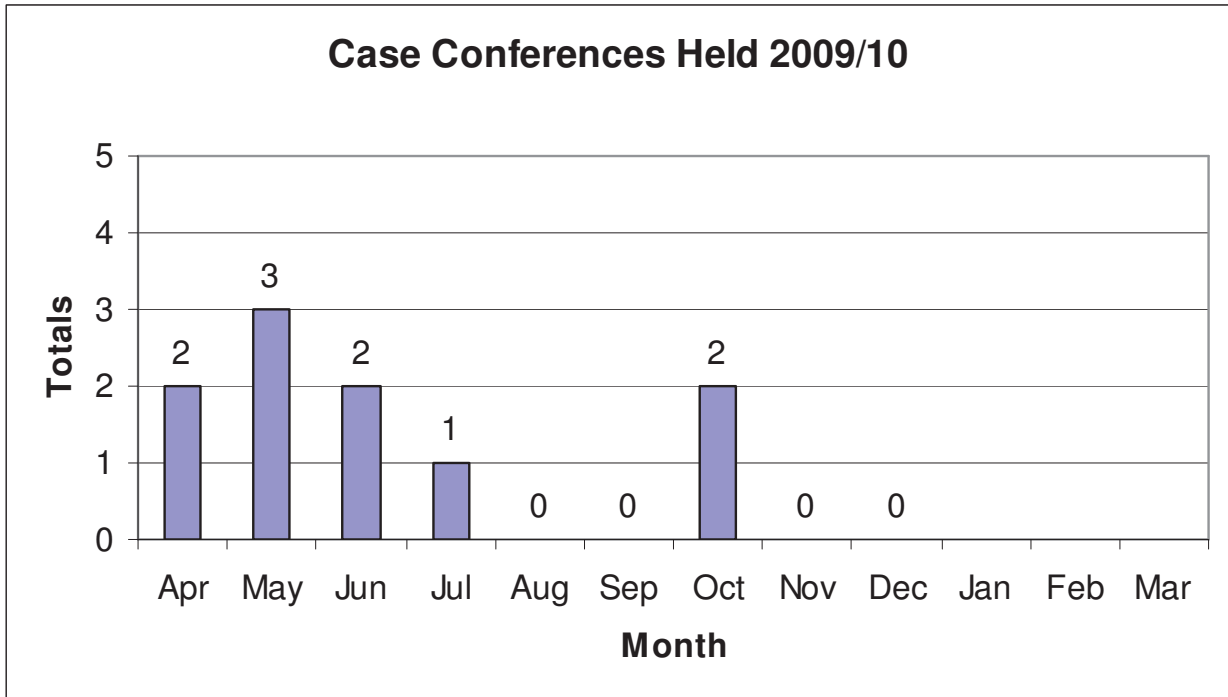


Figure 14

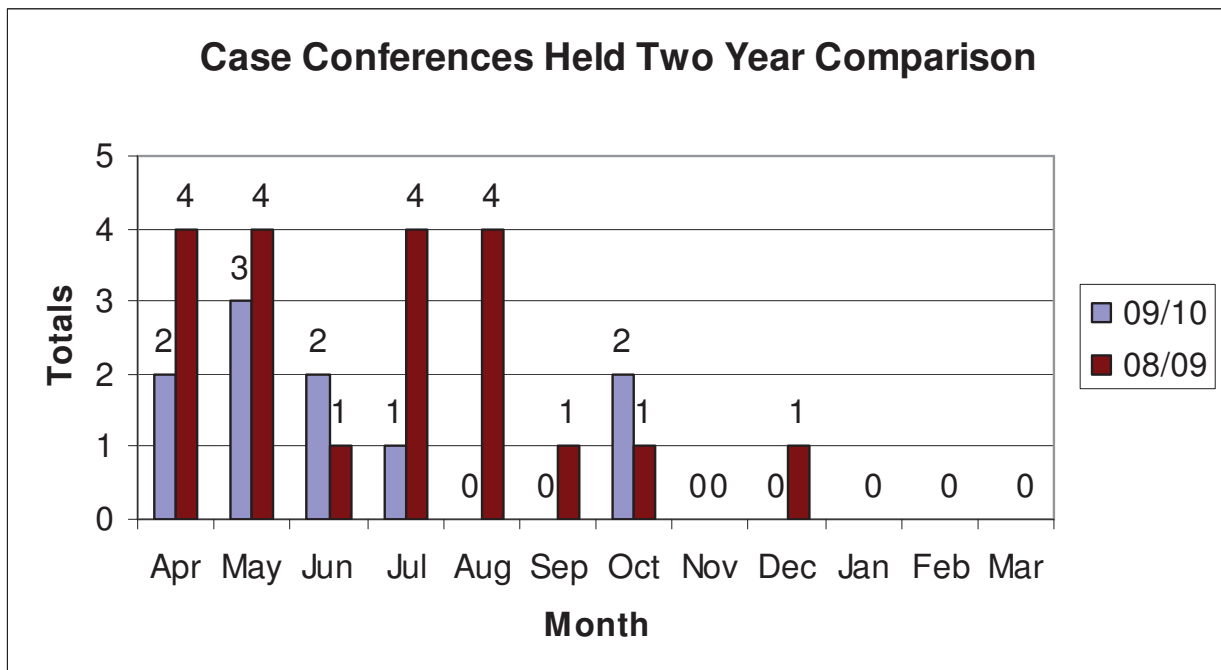


Figure 15

## Substantiated Alerts

A total of **49** alerts have been substantiated this year so far. Below is a monthly breakdown as well as a comparison with the previous financial year.

**Note:** As stated earlier in this report, it is highly likely that the percentage of total alerts which are substantiated this year will decrease. A complete breakdown will be given in the yearly report due in April 2010.

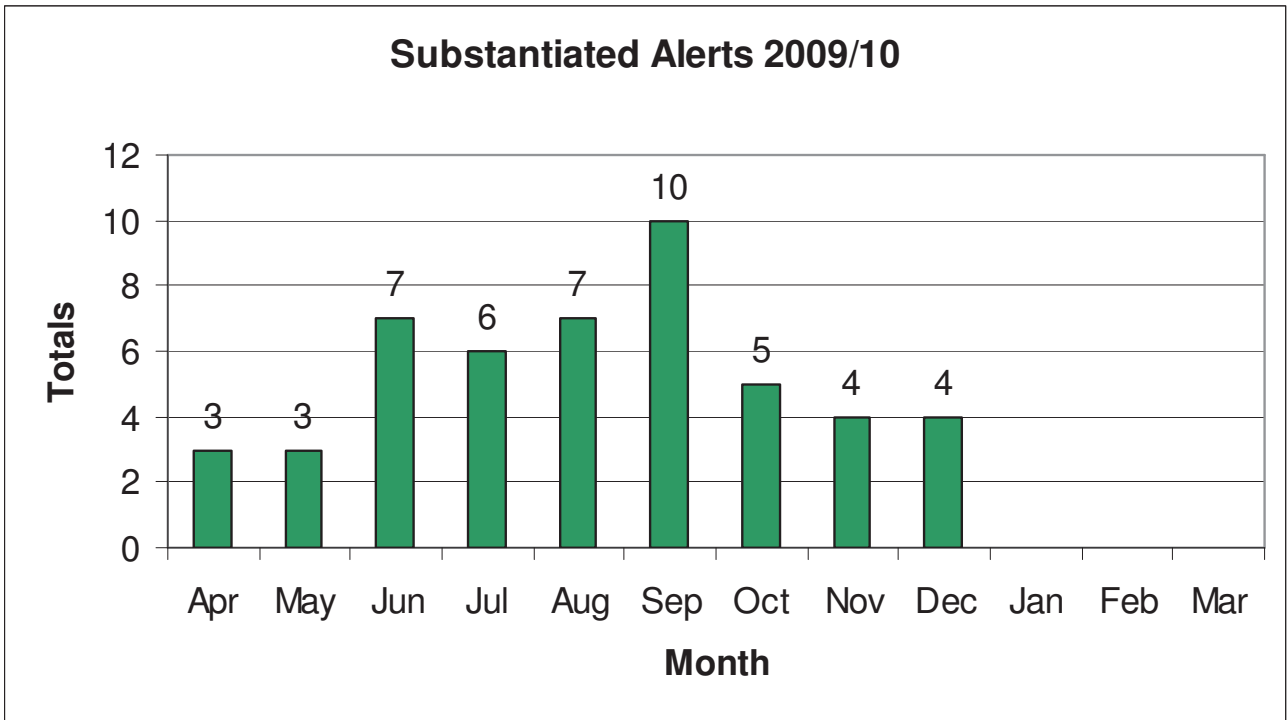


Figure 16

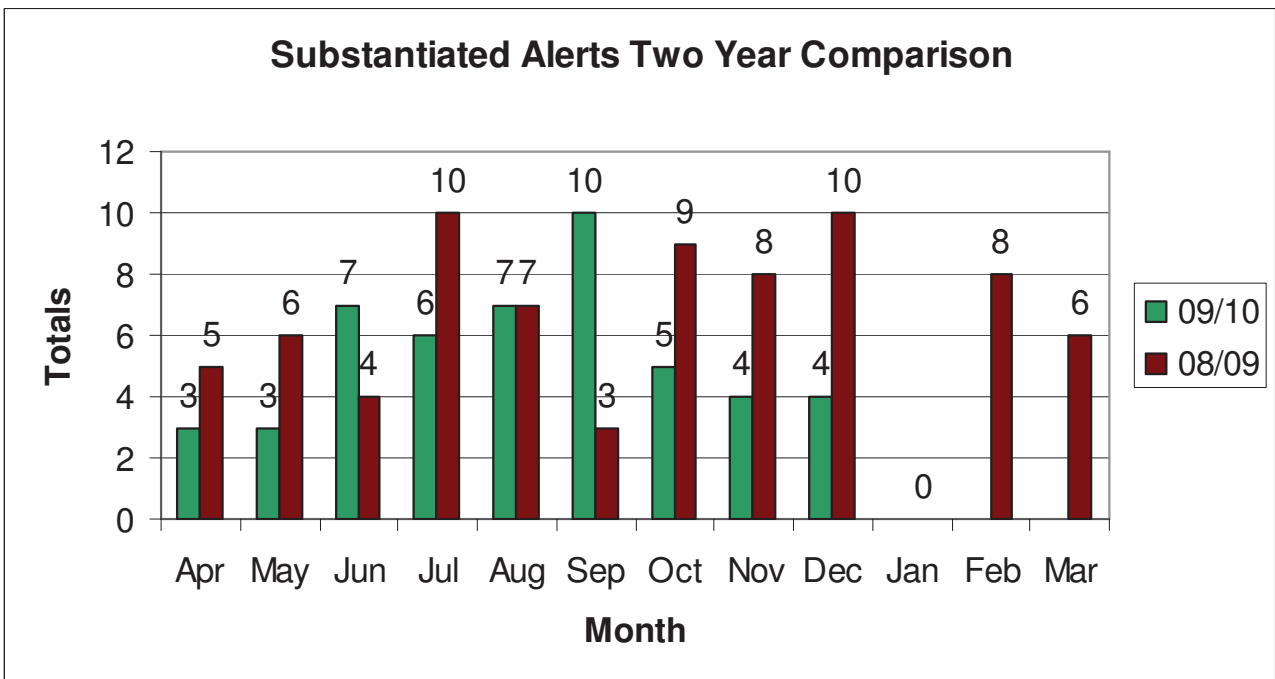


Figure 17

## Response Levels measured against Outcomes

Below are the numbers as well as a graphical representation of the response levels against alert outcomes for the financial year so far.

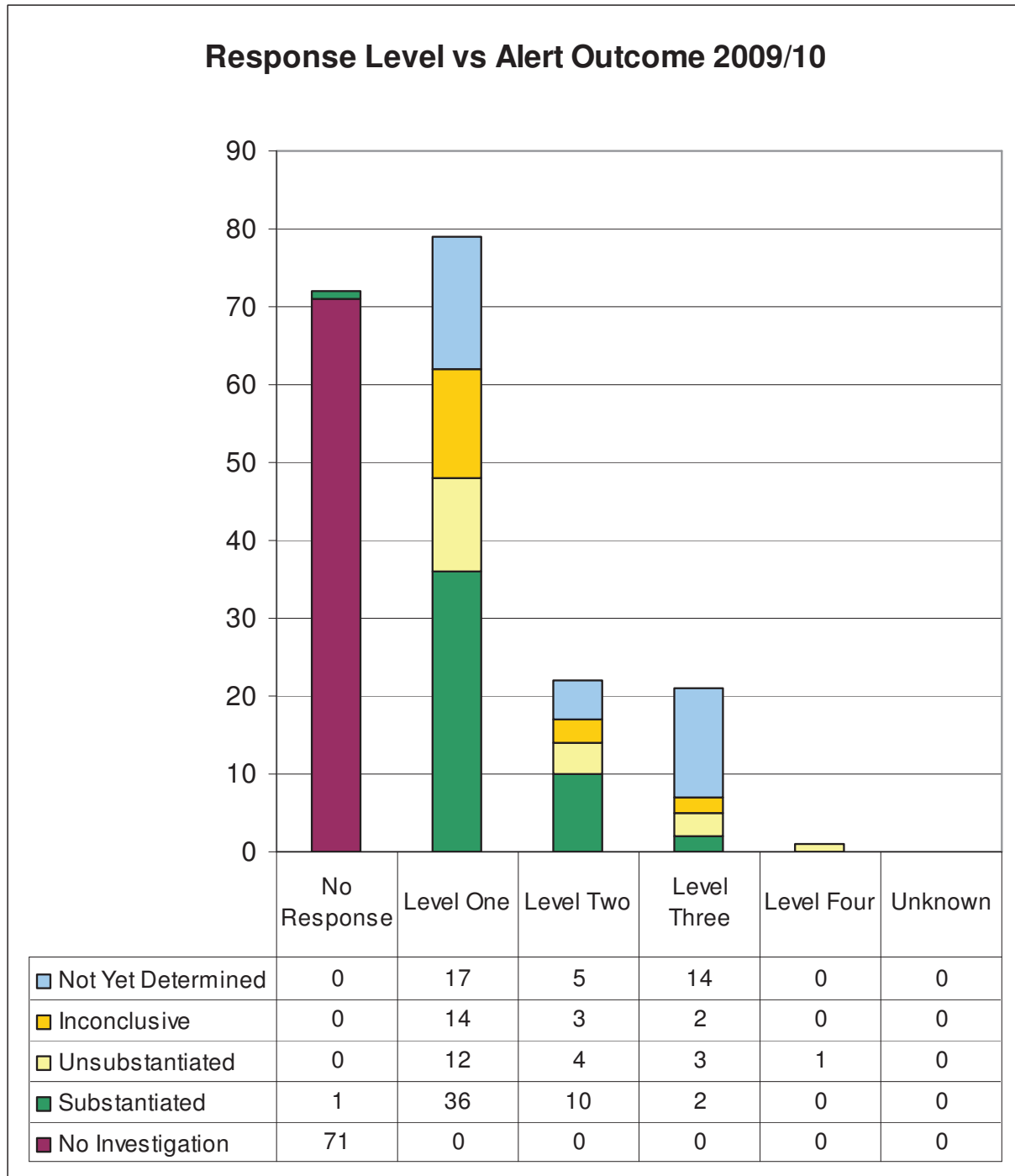


Figure 18

## Perpetrator Groups

Below are the totals for each perpetrator group recorded so far this year. A full comparison with the previous financial year will be available in the end of year report due in April 2010.

**Note:** Over the last three months, **45** alerts have been recorded where the alleged perpetrator group was "Service User". This doubles the total from the previous 6 month report, and accounts for **59%** of all alerts reported in Quarter 3 of this year.

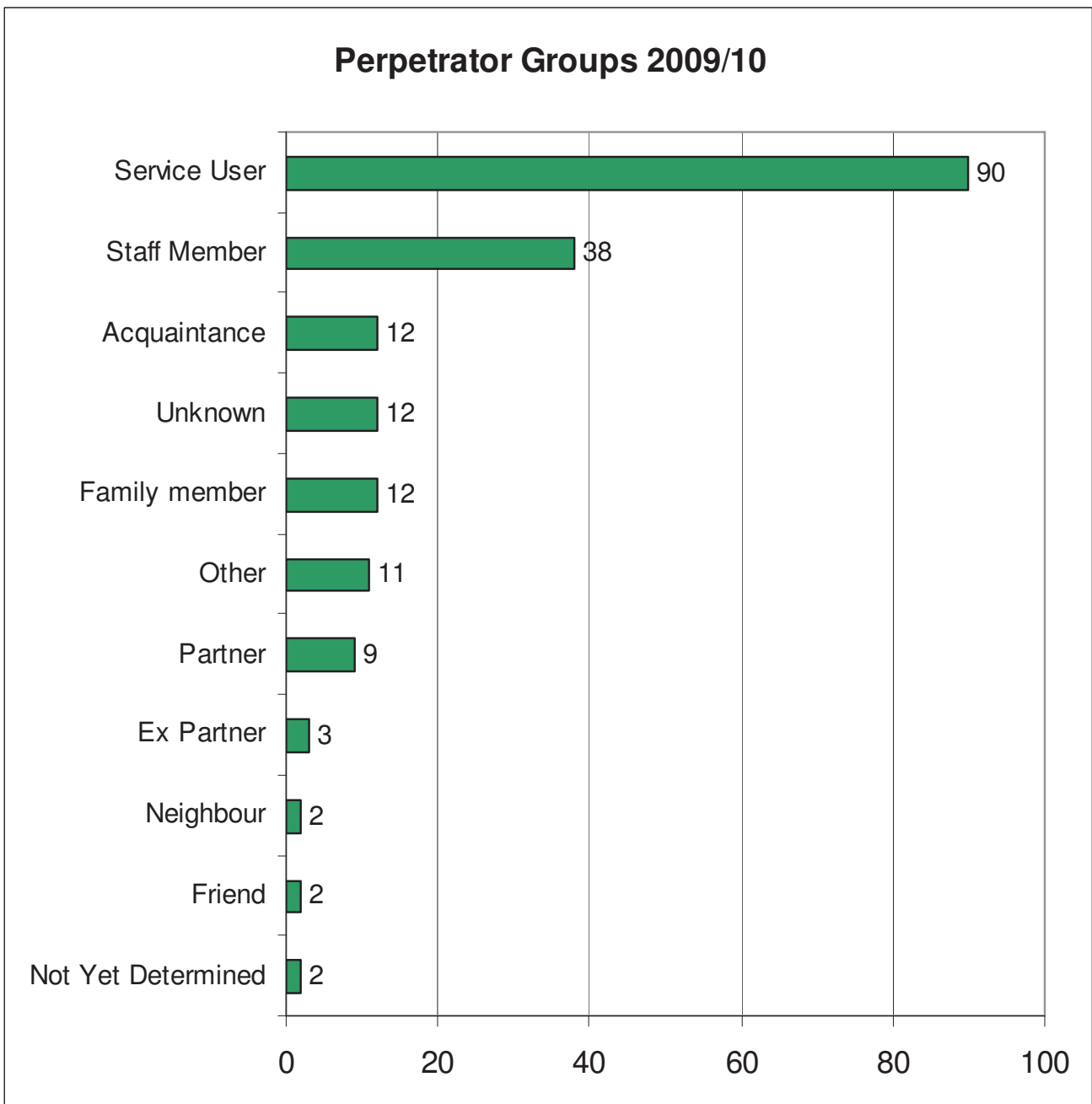


Figure 19

## Incident Locations

Below are the numbers and a graphical representation for the Incident Locations recorded for each Alert this financial year. A full comparison with the previous year will be available in the end of year report due in April 2010.

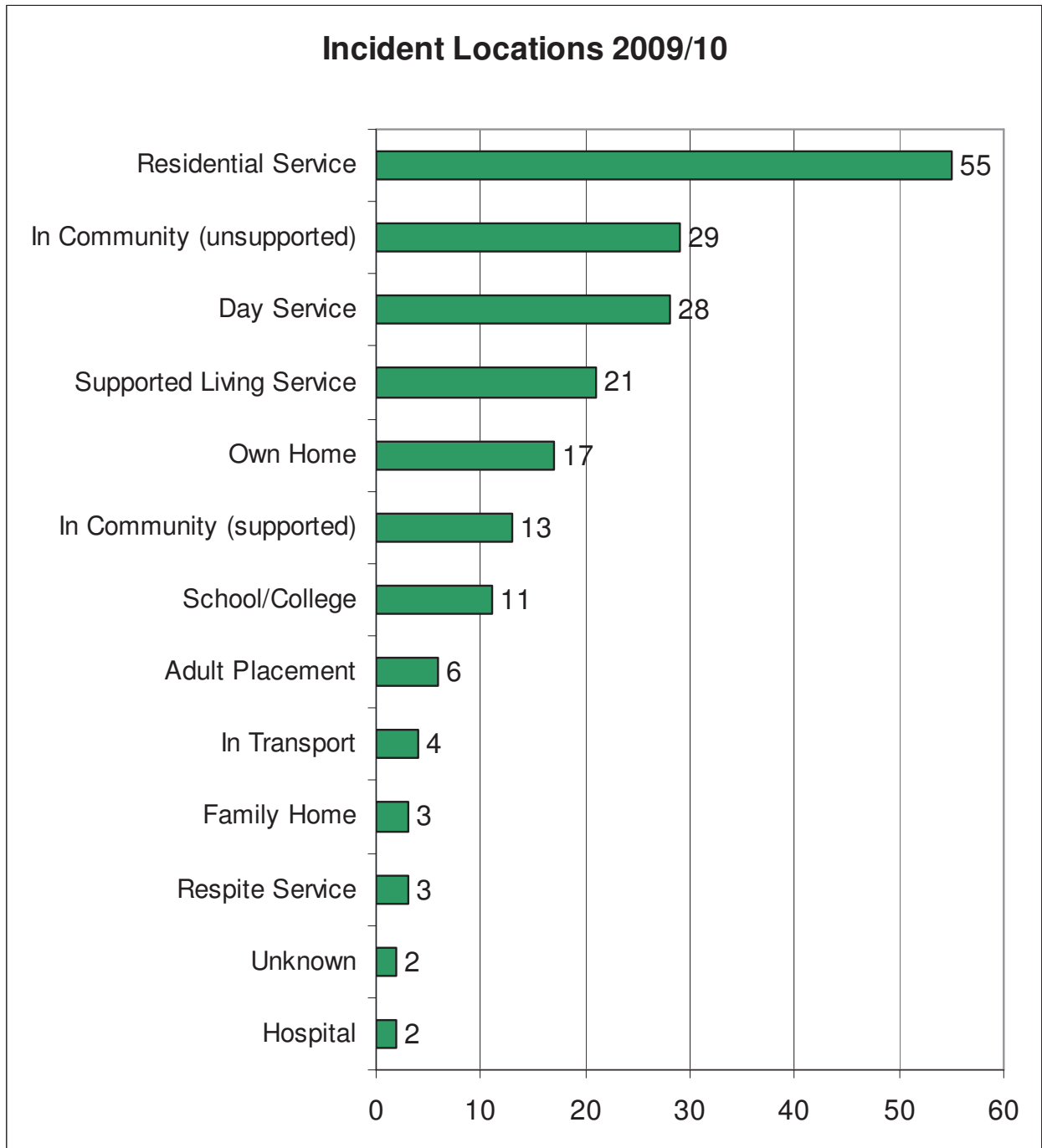


Figure 20

## **Personalised Budgets**

Recently, the ability to add whether a client is receiving a personalized budget was added to the database; however a certain amount of data still needs to be back audited to give an accurate total of victims who were receiving a personalised Budget at the time the alert was recorded. This will be added to the end of year report in April 2010.

Using current data available, a total of **5** Alerts were recorded where the client in question was receiving a personalised budget, which represents **3%** of all alerts recorded. However as stated, this number may change in the final report.

**Note:** Only **1** of these 5 alerts recorded reported Financial/Material Abuse taking place.



## **Client Responsibility & Out of Area**

Many clients who come under the responsibility of Brighton & Hove CLDT live outside the city boundaries. As well as this, some clients who live in our area come under the responsibility of other social work teams. Below is a breakdown of clients in and out of the area when reported, as well as whether these clients are the responsibility of Brighton & Hove CLDT.

	Total	Percentage
Alerts reported in our area relating to Brighton & Hove Clients	142	73%
Reported out of area relating to Brighton & Hove Clients	15	8%
Reports in our area relating to non Brighton & Hove Clients	38	19%

*Figure 21*

## Timeframes

Recent changes to the database have allowed users to add timeframes and notes when recording the alleged abuse date. Whilst this has given us far more accurate data relating to each alert, it has become more difficult to track a meaningful timescale from the time of abuse to the time an alert is reported.

The following information is based to the majority of alerts where an actual date of abuse was recorded, and should not be considered 100% accurate at the present time. We shall be looking at a new way to calculate this information in the future given the new sets of data we now record.

<b>Timeframe</b>	<b>Average Time</b>
From Incident Date to Reported Alert	4.0 Days

*Figure 22*

**Comparison:** If the current trend continues for the rest of the financial year, this will represent an **11% decrease** when compared to last year's average timeframe of 4.5 days.

# HOUSING CABINET MEMBER MEETING

## Agenda Item 94

Brighton & Hove City Council

**Subject:** Housing Management Customer Access Review  
**Date of Meeting:** 3 March 2010  
**Report of:** Director of Housing, Culture & Enterprise  
**Contact Officer:** Name: Sam Smith Tel: 29-1383  
E-mail: sam.smith@brighton-hove.gov.uk  
**Key Decision:** Yes HSG 14245  
**Wards Affected:** All

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report updates the Housing Cabinet Member on the review of customer access arrangements for the Housing Management Service and presents 'broad principles' for taking the work forward.
- 1.2 A report detailing the customer access review and proposals for taking the review forward was agreed by HMCC on 12 October 2009 and a version of this report went to HMCC on 8 February 2010.
- 1.3 The Housing Management division provides a range of services to the residents of council managed properties in Brighton & Hove. Our customers currently access services through a number of different channels (e.g. face to face, telephone, email, website etc) and through a range of teams (e.g. housing offices, income management and repairs desk), see Appendix 1. Reviewing customer access and developing a strategy for the future is a key project in the Housing Management Improvement Programme 2009-2012.

#### 2. RECOMMENDATIONS:

That the Cabinet Member for Housing:

- 2.1 (1) notes the customer access review work to date, and agrees the next steps
- 2.2 (2) approves the "Broad Principles" detailed in points 3.6 to 3.27

#### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

##### What have we been doing?

- 3.1 Customer access arrangements have been reviewed with the support of the corporate Value for Money Programme. The review has looked at how Housing Management is currently organised, how effective it is in providing

the services that customers require and what measures can be taken to make improvements.

- 3.2 Earlier this year a mystery shopper group was formed made up of local residents. Applicants to the group were sought using a wide range of media including community newspapers and *Homing In*. The group of twenty mystery shoppers comprises some elected tenant representatives, including members of the Housing Management Consultative Committee, and some who have not been involved before.
- 3.3 The first mystery shopping exercise was undertaken in September 2009 and investigated the quality of service given by the Repairs Helpdesk. The report was welcomed by the Helpdesk team who agreed that where gaps in customer service provision had been highlighted, training would be provided to rectify them. The second exercise took place in November 2009 and reviewed the service provided by housing office receptions. This work was also welcomed and the findings of the group have resulted in implementing changes to the service, for example improved information packs to help officers answer enquiries.

#### **What has the review has found?**

- 3.4 The review has found that the service is not necessarily organised in the most effective way to provide excellent customer service and that resources are not always focused in the right way to most effectively meet residents needs.
- 3.5 The findings have been split into broad principles which provide a basis for the service to change and develop with the aim of improving the experience of customers contacting the service and ensuring that enquiries are resolved 'right first time'.

#### **What are the broad principles?**

- 3.6 The review has resulted in the following 'broad principles' which, if agreed, will be used to inform the more detailed re-design of the service. The principles and a description of each are detailed below.

#### **1) Housing management should provide an effective and efficient service that meets residents' needs**

- 3.7 **What does this mean?** The services provided for residents by the Housing Management service should be organised in a way which makes the best use of available staff, buildings and money. The service should be provided so that residents are able to have any problems or enquires resolved as quickly and effectively as possible.
- 3.8 **What is the evidence?** The review found that current arrangements do not always make the best use of staff time and that residents' enquires are not always resolved as quickly as they could be. An example of this is the

services provided from local housing offices where many issues cannot be resolved at the reception counter as they are dealt with by specialist teams who are based elsewhere. Residents often come to local offices with enquiries relating to these services meaning that their journey is wasted and the housing offices spend time dealing with issues that they are unable to resolve. The review found that 60% of telephone calls to local Housing Offices related to services that were not provided from those offices.

## **2) Current ways of working need to change as they are resource intensive and do not always deliver what residents want**

- 3.9 **What does this mean?** The service is currently organised in a way that can sometimes hamper customer service and does not always provide value for money for residents.
- 3.10 **What is the evidence?** The review has found that the current organisational arrangements result in a level of duplication with similar functions provided by different teams and from different locations. An example of this is the lettings process which involves a number of different teams and individuals. This can lead to delays and problems in the letting of properties and means that there can be lack of clarity of who is responsible for residents.
- 3.11 The 2008 'Status Survey' of residents found that 72% were satisfied with the overall service provided by the council. When asked specifically about customer service 72% found staff helpful and 81% found it easy to get hold of the right person. The costs for the service are high when compared to other councils and social landlords at £17.11 per week per property for 2008/09.

## **3) All residents should be able to easily access the service**

- 3.12 **What does this mean?** It should be easy for residents to contact the service they require.
- 3.13 **What is the evidence?** The review found that current arrangements mean that it is not always clear which team, office or phone number a resident should contact for the issue or query they have. As well as being confusing this can also result in a level of duplication with similar functions provided by different teams and from different locations. An example of this is the telephone service where there are a number of possible telephone numbers and teams for residents to call (e.g. each local Housing Office, Income Management, Repairs, Anti Social behaviour team etc). This is expensive (in terms of needing several teams to cover the different numbers), and can cause confusion and wasted calls/time for residents who are not always clear about which team to call for which issue.

#### **4) There should be a range of ways for residents to contact the service**

3.14 **What does this mean?** Residents should be able to contact the council by a range of methods (e.g. phone, online, email etc).

3.15 **What is the evidence?** The review found that there are a number of different ways which residents prefer to contact the council. The majority of residents prefer to contact the council by telephone, however some residents like to contact the council by other means such as email, the website, texting and in person. The review found that face to face contact would be better focused on targeting appointments for those who need them rather than providing a 'drop-in' service which is often under utilised and used by only a small proportion of residents.

#### **5) Administrative functions should be organised to reduce waste and avoid duplication**

3.16 **What does this mean?** Administrative functions (e.g. rent accounting procedures, and completing and filing computer/paper records etc) should be organised in a way that is efficient and minimises duplication.

3.17 **What is the evidence?** The review found that some administrative functions are not organised in an efficient way and that there is duplication between teams and roles. An example of this was identified in the administrative process to cease and create tenancies which utilised a number of forms that sometimes required the same information to be completed. The information was then manually entered onto a computer record. This process could be simplified and made more efficient by entering record directly onto the computer.

#### **6) Housing Officers should have a proactive role focused on providing support and tackling problems as early as possible**

3.18 **What does this mean?** Housing officers should be focused on understanding and providing support to the neighbourhood in which they work. By taking actions to support residents and tackle problems at an early stage Housing Officers can prevent problems becoming major issues in the future.

3.19 **What is the evidence?** The review found that current arrangements mean that Housing Officers are often unable to focus on providing support and tackling problems in neighbourhoods at an early stage. This can mean that problems increase and have a negative impact on neighbours and neighbourhoods before they are tackled. Enabling Housing Officers to have a more proactive role that focuses on understanding their neighbourhoods, building relationships with residents and tackling problems as soon as possible will have benefits for all members of the community. New ways for

Housing Officers to take a more proactive approach are currently being piloted in the Moulsecocomb through the 'Turning the Tide' initiative and any developments will be closely linked to this work.

**7) Housing Officers should spend less time on administration and more time with residents and taking care of their neighbourhood**

3.20 **What does this mean?** Housing officer should be enabled to spend more time working in their neighbourhood and less time completing paperwork in the office.

3.21 **What is the evidence?** The review found that Housing Officer spend on average of over 40% of their time undertaking administrative tasks (e.g. completing records and updating computer systems) and less than 60% of customer focused tasks (e.g. meeting residents and dealing with enquiries). There is potential to reduce the proportion of time spent on administration by making processes more efficient, changing the ways Housing Officers are supported and re-focussing their role.

**8) Support should be targeted at those who need it most**

3.22 **What does this mean?** Support and assistance should be available to all, but focused on those he need it the most.

3.23 **What is the evidence?** The review found that a lot of the resources in Housing Management as tied up in providing services which are duplicated and under utilised rather than focused on supporting those who need them most. As well as the examples around reception desks and telephone arrangements outlined above, the review also found that people contacting the service most often are not always those who have high levels of need. The 'Turning the Tide' pilot in Moulsecocomb is currently testing ways of targeting support interventions and developments will be closely linked to the outcomes of this work.

**9) It is possible to improve service delivery whilst reducing costs**

3.24 **What does this mean?** Current arrangements mean that is possible to improve serve provision and reduce cost.

3.25 **What is the evidence?** The review found that the duplication of tasks and roles as well as inefficiencies in processes mean that it is possible to reduce costs whilst improving service delivery. For example the review found that duplication in administrative processes and call handling mean that significant improvements can be made which could also potentially produce financial savings.

## 10) Residents and staff should be involved in developing and delivering change and improvement

- 3.26 **What does this mean?** In order to develop the high level findings of the review into practical proposals that can be implemented further work needs to be undertaken with staff and residents.
- 3.27 **What is the evidence?** The review has produced findings that indicate areas of the service that are not organised in the most efficient way or are not providing the level of service that residents require. To develop this into practical proposals further work needs to be undertaken with residents and staff to look at these areas in more detail and develop practical proposals that can be taken forward.

### Next Steps

- 3.28 The work so far has been very useful in developing the broad principles and identifying areas of the service which are in need of change. The next stage will involve a detailed analysis of the end to end tenancy management process starting with the letting of properties.
- 3.29 Residents will be involved in this through working groups drawn from the tenants and leaseholders who have been involved in Mystery Shopping and building on their experiences to feed into service improvements. There is also potential to engage with residents who have expressed an interest in working with the council through the recent Resident Involvement questionnaire. Staff will also be fully involved through project teams and working groups. This work will start in February with the aim to have all changes in place by April 2011.
- 3.30 An outline timetable is presented in the table below:

Action	Date
Detailed review of end to end tenancy process	February to April 2010
Update report to HMCC and CHMM	May 2010
Start implementation of 'quick wins'	From May 2010
Plan for implementation	May to June 2010
Link to Turning the Tide outcomes	From July 2010
Phase 1 Implementation and training	July to September 2010
Update report to HMCC and CHMM	September 2010
Phase 2 Implementation	October 2010 to March 2011
Update report to HMCC and CHMM	December 2010
All changes implemented	April 2011



#### **4. CONSULTATION**

- 4.1 Residents will be involved in the development of customer access improvements through working groups drawn from Mystery Shopping volunteers. Key decisions and progress updates will be reported to HMCC and HCMM on a regular basis. Wider residents will be informed of developments through communications such as 'Homing In'.
- 4.2 Staff will be involved throughout the review process and consulted about any resulting changes that affect them.

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

##### Financial Implications:

- 5.1 The costs of carrying out the review of Customer Access are included within existing budgets. Any efficiencies or service pressures relating to the implementation of this review will be addressed in the key decisions and progress updates which will be reported to HMCC and HCMM on a regular basis.

Finance Officer: Gary Driver

Date: 14 January 2009

##### Legal Implications:

- 5.2 It is not considered that there are any significant legal or Human Rights implications arising from the report's recommendations. At any time in the future when specific actions are considered, specific legal implications will be addressed in accordance with the Council's normal decision making process.

Lawyer Consulted: Liz Woodley

Date: 20 January 2010

##### Equalities Implications:

- 5.3 It is important that equalities implications are considered in any changes to customer access and an Equalities Impact Assessment will be undertaken before any proposals are implemented. Changing and improving customer access has the potential to affect those with disabilities and others who can find it difficult to access services. The needs of people for whom English is not a first language should also be considered.

##### Sustainability Implications:

- 5.4 Sustainability implications of any changes to customer access need to be considered. This should include potential to reduce the service's carbon emissions and increase the use of access channels with the lowest environmental impact.

Crime & Disorder Implications:

- 5.5 Freeing up Housing Officer's time by improving customer access processes and arrangements has the potential to enable them spend more time out on estates which may reduce crime and the fear of crime.

Risk & Opportunity Management Implications:

- 5.6 A risk analysis will be undertaken to identify key risks and their mitigation.

Corporate / Citywide Implications:

- 5.7 Changes and improvements to customer access arrangements in Housing Management need to be considered in a corporate context. The close links between this project and the second phase of the corporate Value for Money programme will enable the outcomes of this work to be coordinated with corporate developments. The review process and outcomes will be used as a case study to help other council services to improve their customer access arrangements.

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

- 6.1 The review of customer access will consider different options for the future customer access arrangements for Housing Management.
- 6.2 If the review was not undertaken arrangements would remain in their current state which is not always effective, efficient or meeting all customers needs.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 To inform the Cabinet Member for Housing of progress and gain agreement on the broad principles and next steps outlined in this report.
- 7.2 To gain approval for continued resident involvement via the 'Mystery Shoppers' group.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Table detailing current customer access arrangements for Housing Management.

**Documents in Members' Rooms**

- 1.
- 2.

**Background Documents**

## Current Customer Access arrangements in Housing Management

Team	Services provided
<b>Housing Offices</b> (Five offices covering different geographical areas - taking telephone, face to face and email enquiries)	<ul style="list-style-type: none"> <li>• General Housing Management enquires</li> <li>• Transfer requests</li> <li>• Complaints about noise/anti-social behaviour etc.</li> <li>• Rent payments</li> </ul>
<b>Repairs Desk</b> (Based in Bartholomew House - taking telephone and email enquiries)	<ul style="list-style-type: none"> <li>• Repair requests</li> <li>• Repair progress request</li> <li>• Planned maintenance enquiries</li> </ul>
<b>Whitehawk Repairs Base</b> (Local office staffed by Mears – Face to face and telephone enquiries)	<ul style="list-style-type: none"> <li>• Pilot scheme with local office where residents in Whitehawk can report and discuss repairs issues</li> </ul>
<b>Income Management Team</b> (Based in Bartholomew House - taking telephone and email enquiries)	<ul style="list-style-type: none"> <li>• Rent arrears enquires</li> <li>• Requests for support or advice about rent account and finances</li> </ul>
<b>Sheltered Housing</b> (Wardens and central team based in schemes and Oxford Street Housing Office – telephone and face to face )	<ul style="list-style-type: none"> <li>• Wardens deal with day-today issues</li> <li>• Central team deal with transfer requests and other issues which can't resolved on local level</li> </ul>
<b>Lettings Team</b> (Based at Manor Road Housing Office – taking telephone, face to face and email enquiries)	<ul style="list-style-type: none"> <li>• Request and enquiries about let viewing properties and moving</li> </ul>
<b>Car Park &amp; Garages Team</b> (Based at Lavender Street Housing Office – taking telephone, face to face and email enquiries)	<ul style="list-style-type: none"> <li>• Requests for car parking spaces and garages</li> <li>• Repairs</li> <li>• Accounts and arrears</li> <li>• Related issues e.g. enforcement</li> </ul>
<b>Estate Services Team</b> (Based in Hollingdean Depot – take referrals from Housing Offices and repairs Desk; also direct referrals from the public, mostly by phone)	<ul style="list-style-type: none"> <li>• Cleaning of common areas</li> <li>• Cleaning of graffiti</li> <li>• Clearance of fly tipping</li> <li>• Lock changes</li> <li>• Emergency break-ins</li> <li>• Minor repairs</li> <li>• Estate improvements</li> </ul>



# HOUSING CABINET MEMBER MEETING

## Agenda Item 95

Brighton & Hove City Council

<b>Subject:</b>	Independent & Voluntary Sector Learning Disability Services Fees Report 2010/11		
<b>Date of Meeting:</b>	3 <sup>rd</sup> March 2010		
<b>Report of:</b>	Denise D'Souza – Interim Director of Adult Social Care & Health		
<b>Contact Officer:</b>	<b>Name:</b> Judith Cooper	<b>Tel:</b> 29-6313	
	Contracts Manager		
	<b>E-mail:</b>	<a href="mailto:judith.cooper@brighton-hove.gov.uk">judith.cooper@brighton-hove.gov.uk</a>	
<b>Key Decision:</b>	No		
<b>Wards Affected:</b>	All		

## FOR GENERAL RELEASE

### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report has been presented to the Housing Cabinet Member Meeting within the context of the current annual round of fee discussions with those independent and voluntary sector providers who are supplying care services on behalf of Brighton and Hove City Council.
- 1.2 Its purpose is to seek Cabinet Member Meeting approval for the following:
  - To hold the fee levels at the 2009/10 levels for 2010/11 for all independent and voluntary sector providers who are supplying care services for people with learning disabilities .
  - To seek Cabinet Member Meeting approval for the exception to the above regarding Southdown Housing Association and agree to 1% increase for inclusion within the 2010/11 budget.
  - For Cabinet Member Meeting to note the proposed fees apply to the following groups of service providers providing services for people with Learning Disabilities; in and out of City care homes; in and out of city supported living/accommodation; community support; day care; shared lives; and for Direct Payment rates, which enable service users to purchase their services direct (see Appendix 1 for definitions of service types).

### 2. RECOMMENDATIONS:

- 2.1 That approval is given to maintain the 2009/10 fee rates for independent and voluntary sector learning disability services in 2010/11.
- 2.2 That an exception is made to 2.1 above and approval is given to Southdown Housing Association receiving 1% uplift in 2010/11 for its learning disability block contract for residential/supported accommodation services.

### **3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 In 2009/10 a commissioning decision was taken that there would be no automatic uplift for Learning Disability residential/supported living/accommodation services. Instead fee increases related to cost benchmarks from other authorities in the South East.
- 3.2 On this basis the following was agreed in 2009/10:
- 2% uplift for Shared Lives (formerly Adult Placements)
  - 2.5% for Community Support
  - 2.5% for Day Services
  - 0%, 1% or 2% for Supported Living/Supported Accommodation
  - 0%, 1% or 2% for residential care home spot contracts, both in and out of the city.
- 3.3 In addition to spot contracts BHCC has block contracts with Care Management Group (CMG) and Southdown Housing Association (Southdown) for residential care/supported living/accommodation and support based across several properties. The CMG contract is in excess of £1 million while the Southdown one is over £2.5 million. The CMG contract was, like other residential/supported living/accommodation care contracts, subject to no uplift in 2009/10 and this was also agreed at the annual contract review in October 2009.
- 3.4 However, the Southdown Housing Association contract has a historical annual cost negotiation clause based on a combination of NJC rates and RPI-x rates. Southdown agreed to waive this in 2008/9 and 2009/10 and at the October 2009 contract review the Joint Commissioner for Learning Disabilities negotiated to keep this to 1% only, which represents a saving had the contract clause been applied. The 1% increase has been allowed for in the 2010/11 budget.
- 3.5 It is proposed that this clause will be reviewed and amended across all of Southdown's contracts with BHCC. It should also be noted that this contract has an efficiency clause requiring the provider to seek year-on-year efficiency savings and this year Southdown have also proposed not to take the 1% uplift for 5 of the properties (of 10), generating £13,482 of savings.
- 3.6 In previous years the Council has been generous in its fee increases, and at times has awarded above inflationary increases.
- 3.7 Historically the fees paid by the Brighton and Hove have exceeded those paid by its neighbouring authorities with adult social care responsibilities, i.e. East and West Sussex; and, having consulted with those authorities, their early predictions are that they are unlikely to be increasing fees for the forthcoming financial year. This is also echoed in communications which the Contracts Unit has received from other local authorities in the United Kingdom.

- 3.8 The proposed nil increase is also supported by the fact that the current low rate of inflation is expected to continue throughout 2010/11.
- 3.9 Aligned to this is the increasing drive for efficiency within the public sector. The proposed nil increase needs to be viewed within the context of significant efficiency savings being made within the Council's own care services. Better commissioning of services from independent providers will deliver efficiencies by cash limiting contract values.

#### **4. CONSULTATION**

- 4.1 Senior managers from within the Council have discussed holding the fees at 2009/10 levels with NHS Brighton & Hove and, neighbouring local authorities and other partners.
- 4.2 The independent and voluntary sector providers have been written to in order to forewarn them that a nil percent increase for 2010/11 is under consideration, thus enabling providers to plan accordingly.

#### **5. FINANCIAL & OTHER IMPLICATIONS**

##### Financial Implications

- 5.1 The proposal to hold fees at 2009/10 rates is in line with the budget strategy agreed by Council on 25 February. This proposal, alongside other commissioning and value for money measures, is expected to deliver efficiency savings of approximately £371,000 in 2010/11 and will enable achievement of reductions in unit costs and bring spend more in line with comparator authorities.

Finance Officer Consulted: Anne Silley Date: 10 February 2010

##### Legal Implications:

- 5.2 There are no procurement issues regarding this report. The Council must take the Human Rights Act into account in respect of its actions but it is not considered that any individual's Human Rights Act rights would be adversely affected by the recommendations in this report.'

Lawyer Consulted: Sonia Likhari

Date: 10 February 2010

##### Equalities Implications:

- 5.3 There are no equalities implications arising from this report. The decision not to undertake an Equalities Impact Assessment was because the report does not fall within the criteria whereby one would be required, e.g. developing a new policy.

##### Sustainability Implications:

- 5.4 The Contracting arrangements which underpin these fee considerations include clauses on sustainability.

##### Crime & Disorder Implications:

- 5.5 There are no implications for crime and disorder.

Risk & Opportunity Management Implications:

- 5.6 The main risks associated with these increases are financial and have been set out in the Financial Implications section.

Corporate/Citywide Implications:

- 5.7 The recommendations of this report are in line with the Council's Corporate Priority, 'Better Use of Public Money', and the need to keep the costs of delivering services under careful review.

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

- 6.1 Within the context of the current financial pressures and efficiency savings being requested of the public sector, the Council would not be in a position to be able to award an inflationary increase for 2010/11.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 The report recommendations are made within the context of predicted national fee increase trends, low rates of inflation and the need for the public sector to make efficiency savings.



## **SUPPORTING DOCUMENTATION**

### **Appendix 1**

#### **Definitions:**

Residential care	Includes care homes for long or short term care which provide accommodation, meals and personal care and the vast majority of care falls within this category. It also includes respite care.
Shared Lives	Formerly the Adult Placement Scheme this refers to family-based services for adults with support needs, where they share family life. This type of support is both flexible and highly personalised. The opportunity to share family life reduces isolation and promotes community involvement, as well as helping people to learn the skills that they need to live as independently as possible. Shared lives can provide long term accommodation and care/support or short breaks and day care.
Home Care	Practical help and support to people at home with essential daily tasks they are unable to manage safely for themselves. This help could be in the form of assisting you to get up/go to bed, get washed, get dressed, help with shopping, laundry, etc. Aims to help people live as independently as possible and encourages people to regain skills they lost due to illness or disability. Support at home can be arranged using Direct Payments. The service is commonly provided by a private or voluntary organisation.
Supported Living	Service for people with learning disabilities and mental health, comprising accommodation and separately provided support. Support can be for a few hours a week, everyday, overnight or 24 hours a day; aim it to meet service users' needs to live independently. People can live by themselves or share with others.
Supported Accommodation	Covers learning disabilities, physical disabilities and mental health; with these services it is the same provider for accommodation and support. Can be short or long term, includes necessary personal care, meals and laundry to help you cope with every day living.
Community support (stand-alone service)	Part of Home Care, the service user is supported to enhance their social skills and engage in community activities e.g. theatre, holidays, college etc
Day Care/Active Lives	Day care includes any kind of planned activity that takes place out of the home during the day including going to a Day Centre. Day centres are provided by social services, by voluntary or community organisations, or are privately run. Many day centres provide a range of planned activities inside and outside the centre, including horse riding and gardening.  Day care also includes outreach services into the community. This is a specific function and is identified in Person Centred Plans.
Direct Payments	A critical part of the government's personalisation agenda as stated in "Putting People First" (Dec. 2007). DPs allow people to have greater choice and control over their lives as they make their own decisions about how their care is delivered.
Personal budgets	Another aspect of personalisation, Personal Budgets are designed to empower people to take control and make decisions about the care that they receive by giving people a clear idea of how much money is available for their support.



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