



# Housing & New Homes Committee

Title:	<b>Housing &amp; New Homes Committee</b>
Date:	<b>13 March 2019</b>
Time:	<b>4.00pm</b>
Venue	<b>Council Chamber, Hove Town Hall, Norton Road, Hove, BN3 3BQ</b>
Councillors:	Hill (Chair), Mears (Opposition Spokesperson), Gibson (Group Spokesperson), Atkinson, Barnett, Bell, Cattell, Druitt, Lewry and Moonan
Contact:	<b>Caroline De Marco</b> Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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## AGENDA

### PART ONE

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#### 64 PROCEDURAL BUSINESS

**(a) Declaration of Substitutes:** Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

**(b) Declarations of Interest:**

- (a) Disclosable pecuniary interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

**(c) 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 Two of the Agenda states in its heading 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 exempt categories is available for public inspection at Brighton and Hove Town Halls.*

#### 65 MINUTES OF THE PREVIOUS MEETING

7 - 40

To consider the minutes of the meeting held on 16 January 2019 (copy attached).

#### 66 CHAIRS COMMUNICATIONS

#### 67 CALL OVER

## HOUSING & NEW HOMES COMMITTEE

- (a) Items 70 to 76 will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

### 68 PUBLIC INVOLVEMENT

41 - 42

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the 7 March 2019 (copy attached).
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 7 March 2019.

### 69 ISSUES RAISED BY MEMBERS

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions;
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

### 70 HOMELESS MOVE ON - HOLLINGBURY LIBRARY PROPOSALS

43 - 54

Report of Executive Director for Neighbourhoods, Communities & Housing (copy attached).

Contact Officer: *Martin Reid, Laura  
Webster*

Tel: 01273 293321, Tel:  
01273 292705

Ward Affected: *Patcham*

### 71 PRIVATE RENTED SECTOR SELECTIVE LICENSING UPDATE

55 - 60

Report of Executive Director for Neighbourhoods, Communities & Housing (copy attached).

Contact Officer: *Martin Reid*  
Ward Affected: *All Wards*

Tel: 01273 293321

### 72 PROCUREMENT OF AN ASSESSMENT SERVICE FOR ROUGH SLEEPERS & HOMELESS ADULTS

61 - 68

## HOUSING & NEW HOMES COMMITTEE

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

Contact Officer: Jenny Knight

Tel: 01273 293081

Ward Affected: All Wards

### **73 CONTRACT AWARD FOR THE PROVISION OF A “SAFE SPACE TO STAY” SERVICE FUNDED FROM THE MINISTRY OF HOUSING COMMUNITIES AND LOCAL GOVERNMENT 69 - 78**

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

Contact Officer: Sue Forrest

Tel: 01273 292960

Ward Affected: All Wards

### **74 HRA BORROWING CAP 79 - 88**

Report of Executive Director for Neighbourhoods, Communities & Housing (copy attached).

Contact Officer: Diane Hughes, Sam Smith Tel: 01273 293159, Tel: 01273 291383

Ward Affected: All Wards

### **75 UPDATE ON PROCUREMENT OF THE MAIN IT SYSTEM FOR HOUSING 89 - 92**

Report of Executive Director for Neighbourhoods, Communities & Housing (copy attached).

Contact Officer: Mo Lawless

Tel: 01273 295975

Ward Affected: All Wards

### **76 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 3 2018/19 93 - 122**

Report of Executive Director for Neighbourhoods, Communities & Housing (copy attached).

Contact Officer: Ododo Dafe

Tel: 01273 293201

Ward Affected: All Wards

### **77 ITEMS REFERRED FOR FULL COUNCIL**

To consider items to be submitted to the 28 March 2019 Council meeting for information.

*In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of*

## HOUSING & NEW HOMES COMMITTEE

*the Committee meeting*

*Ward Affected: All Wards*

Date of Publication - Tuesday, 5 March 2019

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## HOUSING & NEW HOMES COMMITTEE

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**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING & NEW HOMES COMMITTEE**

**4.00pm 16 JANUARY 2019**

**COUNCIL CHAMBER, HOVE TOWN HALL, NORTON ROAD, HOVE, BN3 3BQ**

**MINUTES**

**Present:** Councillor Meadows (Chair); Councillor Hill (Deputy Chair); Councillor Mears (Opposition Spokesperson); Councillor Gibson (Group Spokesperson); Councillors Atkinson, Barnett, Bell, Cattell, Lewry and Phillips.

**PART ONE**

**47 PROCEDURAL BUSINESS**

**47a) Declarations of Substitutes**

47.1 Councillor Cattell substituted for Councillor Moonan. Councillor Phillips substituted for Councillor Druitt.

**47b) Declarations of Interests**

47.2 There were none.

**47c) Exclusion of the Press and Public**

47.3 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.

47.4 **RESOLVED** - That the press and public not be excluded from the meeting during consideration any items on the agenda.

**48 MINUTES OF THE PREVIOUS MEETING**

48.1 **RESOLVED** - That the minutes of the Housing and New Homes Committee meeting held on 14 November 2018 are agreed and signed as a correct record.

**49 CHAIRS COMMUNICATIONS**

49.1 The Chair stated the following:

“I am pleased to welcome you all to Housing and New Homes Committee. As we have a packed agenda, I will keep my Communications short. As you may have read in the local paper or seen on the news, we unfortunately had a fire on Friday in one of our flats on Donald Hall Road. My thoughts are with the gentleman who was admitted to hospital following the fire in his flat.

Although I am satisfied with the way the fire was contained to one flat, the fire doors worked and the fire service were able to quickly put out the fire, I was very disappointed with the initial response from officers and I have asked the Executive Director to review what happened, and how we can ensure that we learn from this incident and report back to the tenants and members.

On a more positive note – I was pleased we have been successful in a bid to MHCLG for funding from their Rogue Landlord Enforcement Grant Fund. We have been awarded the full amount requested of £34,820.00.

This is to support development of an online form for private rented tenants who are experiencing issues with the management and standards of their home. This will enable a full assessment of the issue at the first point of enquiry and enable the council to make best use of resources to more effectively target enforcement activity.

I was very pleased to visit Tilbury Place on Monday with Councillors Hill and Gibson to see the latest development in our initiative to increase the supply of council owned temporary accommodation. This scheme will provide 15 units of much needed council owned accommodation to achieve savings against the cost of procuring more expensive options in the private market.”

## **50 CALL OVER**

50.1 It was agreed that all items be reserved for discussion.

## **51 PUBLIC INVOLVEMENT**

### **(a) Petitions**

51.1 There were no petitions.

### **(b) Questions**

51.2 Michael Jenkins asked the following question:

*“I am deeply grateful for the home that I am given to live in, and I love where I live. The Outdoors Condition of Stanmer Heights breaks my Heart and deeply saddens me. Each Year, all the people who live in Stanmer Heights pay £670,000, for living there. Please can The Chair and The Executive Director, of Brighton and Hove City Council Housing create A Care Plan for Stanmer Heights, please, so that during this year everything is made nice in Stanmer Heights, and please can I assist you with the attention to detail needed for this Care Plan?”*

51.3 The Chair replied as follows:



“The Housing team would love to hear your ideas for ways the outdoor areas of Stanmer Heights can be improved. Resident involvement is at the heart of everything we do in Housing. There are many ways residents can get involved in decision making and planning. We have Local Area Panels, the City Conference, and the Estates Development Panel. I have passed your question to our Resident Involvement Team who will be in touch with you to arrange a meeting so that we can hear your ideas. Your idea of having a Care Plan for a specific area is an interesting one which the Housing team would also like to explore.”

51.4 Mr Jenkins asked the following supplementary question as follows:

“Please may I make a series of appointments with the Chair and the Executive Director over the coming weeks in order to begin to address all these concerns for the condition of Stanmer Heights.”

51.5 The Chair replied that she was sure that the Executive Director would be very keen to meet up with Mr Jenkins. As there was an election pending the Chair was not the best person to contact.

51.6 **RESOLVED-** That the Public Question be noted.

51.7 Jane Thorp on behalf of Graham Dawes asked the following question:

*“At the Parliamentary Select Committee Hearing on Leasehold Reform, on December 10, Executive Director, Larissa Reed, stated that there have been 500 leaseholder disputes over 10 years, and the council has “taken only four to tribunal....It is healthy.” There are 2380 leaseholders, so 500 represents 21%. If 21% of leaseholders have shown extreme dissatisfaction, why is this considered healthy? My question is limited to 100 words so please limit your answer to 100 words?”*

51.8 The Chair stated that if Ms Thorp wanted a full response it would not be limited to 100 words. She replied as follows:

“Larissa Reed, gave oral evidence to the Housing, Communities and Local Government Committee’s leasehold reform inquiry. She said that over the last ten years, due to the effectiveness of our own internal Leaseholders Disputes Procedure, the council had only attended four tribunal hearings over service charge disputes.

That is a creditable record.

The point Larissa was making was about the effectiveness of our own efforts to resolve disputes between the parties. I’m sure you would agree that a robust and successful disputes procedure that minimises the extent to which we need to seek external formal adjudication is a ‘healthy’ position to be in.

I would also challenge your interpretation of the statistics. Dealing with 500 service charge disputes over the course of 10 years does not mean that 21% of leaseholders have shown ‘extreme dissatisfaction’.

50 service charge disputes a year represents less than 2% of leaseholders challenging items or costs they find in their annual charge.

Service charge disputes can cover a wide variety of issues. For instance, our Leasehold Team verify over 5,000 individual common way repairs jobs every year. With the best will in the world, no operation on this scale can be undertaken without challenges to costs contained within the service charge. On top of this, by no means are all disputes sustained. And many are resolved quite harmoniously, without contention.”

51.9 As a supplementary question Ms Thorp asked “given that a dispute process is a formal and recorded process could we not have some figures that are not massaged, that are real about what actually goes on with disputes with leaseholders because we do not receive any of that information.”

51.10 The Chair replied that she was sure figures could be sent to Ms Thorp but she also assured Ms Thorp that she had every faith in officers not to lie which was what was being suggested.

51.11 **RESOLVED-** That the Public question be noted.

51.12 Jane Thorp asked the following question:

*“In every case, until quite recently, major works undertaken on Brighton & Hove estates have done everything -windows, roofs, doors, cladding, cavity wall insulation - all at once, regardless of the need for the works, and without any consideration of the impact on the leaseholders who have to pay such high bills. As a simple example, a building survey on a block of 15 flats costs a cool £5000 - one survey. Why has this abuse of leaseholders been allowed? My question is limited to 100 words so please limit your answer to 100 words?”*

51.13 The Chair replied as follows:

“It is not correct to say that the council has carried out all the works listed in your question at the same time in every case. However, when we are looking at blocks – particularly where scaffolding is a large cost - it is prudent to consider what works may need to be undertaken over the next few years. The council is extremely mindful of the impact on leaseholders and will look at options to spread works over a number of years where this is possible.

You have given an example of a building survey cost of £5,000. The council will estimate costs of surveys to ensure that tenants and leaseholders are aware of all of the elements of a project. However, any survey which is required will be tendered through the council’s Dynamic Purchasing System for building consultancy. This involves asking a large number of providers to tender for the survey work. This competitive process ensures we achieve the best value for money for the council, tenants and leaseholders.”

51.14 Ms Thorp replied that she had contacted a surveyor herself for one block which has 32 flats and not 15 and that one block for a full specification survey would cost £1,200 in his estimation. That was a far cry from the £5,000 quoted for a block of 15 flats. Ms Thorp stated that her question still stands as it had not been answered.

51.15 **RESOLVED-** That the Public question be noted.

51.16 Dave Croydon asked the following question:

*“At the Parliamentary Select Committee Hearing on Leasehold Reform, on December 10, Executive Director, Larissa Reed, stated, “The highest bills are around £37,000”. There are estimates in existence for £39,000, £40,000, and £46,000. Acceptably these were estimates, not bills - not yet. This is known as bending the facts. Why can the council not acknowledge their own estimates?”*

51.17 The Chair replied as follows:

“I disagree entirely with your description of ‘bending the facts’. An invoice or bill is not the same thing as an estimate. Very far from it. For major works the council and Mears establish an ‘Agreed Maximum Price’. Many high cost works end up lower than the estimated cost. Sometimes much lower. We are happy to acknowledge estimated costs we make. But this is simply not what was asked of Larissa at the evidence session.”

51.18 Mr Croydon replied that he thought that the whole truth should be told. Selecting facts to fit a question to make the council look in a better light than perhaps it was - was spin. He asked if he could look forward one day to not have to listen to this spin.

51.19 The Chair thanked Mr Croydon for his question. His comments were noted.

51.20 **RESOLVED-** That the Public question be noted.

51.21 Tony Camps-Linney asked the following question:

*“At Crown Hill, a block of 16 flats, a cost estimate has been provided of £46,774 per leaseholder. There is no building survey in existence for this block and the estimate is based on two other blocks on the estate that had surveys done 5 years ago. This estimate will be quoted by the council for conveyancing searches. The 5 year old surveys were obtained by leaseholders on a Freedom of Information request. The council did not offer them when asked for information. Is this early consultation?”*

51.22 The Chair replied as follows:

“Leaseholders from Crown Hill have asked a number of questions at Area Panels, this committee and directly to council officers regarding their concerns around potential works to the estate over recent months. Council officers attended a meeting organised by the residents association on November 21<sup>st</sup> 2018 to answer questions and talk about the potential works. The council has been working to set out how it will engage with both tenants and leaseholders affected by potential works and has committed to engage transparently. The council has provided estimated costs as requested by the residents association and will work with the association to commission or carry out further surveys if required.”

51.23 Mr Camps-Linney asked the following supplementary question:

“These figures quoted were provided after the meeting on the 21<sup>st</sup> November”. Ms Thorp stated that the relevance of the question was that these figures had been provided since the meeting that the council had spoken about at length. The meeting was irrelevant to this question. The question was “why can the council not acknowledge their own estimates at the parliamentary select committee hearing.”

51.24 The Head of Housing Strategy, Property & Investment explained that when officers had previously answered questions on this matter at Area Panels and in this Committee meeting, they had offered to meet with residents to run through what the estimated costs were, as residents did not understand where they had come from. Officers acknowledged that issue needed to be redressed. Officers then offered to procure an independent survey to re-look at all the works that were proposed on the estate. Officers had worked with residents and sent emails to the effect that a full re-estimate for the works would be carried out. Officers circulated this re-estimate and provided it to residents at the meeting. A report had been provided for residents on how officers would be engaged going forward. Residents were given an undertaking at the meeting that there would be an independent survey to pare down the costs as to what they would be on a tendered basis. Officers also discussed how residents would want those works to proceed - whether they were carried out incrementally or all at once. That was still an open conversation. There was nothing in the budget for works on that estate. The conversation is all pre-budget and pre what was agreed. At the moment officers sought to outline where the estimates had come from and had undertaken to have an independent survey and had invited residents to be involved in the procurement process of the survey and also in the decisions around how the council will take forward the works - whether they were carried out all at once or element by element.

51.25 **RESOLVED-** That the Public question be noted.

51.26 Charlotte Rogers was not in attendance at the meeting and the following question was taken as read:

*“At the Parliamentary Select Committee Hearing on Leasehold Reform, on December 10, Executive Director, Larissa Reed, stated, “We do provide all the evidence of leasehold charges if it is requested.” So, in the instance of the 5 year old surveys obtained on a Freedom of Information request, does this mean that we have to know about the existence of the information in order to request it? Because the surveys were not offered when we asked for costs. My question is limited to 100 words so please limit your answer to 100 words?”*

51.27 The answer to the above question is as follows:

“Larissa was asked about providing the evidence for the service charges we pass on. This relates to the accounts, receipts and other documents that support the charge that has been made. A structural survey is something entirely different from this obligation. If a survey leads to works being proposed at a building then the council has committed to working with tenants and leaseholders from the earliest stage, and this will include transparently sharing any structural condition report with tenants and leaseholders in the building affected who may wish to see it.”

51.28 **RESOLVED-** That the Public question be noted.

51.29 Councillor Mears stated that it would be helpful if it could be made clear before the beginning of the meeting if people wanted to delegate another speaker to ask their question. This would avoid a great deal of misunderstanding. Councillor Mears suggested that when members of the public applied to ask a question through Democratic Services, there could be some process whereby they were asked if they wanted to delegate another person to ask their question.

51.30 Judith Watson asked the following question:

***“What detailed arrangements have so far been made for forthcoming environmental impact assessment at the Whitehawk Hill JVP high rise development site? What are the dates for commencement and completion of the field work and presentation of the results? In detail, what kinds and categories of wildlife will be recorded and monitored?”***

51.31 The Chair replied as follows:

“The Homes for Brighton & Hove Board has requested a review of the feedback from the public consultation, and a further review of technical, legal and viability issues concerning the development of the Whitehawk Hill site before any further environmental assessments are undertaken. Once these reviews are complete, the Board will then consider what further assessments are required. The development team therefore have not yet considered the commissioning of further ecological and environmental assessments or their timing and scope.”

51.32 Ms Watson asked the following supplementary question:

“The people of East Brighton have an enormous amount of knowledge of the ecology of Whitehawk Hill. There had been many studies conducted over the recent decades, not to speak of the centuries and millennia since Whitehawk Hill has been inhabited and as you know it goes back before Brighton itself. What practical steps are you taking to involve the community in the environmental impact assessment? (I am not talking about consultation)

51.33 The Chair replied as follows:

“This is something that the Homes for Brighton & Hove Board will consider once this work is complete. The Board meets on a quarterly basis with the next meeting scheduled for March 2019. It will be up to them to decide how to progress”

51.34 **RESOLVED-** That the Public question be noted.

51.35 Dave Bangs asked the following question on behalf of Anne Glow:

***“What will be the form of general public consultation on the forthcoming JVP site on the Whitehawk Hill Local Nature Reserve and Race Ground? Who will be consulted and in what way? When will the consultation take place, in terms of its beginning and end? We are concerned with detail here and wish for the names of***

*organisations and individuals who will be consulted, and details of the area over which the consultation will take place.”*

51.36 The Chair replied as follows:

“The Homes for Brighton & Hove Board have asked for the feedback from the first round of public consultation to be reviewed along with technical, legal and viability issues, before further consultation is planned or undertaken. The form and target audience for future consultation will therefore not be agreed by the Board until this work has been completed. The consultation approach used to date has involved public exhibitions of the design proposals, as well as web based information and an online survey. This has been targeted at local people and community groups. If a planning application is submitted consultation will be undertaken with local residents and a number of statutory and non-statutory consultees.”

51.37 As a supplementary question Mr Bangs remarked that Whitehawk Hill had local significance, regional significance and national significance and so the potential trawl of any kind of real consultation must involve consultation at all those levels. Mr Bangs was particularly interested in the kind of consultation the council would exercise with interested parties at a county level, a regional level and a national level. Could the Chair shed any light on that?

51.38 The Chair replied that she did not deal with Planning but as she understood the development team in planning did deal with county and national organisations. The Homes for Brighton & Hove Board will also consider this issue.

51.39 **RESOLVED-** That the Public question be noted.

51.40 Amanda Bishop asked the following question:

***“What work, legal and administrative, has been done so far to remove the covenants over the Whitehawk Hill JVP housing site set up under the terms of the 1822 enclosure deed? Who is being consulted vis a vis this removal of the protective covenants? Has the local Access Forum been consulted? Have concerned local, regional and national recreational, sports and access organisations, such as the Open Spaces Society, been consulted, and, if so, which ones? If they have not yet been consulted, then which organisations and individuals are to be consulted?”***

51.41 The Chair replied as follows:

“The council has commissioned an external legal review of the 1822 enclosure deed which has advised that whilst there are covenants that affect the area, they should not prevent development of this site.

The project is at an early stage and the Board has asked for a review of the first round of public consultation before further work is commissioned, work on identifying further consultees has not yet been undertaken. A number of consultees are potentially consulted through the planning process including:

- County Ecology

- County Landscape Architect
- County Archaeology
- Ancient Monument Society
- Brighton & Hove Archaeological Society
- City Parks
- Council for British Archaeology
- Environment Agency
- Historic England
- Natural England
- South Downs National Park Authority
- South Downs Society
- Sport England

51.42 As a supplementary question, Ms Bishop stated that the Chair had not really answered the first question about the 1822 enclosure deed but had just said it was being dealt with. How far had the covenant been overturned?

51.43 The Chair replied that she had answered the question and had stated that the council had commissioned an external legal review of the 1822 Enclosure Deed which has advised that whilst there are covenants that affect the area, they should not prevent development of this site. As soon as further information was known to the Board then that could be made public.

51.44 **RESOLVED-** That the Public question be noted.

51.45 Maria Garrett-Gotch asked the following question:

*"The minutes of the last Housing Committee stated: "Question Item 38.40: (in reference to Whitehawk Hill) in response to a question on the Hyde/BHCC proposed property development the Chair said "Public consultation has taken place on all three sites with planning applications due by the end of this year." Upon what basis was this claim made? In detail, what was the nature of the public consultation?"*

51.46 The Chair replied as follows:

"Public consultation has been undertaken on the first three sites proposed to be taken forward by Homes for Brighton & Hove. This has included public exhibitions of the proposed designs held in local community rooms, as well as an online consultation with a web site showing the designs and an online questionnaire. For these events flyers were posted to local households and posters put up in the local area. The projects in Coldean and Portslade are at a more advanced stage so an additional public consultation event and online consultation has been held with the updated designs following changes to the design in response to the first round of consultation.

For the Coldean Lane site the team held a public exhibition in The Larches Cafe, Coldean on 16th and 17th of July with exhibition boards showing early design proposals for the and a questionnaire available for members of the public to complete. These were also made available online. A follow up event was held at the same venue

on the 4th of October with the revised plans which were also made available online. Consultation on this proposal is also taking place through the statutory planning process.

For the former Belgrave Centre site the team held a public exhibition in The City Coast Centre, Portslade on 18th and 19th of July with exhibition boards showing early design proposals and a questionnaire was available for members of the public to complete. These were also made available online. A follow up event was held at the same venue on the 3rd of October with the revised plans which were also made available online. Consultation on this proposal is also taking place through the statutory planning process.

For the site in north Whitehawk the team held a public exhibition in the Valley Social Centre on 10th and 11th of October showing early design proposals which were also made available online. The applications for the Coldean and Portslade proposals are at a more advanced stage and planning applications were registered in December. The Homes for Brighton & Hove Board have asked that the feedback from the consultation is reviewed, along with further review of technical, legal and viability issues. No further public consultation will be planned or take place until this work has been completed.”

- 51.47 As a supplementary question Ms Garrett-Gotch firstly stated that her question related to Whitehawk Hill and not Coldean. With regard to the consultation of the Whitehawk Hill development she asked how public it was and how it was publicised. As a local resident Ms Garrett-Gotch stated she had not received any invitation to it. Neither did she know of any local residents or any local people in the area who had received any form of email, seen any public notice/flyer, or been invited to the consultation. Ms Garrett-Gotch asked the Chair who exactly it was from the local community that she had invited.
- 51.48 The Chair replied that in relation to Coldean, Ms Garrett-Gotch had asked in detail what was the nature of public consultation. In order to be transparent she was given the detail for all three sites. (At this point Ms Garrett-Gotch left the Chamber).
- 51.49 The Executive Director stated that an independent public relations company had leafleted all of the area of Whitehawk. The consultation events were well attended by Councillors and members of the public. The events were also advertised online and posters were put up in the Whitehawk Centre. Officers did know that people often did not come to consultation events like this, but the events were well advertised and a good number of local people attended the events.
- 51.50 **RESOLVED-** That the Public question be noted.
- 51.51 Jim Deans asked the following question:

*“In Sept 2018 the Chair announced the **Buying Back Former Council House Scheme** "A two-bedroom flat and three-bedroom house have been purchased and are already providing new homes for families. Three more flats are in the process of being bought and offers have been made on two other flats." A month later the council's newsletter states "9 new homes have been brought back into stock"*



*How many new homes have been completed & how many families/individuals have moved into them.*

*What was the purchase price individually.*

*What was the cost in bringing up to "move in standard"*

*Are these properties set at "Social Rent"?"*

51.52 The Chair replied as follows:

“Thank you for your questions relating to buying back former council properties and the answers are as follows:

- 8 properties have been brought back into council ownership – 5 are to be used as general needs and 3 for temporary accommodation. 5 of these properties have now been let to households.
- The properties back in council ownership cost £152,386, £237,000, £177,000, £225,000, £245,000, £205,000, £175,000 and £250,000.
- Refurbishment costs varies according to individual properties but so far £29,507 has been charged to date.
- None of the properties are let at a social rent. Each property is assessed against different rent levels to determine which rent levels would ensure the purchase is viable. To date the general needs properties have been let at Living Wage 37.5% Rent and temporary accommodation at Temporary accommodation Housing Benefit rates.”

51.53 Mr Deans asked the following supplementary question.

The homeless numbers are growing. The numbers in temporary accommodation are growing. The city housing plan shows a large deficit of housing just to deal with the natural population growth. It seems clear that some major house building project must be taken on directly with the council to guarantee social and affordable rents. Would this Committee today agree it is time for a crisis meeting to be held between Brighton professionals and the community to join together as an idea think tank? This could possibly avoid the demonstrations we have seen today over the Whitehawk suggested development.”

51.54 The Chair replied that she did understand Mr Deans’ concerns about the housing situation in the City. It was extreme and that was why the council had gone into partnership with Homes for Brighton & Hove and with Hyde Housing. The council did understand that more affordable homes were needed in the city. The rented homes on those properties would be at 37.5% of income. The council were constantly talking to all the organisations it worked with. The council would be regularly reviewing how this was progressed.

51.55 **RESOLVED-** That the Public question be noted.

51.56 Jill Flowers asked the following question:

"Hidden homes project, Council news letter dated 6 Nov 2018 states "The Hidden Homes project refurbishing and converting under-used and unused spaces in our housing buildings into new homes. Nine new homes have been completed so far, with a further six due to be ready this financial year and around 30 more in the pipeline."

What are the addresses of the 9 new homes,

Are they 1,2,3 bedroom

how many are now occupied

what has the cost been on the project so far

are the rents set at social rent."

51.57 The Chair replied that the council had delivered 9 homes on the Hidden Homes Project although the Council had delivered 8 on the new home purchase policy which was about buying back leasehold properties. She further replied as follows:

As reported at November 2018 committee; 9 homes had been completed under the hidden homes programme to date as follows.

Location	Unit number	Bedroom number
St James House, high street, Brighton	3	1,2 & 3
Normanhurst, Grove bank Brighton	2	2
Rugby place, Brighton	2	4 & 5
Whichelo Place, Brighton	1	4
Lewes Road, Brighton	1	3

The costs incurred on the project to date are **£1.012m**

This type of project which utilises existing space and/ or buildings owned by the council which represents value for money and enables new homes to be **created at social rent levels. All the properties are now occupied.**

51.58 **RESOLVED-** That the Public question be noted.

**(c) Deputations**

51.59 **RESOLVED:-**

There were no deputations.

## 52 ISSUES RAISED BY MEMBERS

52.1 The questions were taken as read and are set out below with the response from the Chair.

52.2 The following question was submitted by Councillor Gibson:

*“As of 1<sup>st</sup> of January 2019 how much HRA borrowing had been undertaken?”*

52.3 The Chair’s response:

“The council’s policy for borrowing is normally to borrow at the end of the financial year, so the borrowing levels at 1<sup>st</sup> January 2019 are the same as at 1st April 2018 which was £125.502m.”

52.4 The following question was submitted by Councillor Gibson:

*“Can you please provide a table showing (on 1.04.15, 1.04.16, 1.04.17, 1.04.18) the total number of council houses let at social rents (i.e. target rent or below), and the total numbers of council houses let at “affordable” rents (breaking down the numbers of affordable rents into the following categories: - LHA rents, 40% Living wage rents, 37.5% living wage rents and 27.5% living wage rents – i.e. the other options set out in the rent policy alongside social rents).”*

52.5 The Chair’s response

<b>Council dwelling stock (HRA) by rent type: houses only</b>					
<i>Rent type</i>	<i>01/04/2015</i>	<i>01/04/2016</i>	<i>01/04/2017</i>	<i>01/04/2018</i>	<i>31/12/2018</i>
Social rent	4,124	4,109	4,076	4,052	4,051
LHA rent	0	0	12	12	12
37.5% Living Wage Rent	0	0	0	0	7
Leased to Housing Association	1	1	1	0	0
<b>Total</b>	<b>4,125</b>	<b>4,110</b>	<b>4,089</b>	<b>4,064</b>	<b>4,070</b>

<b>Council dwelling stock (HRA) by rent type: all dwellings</b>					
<i>Rent type</i>	<i>01/04/2015</i>	<i>01/04/2016</i>	<i>01/04/2017</i>	<i>01/04/2018</i>	<i>31/12/2018</i>
Social rent	11,656	11,526	11,450	11,403	11,378
LHA rent	0	11	34	136	165
37.5% Living Wage Rent	0	0	0	1	11
Leased to Housing Association	14	14	14	12	12
<b>Total</b>	<b>11,670</b>	<b>11,551</b>	<b>11,498</b>	<b>11,552</b>	<b>11,566*</b>

\* Excludes 17 very new acquisitions for which rents haven't been set yet.

52.6 The following question was submitted by Councillor Gibson:

*“What is the number of council tenants and leaseholders living in areas that have a (recognised by the council as representative) tenants, residents or community association and what % is this number of the total number of BHCC tenants and leaseholders?”*

52.7 The Chair’s response

“Including the 499 Brighton and Hove Seaside Homes properties, there are a total of 14,436 tenanted and leaseholder properties making up the council’s estates as at 31 December 2018. The city council has 44 recognised tenant, resident or community associations, and around 8,200 or 57% of the properties are within their ‘areas of benefit’.

52.8 The following question was submitted by Councillor Gibson:

*“For each of the area panels held in 2018 (North, Central, East and West) please provide a table showing the number of officers, councillors and residents attending each meeting throughout the year?”*

52.9 The Chair’s response

Table: Numbers attending area panels in 2017 and 2018

	2017			2018					
<b>West</b>	4 Apr	5 Sept	31 Oct	5 Jan	20 Feb	24 May	28 Aug	16 Oct	11 Dec
Councillors	3	2	3	4	4	3	0	2	1
Residents	5	8	8	6	7	12	8	8	7
Officers	4	8	6	4	8	7	7	8	5
<b>Central</b>	28 Mar	6 Sep	1 Nov	3 Jan	21 Feb	23 May	5 Sept	17 Oct	5 Dec
Councillors	2	1	3	1	2	1	1	1	1
Residents	8	9	9	12	9	7	11	19	14
Officers	4	5	4	4	7	5	8	6	4
<b>North</b>	30-Mar	7 Sept	26 Oct	4 Jan	15 Mar	22 May	6 Sep	25 Oct	29 Nov
Councillors	2	3	2	3	2	2	1	1	1
Residents	18	17	9	5	10	13	8	8	5
Officers	6	5	7	4	4	4	6	7	4
<b>East</b>	27 Mar	4 Sept	9 Nov	8 Jan	26 Feb	21 May	3 Sept	15 Oct	3 Dec
Councillors	2	1	2	1	2	1	1	2	1
Residents	8	6	5	5	5	5	5	4	3
Officers	6	6	5	8	4	6	9	6	3

52.10 The following question was submitted by Councillor Gibson:

*“For each of the 4 area panels, has the average number of residents attending each meeting in 2018 increased or decreased on the numbers attending meetings in 2017?”*

52.11 The Chair’s response

**Table: Resident attendance (rounded up or down to nearest whole number)**

Area Panel	Numbers attending each meeting						Total	Average
<b>West</b>								
2017	5	8	8				21	<b>7</b>
2018	6	7	12	8	8	7	48	<b>8</b>
								Increase
<b>Central</b>								
2017	8	9	9				26	<b>9</b>
2018	12	9	7	11	19	14	72	<b>12</b>
								Increase
<b>North</b>								
2017	18	17	9				43	<b>15</b>
2018	5	10	13	8	8	5	49	<b>8</b>
								Decrease
<b>East</b>								
2017	8	6	5				19	<b>6</b>
2018	5	5	5	5	4	3	27	<b>5</b>
								Decrease

52.10 The following question was submitted by Councillor Gibson:

As of 1 January 2019, what % of the BHCC housing stock is let at Target rents?

Rents to target

Difference between rent and target (per week)	No tenancies	Percentage of tenancies	Value of differences (per week)	Average difference (per week)
0p (on target)	7,351	63.73%	0.00	0.00
1p to 50p	2,047	17.75%	166.35	0.08
50p to £1.00	378	3.28%	280.40	0.74
£1.00 to £5.00	1,167	10.12%	2,736.58	2.34
£5.00 to £10.00	353	3.06%	2,597.14	7.36
£10.00 to £15.00	124	1.08%	1,531.45	12.35
£15.00 to £20.00	61	0.53%	1,078.24	17.68
£20.00 to £30.00	37	0.32%	881.92	23.84
£30.00 or greater	16	0.14%	638.46	39.90
<b>Total</b>	<b>11,534</b>	<b>100%</b>	<b>9,910.53</b>	

Average difference of all dwellings per week 0.86

### 53 SUPPORT SERVICE FOR PEOPLE IN TEMPORARY ACCOMMODATION

53.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which reminded members that in November the Committee requested that officers look at how they could build on the support work that the Welfare Officers had been providing to help vulnerable homeless people living in temporary and emergency accommodation, both within the city and out of the city. Officers were also asked to look at innovative ways the council could work to support applicants and homeless people through the application and assessment procedure. The report was presented by the Head of Housing Needs accompanied by the Housing Options Manager.

53.2 Councillor Gibson set out the following amendment which was seconded by Councillor Phillips.

To amend recommendation 2.1 and add recommendations 2.3 and 2.4 as shown below in ***bold italics***

2.1 Notes the contents of the report and recommends to Policy, Resources & Growth Committee that £0.250m is added to the council's 2019/20 budget proposals in order to expand the options for providing support for people in emergency and temporary accommodation ***for one year only.***

2.2 Delegates to the Executive Director of Housing the decision to determine the most appropriate option to achieve a support service within the £0.250m budget, if approved.

***2.3 Notes that some of the £0.250m budget may be used to fund travel cost support for those people living out of city who officers identify would benefit: for***

*example, for accessing travel to friends and relatives, travel to laundry and other services away from their accommodation.*

***2.4 That the operation of the support provided to people in emergency and temporary accommodation is reported back to Housing and New Homes with service recommendations for 2020/21 and beyond.***

- 53.3 Councillor Gibson welcomed the report and the recognition of the need for support to people in emergency accommodation. He stressed that the report alerted members to the danger of cutting emergency services and welcomed the additional funding identified.
- 53.4 Councillor Gibson spoke to his amendment. Currently recommendation 2.1 referred to one year only in relation to expanding the options for providing support for people in emergency and temporary accommodation. He considered that this was misleading as it was clear this was not the intention. The second part of the amendment (2.3) was asking the Committee to make sure that support for travel costs was considered. The reference to travel to laundry services was discussed in the report on "Support for People Accommodated at Kendal Court" on page 75 of the agenda. That report also referred to the isolation and loneliness experienced by people living at Kendal Court (page 71 of the agenda). The amendment would allow officers to offer help through the budget being created to combat isolation and loneliness.
- 53.5 Councillor Mears stated that Councillor Gibson's amendment strayed into the next report on the agenda. With regard to the amendment in 2.1 it was important for the recommendation to state "for one year" to enable the Committee to review this matter again. It was not known at this point if more money would be needed in future. Councillor Mears considered that the support service was a really good initiative and stated that the Conservative Group would support the recommendations in the report and would not support the amendments.
- 53.6 Councillor Bell referred to the Green Group amendment 2.3. He stressed the need to think about equalities issues as there were people living inside the city who needed to have their travel funded. He raised a question about paragraph 3.8 of the report in relation to the Welfare Officers. The Head of Housing Needs explained that the Housing Support Service ended in September 2015. Welfare Officers were introduced a year ago with grant funding.
- 53.7 Councillor Cattell raised a question about the budget in 2015 in relation to the Housing Support Service. The Head of Housing Needs explained that the budget for the service was cut in the part year 2015/16 and 2016/17. It was confirmed that this was under the previous administration.
- 53.8 Councillor Phillips responded to questions raised. The Kendal Court report had been referred to as it was temporary accommodation. "One year only" as stated in recommendation 2.1 read as if the funding would not continue. In relation to travel charges, Councillor Phillips stressed that people who lived in the city would be more likely to have a network of support. People living outside the city were more likely to be vulnerable and isolated.

- 53.9 Councillor Gibson stated that his amendments were helpful and not contentious. He requested that each part of the amendment was voted on separately.
- 53.10 At this point the Committee voted on the amendments outlined in paragraph 53.2 above.
- 53.11 Members voted on the amendments as follows. 2.1 was not agreed. 2 voted for the amendment and 8 voted against. 2.3 was not agreed. 2 voted for the amendment and 8 voted against. 2.4 was agreed unanimously.
- 53.12 Members voted on the substantive recommendations as amended which were agreed unanimously.

**53.13 RESOLVED:-**

That the Housing and New Homes Committee:

- (1) Notes the contents of the report and recommends to Policy, Resource & Growth Committee that £0.250m is added to the council's 2019/20 budget proposals in order to expand the options for providing support for people in emergency and temporary accommodation for one year only.
- (2) Delegates to the Executive Director of Housing the decision to determine the most appropriate option to achieve a support service within the £0.250m budget, if approved.
- (3) That the operation of the support provided to people in emergency and temporary accommodation is reported back to Housing and New Homes Committee with service recommendations for 2020/21 and beyond.

**54 SUPPORT FOR PEOPLE ACCOMMODATED AT KENDAL CT, NEWHAVEN**

- 54.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which informed members that the independent organisation undertaking the survey of needs of residents at Kendal Court had now been able to complete the work. The summary results from the combined survey were set out in Appendix 1 with the full survey report in Appendix 2. In addition there were other questions that members raised that were addressed in paragraph 3.3 of the report. The report was presented by the Head of Housing Needs accompanied by the Housing Options Manager.
- 54.2 Councillor Atkinson stated that the report demonstrated the needs of people living in Kendal Court. He stressed that that must be some way of supplying laundry facilities. The Head of Housing Needs referred to 3.3.6 of the report which set out the exploration of laundry facilities. Washing machines for residents could be considered on a case by case basis and a local charity was looking to provide laundry facilities for rough sleepers which could possibly be extended to the residents of Kendal Court. Another option was to provide bus passes to enable people to travel to their nearest launderette.
- 54.3 Councillor Mears thanked officers for the report. She commented that when the accommodation started in 2015 there were laundry facilities in Newhaven. There had been many changes in Newhaven since then. Councillor Mears informed the Committee



that 'Off the Fence' had facilities in their vans (one with showers and one with laundry facilities) and there might be an opportunity to have a conversation with them. Councillor Mears stressed that residents now had more complex needs and she hoped that there would be the opportunity to explore a free laundry as a way forward.

- 54.4 Councillor Barnett expressed concern at the lack of laundry facilities and the lack of a free phone. She asked if Kendal Court could have two laundry collections a week. Councillor Barnett was also concerned that there was no weekend cover. As the facility was not always full she suggested that one of the rooms could accommodate a member of staff for weekend cover. The Head of Housing Needs replied that officers could look at installing a free phone and having a laundry collection service. Officers would meet with management at Kendal Court to discuss weekend cover.
- 54.5 Councillor Gibson thanked officers for the report which had a great deal of detail. He asked for reasons for the reduction in occupancy at Kendal Court. He considered that there was scope for changing the guidance to reduce housing people that had multiple needs. Councillor Gibson asked if there was scope for installing spyholes in residents' doors and queried the cost of electricity provided compared with a regular provider and whether there was a way of providing electricity that did not rely on a caretaker being on site.
- 54.6 The Head of Housing Needs confirmed that there had not been a reduction in the number of people living at Kendal Court. There were currently 47 residents. There were 50 units in total. There would always be turnover so numbers would change on a daily basis. The average time people lived at Kendal Court was around six months. With regard to the questions about the caretaker and having people there with complex needs, it was explained that the property was commissioned as general needs emergency accommodation. Over time the needs of people requiring accommodation had increased. At any one time about 10% of people in emergency accommodation were waiting for supported accommodation. Part of the work being carried out by officers was to review how supported accommodation and emergency accommodation was provided. Officers would talk to the provider about the suggestion for installing spyholes in doors. Officers believed that electricity was on the standard rate and the provider had been requested to inform officers of the cost. The use of key meters was usual in many types of temporary accommodation. The caretaker service was covered by the contract and as this was not always being provided officers would raise this with the provider.
- 54.7 The Executive Director, Neighbourhoods, Communities and Housing stated that Kendal Court was self-contained accommodation. People with complex needs often found it easier to be housed somewhere where they did not need to share facilities. In some cases the outcome could be worse in other types of accommodation.
- 54.8 Councillor Barnett referred to page 77 of the agenda which stated that a very frail elderly gentleman had been in Kendal Court for over two years with no support services. Councillor Barnett asked how often visits were made at the premises by social workers and health visitors. She asked if a committee site visit to Kendal Court could be arranged. The Head of Housing Needs stated that there was a gap in the provision of social workers and there were discussions taking place about this issue with East

Sussex County Council. The Head of Housing Needs was happy to facilitate a site visit for members; however there was a need to be mindful that the site was occupied.

54.9 The Chair stated that the site visit could be arranged and dates circulated.

54.10 Councillor Cattell raised concern that if a person who had been experiencing domestic violence was moved to Kendal Court they would move out of the jurisdiction of RISE and would have to come under CGL which could be problematic. Councillor Cattell queried whether in the commissioning of those services if there was any way a women temporarily residing at Kendal Court could still access RISE services. If there was a social worker involved could that be explored? The Head of Housing Needs stated that some services could still be accessed. People would come back to the city to access them. With regard to domestic violence there were many people in the city who were fleeing violence from people living in the city so placing them outside of the city could give them some respite. Officers could look at how these cases might be managed better but people who were only placed outside of the city for a short period would generally retain support services.

54.11 The Executive Director, Neighbourhoods, Communities and Housing informed members that officers were starting the work to re-tender the domestic and sexual violence work and were tendering it with East Sussex County Council and the Police and Crime Commissioner. Officers could also carry out work with West Sussex County Council.

54.12 **RESOLVED:-**

(1) That the contents of the report be noted.

## **55 HOMELESS MOVE ON ACCOMMODATION**

55.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which informed members that a successful bid by the council to Homes England had been made under *the Shared Ownership and Affordable Homes Programme 2016-21* for the development of a move-on housing scheme to provide medium level support and settled accommodation for vulnerable households typically blocking high support accommodation places in the city. The proposed scheme was aligned to the development of the former Hollingbury Library to comprise 13 self-contained one person units for use as move-on accommodation for those ready for intermediate support. The report was presented by the Head of Housing Strategy, Property & Investment.

55.2 Councillor Mears set out her amendment to delete recommendation 2.1 of the recommendations. The amendment was seconded by Councillor Bell. Councillor Mears explained that the simple amendment had been proposed as recommendation 2.6 in the report covered the issue in recommendation 2.1.

55.3 Councillor Gibson asked what would be the intended use for the property. The Executive Director, Neighbourhoods, Communities & Housing explained that the intended use was for more move on accommodation. This had been reported to Homes England. A further report would be submitted to the Committee in March 2019.

- 55.4 Councillor Gibson stated that he was comfortable with the amendment and welcomed the scheme. He hoped a viable scheme would be approved in March.
- 55.5 At this point the Committee voted on the amendment outlined in paragraph 55.2 above. The amendment was agreed unanimously. The Committee then voted on the substantive proposals which were agreed unanimously.

55.6 **RESOLVED:-**

**That the Housing & New Homes Committee:-**

- (1) Recommend that Policy, Resources & Growth Committee approve that the land comprising the former Hollingbury Library site is appropriated for planning purposes and that the Executive Director for Neighbourhoods, Communities & Housing be authorised to appropriate the site for housing once the development is complete.
- (2) Recommend that Policy, Resources & Growth Committee approve the transfer of the land & buildings at the former Hollingbury Library site from the General Fund to the Housing Revenue Account for £0.365m, being the best consideration reasonably obtainable.
- (3) Recommend the Policy, Resources & Growth Committee approve that the proceeds are ring-fenced to support the library service in line with the disposal that received consent at Policy Resources and Growth Committee on 9 June 2016.
- (4) Recommend the Policy, Resources & Growth Committee approve a budget of £0.365m financed by HRA borrowing and Homes England Funding to form part of the HRA capital programme for 2018/19.
- (5) Note that a further report on a final viable scheme will come forward to a future committee for approval.

**56 PROPOSAL FOR ENVIRONMENTAL IMPROVEMENT BUDGET**

- 56.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which provided further detail on the Housing Revenue Account Environmental Improvement Budget proposed in a report to Housing & New Homes Committee on 14 November 2018. The suggested environmental improvement budget would enable the council to respond in an effective and speedy manner to aspects within communal areas. The report was presented by the Head of Income, Involvement & Improvement.
- 56.2 Councillor Gibson proposed the following amendment which was seconded by Councillor Phillips.

To add recommendation **2.4** as shown in ***bold italics*** below;

***2.4 That a task and finish working group with tenant representatives and councillors be convened, to consider:***

*i) How best to monitor the budget:*

*ii) How to ensure that there is effective consultation and involvement with tenants on schemes, in order to offer assurance that projects and improvements undertaken have support of local tenants; and that tenants have (where applicable) had an opportunity to input into the design of any environmental schemes*

- 56.3 Councillor Gibson referred to the section on monitoring and reporting in paragraph 3.9 which stated that “tenants across the city have been delighted with the changes made.” He hoped that there would be more objective monitoring. Councillor Gibson stated that he welcomed recommendations to set up an environmental improvement budget. The amendment was proposed on behalf of the tenants of the Central Area Housing Management Panel. Tenants had discussed the environmental improvement budget and were concerned that they should have more input on how this should be monitored. The suggestion they asked Councillor Gibson to put to the Committee was to have a Task & Finish Group so it could meet briefly and efficiently to decide how the project could be monitored. Councillor Gibson stated that he had been invited and attended a tenant only meeting.
- 56.4 Councillor Mears pointed out that she chaired the East Area Housing Management Panel and there was a process for bringing matters forward to committee. If an idea was put forward at one particular panel it should be submitted to all the other panels so that there could be a collective view. To do so with one panel was not appropriate. She would not support the amendment. Councillor Mears expressed concern to hear that Councillor Gibson had attended a tenant only meeting.
- 56.5 Councillor Bell stated that he sat on the East Area Panel and was Chairman of the Woodingdean Resident and Tenant Association. The Association were fully aware of what went on at the East Area Panel and received regular updates. Councillor Bell would not support the amendment which gave the wrong impression. He was concerned at the impact in the city and the other area panels.
- 56.6 Councillor Hill welcomed the officers’ report and hoped it would be agreed without amendments. She shared the concerns expressed by Councillor Mears and Bell and was concerned that a member had attended a tenant only meeting.
- 56.7 Councillor Gibson explained that idea of a Task & Finish Group had been suggested at the Panel meeting. Residents had changed their constitution to allow councillors to their tenant only meeting on their invitation. The tenants had invited Councillor Gibson so they could express their views and had talked about the report on the Environmental Improvement Budget. Councillor Gibson referred to a question he had asked about tenants’ attendance at Panels (Item 52 - Written Questions). Attendance had been low. It was relevant to have views beyond residents’ and tenants’ panels.
- 56.8 Councillor Mears stated that it was very important for a Chair of an Area Panel to ensure that their tenant representatives were engaged. She suggested that it might be helpful for Councillor Gibson to have some training around working with tenants so that they were involved. Tenants were aware that the way the suggestion for a Task and Finish

Group had been brought forward was not the right procedure. It was for the Chair of an Area Panel to direct and say that the tenants needed to talk to the other Area Panels for a collective view. It was not appropriate for a Tenants' Association to bring forward a proposal in this way.

56.9 The Chair stated that the report was written in response to residents who attended the City Assembly who lived on the estates but did not have a tenants' association. As the Co-Chair of the North Area Panel she was aware that the proposal was very well received. The tenants also understood that when budget proposals were discussed they would have to trust their colleagues on the Service Improvement Group. There was a wish to see more Tenants and Residents Associations across the city.

56.10 At this point the Committee voted on the amendments outlined in paragraph 56.2 above.

56.11 Members voted on the amendment as follows. 2.4 was not agreed. 2 voted for the amendment and 8 voted against.

56.12 Councillor Mears explained that the Conservative members would abstain from voting as the matter would be discussed at Budget Council.

56.13 Members voted on the substantive recommendations which were agreed by 6 votes. There were 4 abstentions.

56.14 **RESOLVED:-**

- (1) That the Committee agrees that the sum of £0.500m is proposed as part of the HRA Budget and Capital Investment Programme 2019/20 to be approved by Policy, Resources & Growth Committee (PR&G) for improvements to communal areas.
- (2) That the Committee agrees that the budget allocated in paragraph 2.1 is committed for a minimum period of three years, subject to the relevant approval by PR&G.
- (3) That the Committee agrees that the fair geographical distribution of the budget is best considered in the context of needs arising on estates, as is the case with other repairs budgets.

## **57 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 2 2018/19**

57.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which covered Quarter 2 of the financial year 2018/19. Notable results were covered in appendix 1 and were summarised in paragraph 1.1. The report was presented by the Head of Income, Involvement and Improvement.

57.2 Councillor Atkinson thanked officers for the report and was pleased to see the work being carried out on Wickhurst Rise. He expressed concern about cables that were still on site and needed to be removed by Virgin Media.

57.3 Councillor Phillips stated that there were many positive aspects to the report but raised the following questions which were answered by the Head of Income, Involvement and Improvement.

- *Question:* Customer service and complaints (page 105). This detailed the number of complaints dealt with in 10 working days. How long did it take the remaining 27% of complaints to be responded to? *Answer:* The information was not available at the meeting but could be circulated to the Committee.
- *Question:* Anti-social behaviour. Why were the remaining 12% unsatisfied with the way their anti-social complaint was dealt with? *Answer:* Questions were asked around satisfaction with the service provided, as distinct from satisfaction with the outcome. However, sometimes a person's outcome would impact how they felt about the service provided. There had been a great improvement in keeping people informed.
- *Question:* Tenants arrears collected (page 109). Was there an explanation for drop in the former tenants' arrears collected which was just below target? *Answer:* The explanation for all the indicators where there was a decrease of performance was in the relevant section of the report. There had been some vacancies in that team which would have an impact on collection of rents. Staff had now been recruited into the team. There was also the impact of the introduction of Universal Credit. There had been around 10 new cases a week and this took up many hours of officers' time.
- *Question:* Why had Tenants served a Notice of Seeking Possession increased by over 100? *Answer:* The notice of seeking possession was the first stage in formal action against rent arrears. This was done to safeguard the council's interest and to encourage people to engage with officers. As there had been an increase in arrears there had been an increase in the numbers of people more than four weeks in arrears.
- *Question:* Why were Calls answered by Housing Customer Service Team (Page 113) below target? *Answer:* The explanation had been given on the following page. In line with other Customer Service Teams in the Council there had been a focus on answering emails more quickly. The performance was improving.
- *Question:* Average re-let time, excluding time spent in major works (calendar days) (page 115). Was the drop since the last quarter due to an administrative problem? *Answer:* The information was given on page 160. This was generally around seniors' housing properties that had been difficult to let which had brought the average time down. Officers were trying to promote some of the less desirable seniors' housing. These were bedsits with their own bathroom and kitchen.
- *Question:* Page 117 – Long Term Empty Dwellings – number of dwellings and average rent lost. Preston Park average rent loss was £3.3k and total rent loss was £6.5k. More information requested. *Answer:* There had been problems in the last year with these properties but there had been considerable improvements since then. Many of the long term properties had now been let. There were a few remaining properties where there had been major works required.
- *Question:* Page 119 – Waiting times for repairs for lifts. The waiting time had increased. Did this include people being stuck in the lifts? Why had there been a decline in performance in August? *Answer:* There was one case where there was someone in the lift but the response was well within the target time. The reference to decline in performance was trying to give context to the quarter in question. There had been a dip in performance in August when there had been a number of lift breakdowns which took longer to fix. In September the performance was much better.

- 57.4 Councillor Mears thanked the Head of Income, Involvement and Improvement for the detailed report. She also thanked the Head of Housing Strategy, Property & Investment for the major projects programme summary. It was very helpful for that information to be included in the report as it gave an overview of what was going on. Councillor Mears asked about the Oxford Street conversion. When would there be a completion date for this property bearing in mind how long it had been left empty?
- 57.5 The Head of Housing Strategy, Property & Investment explained that there was currently a planning application for Oxford Street. There had been delays due to a party wall legal dispute with the adjoining property. Pre-planning works were now going taking place on site. A planning application had been submitted and it was expected that it would be determined in February/March 2019. The scheme was due to be finished by the end of this calendar year subject to planning, and any other issues that arose. Officers had undertaken to take regular reports back to the Estate Regeneration Members Board.
- 57.6 The Chair thanked the Head of Income, Involvement and Improvement officers for a very well written and interesting report.

57.7 **RESOLVED:-**

- (1) That report and comments of the Committee be noted.

**58 HOUSING REVENUE ACCOUNT BUDGET AND CAPITAL INVESTMENT PROGRAMME 2019/20 AND MEDIUM TERM FINANCIAL STRATEGY**

- 58.1 The Committee considered a report of the Executive Director for Finance & Resources and the Executive Director Neighbourhoods, Communities & Housing which presented the proposed Housing Revenue Account (HRA) revenue and capital budget for 2019/20 as required by the Local Government and Housing Act 1989. Members were required to consider the revenue budget proposals including savings and re-investments (service pressures) as well as changes to rents, fees and charges and also the capital programme. This report also set out the Medium Term Financial Strategy and 30 year financial forecast. The report was presented by the Head of Finance accompanied by the Principal Accountant and the Head of Housing Strategy, Property & Investment.
- 58.2 Councillor Gibson set out the following amendment which was seconded by Councillor Phillips:

“To amend the following recommendations, and insert recommendations (f) – (k) as shown below in ***bold italics***:

2.1 That the Housing & New Homes Committee:

(a) Recommends that Policy, Resources & Growth Committee approves and recommends to full Council the updated HRA revenue budget for 2019/20 as shown in Appendix 2 (***as amended by (f) and (g) below***);

(b) Recommends that Policy, Resources & Growth Committee approves and recommends to Full Council the capital programme budget ~~of £26.964m~~ ***of £34.014m***

for 2019/20 and notes the 3 year programme as set out in Appendix 4 (*as amended by (h) to (k) below*);

To add the recommendations as below, as shown in ***bold italics***:

2.2 That the Housing & New Homes Committee:

***f) Reduces the HRA Reserve funding for 2019/20 HRA Capital programme by £1.000m;***

***g) Approves that a HRA reserve of £1.050m be created, in order to support the provision of new council homes at lower rents, particularly social rents and 27.5% living wage rents. This enables the application of a subsidy over the modelled lifetime of new schemes***

***h) Approves additional borrowing of £5.950m to be used to fund the HRA Capital programme for 2019/20:***

***- with the cost of this additional borrowing to be funded in future years from the Consumer Price Index+1% rent increase, to be applied in 2020/21***

***i) Approves a £0.050m to increase the Estate Development Budget to £0.405m in 2019/20 HRA Capital programme, funded from reserves***

***j) Approves the increase to the size of the HRA capital programme of £7.050m additionally funded by an increased contribution of £2.100m usable Right to Buy (RTB) capital receipts***

***k) Approves that the additional £7.050m in the enhanced 2019/20 HRA Capital programme (see summary below) to be applied to appendix 4 as follows:***

***i) A net increase in the Purchase Properties budget of £3.500m;***

***ii) The creation of a £3.500m budget line to buy buildings to provide emergency homeless accommodation for in-house delivery by the council***

***iii) A £0.050m increase in the Estate Development Budget***

58.3 A paper had been circulated to members and officers before the meeting setting out the Chief Finance Officer's comments with regard to the above amendment.

58.4 Councillor Gibson stated that the amendment was urging the committee to be more ambitious and to try to achieve more in the context of the housing crisis of homelessness and lack of affordability in the city. Councillor Gibson did recognise that the financial advice in relation to the amendment had come rather late and that this could be an issue when it came to the debate.

58.5 Councillor Gibson made the following comments:

- The amendment would use the opportunity to borrow and seek ways of achieving more. Borrowing rates were cheap. The Capital programme could be restored to the level it was at last year. Since then more staff had been employed to deliver these schemes.



- Attention was drawn to the assumption on page 166 – appendix 5. This stated that “the forecast currently includes approved schemes and an assumption that an additional 260 new homes will be built over the next 7 years.” If that was the council’s ambition, it was argued that it was not enough and would amount to around 37 new homes a year when the council were losing 50 to 60 under the right to buy.
- The amendment sought to unlock resources to expand the home purchase scheme. It sought to have £3.5m additional funding to enable the council to buy emergency temporary accommodation. It provided for a fund for enabling truly affordable rents and provided a small boost to the EDB budget.

58.6 Councillor Gibson sought clarification on the following:

- **Question:** With reference to the Chief Finance Officer’s comments on the amendment, there was a question mark in terms of the emergency accommodation and whether such a scheme would be able to use Right to Buy receipts. It was stressed that Right to Buy receipts had been used in relation to Oxford Street. **Answer:** The Principal Accountant explained that officers had assumed in the notes to the amendment that the council would use Right to Buy receipts but because this was emergency accommodation there might be a different interpretation as to whether Right to Buy receipts could be used. There was a need for officers to check this with the Ministry of Housing, Communities & Local Government. The Head of Housing Strategy, Property & Investment stated that there was a tenure issue. With emergency accommodation there were different provisions for tenure with a non-secure licence depending on the owner and the occupation. This would need to be checked. More secure tenancies would be offered at Oxford Street than would be offered in emergency accommodation
- **Question:** - The Chief Finance Officer comments stated that “it is unlikely that a scheme would be viable without the use of Right to Buy receipts”. On what modelling was that based and how was that conclusion reached? **Answer:** The Principal Accountant replied that it was based on modelling to date for other schemes in the city not emergency accommodation. Most of the schemes the council modelled would not be viable without Right to Buy receipts or some form of grant at affordable rent levels.
- **Question:** Reference was made to the Chief Finance Officer’s comment “The extra £7.000m of expenditure funded by Right to Buy receipts included in this amendment would therefore replace this assumed expenditure, reducing the two year figure to £9.986m available for other pipeline schemes.” It was not clear how relevant that was, given that the council were expecting to get a large number of Right to Buy receipts in future years. **Answer:** The Principal Accountant referred to the Capital Programme at Appendix 4, page 162. The provisional programme for 2020/2021 & 2021/2022 had a total of £16.986m for new pipeline schemes mainly in the New Homes for Neighbourhood scheme. They were unidentified schemes but if the £7m was to go into the programme as amended it would mean the council would need to reduce that sum, because of the number of Right to Buy receipts the council were likely to have by that time. By the end of 2021/22 the council would have to have spent all the Right to Buy receipts from 2018/19.

58.7 Councillor Mears asked the following questions and made the following comments which were answered by the Principal Accountant as follow:

- **Question** - Page 137, paragraph 4.2 – Historically housing management had always been in the highest quartile for spend but the comparators could not be seen in the report. Councillor Mears was interested to see the comparators with other Local

Authorities and whether Brighton & Hove had been able to reduce costs. **Answer:** There were not any comparators in the report. Benchmarking was something that was carried out in performance reports. The information would be placed in the End of year Performance Report being submitted to Policy, Resources and Growth Committee.

- **Comment:** – Page 155 – Youth Service budget increasing from £250,000 to £255,000. Discretionary Community Grants which came from the HRA would remain at £145,000. Councillor Mears did not support the increase for youth work. **Answer:** Officers had talked to the Youth Service and they would not be requiring an inflation increase so the figure would remain £250,000.
- **Question:** – page 162, Oxford Street conversion – Councillor Mears stated a previous report had shown a budget figure which if added to the proposed budget did not make £0.561m. **Answer:** The figures were a complex series of variations which were not to hand at the meeting. The Principal Accountant would send Councillor Mears this information
- **Question:** Page 169 – Appendix 6 – Proposed savings of £80,000 in 2019/20 - Within the budget re-figuration were officers talking about keeping vacant posts in housing management? **Answer:** The number of posts would not be reduced. £80,000 would be taken out of the employees' budget to allow for the fact that throughout the year there would be staff turnover. There were periods where certain posts were vacant. If this was allowed for in the budget there would be an underspend.

58.8 The Executive Director, Neighbourhoods, Communities and Housing explained that if there was a vacant post it had to be put in the redeployment pool for eight weeks. However, every time a post became vacant, management looked to see if that post was needed and if this was the best way of spending HRA money.

58.9 Councillor Bell asked the following questions which were answered by the Principal Accountant as follows:

- **Question:** - Page 153 – Background was requested on East Sussex County Council pension contribution. **Answer:** The pension for council employees was held with the East Sussex County Council pension scheme.
- **Question:** – Page 161 – Estate Development Budget – Why would there be a vast reduction in this budget over 2020/21 and 2021/22? **Answer:** This budget was proposed at £355,000 for 2019/20. In 2020/21 the proposed budget was £247,000. Some time ago it was agreed to reduce the EDB budget to around £180,000. The £247,000 was the amount that it was being supplemented from EDB reserves. When those reserves ran out the final year, 2021/22 there would be a budget of £181,000.
- **Question:** – Page 161 – Environmental Improvements – The budget figure was £400,000. Councillor Bell thought that the committee had agreed to £500,000 under Item 56 – Proposal for Environmental Improvement Budget. **Answer:** The report on item 56 spoke about £500,000, but £400,000 of that money was for capital and £100,000 was in the revenue report.

58.10 Councillor Bell referred to the Green amendment. He was concerned that item g on the amendment would result in asking tenants who would pay into the HRA at a higher rent to subsidise other people who were coming on to the scheme with their rent. As a committee it was always agreed that members would look at schemes on a scheme by scheme basis.

58.11 Councillor Hill made the following comments:

- It was clear that a great deal of work had gone into looking at the amendment from both the Green Group and officers. However, Committee members only had sight of the Chief Finance Officer's comments less than two hours before the start of the meeting. That was not sufficient time for members to evaluate the budget amendment proposals. For that reason the Labour Group members were unlikely to support the amendment
- It had been suggested by Councillor Gibson that the budget was unambitious. Councillor Hill highlighted page 154 – Housing Delivery Team – additional 5.5 people. Over the past administration the council had delivered about 200 new council homes with another 90 on the way. There was a desire to do more and this was reflected in the fact that the council were actively recruiting in order to take advantage of the fact that the Housing Cap was being lifted.
- Page 164 – Right to Buy receipts monitoring with Affordable Housing Forecast Expenditure per annum up to 2021/22. This clearly increased considerably and demonstrated that the council was intending to spend all Right to Buy receipts.
- Page 170 – Estates Regeneration – No savings proposed. “Due to the removal of the HRA borrowing cap this team requires more resources going forward most of which will be capitalised.”
- In terms of maintenance costs and costs on major projects and works, the council were intending to spend more on fire safety to reflect concerns around that issue. There were other areas where the council was intending to spend less. These were areas where the council had already recently spent a great deal of money.
- The council was fully intending to address the housing crisis in every possible way. It had introduced a new buy back policy and was providing temporary accommodation in-house for the first time, Hidden Homes, Homes for Brighton & Hove, New Homes for Neighbourhoods continued to increase. Councillor Hill was very proud of the council's record.

58.12 Councillor Gibson made the following comments.

- The debate was welcomed. It was stressed that the council could achieve more by using the opportunity to borrow. As the committee had not had time to consider the comments of the Chief Finance Officer he would withdraw his amendment and would consider putting something forward at a later stage. The Green members would therefore abstain on voting on the budget
- In terms of Councillor Bell's comment, Councillor Gibson wanted it to be made clear that existing tenants would not be subsidising rents under the proposal. The proposal was within the council's rent policy which requires the home purchase schemes to be ring-fenced so any surpluses that were produced on new homes were put towards supporting rents on other homes.
- Additional staff to ramp up the programme was welcomed. Councillor Gibson wanted members to work together to achieve more.

58.13 The Chair stated that she was concerned that Councillor Gibson had put in a budget amendment ahead of the budget, circumventing the whole process, and then had withdrawn the amendment after it had been discussed and webcast.

58.14 Councillor Cattell expressed concern at the length of time Councillor Gibson had spent addressing the committee, when he knew from the start as did the rest of the committee, that there had not been time to absorb the Chief Finance Officer's comments.

- 58.15 Councillor Hill made the following points. It was quicker to buy than to build. However, if the council spent all its money buying rather than building it would not be increasing the housing supply in the city. Meanwhile, with regard to the borrowing cap, if there was a projection forward three or four years then the council would reach the cap.
- 58.16 Councillor Phillips hoped the suggestions in the amendment could go forward in another way after councillors had had time to digest all the information.
- 58.17 Councillor Mears stated that as the amendment was so detailed it was appropriate it was considered at Budget Council in February. Councillor Gibson had made the right decision to withdraw the amendment. It would have been helpful to know that at the start of the discussion.
- 58.18 Members voted on the recommendations in the report which were agreed. Four voted in favour. There were six abstentions.
- 58.19 **RESOLVED:-**

**(1) That the Housing & New Homes Committee:**

- (a) Recommends that Policy, Resources & Growth Committee approves and recommends to full Council the updated HRA revenue budget for 2019/20 as shown in Appendix 2;
- (b) Recommends that Policy, Resources & Growth Committee approves and recommends to full Council the capital programme budget of £26.964m for 2019/20 and notes the 3 year programme as set out in Appendix 4;
- (c) Recommends that Policy, Resources & Growth Committee approves the procurement of a contract for insurance cover for the council's residential leasehold properties as set out in the report in section 5.
- (d) Recommends that Policy, Resources & Growth Committee approves that the Executive Director of Neighbourhoods, Communities and Housing be given delegated powers to award the contract for insurance cover and the extensions set out in the report in section 5.

**(2) That the Housing & New Homes Committee:**

- (a) Approves a rent reduction of 1% in line with government legislation as detailed in paragraph 4.9;
- (b) Approves service charges and fees as detailed in Appendix 3;
- (c) Notes the current HRA forecast outturn for 2018/19 in Appendix 1 of £0.500m underspend;
- (d) Notes the Medium Term Financial Strategy and 30 year financial projections shown in Appendix 5;
- (e) Notes the Integrated Service & Financial Plan proposals (savings) in Appendix 6.

**59 HOME PURCHASE POLICY OPPORTUNITY - APPROPRIATION OF 84 COOMBE ROAD, BRIGHTON**

- 59.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing and the Executive Director Economy, Environment & Culture

which sought approval for the appropriation of 84 Coombe Road, a three bedroom residential property currently owned by the General Fund to Part II of Housing Act 1985, financed through the Home Purchase Policy. The property was a vacant school caretaker's house that had been declared surplus to requirement and was managed centrally by Property & Design. The report was presented by the Housing Strategy & Enabling Manager who reported that the property had been valued at £290,000 which was value for money and made the purchase viable.

59.2 Councillor Gibson expressed the view that the purchase of the property was a really good opportunity and he wholeheartedly supported it. Councillor Mears informed members that the Conservative Group were happy with the recommendations.

59.3 The Chair stated that the proposal represented good value for money for the local authority.

59.4 **RESOLVED:-**

That the Housing & New Homes Committee recommends to Policy, Resources and Growth Committee that it:-

- (1) appropriates 84 Coombe Road, Brighton from existing purposes to Housing Act purposes;
- (2) agrees that the General Fund should receive the value of £290,000 in consideration for the appropriation at recommendation 2.1.1;
- (3) authorises the retention of the net capital receipt to be used for reinvestment by Families Children and Learning to support the integration of disability services by co-locating the teams in Wellington House; and
- (4) notes that the appropriation referred to at 2.1.1 above will take place when the Policy, Resources & Growth Committee makes the decision to appropriate (assuming that the Committee approves the recommendation) and that the funds referred to at 2.1.2 will be transferred following that decision.

**60 BRISTOL ESTATE PHASE 2 - FIRST TIER TRIBUNAL DECISION**

60.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which looked at the decision and gave thought to similar issues which might arise, relating to the First-Tier Tribunal Property Chamber decision of 18 October 2018 on the liability of leaseholders to pay service charges at five high-rise buildings on the Bristol estate. The tribunal has published the decision notice online as a public document. This was available on the Courts and Tribunals Judiciary website at the following link: [http://www.residential-property.judiciary.gov.uk/Files/2018/October/CHI\\_00ML\\_LIS\\_2017\\_57\\_30\\_Oct\\_2018\\_17\\_40\\_09.htm](http://www.residential-property.judiciary.gov.uk/Files/2018/October/CHI_00ML_LIS_2017_57_30_Oct_2018_17_40_09.htm)

60.2 The report was presented by the Leasehold Services Manager accompanied by the Business & Performance Manager.

60.3 Councillor Mears thanked officers for presenting the detailed report to the committee.

60.4 The Chair stated that it was an interesting read and thanked officers.

60.5 **RESOLVED:-**

- (1) That the committee notes the decision of the First-Tier Tribunal in relation to these works along with the implications for other, similar works of repair undertaken or to be undertaken in the future by the council where service charges for major works of repair may be disputed in a similar way.

**61 PRIVATE RENTED SECTOR UPDATE**

61.1 The Committee considered a report of the Executive Director for Neighbourhoods, Communities and Housing that updated the Committee on the progress with current private rented sector licensing activity, recent rulings surrounding licence fees and the progress with the Rent Smart initiative previously endorsed by Housing & New Homes Committee. An update on the Rent Smart initiative prepared by Councillor Hill was attached as appendix 1 to the report. The report was presented by the Head of Housing Strategy, Property and Investment.

61.2 Councillor Cattell stated that she was delighted in how the administration had got to grips with HMOs. She thanked Councillor Hill for her hard work in improving the outcome for private rented tenants.

61.3 Councillor Mears thanked the Head of Housing Strategy, Property and Investment for the report and stressed that HMOs were causing problems in the city, particularly in the area around Arundel Street. A report on HMOs and the extension to the article 4 direction area would be considered at the Tourism, Development & Culture Committee on 17 January.

61.4 Councillor Gibson found the report helpful and thanked the Head of Housing Strategy, Property and Investment. He also paid tribute to Councillor Hill's efforts in driving the Rent Smart Initiative forward which was greatly appreciated.

61.5 **RESOLVED:-**

- (1) That the following be noted:

- Progress with current private rented sector licensing activity previously agreed by Housing & New Homes Committee.
- Recent legal rulings surrounding licence fees.
- Progress with the Rent Smart initiative previously endorsed by Housing & New Homes Committee.

**62 HRA HOUSING CAP: EXTRACT FROM THE PROCEEDINGS OF THE COUNCIL MEETING HELD ON THE 13 DECEMBER 2018**

62.1 The Committee considered an extract of the proceedings of the Council meeting held on 13 December 2018. Full Council resolved that a report be brought to the Housing & New

Homes Committee detailing a revised policy in the light of changes to the HRA Borrowing Cap.

62.2 The Executive Director informed members that officers were waiting for the Committee to take place before sending letters to the Secretary of State as requested by Full Council.

**62.3 RESOLVED:-**

- (1) That the extract be noted.
- (2) That the letters be sent to the Secretary of State, as set out in resolutions 2 and 3 of the extract from Council on 13 December 2018.
- (3) That a report be submitted to a future meeting of the Housing & New Homes Committee as set out in resolution 1 of the extract from Council on 13 December 2018.

**63 ITEMS REFERRED FOR FULL COUNCIL**

63.1 No items were referred to full Council.

The meeting concluded at 7.50pm

Signed

Chair

Dated this

day of





**WRITTEN QUESTIONS FROM MEMBERS OF THE PUBLIC**

A period of not more than fifteen minutes shall be allowed at each ordinary meeting for questions submitted by members of the public who either live or work in the area of the authority.

**1) The following written question has been received from Sam Zubaidi.**

*Objection Plans for Hollingbury Library Site*

“What consideration has been given to the fact that the home will be built next to a pub, and within 100 metres of a primary school, and what plans are in place to mitigate issues that may arise as a consequence? And can I please have data which shows drug and alcohol related crime statistics in areas that have homeless housing?”

**2) The following written question has been received from Max Scott.**

“The Brighton & Hove City Council Housing Allocations Scheme currently offers 10% of all lets to Council Interest Queue nominations, i.e. households nominated by Family Children & Learning, and Health and Adult and Social care. In 2017/2018 what was the actual percentage allocation to this group of all lets? If this is under 10% of all lets can the remainder immediately be ring-fenced to allow the expansion of the Housing First model in line with MHCLG funding?”



<b>HOUSING &amp; NEW HOMES COMMITTEE</b>	<b>Agenda Item 70</b>  Brighton & Hove City Council
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<b>Subject:</b>	<b>Homeless Move On Scheme – Hollingbury Library proposals</b>		
<b>Date of Meeting:</b>	<b>13 March 2019</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Martin Reid / Laura Webster</b>	<b>Tel: 01273 29 3321</b>
	<b>Email:</b>	<b>Martin.reid@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

## REPORT TO FOLLOW

### 1. PURPOSE OF REPORT

- 1.1 In January 2019, Committee agreed that a further report on a final viable scheme for the Hollingbury Library site will come forward to a future Housing & New Homes Committee and Policy Resources & Growth Committee for approval following further consideration at Estate Regeneration Members Board.

### 2. RECOMMENDATIONS:

- 2.1 That Housing & New Homes Committee approves commencement of resident consultation on proposals to provide a Homeless Move On scheme on the Hollingbury Library site.
- 2.2 That the Policy, Resources & Growth Committee be recommended to:
- Approve an indicative budget of £2.750m financed by HRA borrowing and Homes England funding to form part of the HRA capital programme for 2019/20.
- 2.3 Housing & New Homes Committee approves the procurement by tender for a medium support accommodation service for homeless adults.
- 2.4 That Housing & New Homes Committee grants delegated authority to the Executive Director of Health & Adult Social Care (HASC) to undertake the procurement of a medium support service to the value of £150,000 per annum, and to award the contract for Five (5) years.

2.5 That Housing & New Homes Committee delegates authority to the Executive Director of HASC to extend the contract at the end of the five year term for a further period of up to two years if it is deemed appropriate and subject to available budget.

### 3. CONTEXT/ BACKGROUND INFORMATION

#### Homes England Grant

3.1 This proposed scheme formed a bid to Homes England through their Shared Ownership and Affordable Housing Programme 2016-21 (SOAHP). The funding was sought under 'Specialist housing for rent' and £750,000 was awarded to the council. The bid proposed a specialist service to enable people who are making progress in their recovery journey, to move from high needs hostel accommodation into self-contained move on accommodation grouped in one scheme, with assessed support requirements funded by the council's Adult Social Care service.

3.2 Key factors for Homes England in assessing support for schemes are affordability and deliverability. While Homes England have some flexibility regarding changes to the scheme deliverability, the funds must achieve the final drawdown of final grant tranche by the programme end date of March 2021. If the scheme looks unlikely to go ahead then the grant investment risks being lost to the city.

3.3 Homes England has the right to request repayment of the entire grant if it is not used for the purposes for which it is paid. If the scheme were to change use in the future, for example from supported housing to general needs housing, the council would be required to inform Homes England who would then decide if this requires the grant to be recycled or handed back.

3.4 The payment milestones for the Homes England grant are:

○ Acquisition:	£300,000	40%
○ Start on site:	£262,500	35%
○ Practical Completion:	£187,500	25%

The council are drawing down on the acquisition costs ahead of financial year end as the appropriation of land was approved at the previous committee cycle.

#### Proposed Scheme

3.5 The current proposals for development of the site consist of 13 self-contained one person flats in line with the Homes England funding. One of these flats is proposed to be an office space for the service provider; the grant will therefore be reduced pro-rata to approximately £0.690m accounting for this use at present.

- 3.6 All homes on the site will be studio flats for one person of 37m<sup>2</sup>, which is in line with the Nationally Prescribed Space Standards. This is based on an initial high-level feasibility assessment of the site and further due diligence is required to confirm the final design.
- 3.7 It is proposed that an extensive neighbourhood consultation is carried out, in line with the New Homes for Neighbourhood process, before any planning application is made. This will also include consultation on the proposed use of the building as well as the new building itself.
- 3.8 It is vital that feedback from neighbours influences the design process and the proposed development is informed by the results of this consultation.
- 3.9 In addition, officers are currently reviewing the feasibility design to establish whether 13 flats plus office space can be included within the proposed footprint to maximise the Homes England grant. At present, no parking spaces are proposed due to the constrained nature of the site.
- 3.10 The initial assessment of the site has been costed through the City Build Construction Partnership in line with industry standards and this has been factored into the financial appraisal. The scheme has also been benchmarked against previous NHFN projects.
- 3.11 Variances to the scheme design will affect the overall costings provided below and officers are currently conducting various surveys to confirm assumptions made.
- 3.12 Taking the above into account we are proposing the following timescales to progress the site:
- Public consultation: April 2019
  - Planning application submitted: July 2019
  - Planning application decided: November 2019
  - Mobilisation period for contractor: December 2019 to February 2020
  - Start on site: February 2020
  - Practical completion: March 2021

These dates are indicative and will be influenced by many factors.

### **Scheme Costs and Funding**

- 3.13 Initial scheme costs are broken down as follows:

<b>Table 1 - Estimated Scheme Costs</b>	
	<b>£'000</b>
Land Appropriation	365
Basic Build Costs	1,650
Preliminaries	300
Design Contingency	150

Construction Contingency	160
Tender Price Inflation	80
Professional Fees	330
S106 Contributions	80
<b>Total Scheme Costs</b>	<b>3,115</b>
<b>Funded By:</b>	
HRA Borrowing	(2,425)
HCA Grant Funding	(690)
<b>Total Funding</b>	<b>3,115</b>

- 3.14 At present, the total scheme cost is estimated to be £3.115m, this allows for the cost of the land, the council's quantity surveyor assessment of works, professional fees, inflation and a large project contingency.
- 3.15 Due to unknown site factors such as ground conditions, it is considered the figure above is a prudent assessment and officers are working on the basis of value engineering these costs wherever practical and to ensure Value for Money is achieved.
- 3.16 The project is financially viable on the basis of the above costs, the pro rata Homes England grant and a long-term lease arrangement. Any reductions in build costs and increases in Homes England grant through scheme design will only improve the financial model.
- 3.17 It is assumed as part of the financial modelling that this lease provision will remain over the 60 year life span of the building and will be re-tendered as and when applicable. Direct management through the HRA of 13 x one bed units is currently unviable as the council would be liable for bad debts, void losses and repairs. With the lease model this risk is passed on to the service provider.

#### **4.0 Service Provision**

- 4.1 It is proposed Adult Social Care will seek to procure a service provider on a minimum five year lease who will manage the support package to residents, as well as, the internal repairs of the building. The council will remain responsible for the maintenance of the external parts of the property. The service provider will be appointed using a competitive tender process which will evaluate the bidders' experience of providing supported accommodation and their proposed service model.
- 4.2 The service provision will be for medium-level support needs with the aim of moving people on to lower level support or independent accommodation. It is proposed that the service will be staffed during office hours and will offer an on call service over night for emergencies.
- 4.3 Prospective residents will be assessed via an Allocation Panel as able to live independently with medium support. Their compatibility for the service is considered as a key part of the referral process. Specific support will be

commissioned to meet their needs which will also be mindful of supporting them to live positively within the community. Prospective residents moving from supported accommodation in the city will have had access to the range of services available to people with support needs recovering from homelessness. This includes peer support, work and learning, voluntary work, literacy, numeracy and ICT skills.

- 4.4 It is important to note, this service will be a small medium needs service for people are who are recovering from homelessness and are able to manage their accommodation with a lower level of support. This service offers move on accommodation for people who no longer require high levels of support, therefore freeing up accommodation for people who do require a 24 hour staffed high support service.
- 4.5 The scheme will not be suitable for those with high level complex support needs who may require 24 hour support.

## **5. ANALYSIS & CONSIDERATION OF ANY OPTIONS**

- 5.1 The alternative options for use of the site would be the development of the site as council general needs accommodation. This option would not attract the Homes England grant funding. Also, neither would it achieve the strategic objective to provide pathways to independence and ensure timely move on to independent accommodation for predominantly older people with complex needs making sure supported accommodation offers solutions appropriate to residents as pledged in the Rough Sleeping Strategy 2016.
- 5.2 The options for the homeless move-on project are for the HRA to manage the property with the care provision being commissioned by Adult Social Care or for the HRA to lease the building to the service provider on a short term lease where the management, maintenance and repairs are provided by the service provider. Under both options the building will revert back to the HRA to use as affordable housing. The preferred, financially viable option is to procure a service provider on a minimum five year lease who will manage the support package to residents as well as the internal repairs of the building. The council will remain responsible for the maintenance of the external parts of the property.

## **6. COMMUNITY ENGAGEMENT & CONSULTATION**

- 6.1 Raising awareness and engaging with communities will be key to the delivery of these homes. In addition to the community being consulted in the usual manner on proposals through the Planning process, we would propose to adopt the same principles of extensive resident consultation as utilised under our New Homes for Neighbourhoods programme.

## **7. CONCLUSION**

- 7.1 The proposals for the scheme reflect the Council's Rough Sleeper Strategy priorities. In particular the objective to remodel and re-commission supported accommodation for homeless people with support needs.

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

### **8.1 Financial Implications:**

- 8.2 The financial viability modelling sets out to show whether a given scheme can pay for the initial investment itself by using the new rental stream only (net of service charges, management, maintenance, and major repairs and voids costs) over a 60 year period. Assessing the project viability over a 60 year period matches the expected life of the asset.
- 8.3 The total estimated cost for this scheme, as currently outlined, is £3.115m; this includes all construction works, allowances for contingency, inflation and professional fees. Value engineering of these costs will take place over the course of the project to ensure value for money is achieved.
- 8.4 The build costs for the current proposal have been benchmarked by Potter Raper (our quantity surveyors) and have allowed for a contingency to cover unknown factors such as adverse ground conditions, following a review of previous New Homes for Neighbourhoods projects.
- 8.5 In line with the 1-4-1 RTB pooling policy, RTB receipts cannot be utilised to fund the homeless move on proposal, due to the receipt of grant funding. The grant funding allocated to this scheme is £0.750m, however due to the potential of one of the units being used as an office space for the service provider, the current assumption in the viability modelling is that grant funding will be reduced to approximately £0.690m.
- 8.6 The balance of funding will be met by HRA borrowing which is currently estimated to require £2.425m.
- 8.7 Current proposals are for the service provider to lease the building directly from the HRA, the make-up of this lease will be for the service provider to take on the management, maintenance and voids risk of the property. The major repairs will remain the HRA's responsibility. Current assumptions on minimum lease payments made to the HRA result in a viable scheme over a 60 year period. Negotiations with the service provider will need to take account of the minimum lease payment guaranteed to the HRA to ensure the viability of this scheme.
- 8.8 At Policy, Resources & Growth Committee held on 24<sup>th</sup> January 2019, a budget of £0.365m was approved in relation to the appropriation of land from



the GF. Additional budget of £2.750m is therefore required to be approved to be included in the HRA Capital Programme for 2019/20.

- 8.9 Health & Adult Social Care have allocated a budget of £0.150m for 2019/20 to the specialised supported move-on provision as outlined in the report. At this stage the same level of budget is anticipated for future years of the new commission, however this will be subject to council's annual budget setting process.
- 8.10 As per paragraph 3.13, the current design of 13 x 1 bed flats would result in a subsidy requirement if the building were to be used as General Needs instead of Homeless Move on Accommodation from year 1. Therefore, if for any reason this could not be used for supported move-on accommodation, current costings indicate that the building of 13 x one-bed units for use as general needs housing would require a subsidy from the HRA of £0.340m. This would need to be met from HRA resources and there are sufficient reserves available in this respect. Current costs are indicative and do include reasonable levels of contingencies. Reductions in actual scheme costs would reduce the subsidy required.
- 8.11 If the scheme did not go ahead as a supported move-on scheme, a further report discussing the options and implications would be brought back to this committee for agreement. If there were any further budget implications, this would be reported to PR&G for approval as necessary.

*Finance Officer Consulted: Craig Garoghan/Monica Brooks Date: 28/02/19*

8.12 Legal Implications:

Legal advice will be provided as necessary as the project progresses. The grant of a lease constitutes a disposal of land, for which Policy Resources and Growth Committee's approval is usually required. However if the terms of the 5 year lease are considered by a Valuer to constitute the best consideration reasonably obtainable, then the grant of the lease will fall within officers' delegated powers.

*Lawyer Consulted: Liz Woodley Date: 03.02.19*

8.13 Equalities Implications:

The delivery of the scheme supports the delivery of both the city's Housing Strategy and Rough Sleeping Strategy creating an opportunity to provide move on accommodation to vulnerable households in the city. This will also have a positive impact on rough sleeping freeing up desperately needed places in high support accommodation.

8.14 Sustainability Implications:

The homes delivered will be built to high sustainability and energy efficiency standards, including photo voltaic panels on roofs where feasible.

Any Other Significant Implications:

8.15 None identified

**SUPPORTING DOCUMENTATION**

**Appendices** Interim feasibility drawings (subject to change)

**Documents in Members' Rooms** None

**Background Documents** None

## 4.0 Development Options

### Option 5 - New Build 'Move-on' Scheme / Layouts B (1 Bedroom Single Occupancy)



#### Preliminary Layouts

The proposed plans for Option 5 are very similar to those for Option 2, however a separate bedroom space has been defined within the area of 37m<sup>2</sup> defined for each dwelling. This efficient repetitive layout achieves a total of 13 studio flats for 'move-on' accommodation @ 37m<sup>2</sup> each across three storeys on the site.

As previous options, this option proposes to locate possible plant areas at lower ground floor level. The building form is split into two masses, one of which addresses Carden Hill, the other addresses County Oak Avenue. This works to break down the overall scale of the development in line with neighbouring structures and ensures that the proposal does not dominate the street scene in either direction. Access is from County Oak Avenue into a central circulation core which links the two masses. Internal access to the studios is via a corridor along the rear of the building.

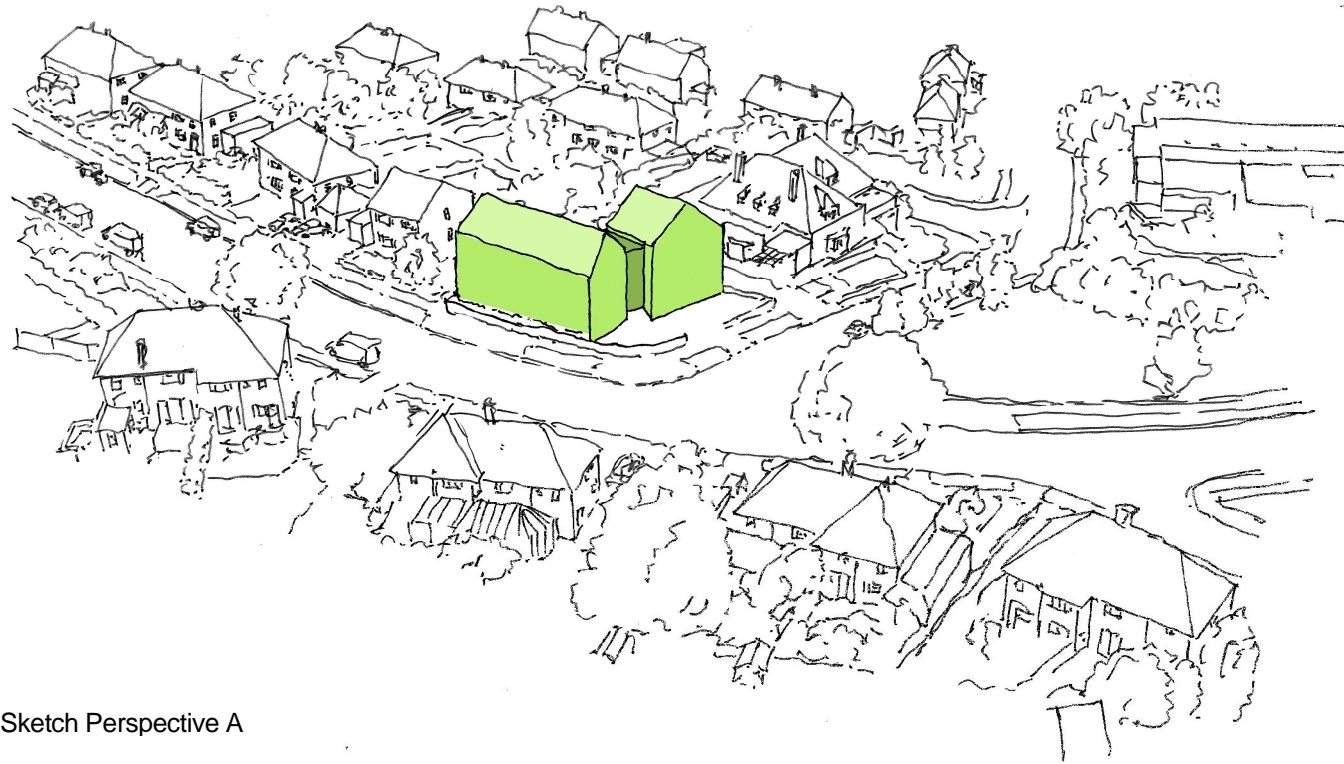
All flats face outwards towards the street, (Carden Hill or County Oak Avenue) minimising any loss of privacy / overlooking of the rear gardens of 137 Carden Hill and any habitable accommodation above the pub. (Any side aspect windows could be obscured, prohibiting views but allowing natural light) There are no north facing flats.

The rear circulation corridor could be a highly glazed structure allowing views of a shared garden beyond, or even an open corridor reducing costs for building fabric and services, whilst providing natural light into the flats from the rear.

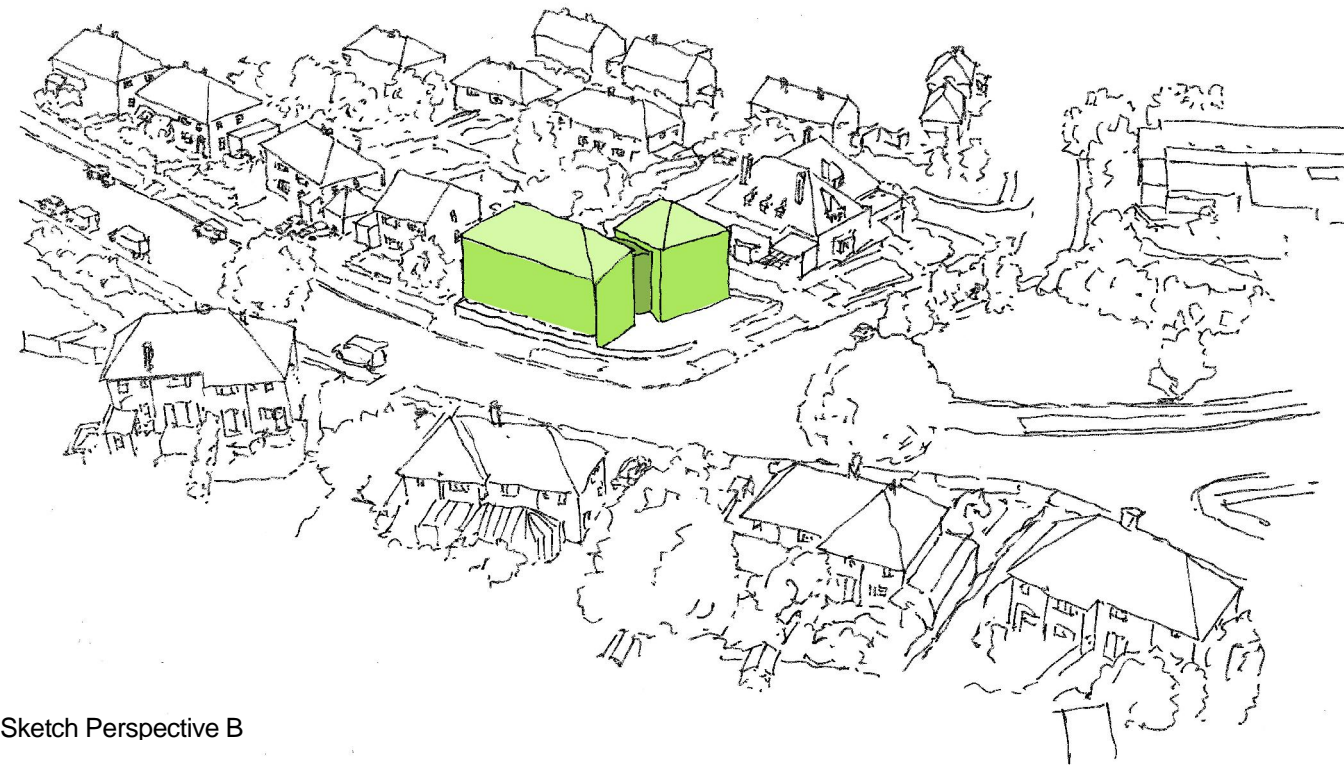


## 4.0 Development Options

Option 5 - New Build 'Move-on' Scheme B / Massing (NB: IDENTICAL TO OPTION 2)



Sketch Perspective A



Sketch Perspective B

### Massing

The fragmentation of the building form breaks the overall mass down into those comparable with the surrounding residential properties and enables a varied roofscape in line with the local vernacular style.

By exploiting the changes in level we are able to create a three storey building facing County Oak Avenue, with two storeys facing Carden Hill, respecting the ridge line of the existing house adjacent. The structures on County Oak Avenue step down as the hill descends towards Carden Avenue. The height of the proposed block adjacent to the pub sits relative to its position on the hill.

We propose a pitched roof on the two 'habitable' blocks, linked by a highly glazed circulation core with a flat roof to ease the junction between the separately oriented masses.

The two sketches adjacent explore the impact that the roofscape could have on the development.



<b>Subject:</b>	<b>Private Rented Sector – Selective Licensing Update</b>		
<b>Date of Meeting:</b>	<b>13 March 2019</b>		
<b>Report of:</b>	<b>Executive Director – Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Martin Reid</b>	<b>Tel:</b> <b>01273 293321</b>
	<b>Email:</b>	<a href="mailto:Martin.reid@brighton-hove.gov.uk">Martin.reid@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

## **1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Proposals to introduce a Selective Licensing Scheme in 12 wards in the city received cross party Housing & New Homes Committee support in November 2017. The scheme aimed to improve management and housing conditions across the private rented sector. The benefits of a scheme would include:
- Responsible landlords would gain from the improved clarity of their role in raising property and tenancy management standards while action is taken to tackle those who flout their legal responsibilities;
  - Tenants would be clear on what they can expect from both the homes that they rent and the landlord that they rent it from, with minimum standards resulting in better managed, quality and safer homes;
  - Communities would benefit from a consistent approach towards proactively assessing and improving housing conditions across an area;
  - Health and well-being will improve with improved housing standards and so reduce financial impacts for other public sector areas.
- 1.2 An application was made to the Secretary of State to confirm a designation for selective licensing on the grounds of poor property conditions and anti-social behaviour. We are disappointed that the Secretary of State declined to grant our application in relation to anti-social behaviour. They did initially grant on the basis of property conditions, but withdrew the consent when confronted with a proposed judicial review by a landlord association. While we are disappointed by the Secretary of State's withdrawal of approval for our proposed Selective Licensing Scheme, we still believe it is the best way to improve management and housing conditions across the city's private rented sector.
- 1.3 Our existing licensing schemes for HMOs have shown that licensing is an effective tool to raise standards. Almost 90% of our licensed HMO properties in the city needed improvements to ensure they were fit and safe for occupation. Our consultation results showed there is public support for selective licensing,

with 81% of respondents in favour, and our priority remains to help more privately renting tenants in the city to live in safe, healthy and well-managed homes.

- 1.4 Given the withdrawal of Secretary of State's approval we propose to reconsider the extent and scope of any future Selective Licensing Scheme and report back to committee on proposals at the earliest opportunity.

## **2. RECOMMENDATIONS:**

That the Housing & New Homes Committee:

- 2.1 Note the contents of this report and request a report be brought back to Housing & New Homes Committee detailing future options for selective licensing.

## **3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 At Housing & New Homes Committee on 17 November 2017 there was cross party approval for the following recommendations concerning a proposed Selective Licensing Scheme for privately rented homes:

- Noting the results of the consultation undertaken in relation to the proposed Selective Licensing Scheme
- Designating the following wards as subject to selective licensing under section 80 of the Housing Act 2004: St Peters & North Laine; Regency; Moulsecoomb & Bevendean; Hollingdean & Stanmer; Queens Park; Hanover & Elm Grove; Brunswick & Adelaide; East Brighton; South Portslade; Central Hove; Westbourne; Preston Park.
- Authorising the Executive Director Neighbourhoods, Communities and Housing to submit an application for confirmation of the designation to the Secretary of State.
- Agreeing the fee structure for a Selective Licensing Scheme.
- Approving the Selective Licensing Scheme conditions.

- 3.2 The application from Brighton & Hove City Council requesting confirmation of a Selective Licensing Scheme designation was submitted to Secretary of State on 11 January 2018. A letter was received on 10 September 2018 from Secretary of State confirming Brighton & Hove City Council's proposed designation as subject to selective licensing from 4 February 2019. The Secretary of State withdrew the confirmation of the designation on 31 October 2018 following a legal challenge.

- 3.3 In January 2019, Housing & New Homes Committee were advised that we have the option to commence judicial review. Members were also advised that an alternative option may be to build on our current position and submit a fresh application.

- 3.4 While, having taken Counsel's advice, we are confident that we would be able to challenge the Government's refusal to review, even were we to successfully challenge the Secretary of State the result is simply that they have to reconsider



the decision. Given there is a wide margin of discretion for any public body making a decision, there may be little to be achieved by pursuing a potentially costly judicial review against the Secretary of State, where they may still reject the application. We may also damage any relationship with the Secretary of State in relation to our case for any further applications.

3.5 We therefore propose to re-consider the extent and scope of any future selective licencing scheme and report back to committee on proposals at the earliest opportunity.

3.6 This will include further analysis of our evidence, and consideration of what further evidence may be collected to support the introduction of a scheme. This would include commissioning a stock condition survey on a sample of privately rented homes in the city to support existing evidence on poor property conditions.

3.7 A specification for a stock condition survey on council owned homes has been completed and it is due to be commissioned and procured April 2019 with the surveys due to be completed by Summer 2019. This additional stock condition survey work has now been included within the specification, to allow this additional evidence gathering to take place swiftly. Further to the results of this survey, full analysis of the range of evidence available will be undertaken in order to support recommendations coming back to this committee.

#### **4. ANALYSIS & CONSIDERATION OF OPTIONS**

4.1 Further analysis of our evidence and factors determining poor property condition and anti-social behaviour in private sector housing stock in the city will be undertaken to inform future options for a scheme which will be reported back to this committee.

#### **5 COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 An extensive consultation exercise on the proposal to introduce selective licensing took place in summer 2017 with 81% of respondents in favour of a scheme. Should a new scheme be proposed a further statutory consultation exercise will need to be completed.

#### **6. CONCLUSION**

6.1 Further analysis of our evidence, and collecting supplementary evidence will enable us to re-consider the extent and scope of any future scheme. Options will then be reported back to this committee.

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

##### Financial implications

7.1 The one-off costs of the private sector housing element of the stock condition survey are estimated to be manageable within the Housing General Fund budget for 2019/20.

Legal Implications:

- 7.2 The legal situation is set out above. We have had the benefit of Counsels advice throughout. The contents of the report do not generate further legal implications, but as next steps are decided there will need to be further consideration of the legal situation depending on what options are proposed.

Lawyer consulted: Simon Court

Date: 01/03/19

Equalities Implications:

- 7.3 A draft Equalities Impact Assessment was undertaken in relation to the proposed scheme. No significant negative consequences relating to groups with protected characteristics were identified. This assessment will be updated to take account of any new proposed scheme.

Sustainability Implications:

- 7.4 Action to tackle poor property conditions in the private rented sector is expected to improve the quality of the city's housing stock, thereby improving its sustainability. The conditions for any new scheme would support improved sustainability of properties including energy efficiency, heating and insulation.

Any Other Significant Implications:

Crime & Disorder Implications:

- 7.5 Action to tackle anti-social behaviour through a scheme is expected to reduce anti-social behaviour and nuisance associated with these properties.

Public Health Implications:

- 7.6 Poor housing conditions, management and anti-social behaviour impact negatively on health, as evidenced in the city's Joint Strategic Needs Assessment. Improvements to housing quality and management will have a positive health impact on tenants and neighbours.

Corporate / Citywide Implications:

- 7.7 The long term impact of a scheme would be a higher quality and better managed private rented sector to the benefit of owners, tenants and neighbours. Improvements sought in management and standards and reductions in anti-social behaviour related to private rented homes would have wider beneficial impacts, and are not anticipated to have a significant adverse effect on property supply.

## **SUPPORTING DOCUMENTATION**

**Appendices: None**

**Documents in Members' Rooms: None**

### **Background Documents**

1. Housing & New Homes Committee Private Rented Sector Licensing Schemes Reports 16 November 2016, 14 June 2017, 17 November 2017, 16 January 2019.



<b>Subject:</b>	<b>Procurement of an Assessment Service for Rough Sleepers &amp; Homeless Adults</b>		
<b>Date of Meeting:</b>	<b>13<sup>th</sup> March 2019</b>		
<b>Report of:</b>	<b>Rob Persey, Executive Director – Health &amp; Adult Social Care</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Jenny Knight</b>	<b>Tel: 01273 293081</b>
	<b>Email:</b>	<b>jenny.knight@brighton-hove.gcsx.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>(All Wards)</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 In January 2015 Policy, Resources and Growth Committee granted delegated authority to the Executive Director of Health & Adult Social Care to enter into a remodelling and procurement process for services to support rough sleepers and single homeless adults and young people in Brighton & Hove.  
<https://present.brighton-hove.gov.uk/ielIssueDetails.aspx?IId=45415&PlanId=0&Opt=3#AI43961>
- 1.2 This paper was followed by reports to Housing & New Homes Committee on the 23<sup>rd</sup> September 2015, 16<sup>th</sup> November 2016 and 20<sup>th</sup> September 2017 and Health & Wellbeing Board on the 20<sup>th</sup> September 2016. The reports detailed the services being procured and the progress of the procurement process.
- 1.3 As part of the remodelling of homeless accommodation and support services an Assessment Service was designed to provide multi agency assessments to homeless adults with a local connection who require supported accommodation. The aim of the service was to ensure the service user was referred into the most appropriate supported accommodation service therefore giving them the best chance of a successful outcome.
- 1.4 The Assessment Service has been competitively tendered twice but neither process resulted in an acceptable bid. Following feedback from providers Health & Adult Social Care is now seeking to lease a suitable property from which the service can be delivered and which will allow for a further competitive tender for the support.
- 1.5 The purpose of this report is to seek approval from Housing & New Homes Committee for a competitive procurement by tender for an assessment support service for rough sleepers and homeless adults.

**2. RECOMMENDATIONS:**

That the Housing and New Homes Committee:

2.1 Grants delegated authority to the Executive Director of Health & Adult Social Care (HASC) to take all necessary steps to

(i) procure and award a contract for Five (5) years for the provision of an Assessment Service for homeless adults with a local connection requiring supported accommodation to the value of £360,000 per annum,

(ii) to approve an extension to the contract referred to in 2.1(i) for a period or periods of up to two years in total if it is deemed appropriate and subject to available budget.

### 3. CONTEXT/ BACKGROUND INFORMATION

3.1 Health & Adult Social Care has a budget of 5.4m to fund accommodation and support services for rough sleepers, homeless adults and young people. Since the Policy Resources & Growth Committee Report in January 2015 Health & Adult Social Care has been through the process of re-procuring its accommodation and support services this has included;

- High, Medium & Low Support Accommodation for Adults
- Outreach Services for Rough Sleepers
- Supported Accommodation for Young People
- Supported Accommodation for Young Women
- Women Only Supported Accommodation Service
- Peer Support Service
- Employment, Education & Training Support Service
- Housing First Service
- Floating Support for adults and young people in their own homes
- Mental Health Supported Accommodation
- Youth Advice & Family Mediation Service

3.2 The assessment service is a key element of the model of accommodation and support for homeless adults and an outcome of the Rough Sleeper Strategy 2016 under Priority 2, Rapid Assessment & Reconnection.

3.3 The assessment service will offer short term accommodation for up to 6 weeks to rough sleepers with a local connection. During those 6 weeks a comprehensive assessment of an individual's needs will take place in order to facilitate an onward placement into an appropriate supported accommodation service.

3.4 A local connection is defined as;

*To be deemed as having a 'Local Connection', a person must fulfil one or more of the following:*

- *Have lived in Brighton and Hove for at least 6 out of the last 12 months. Sleeping rough here will not count – they must have had a tenancy.*

- *Have lived in Brighton and Hove for at least 3 out of the last 5 years. Again, sleeping rough will not count and they must have had a tenancy or licence agreement.*
- *Have close family who are living here and who have lived here for at least the past 5 years. Close family means:*
  - (i) *mother or father (incl. step parents)*
  - (ii) *brother, sister, son or daughter all of which must be over 18 years of age (incl. step siblings)*
  - (iii) *carer over 18 years of age*

*Please note: 'close family' means just that. If there is no actual 'relationship' with the family member already living here, the person applying would not be considered to have a Local Connection.*

- *Have permanent full-time employment in the city*
- *Other special reason, such as growing up and attending school in the area, hate crime, fleeing domestic or sexual violence in an area and LGBT clients unable to return home.*

3.5 The aim of the service is to create better outcomes for individuals by making sure they are placed in a service which meets both their needs and their aspirations for the future. This could be a women only service, a service based outside the city centre, a medium or low support service or mental health supported accommodation service.

3.6 The assessment service model has been out to competitive tender twice once in December 2016 and once in August 2018.

3.7 On the first occasion the service was tendered in conjunction with New Steine Mews supported accommodation which is a council owned and managed service. This tender attracted limited interest and having evaluated the quality of the bids the evaluating panel was unable to recommend the award of the contract. Following this second tender the service was tendered without attached accommodation, in the hope of providers bringing a suitable building; again this attracted limited interest and the evaluation panel were unable to recommend award of the tender.

3.8 From conversations with providers Health & Adult Social Care is aware that there is a competitive market for the tender of the service however the lack of access to a building has prevented some providers from bidding for the service. By leasing a property we will be able to move ahead with the tender swiftly and ensure a fair procurement and competitive process.

#### **4. The Model**

4.1 The assessment service is part of the pathway of supported accommodation for rough sleepers and homeless people with a local connection. The service will act as a gateway into supported accommodation in the city. The process is as follows;

- 4.2 A referrer such as the Street Outreach Service or Housing Options will determine via an assessment that an individual is in need of supported accommodation and has a local connection to the city. This work may be done in the short term assessment hub (funded by MHCLG) or on the streets, in a day centre or at Bartholomew House. This individual will then be placed in the Assessment Service when a vacancy is available.
- 4.3 The Assessment Service would support the individual with their basic needs for example an individual may need toiletries, help to access items such as clothing, support to make a benefits claim or to assess medical treatment or dental care.
- 4.4 The role of the Assessment Service will be to undertake a comprehensive assessment of the individual's strengths, aspirations and support needs. This will include, where appropriate assessments of their physical and mental health needs, substance misuse issues and the level and type of support they need. The Provider would also seek to look with them at what they wish for the future and how they best see this being achieved.
- 4.5 The Assessment Service would then make a referral into an accommodation service which could best meet their needs. This could be high, medium, or low supported accommodation or it could be a service such as women only, multiple and complex needs or mental health supported accommodation. The assessment could also identify that mainstream supported accommodation is not appropriate and that other avenues of specialist support need to be explored.
- 4.6 The aim of the model is to place people in the most appropriate service for their needs improving their chances of remaining in accommodation and moving successfully on to greater independence.

## **5. Demand**

- 5.1 There is a high demand for supported accommodation in Brighton & Hove. In the 11 months from 01/04/18 there have been;
- 124 placements made into adult high and medium supported accommodation including 49 rough sleepers and 38 individuals placed via referral from Housing Options
  - 79 placements into young people's high and medium support accommodation.
  - 75 placements made into low support accommodation for adults & young people.
  - 24 placements into mental health supported accommodation
- 5.2 It is anticipated that a significant proportion of those placed in adult high and medium support will come via the assessment service.

## **6. Budget**

- 6.1 A budget of £360,000 per annum has been identified for this service from Health & Adult Social Care.



## **7. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 7.1 The Service is a key part of the model of support and accommodation for homeless people and full consultation took place when the model was developed including visits to assessment services in London and discussions with other local authorities who operate a similar model of assessment and support.

## **8. COMMUNITY ENGAGEMENT & CONSULTATION**

- 8.1 Consultation on the model of supported accommodation has taken place with partners, providers and service users.
- 8.2 Brighton & Hove City Council has utilised service user groups to consult on aspects of the design of its services and the referral processes for access to supported accommodation. We will continue to take feedback from current service users and those with lived experience to feed into our contract monitoring process and the development and remodelling of services.
- 8.3 Consultation on the tender will take place with partners such as Housing, Public Health, Community Safety and the CCG once a building has been secured.
- 8.4 Any new service commissioned by Health & Adult Social Care will be subject to engagement with the local community. The provider of the service will be expected to work with Brighton & Hove City Council to engage with the local community and ensure that strong relationships and channels of communication are developed.

## **9. CONCLUSION**

- 9.1 The assessment service is a key part of the model of supported accommodation for homeless adults and rough sleepers. With all supported accommodation services for homeless people being retendered under a new model over the last 3 years this will be the final service to be completed.

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

### Financial Implications:

- 10.1 The overall budget within Health & Adult Social Care for commissioned Housing Related Support services is £5.4m for 2018/19.  
The services commissioned must be within the funds available.  
The Council is experiencing financial challenges and is subject to annual government financial settlements which can impact on the availability of funding. However it is anticipated that financial resources will be available to enable the commissioning of the services detailed above.

*Finance Officer Consulted: Sophie Warburton*

*Date: 28.02.19*

#### Legal Implications:

- 10.2 In accordance with Part 4 of the council's constitution, Housing & New Homes Committee is the appropriate decision making body in respect of the recommendations set out in paragraph 2 above. In order to comply with Contract Standing Order ('CSO') 3.1, authority to enter into contracts in excess of £500,000 must be obtained from the relevant committee.
- 10.3 The estimated total value of the contract is £2.52 million including the proposed extension period. The procurement of the contract is therefore governed by the Public Contracts Regulations 2015 (PCR 2015). The nature of the services are classified as "light touch" and must be advertised in the Official Journal of the European Union as the value exceeds the threshold of £ 615,278.00.
- 10.4 In the event of a no deal Brexit the government will set up an alternative e-notification system. The regulations will remain broadly unchanged following Brexit.
- 10.5 As the contract will have a value of over £250,000, it must be executed as a deed using the Common Seal of the council in accordance with CSO 14.7(i)

*Lawyer Consulted: Judith Fisher*

*Date: 28.03.19*

#### Equalities Implications:

- 10.6 Rough Sleepers and Homeless People are vulnerable and we recognise that some groups of homeless people have difficulty accessing and maintaining accommodation due their complex needs. These individuals require a flexible range of services which are able to offer more personalised support.
- 10.7 The remodelling of supported accommodation has aimed to create services which are more diverse and personalised to better meet the complex needs of our service users. The assessment service is a key element to this ensuring a more personalised and detailed assessment process over a longer period of time leading to a more appropriate and personalised placement into supported accommodation.
- 10.8 An EIA for the new service is in development.

#### Sustainability Implications:

- 10.9 The contract length of 5 years plus an extension of 2 years will provide stability to both the provider and the service users.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

None

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

None

### **Background Documents**

1. PR&G Report 15<sup>th</sup> January 2015 <https://present.brighton-hove.gov.uk/ielIssueDetails.aspx?Id=45415&PlanId=0&Opt=3#AI43961>
2. Housing & New Homes Report 23<sup>rd</sup> September 2015 [https://present.brighton-hove.gov.uk/Published/C00000884/M00005929/AI00047254/\\$20150914111457\\_007769\\_0032819\\_HousingRelatedSupportCommissioningUpdateforHousingNewHomesCommitte.docxA.ps.pdf](https://present.brighton-hove.gov.uk/Published/C00000884/M00005929/AI00047254/$20150914111457_007769_0032819_HousingRelatedSupportCommissioningUpdateforHousingNewHomesCommitte.docxA.ps.pdf)
3. Housing & New Homes Report 16<sup>th</sup> November 2016 [https://present.brighton-hove.gov.uk/Published/C00000884/M00006161/AI00054330/\\$20161107162143\\_009729\\_0040352\\_Report281016IScomments.docxA.ps.pdf](https://present.brighton-hove.gov.uk/Published/C00000884/M00006161/AI00054330/$20161107162143_009729_0040352_Report281016IScomments.docxA.ps.pdf)
4. Housing & New Homes Report 20<sup>th</sup> September 2017 [https://present.brighton-hove.gov.uk/Published/C00000884/M00006674/AI00056751/\\$20170911102604\\_014048\\_0051687\\_SingleHomelessAccommodationSupportServicesFINALv2.docxA.ps.pdf](https://present.brighton-hove.gov.uk/Published/C00000884/M00006674/AI00056751/$20170911102604_014048_0051687_SingleHomelessAccommodationSupportServicesFINALv2.docxA.ps.pdf)
5. Health & Wellbeing Board Paper 20<sup>th</sup> September 2016 [https://present.brighton-hove.gov.uk/Published/C00000826/M00006148/AI00051431/\\$20160909164130\\_009614\\_0039191\\_SingleHomelessnessRoughSleeperAccommodationHWReportv14Final.docxA.ps.pdf](https://present.brighton-hove.gov.uk/Published/C00000826/M00006148/AI00051431/$20160909164130_009614_0039191_SingleHomelessnessRoughSleeperAccommodationHWReportv14Final.docxA.ps.pdf)
6. Brighton & Hove Rough Sleeping Strategy 2016 <https://www.brighton-hove.gov.uk/content/housing/homelessness-and-rough-sleepers/rough-sleeping-strategy>



<b>Subject:</b>	<b>Contract award for the provision of a “Safe Space to Stay” service funded by grant by the Ministry of Housing Communities and Local Government</b>		
<b>Date of Meeting:</b>	<b>13 March 2019</b>		
<b>Report of:</b>	<b>Executive Director for Health &amp; Adult Social Care</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sue Forrest</b>	<b>Tel: 01273 292960</b>
	<b>Email:</b>	<b>sue.forrest@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>(All Wards);</b>		

**FOR GENERAL RELEASE**

**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The purpose of this report is to seek authority to direct award a contract to St Mungos for the provision of a Safe Space to Stay service which will provide accommodation and a rapid assessment service for homeless persons and those at risk of rough sleeping.
- 1.2 The funding for the contract is being made available to the Council by the Ministry of Housing Communities and Local Government (“MHCLG”) following a successful bid by the Council for funding to establish a Rapid Rehousing Pathway. Final confirmation of funding was received on 20 February 2019.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing & New Homes Committee: Grants delegated authority to the Executive Director of Health and Adult Social Care to enter into a contract with St Mungos for the provision of an accommodation and rapid assessment service for homeless people at risk of rough sleeping for a period of 13 months; and
- 2.2 Grants delegated authority to the Executive Director of HASC to approve an extension to the contract term for a further period or periods of up to two years in total subject to performance and subject to the availability of funding.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The majority of people who find themselves homeless are single people and if they don't manage to find accommodation, can end up rough sleeping.
- 3.2 The Government's Rough Sleeping Strategy (RSS) was published in August 2018, setting out their plans to meet the commitment to halve rough sleeping by 2022, and end it entirely by 2027.
- 3.3 By 2027, the Government is expecting that the Council's response to rough sleeping will be based on a rapid rehousing approach. This means if a person is

at risk of rough sleeping they will have their needs assessed quickly in line with the requirements of the Homelessness Reduction Act 2017, be offered appropriate support and then helped rapidly into a home, with appropriate support alongside.

The Government is clear that every area with one or more rough sleepers should have a clear local pathway into settled accommodation that includes:

- Rapid assessment of need and eligibility;
- Rapid rehousing into an appropriate settled home and referral into support services, where needed.

- 3.4 The council submitted a bid to the MHCLG on 31<sup>st</sup> October 2018 for funding to establish and support the provision of services to prevent, accommodate and support people rough sleeping or at risk of rough sleeping. This is a No First Night Out rough sleeping prevention accommodation service (NFNO) with 10 units of accommodation and 12 crash beds.
- 3.5 People who are identified as homeless by Housing Options with no accommodation options that night, so at imminent risk of rough sleeping will be referred to this service. The staff will engage with the person, assess their accommodation and support needs and plan their move into longer term accommodation. The target for moving people through the service is 72 hours. The service will be operational 24 hours a day. Most of the people referred to this service are not likely to be in 'priority need' under homeless legislation, so would not be accommodated in emergency accommodation.
- 3.6 A telephone interview took place on 14<sup>th</sup> November 2018, and on the 18<sup>th</sup> December 2018, the MHCLG notified the council that the bid for a Safe Space to Stay service was successful. . The award is conditional on arrangements for the delivery of the services to be in place and operational from March 2019.
- 3.7 The Council commenced discussions with possible providers of the services from the Christmas period in December 2018 as it was essential to ensure that the short mobilisation timeline could be met particularly as the Safe Space to Stay service required a provider to identify and secure suitable premises from which the Hub could operate. St Mungos were able to identify potentially suitable premises in early January 2019 for the NFNO service.
- 3.8 On the 14<sup>th</sup> January 2019, the MHCLG visited Brighton and inspected the property to ensure it met the MHCLG's grant criteria. Confirmation of the funding was formally received on 20<sup>th</sup> February 2019.
- 3.9 The costs of this service are higher than a standard support service as the service will be staffed at all times by skilled Assessment and Reconnection Workers and the short term nature of the service means Housing Benefit is not applicable or possible to claim in most cases increasing the costs of the service. The grant costs for the service for 2019/20 is £944,000 which covers staffing, client and building costs.

- 3.10 The Rapid Rehousing Pathway funding aims to focus resources on preventing single people from ending up rough sleeping if they find themselves homeless. This model requires joint working with the Housing Options team under the Homeless Reduction Act and with other partners, developing robust assessments at an early stage to identify clear accommodation pathways for individuals and making sure they are placed in accommodation which best meets their needs, and they have access to appropriate support and never end up sleeping rough.
- 3.11 The MHCLG and will be closely evaluating the effectiveness of the Safe Space to Stay model by comparing outcomes with areas without this model. The key indicator will be monitored on the number of people who have been through the service and found rough sleeping 6 months and 12 months later.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 The short timescale on grant award and mobilisation timetable has meant that a full tender would not get the service up and running quickly in order to make an impact on preventing people rough sleeping in the city.
- 4.2 Any delay in setting up the services risks losing the grant funding. Awarding to another provider with a suitable empty building in the timescale required is unlikely to be possible.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Service providers, key partners and commissioners have been consulted on the models which will make the most positive impact.

#### **6. CONCLUSION**

- 6.1 There are limited options in ensuring contracts can be awarded and service providers delivering quickly in line with grant conditions.

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

##### Financial Implications:

- 7.1 The final award from the Ministry of Housing, Communities and Local Government following the service proposal, has been confirmed as £0.555m for 2018/19 and £1.368m 2019/20.
- 7.2 The services commissioned must be within the funds available.

*Finance Officer Consulted: Sophie Warburton*

*Date: 25/02/19*

##### Legal Implications:

- 7.3 Under the Public Contract Regulations 2005 Contracting Authorities such as the Council may award public contracts using a negotiated procedure without prior publication where for reasons of extreme urgency brought about by events

unforeseeable by that contracting authority, the authority is unable to conduct a standard procurement provided the extreme urgency has not been brought about by circumstances attributable to the contracting authority.

- 7.4 The scale of the funding and the timescale in which the services are required to be in situ are both out with the Council's control. The funding is significant and urgently required to make needed provision for those homeless within the City.
- 7.5 The adoption of the negotiated procedure without prior publication carries a small risk of challenge which has been mitigated by consultation with providers in the City. There may be additional risk if the contract were to be extended but that would need to be assessed at the time and in the context of any funding made available to support any such extension.

*Lawyer Consulted:*

*Judith Fisher*

*Date: 28/02/19*

Corporate / Citywide Implications:

- 7.6 This service model fits with the Council's Rough Sleeping and Homelessness Strategies to prevent people from ending up rough sleeping.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Rough Sleeping Strategy – Rapid Rehousing Pathway Prospectus – Expression of interest for Early Adopters

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

1. Brighton & Hove Rough Sleeping Strategy 2016 <https://www.brighton-hove.gov.uk/content/housing/homelessness-and-rough-sleepers/rough-sleeping-strategy>

### **Background Documents**

1. <https://www.gov.uk/government/publications/rapid-rehousing-pathway-somewhere-safe-to-stay-early-adopters/rapid-rehousing-pathway-somewhere-safe-to-stay-early-adopters>



# Rough Sleeping Strategy: Rapid Rehousing Pathway Prospectus

## Expressions of Interest for Early Adopters

The Ministry of Housing, Communities and Local Government (MHCLG) invites applications from Local Authorities that wish to be **Early Adopters (EA)**, to apply for funding to support the local establishment or enhancement of a **Rapid Rehousing Pathway (RRP)** for rough sleepers.

We are looking for local authorities, with their partners, who are innovative, creative and want to pioneer a new approach to ending rough sleeping. Above all, we want to hear from local authorities who are determined to reduce their rough sleeper numbers, and will be unflinchingly focused on outcomes for this vulnerable group.

Areas who can deliver quickly, have good local relationships in place and at least some parts of a Rapid Rehousing Pathway that are functioning, will be prioritised as an Early Adopter. A second process will follow early next year to fund those with a strong local need but less developed systems.

### **What is a Rapid Rehousing Pathway (RRP)?**

In our Rough Sleeping Strategy<sup>1</sup> (RSS) which we published in August 2018, we set out our plan to meet our commitment to halve rough sleeping by 2022, and end it entirely by 2027. By 2027, we want to base our response to rough sleeping on a rapid rehousing approach. This means if a person is at risk of rough sleeping they will have their needs assessed quickly in line with the requirements of the Homelessness Reduction Act 2017<sup>2</sup>, be offered appropriate support and then helped rapidly into a home, with appropriate support alongside.

We are clear that every area with one or more rough sleepers should have a clear local pathway into settled accommodation that includes:

- Rapid assessment of need and eligibility;
- Rapid rehousing into an appropriate settled home and referral into support services, where needed.

This approach was endorsed by our Advisory Panel, made up of sector experts, and the RSS set out policies that will support this system in local areas.

### **Why is this support available?**

In autumn 2017, 4,751 people slept rough on a typical night. This was an increase of 15% on the previous year. We are clear that the human cost of this, in broken lives too often cut short, is unacceptable.

A stable home is an essential element in a person's recovery from rough sleeping and needs to go hand in hand with flexible support that is tailored to individual needs. We need to ensure that people have support in place to move into sustainable accommodation.

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<sup>1</sup> <https://www.gov.uk/government/publications/the-rough-sleeping-strategy>

<sup>2</sup> <http://www.legislation.gov.uk/ukpga/2017/13/contents/enacted>

Ensuring that the right support, tailored to an individual's needs, is provided alongside a home, is fundamental. The earlier that a stable base can be established, the greater the chances that an individual will not return to rough sleeping. The internationally recognised Housing First model follows the principle that the first thing to do when intervening to secure a person's recovery is to support them into a home, with intensive wrap-around support provided in tandem to help them address their needs.

In many areas, often supported and funded by the Government's Rough Sleeping Initiative (RSI), a RRP exists, or at least some elements of it. We want to ensure this pathway exists, in some form, in every area where there are rough sleepers. The Government is therefore providing up to £100m of funding for areas to develop this pathway.

Firstly, we launched the £50m Move on Fund, administered by Homes England, which is now open for bids<sup>3</sup> from areas outside of London. This fund will provide capital for the delivery of much needed homes for people leaving hostels and domestic abuse refuges, and also fund provision of tenancy support for at least two years.

We are now inviting Expressions of Interest from innovative areas who are determined to reduce the numbers of rough sleepers on their streets. We are looking for local authorities, groups of local authorities or local authorities with their partners who would like to become Early Adopters of the pathway as set out in the RSS. These four elements are:

- **15 Somewhere Safe to Stay Pilots** – We will fund 15 assessment hubs that build on the No Second Night Out model in London, to rapidly assess the needs of people who are sleeping rough or those who are at risk of sleeping rough and support them to get the right help.
- **Local Lettings Agencies** – We will fund the setup or extension of local lettings agencies, to help local areas to make the most efficient use of rental accommodation, foster the development of strong relationships between landlords and tenants, and where possible develop a property portfolio to meet the needs of rough sleepers.
- **Supported Lettings** – We will fund flexible floating support in homes provided for people with a history of rough sleeping. This will provide flexible support funding to help over 5,000 people at risk of rough sleeping, over the next two years, to sustain their tenancies in homes across the housing sector.
- **Navigators** – We will fund new specialists who will help people who sleep rough to access the appropriate local services, get off the streets and into settled accommodation. These individuals will work with a range of multidisciplinary teams and provide both navigation and co-ordination support, using strong local relationships, expertise and collective working.

At this stage, we are seeking expressions of interest from authorities that would like to be considered as an EA and would like to adopt one or more of the above services into their pathway. They must:

- be able to rapidly deliver new services;
- have some/many functioning services/pathway elements for rough sleepers;
- have a rough sleeping problem and have a proven track record of reducing these numbers through interventions; and
- have strong local relationships.

Expressions of Interest must reach us by email to [roughsleepingstrategyEOI@communities.gsi.gov.uk](mailto:roughsleepingstrategyEOI@communities.gsi.gov.uk) by midnight on the 31 October 2018.

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<sup>3</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733423/Move\\_On\\_Fund\\_Prospectus\\_Final.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733423/Move_On_Fund_Prospectus_Final.pdf)

## The Programme

### Overview of the offer

The objective of the programme is to deliver functional and effective Rapid Rehousing Pathways for rough sleepers across England, building on the work of the RSI.

To this end, we will be allocating funding to EAs who can demonstrate that one or more of the interventions that we are funding is missing from their Pathway. We will therefore be making an assessment of the speed of delivery, projected outcomes and the proposed model of each intervention, as well as assessing the impact on the Pathway as a whole. For example, where a Somewhere Safe to Stay hub is placed, there must be suitable move on options to support it. Areas will also want to consider local need and local cohorts, to ensure that the pathway is appropriate for the area and the demographic characteristics of those who are experiencing rough sleeping locally.

We will not fund work that would happen anyway. This money cannot simply top up an existing project *unless* communities can provide clear evidence that the proposal would not have happened without our funding.

In addition, and in recognition of the importance of effective housing pathways for ex-offenders, we will give special consideration to Expressions of Interest that include support for those with an offending history.

Early Adopters must be able to deliver services which meet the following criteria:

#### Somewhere Safe to Stay (SStS)

We are seeking Expressions of Interest from local authorities and their partners, which have a need for, and can deliver, an assessment hub in their local area and consider that this would ensure more people could be supported off the streets.

- Building on No Second Night Out assessment hubs (NSNO), these centres will provide a safe emergency environment away from the street which is open and staffed 24 hours a day seven days a week to anyone who presents and is identified as being at imminent risk of or already rough sleeping. This will be aimed at single people and couples without children who do not have priority need. **We expect delivery providers to be able to implement a robust triage process and capability with skilled staff trained and able to determine those who fit this cohort.**
- During a short stay (72 hours) at SStS clients will be fully assessed and have a personal housing plan aimed at alleviating their housing situation and preventing them from rough sleeping. **We expect delivery providers to be able to implement an assessment with staff trained and able to make assessments of and referrals for entitlement for housing, benefits and support.**
- SStS projects can be either cross-local authority or single authority run. Individuals should leave the hub with a 'single service offer' of a pathway to accommodation, which could include supported housing, the private rented sector, social housing or staying with family or friends. **We expect delivery providers to demonstrate that they have the support of other local areas, local delivery partners and a range of multidisciplinary teams.**
- Offers of a space in a SStS hub should be for those with an imminent risk of and those who are already rough sleeping. **We expect delivery providers to**

**demonstrate that their service will be part of a pathway that includes assessments of local authority duties, and provision of a personalised housing plan.**

- The space should be a shared “sit up” space but will also need to adhere to minimum/agreed standards to ensure a dignified and safe stay in an environment conducive to engagement and psychologically informed working. This is in order to ensure that only those who really need it will take up the offer, but also to ensure people are willing to move on from the service and are not likely to interpret it as an accommodation offer. Providers will also need to have available some emergency accommodation or rooms for vulnerable people or for individuals where a positive housing outcome is achievable but over a longer time scale. The environment must be safe and staffed 24hrs a day. Access to shower and toilet facilities is essential as well as basic facilities to prepare food and drink. The hubs must have adequate space for staff teams to work from including interview and assessment rooms. **We expect delivery providers to have a suitable building identified, with suitable or imminent planning.**
- As part of the pathway, there must be agreed alternative offers and contingencies for occasions when the hub is full and should not be seen as the only option. For example, on occasions if the hub is full, arrangements should be in place with the local authority in order to access other emergency accommodation where needed. Optimal case loads would be five per worker per shift/day. Hub space would need a clear optimal capacity - this would be driven by building availability and staffing models (eg NSNO London hubs have an optimum capacity of 25 clients at any given time). **We expect delivery partners to be able to estimate the use and throughput of their hub and have contingency plans.**
- SStS hubs should develop robust data and recording systems to use to evidence their work but also highlight the gaps and challenges locally and nationally to inform service and sector improvement - including recording length of stay, reasons for long stay, reasons for risk of rough sleeping, demographics, support needs etc. Crucially, all pilot areas will need to record outcomes and move on success. **We expect delivery partners to commit to monitoring this information.**

#### Supported Lettings

We are seeking Expressions of Interest from areas which have a need for additional funding to provide tenancy sustainment support to sit alongside homes that are let to rough sleepers leaving the street, former rough sleepers leaving hostels, and those at imminent risk of sleeping rough.

- We would like this funding to encourage landlords to bring forward new units for rough sleepers by building confidence in those who have concerns about taking on people who are leaving or who have recently left the streets. This funding cannot be used for those already housed or for families. **We expect delivery areas to demonstrate that they have homes which could be utilised by rough sleepers (PRS, Housing Association, or council homes) if low level support were available.**
- This support is only for people who have low/medium needs and will not be high level enough for those with complex needs, though areas could top this funding up. Areas will need to consider whether this is appropriate for their local populations of rough sleepers or former rough sleepers in hostels. **We expect delivery areas to**

**demonstrate that they have a cohort of low/medium needs rough sleepers or former rough sleepers in hostels who could benefit from such support.**

Tenancy sustainment support could include, but is not limited to:

- Support to develop independent living skills;
- Support with learning to manage a tenancy and adhere to tenancy terms, including paying rent;
- Support with learning to budget;
- Support or signposting to claim benefits;
- Support to develop and cultivate support networks;
- Signposting into work or education;
- Signposting to other services and agencies for help and support.

**We expect delivery areas to demonstrate that they have local partnerships that will allow them to recruit or contract suitable support workers swiftly.**

### Navigators

We are seeking Expressions of Interest from local authorities and their partners, who consider that their Rapid Rehousing Pathway would benefit from one or more 'navigators' to support rough sleepers from their first contact with services through to settled accommodation.

- Navigators will be assigned to rough sleepers who would benefit from this kind of tailored support. Caseloads should not be more than 20, but could be lower. They should follow the client from street outreach, giving a continued single point of contact and support through pathway systems and through to resettlement support. They will focus not just on finding a housing solution but supporting the individual in their recovery to find employment, undertake training, develop budgeting skills, cultivate positive social circles and be better equipped to maintain their accommodation and independence and avoid returning to the street. Navigators should be able to offer personalised, creative, innovative and effective support and be a single point of contact, building trust with clients, working in an inclusive way and empowering clients to achieve. **We expect delivery areas to demonstrate that they have a route to recruitment for flexible (including flexible hours) and trained navigators or advocates.**
- Navigators should co-ordinate support services, work with stakeholders and provide support, encouragement and advocacy to enable clients to navigate support and accommodation pathways in order to move away from the living on the streets. This will require freedom to try different forms of innovative interventions to achieve outcomes, with the full engagement and partnership of local agencies. Ideally, Local Authorities will assign personalised budgets to their navigators, to ensure they are able to fully and effectively support their clients. Navigators should be able to demonstrate positive outcomes for clients over a two year period. **We expect delivery areas to demonstrate that their navigator will have the support of key local stakeholders and be embedded in a multidisciplinary team who will support and help to co-ordinate their tailored and targeted work.**

### Local Lettings Agencies

We are seeking Expressions of Interest from local authorities and their partners, who would like to set up or expand an existing Local or Social Lettings Agency. These organisations or a group of specialists provide help for individuals who are not owed a housing duty by the

local authority and need additional support to access the private rented sector or other suitable housing.

- Local Lettings Agencies can provide a range of services, which can include:
  - Signposting to local services, including deposit services or charities;
  - Advice on renting, tenancy agreements and budgeting;
  - Guidance on support services and referrals to housing providers;
  - Brokering relationships with local landlords and housing providers, to create a bank of landlords who will let to more vulnerable tenants;
  - Leasing of properties and rental guarantees for landlords; and/or
  - Managing or holding a portfolio of property to be rented by vulnerable individuals.

This new funding will provide for the setup of new Local Lettings Agencies to provide this support, and the expansion of these services to provide more support to help people get into settled accommodation, including specialist support for rough sleepers. This can be established in a dedicated building or as part of a Housing Options service. **We expect delivery partners to demonstrate that they have a clear strategy to ensure that this service will provide housing outcomes for vulnerable people.**

- Whilst Local Lettings Agencies can provide services for a number of vulnerable groups who are not owed a duty of housing by the local authority, this funding will provide specialist posts to give support to rough sleepers and those at risk of rough sleeping. These individuals will have an understanding of the specific issues that face this group and will have a range of strategies to overcome these challenges to support rough sleepers and those leaving hostels into settled, appropriate accommodation in all housing tenures. **We expect delivery partners to demonstrate that they have a route to recruitment for these officers.**

### Funding

Grants will be paid to the appropriate principal local authority that is supporting the application (under section 31 of the Local Government Act 2003), but can then be directed to local delivery partners.

If successful, local authorities (or lead authorities) will be given funding for 2018/19 and be given a provisional allocation for 2019-20.

<b>Subject:</b>	<b>HRA Borrowing Cap</b>		
<b>Date of Meeting:</b>	<b>13 March 2019</b>		
<b>Report of:</b>	<b>Executive Director for Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>			
	<b>Name:</b>	<b>Diane Hughes, Sam Smith</b>	<b>Tel: 01273 293321, Tel: 01273 291383</b>
	<b>Email:</b>	<b>diane.hughes@brighton-hove.gov.uk, sam.smith@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>(All Wards);</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Housing & New Homes Committee on 14 November 2018 considered a 'Housing Supply Update' report that provided an update on the delivery of new affordable housing by the council, and future plans to escalate delivery by utilising the recently announced HRA borrowing flexibilities and revenue underspends in the HRA.
- 1.2 At December's meeting of full council a Notice of Motion was agreed which asked for the following:
- (1) To call upon the Chair of Housing to bring a report to the next meeting of the Housing & New Homes Committee, on 16th January 2019, that details a revised policy in the light of changes to HRA Borrowing Cap and the failure of current policies to achieve replacement of truly affordable social rents lost under the 'Right to Buy' (RTB);
- (2) Since LGA research reveals councils have only been able to replace 1 in 5 homes sold under the RTB since 2011/12, to ask that the Chief Executive writes to the Secretary of State, requesting the option for councils to suspend RTB sales in areas where there is a shortage of affordable homes;
- (3) That the Chief Executive writes to the Secretary of State asking that the 30% limit on investment of RTB receipts in affordable housing be lifted; and that councils are able to include the full value of council land in the cost of building, thereby enabling scope for providing new homes at living and social rents."
- 1.3 In response to point (1) of the Notice of Motion, this report updates on progress on removing barriers to accelerate delivery of new homes agreed with the approval of recommendations of the Housing Supply Update Report considered at Housing & New Homes Committee in November 2018. This report provided information on capacity and resources to expand delivery of housing following lifting of the HRA cap.

- 1.4 In response to point (2) a letter has been sent to the Secretary of State regarding RTB sales and the council is awaiting a response.
- 1.5 In response to point (3) in August 2018 the Government launched a consultation regarding the options for reforming the rules governing the use of RTB receipts. The council responded to this consultation, welcoming both an increased flexibility on the amount of RTB receipts that can be used and also an extension of the deadline for when existing receipts must be spent. The government have not yet announced the outcome of this consultation or any changes to the current rules.

## **2. RECOMMENDATIONS:**

- 2.1 That the committee note the contents of this report.

## **3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The Government announced on the 3 October 2018 the borrowing restrictions on the Housing Revenue Account (HRA) will be removed enabling councils to play a key role in delivering the homes their communities need. Following this announcement the Minister for Housing, Communities and Local Government has now issued a determination – The Limits on Indebtedness (Revocation) Determination 2018. This came into force on 29th October 2018, removing the borrowing cap on the HRA.
- 3.2 Housing & New Homes Committee on 14 November 2018 considered a ‘Housing Supply Update’ report that provided an update on the delivery of new affordable housing by the council, and future plans to escalate delivery by utilising the recently announced HRA borrowing flexibilities and revenue underspends in the HRA. Committee agreed to recommendations to: note the work programme to date to increase the supply of affordable housing in the city and proposals to increase cross council resources to support expansion of the programme to realise the council’s ambitions to increase housing supply; agree (subject to government guidance) for the council to utilise HRA borrowing flexibilities to deliver future New Homes for Neighbourhoods Schemes; note that as a result of current forecast underspend in the HRA, the month 7 Budget Monitoring report to Policy Resources & Growth Committee will propose that £1.5m will be used as a revenue contribution to the capital programme to support further housing delivery via the Home Purchase Scheme for 2019/20.
- 3.3 The lifting of the cap is welcomed. HRA borrowing can be used to improve our existing stock as well as building new homes. This enables the council to respond to a range of current and future pressures on the HRA including;
- Increasing the supply of new homes
  - Changes to the Decent Homes Standard announced through the Housing Green Paper
  - Post Grenfell actions required to be undertaken by councils
  - Increasing investment in council owned homes
  - Undertaking a new stock condition survey on council owned homes and
  - The cost of delivering works under new repairs and maintenance arrangements.



## **Removing barriers to accelerate delivery of new homes**

- 3.4 In light of this change the council has been looking at the range of initiatives it has to deliver additional housing and how it can respond to the change in legislation to accelerate delivery and increase the amount of housing delivered in the city.
- 3.5 The council has bid for the recently announced Local Government Association grant programme relating to building new council homes, and unlocking the skills to deliver ambitions for the HRA. We applied for the full £50,000 grant with the bid focused on a resource to develop our pipeline of sites. We expect to hear soon if we have been successful. The bid included the following outcomes:
- Accelerated delivery, including looking at the meanwhile use on sites to meet housing pressures pending approval for redevelopment;
  - Increased supply of affordable housing compared with the current baseline pipeline of sites, over the next two years
  - evaluation of Modern Methods of Construction options including modular, system build and timber frame to speed up construction delivery;
  - Maximise existing land density and understand the full development potential of existing assets and land holdings;
  - The creation of a “rolling” pipeline balancing the need for existing project delivery and new project identification.

## **New Homes for Neighbourhoods – accelerated pipeline development**

- 3.6 The council has developed an innovative ‘New Homes for Neighbourhoods’ programme. The programme has been successful and since summer 2015 has completed 172 new council homes in 11 projects and has another 12 council homes under construction at Kensington Street. It has sites currently identified for a total of around 500 homes including 30 at Eastergate Road, 12 at Buckley Close, 4 at Rotherfield Crescent, 30 at Selsfield Drive and 46 at Victoria Road which all have committee approval to proceed. In addition, there is potential for redevelopment of some existing council housing.
- 3.7 An accelerated pipeline of New Homes for Neighbourhoods projects is currently being developed to take advantage of the lifting of the HRA cap and to ensure 1-4-1 RTB receipts are spent within the required deadlines. This includes a detailed review of potential development sites including due diligence checks. Initial assessment work on this pipeline increases the number of homes the programme will deliver from 500 to 650 homes.
- 3.8 Projects that can be progressed will be brought to Housing & New Homes Committee for approval. It is also key for the new programme to replicate the successful public consultation process held throughout the delivery of the New Homes for Neighbourhood programme (NHFN). It is important the approach is tailored appropriately and communities are fully consulted on any proposals.
- 3.9 The following table provides an overview of the programme and projected next phases:

Programme phase	No. homes	Date
Phase 1 (completed homes)	172	Complete June 18
Phase 2 (on site/with agreement to progress)	124	All homes complete 2021
Phase 3 (next phase of projects)	c.130	Committee Autumn 2019
Phase 4 (medium term pipeline)	c.125	Committee Spring 2020
Phase 5 (longer term pipeline)	c.85	Committee Summer 2020

- 3.10 This follows the work completed on the bid applications, which were made for the delivery of New Homes for Neighbourhoods schemes for the three years 2019–2022, but these were not processed due to the HRA borrowing cap being lifted.

### **Moulsecomb Hub**

- 3.11 Following initial proposals for the development of a neighbourhood hub in Moulsecomb and Bevendean the scope of the project has been extended to include the neighbourhood hub with access to co-located services and to maximise the potential for new affordable housing in the area. The revised project scope would release sites for housing which would be developed by the council's New Homes for Neighbourhoods programme, maximising opportunities presented by the recent removal of the borrowing cap for the HRA.

### **Additional Resources**

- 3.12 In the November 2018 committee report it outlined a range of additional resources that would be created to support housing supply projects for the council. An update on progress is included in the table below:

Role	Progress
3 x Project Managers	1 x Project Manager in post, 2 x Project Manager out to external recruitment with a closing date of 25 February 2019.
1 x Architect	Additional architect now in post in Property & Design creating further capacity to support housing projects.
Legal support	A number of legal services positions will now support housing supply projects creating additional capacity to deliver. To be kept under review and a further post may be considered if required.
Financial Support	A number of finance positions will now support viability modelling and budget management support creating additional capacity to support housing supply projects. To be kept under review and a further post may be considered if required.

Planning Support	Discussions underway to agree a Pre Planning Application Agreement for council led housing initiatives.
1 x Technical Surveyor	To be accessed on a consultancy basis as required.
1 x Commercial Asset Surveyor	Currently being recruited to.
Customer Liaison	Currently being recruited to.
Consultation and communications support	Communication support continues to be provided by the corporate Communications Team. Currently reviewing options for consultation support.

### **Other initiatives**

#### **Homes for Brighton & Hove (Living Wage Joint Venture)**

- 3.13 The council will continue working in partnership with Hyde Housing Association (Hyde), as part of our innovative joint venture to provide combined additional investment of over £100m to deliver 1,000 new lower cost homes for rent and sale in the city. The first sites have been identified and two planning applications are currently being considered, which will deliver 360 new homes. Further sites are being assessed and it continues to work with public sector partnerships to make best use of public sector assets. The Homes for Brighton & Hove initiative gives the council a method of increasing the supply of affordable homes which does not use HRA funding or land. This ensures HRA land can be prioritised for council led development. It includes investment of approximately £60m in affordable housing from both the Council's General Fund and Hyde Housing and uses Hyde's expertise in development management to take forward these sites without impacting on the capacity of council teams.

#### **Hidden Homes**

- 3.14 The lifting of the borrowing cap provides an opportunity to increase the programme to refurbish and convert under used or unused spaces within our existing council stock into new homes. Work continues with nine new homes delivered to date, with a further six due to be delivered in 2018/19. A pipeline of potential sites has been developed to deliver approximately 30 further units, with current applications in planning for eight proposed new homes on the Bristol Estate. Once the new Project Managers are in post we will be able to accelerate delivery of these homes and review the pipeline to identify new opportunities.

#### **Home Purchase Policy**

- 3.15 This scheme has allowed the council to buy back homes that have been sold under right to buy which will now be used for general needs or temporary accommodation. To date nine properties have been purchased and are back in council ownership, the purchase of a further 11 properties are underway with legal services and 12 other applications are being assessed. Housing & New Homes Committee agreed to the expansion of the scheme in September 2018 allowing the council the option to look at purchasing affordable housing units

supplied as part of new housing developments in the city (typically known as S106 sites). The council is now actively looking at these opportunities. The council is assessing one scheme at present with another scheme not progressed due to another housing provider coming forward to deliver the homes. The lifting of the borrowing cap also provides an opportunity (with committee agreement) to purchase more homes under this scheme.

### **Council owned temporary/emergency accommodation**

- 3.16 The council has been delivering projects to create a supply of council owned temporary accommodation. This includes completing 10 new homes at Stonehurst Court in 2018. The council has also purchased and is currently refurbishing Tilbury Place to create 15 new homes and work has started on site at the former Oxford Street Housing Office. This allows the council to achieve savings against the costs of procuring more expensive accommodation from the private market either through existing frameworks or spot purchase. The lifting of the borrowing cap provides an opportunity to increase the number of refurbishment projects delivered. The council is looking into the viability of increasing its programme and a report into the wider viability of the council providing emergency temporary accommodation in-house will be brought to Housing & New Homes Committee in June.

### **Wholly Owned Housing Company**

- 3.17 The council has agreement to progress a Wholly Owned Housing Company to deliver additional homes in a range of ways if required e.g. buying properties off plan. We have reviewed this option on sites such as Preston Barracks. Suitable opportunities will continue to be assessed to determine if a company should be set up.

### **Specialist housing**

- 3.18 Cross directorate working continues with Adult Social Care and Children's Services to identify specialist schemes for providing housing for vulnerable households. This housing can create savings on social care, children services and health budgets, with Homes England grant funding opportunities available to support delivery of schemes. A successful bid for £750,000 by the council to Homes England has been made under the Shared Ownership and Affordable Homes Programme (SOAHP) 2016-21 for the development of a move-on housing scheme to provide medium level support and settled accommodation for vulnerable households typically blocking high support accommodation places in the city.

### **Community Led Housing**

- 3.19 Working in partnership with the Brighton & Hove Community Land Trust who deliver the community led housing programme in the city the council continues to support initiatives to develop community led housing in the city with support of £465,000 of enabling funding to build their capacity. A pathway has been developed for council owned sites to ensure there is clear route for considering when land or building opportunities may be considered for community led

housing. At present two sites have been identified which could be used for housing schemes. Business cases are currently being produced for both sites and will be considered by the Estate Regeneration Members Board prior to going to relevant committees for decisions. We are currently reviewing options for further bids for capital and revenue funding.

### **Partnership working with Government and other public sector bodies**

- 3.20 We continue to work in partnership to enable delivery of new affordable homes through:
- Our Affordable Housing Development Partnership with Homes England and Housing Associations to enable delivery of new affordable homes to meet City Plan & Affordable Housing Brief priorities.
  - Seeking continued funding – capital & revenue through our bids to and work with Government, Greater Brighton & Local Enterprise Partnership.
  - Work with public sector partnerships to make best use of public sector assets including through One Public Estate, our Public Sector Property Group and discussions we are currently having concerning sites such as Brighton General Hospital.

### **Borrowing plans**

- 3.21 The 2018/19 TBM 9 forecast for the HRA capital programme assumes that new borrowing of £4.789m is required. Alongside this the HRA Capital Programme and Funding 2019/20 – 2021/22 appendix approved by Policy Resources & Growth Committee assumes further borrowing of £35.964m. With plans to accelerate the new pipeline schemes, with initial pipeline schemes being brought forward for committee approval between September 2019 – June 2020 this is likely to increase. The Estates Regeneration Members Board will monitor the delivery of the new pipeline schemes in order to approve early feasibility studies and drawings and monitor the use of Right to Buy Receipts to ensure the deadline for using the receipts is met.
- 3.22 The removal of the cap will enable substantial growth in the numbers of homes that can be built or purchased within the HRA alongside the continued investment in existing homes, however any borrowing undertaken will need to be prudent, affordable and sustainable. Work is being undertaken on the 30 year HRA financial plan to provide assurance to the Chief Finance Officer that the borrowing is affordable for the HRA.
- 3.23 Although the restrictions on borrowing have been lifted, the delivery of viable schemes and therefore the levels of future borrowing are likely to depend on the availability of RTB receipts and other forms of grant funding available. Without this funding, the council's ability to deliver viable schemes will still be restricted. Current rules only allow RTB receipts to pay for 30% of build costs. The Government has consulted local authorities on the use of receipts and the results of this consultation are expected soon.
- 3.24 The HRA 30 year financial plan and capital strategy need to be updated and aligned to ensure that a clear strategy on how the impact of the removal of the HRA borrowing cap can help deliver the number of new homes required and maintain existing homes. Part of this capital strategy update will need to factor in

a full stock condition survey to assess what work is required to existing homes to keep them maintained to the required decent homes standard.

## **Rent Policy**

- 3.25 At its meeting on 15 November 2017, the Housing and New Homes Committee agreed a new 'rent policy' for new council houses. This agreed principles for setting rents for new council homes and a policy that rents for proposed new schemes of new build council homes will be modelled as below, with the option of a mix of rents to achieve a spread of affordability on any one scheme to be available:
- Affordable rents capped at LHA rates
  - 37.5% Living Wage Rent
  - 27.5% Living Wage Rent and
  - Target social rent levels
- 3.26 For each scheme officers will recommend rent levels as appropriate for that scheme and based on the rent principles above, for Housing and New Homes Committee to agree the rents when it approves the scheme. If rents are set at a level where the costs of borrowing are not met, then this will require a subsidy from the current resources in the HRA. Members will have to consider the affordability and other opportunities foregone of any such 'subsidy' to a new build scheme. Full financial implications of the various rent options will be included in the individual report for each scheme.
- 3.27 It is still considered prudent to follow this policy with the lifting of the HRA borrowing cap as each scheme must still be affordable for the HRA to ensure that the whole of the HRA remains viable meaning that the costs of the management and maintenance of all council homes can be met from its rents.

## **4 ANALYSIS & CONSIDERSATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 The range of housing delivery initiatives enables the council to increase the delivery of new homes through the HRA, but also maintaining existing homes to the required decent homes standard and utilising investment and capacity of key partners such as Hyde Housing Association.

## **5 COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Local residents and ward councillors will be consulted about individual schemes. Furthermore tenants and leaseholders are engaged on a range of HRA investment options and initiatives including the HRA budget, Estate Development Budget and Home Purchase Policy.

## **6. CONCLUSION**

- 6.1 The council is aiming to maximise what we can deliver and the lifting of the HRA borrowing cap will enable the council to increase the delivery of homes across the range of HRA funded initiatives discussed in this report. In response to point (1) of the Notice of Motion, this report updates on progress on removing barriers

to accelerate delivery of new homes agreed with the approval of recommendations of the Housing Supply Update Report considered at Housing & New Homes Committee in November 2018. This report provided information on capacity and resources to expand delivery of housing following lifting of the HRA cap.

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

### Financial Implications:

- 7.1 The lifting of the HRA borrowing cap will enable the potential for substantial growth in the number of homes that can be built or purchased within the HRA and continued investment in the existing housing stock. However, the HRA remains subject to the Prudential Framework and as such all new HRA borrowing decisions will need to be affordable, prudent and sustainable and therefore will be subject to business cases and viability tests. The viability and affordability of schemes is likely to depend on the availability of RTB receipts and other grant funding.
- 7.2 In order to determine whether new borrowing is affordable for the HRA, prudential indicators need to be set which would effectively set a new cap on HRA borrowing to maintain the viability of the HRA's 30 year financial plan. A range of indicators are being considered and discussed with other authorities and housing experts as well as the council's treasury management team. One potential indicator being considered is to measure the capital financing costs of the HRA as a percentage of the gross budget and/or the HRA revenue surplus.
- 7.3 The expectation is that there would still need to be a 10% margin maintained between actual borrowing and the cap to ensure there is a contingency of funding in place to use in case of emergencies.
- 7.4 From 2018/19 – 2021/22 the estimated level of new borrowing is £40.753m. This is a result of the delivery of new affordable housing over that period of time. The revenue cost of this borrowing will be met by the rental income generated from the new homes. New borrowing is only one element of funding for the delivery new homes, other sources of funding which are considered, are RTB receipts, grant funding and Direct Revenue Funding (DRF).
- 7.5 A stock condition survey is being commissioned by the council to provide an up to date needs assessment of maintenance and improvements required to current council homes. The results of this survey will be used to update the HRA Asset Management Strategy and the 30 year financial plan and capital strategy for the HRA. It will then inform the level of borrowing available for new build, acquisition and regeneration.

*Finance Officer Consulted: Monica Brooks/Craig Garoghan Date: 21/02/19*

### Legal Implications:

- 7.6 As this report is for noting, there are no significant legal issues to draw to Members' attention.

Equalities Implications:

- 7.7 All current housing supply programmes support the delivery of the city's Housing Strategy and an increase in housing supply will extend opportunities to accommodate households on the Housing Register who are on housing need.
- 7.8 The New Homes for Neighbourhoods programme builds at least 10% of new council homes to full wheelchair user standard and the rest to accessible and adaptable standard, which can be easily adapted for people with disabilities. An Equalities Impact Assessment has been completed on the programme and is supplemented for individual projects.
- 7.9 As outlined in paragraphs 3.22 and 3.23 rent levels will be set for each individual scheme with the option of a mix of rents to achieve a spread of affordability on any one scheme to be available. The equality implications of setting different rents within a scheme should be considered to ensure fairness and equity.

Sustainability Implications:

- 7.10 New Homes delivered under the programme are built to high sustainability and energy efficiency standards, including photo voltaic panels on roofs where feasible and communal boilers in larger schemes.
- 7.11 Existing council owned homes are required to meet the Brighton & Hove Standard and seek to be energy efficient, minimise carbon emissions and reduce water usage. The HRA Energy Strategy takes a two-fold approach to improving energy efficiency in its homes through integrating energy efficiency into works and supporting residents with energy saving projects e.g. Your Energy Sussex and the SHINE project.



<b>Subject:</b>	<b>Update on procurement of the main IT system for Housing</b>	
<b>Date of Meeting:</b>	<b>13 March 2019</b>	
<b>Report of:</b>	<b>Executive Director Neighbourhoods, Communities &amp; Housing</b>	
<b>Contact Officer Name:</b>	<b>Mo Lawless</b>	<b>Tel: 01273 295975</b>
<b>Email:</b>	<b>mo.lawless@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>	

## **FOR GENERAL RELEASE**

### **1 PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report updates Housing & New Homes Committee on progress made on the procurement of, and project to implement, a new housing management IT system for Housing services.
- 1.2 The report confirms which organisation has been awarded the contract for a provision of a new housing management system, and how the project will progress. The aim is to have the new IT system in place by September 2020. It should enable the service to introduce long term operational efficiencies, helping to ensure that resident services are provided as effectively as possible, and should also improve the customer experience - making a significant contribution to service delivery that is fit for the future.

### **2 RECOMMENDATIONS:**

- 2.1 That Housing & New Homes Committee notes the contents of this report.

### **3 CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The Council's current primary housing management IT system, Northgate Open Housing Management System (OHMS) is now over 20 years old. The current contract for this system was extended to January 2021 to enable a compliant and robust procurement process for the new contract to take place and to allow for a reasonable implementation period for the replacement system.

- 3.2 A budget for the replacement system of £1.2m was approved by Policy Resources & Growth (PR&G) Committee in July 2017. The proposed HRA capital programme for 2019/20 also includes a further £0.25m to cover the costs of new server hardware and IT and Digital (IT & D) staff support costs to assist with the build, implementation and licence costs. There is, as would be expected for major management system/IT projects, a contingency for unforeseen costs that could arise, e.g. if building the new system interfaces prove to be more challenging than anticipated, or further IT & D specialist staff resources are required.
- 3.3 The contract for the new system has now been awarded to Northgate Public Services (NPS) following a procurement process undertaken in accordance with the The Public Contracts Regulations 2015.
- 3.4 The following paragraphs explain in more detail how the successful supplier, NPS, was selected.
- 3.5 Each supplier was asked to demonstrate their system, and staff from across the user base met to see what each system could offer. Staff and residents then tested the functionality of all the systems by working through some common scenarios and scored how each performed. This fed into the overall scoring process.
- 3.6 The suppliers' bids were also scored by the procurement panel, which included officers with experience covering many areas. Panel members only looked at the quality of the bids and did not have access to information about the cost of the particular systems. Financial consideration of each bid was carried out separately.
- 3.7 IT & D colleagues evaluated the technical specification; and the evaluation panel were required to:
- Evaluate the suppliers in accordance with the specification developed by the Housing teams against a set of pre-defined criteria
  - Evaluate the demonstrations
  - Visit other landlords who are already using the suppliers' software
- 3.8 The council's Procurement team then collated all of the moderated scores and carried out a financial assessment of the preferred bidder. Finally, the Change Advisory Board (an internal IT & D group of technical staff) gave their final verdict on the system that had scored the highest points.
- 3.9 NPS scored consistently well across all stages of the procurement process and the evaluation panel is confident that they will provide the modern, improved housing management system that is very much needed.
- 3.10 The implementation of the new system is due to start in April 2019 with the first stage being the build of the new system.

- 3.11 The project will be delivered in three phases. The first will include the build and replacement of the current housing management system and housing customer portal, as well as the integration with Microsoft Outlook and text messaging. The second phase will include the introduction of mobile working, an enhanced customer portal, planned maintenance, as well as bed and breakfast placements. The third and final phase will introduce improvements to the billing process for leaseholders, access to the housing portal for leaseholders, graphical repairs reporting for customers, social media integration, and a contractor portal.
- 3.12 The aim is for the first phase deliverables to go live in September 2020, the second phase deliverables target date is in December 2020 (depending on how well the initial phase is bedded in), and the the third and final phase deliverables is March 2021.

## **4 COMMUNITY ENGAGEMENT & CONSULTATION**

- 4.1 Residents were involved in the evaluation process for the new contract.
- 4.2 Those residents and others have indicated that they would be happy to be involved or indeed continue to be involved in the testing of the housing customer portal, as the implementation progresses.
- 4.3 Updates on the progress of the project will be featured in Homing In magazine and on our website for the benefit of all residents and to promote the enhanced customer portal.

## **5 CONCLUSION**

- 5.1 This report provides an update on the award of a contract for a new housing management IT system and the implementation phases for the new system. The programme manager can provide this committee with further updates at key stages of the project as requested.

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

- 6.1 Financial Implications:

PR&G Committee approved a budget of £1.2m for the delivery of a new Housing Management IT System. The proposed HRA capital programme 2019 (report to PR&G 14 February 2019) includes a further £0.250m for Housing IT including the costs of new hardware and IT and Digital (IT & D) staff support costs to assist with the build, implementation and licence costs. Both budgets (if approved) will be funded from HRA reserves. The latest forecast for HRA reserves confirms that the project can be funded at this level with sufficient reserves remaining to maintain the minimum HRA working balance of £3m.

6.2 Legal Implications:

There are no direct legal implications arising out of this report which sets out a recommendation for noting.

*Lawyer Consulted: Isabella Sidoli*

*Date: 1-3-19*

6.3 Equalities Implications:

Equalities considerations informed the specification for the new system, to meet equalities requirements for staff and customer users alike. This was tested in the scoring process and will be tested as part of the implementation of the new system. An Equalities Impact Assessment of the new system has been completed and will inform the testing to ensure full accessibility.

6.4 Sustainability Implications:

None arising directly from this report.

Any Other Significant Implications: None

6.5 Public Health Implications:

None arising directly from this report.

6.6 Crime & Disorder Implications:

None arising directly from this report.

6.7 Risk and Opportunity Management Implications:

None arising directly from this report.

6.8 Corporate / Citywide Implications:

None arising directly from this report.

**SUPPORTING DOCUMENTATION**

<b>Appendices</b>	<b>None</b>
<b>Documents in Members' Rooms</b>	<b>None</b>
<b>Background Documents</b>	<b>None</b>

<b>HOUSING &amp; NEW HOMES COMMITTEE</b>	<b>Agenda Item 76</b> Brighton & Hove City Council
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<b>Subject:</b>	<b>Housing Management Performance Report Quarter 3 2018/19</b>		
<b>Date of Meeting:</b>	<b>13 March 2019</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 01273 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

## FOR GENERAL RELEASE

### 1. SUMMARY AND POLICY CONTEXT:

1.1 The housing management performance report covers Quarter 3 of the financial year 2018/19. The report is attached as Appendix 1 and notable results include:

- **Rent collection and current arrears** – 98.10% of rent collected.
- **Customer services and complaints** – 87% of stage one complaints were responded to within 10 working days.
- **Empty home turnaround time** – 127 homes re-let in an average of 24 days (or 45 days including time spent in major works).
- **Repairs and maintenance** – routine repairs took an average of 12 days to complete and 96% of appointments were kept.
- **Estates service** – 87% of bulk waste jobs completed within 7 working days.
- **Anti-social behaviour** – 86% of people surveyed were satisfied with the way their anti-social behaviour complaint was dealt with.
- **Tenancy management** – 28 people helped to keep their tenancies which were at risk and four properties returned to stock due to housing fraud.
- **Seniors housing** – 94% of residents have had their annual review.

### 2. RECOMMENDATIONS:

2.1 That the Housing & New Homes Committee notes and comments upon the report.

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

3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

#### **4. COMMUNITY ENGAGEMENT AND CONSULTATION:**

- 4.1 A draft version of this report went to Area Panels in February 2019. As a result of resident feedback, the tables in sections 6.6 and 7.5 have been amended to include the council housing stock in each ward. Following a Councillor query, these reports will also include performance information about Field Officers' work with Housing starting from Quarter 1 2019/20.

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

##### Financial Implications:

- 5.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. The report shows that during the second quarter of 2018/19 the amount of rent forecast to be collected has reduced by a further 0.21% since quarter 2. It also fell by 0.25% when compared to quarter 1. This is of concern and closer analysis of this position indicates that this increase in arrears is mainly due to the effects of tenants transferring from Housing Benefit to Universal Credit. The Income Management Team is undertaking targeted work with tenants who are transferring to Universal Credit, and the 2019/20 HRA budget allows for 2 full time equivalent (FTE) posts to assist tenants into work and learning in light of the changes to the welfare benefits system. The HRA budget for 2018/19 already includes an increased level of contribution to the bad debt provision to take account of any possible debts arising from Universal Credit. This is monitored as part of the Targeted Budget Management process throughout the year.

*Finance Officer Consulted: Monica Brooks*

*Date: 01/03/2019*

##### Legal Implications:

- 5.2 There are no legal implications to draw to Members' attention arising from this regular performance report.

*Lawyer Consulted: Liz Woodley*

*Date: 18/02/2019*

##### Equalities Implications:

- 5.3 There are no direct equalities implications arising from this report.

##### Sustainability Implications:

- 5.4 There are no direct sustainability implications arising from this report.

##### Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

##### Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

5.7 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

5.8 There are no direct corporate or city wide implications arising from this report.







**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Appendix 1. Housing Management Performance Report Quarter 3 2018/19

## Housing Management Performance Report Quarter 3 2018/19

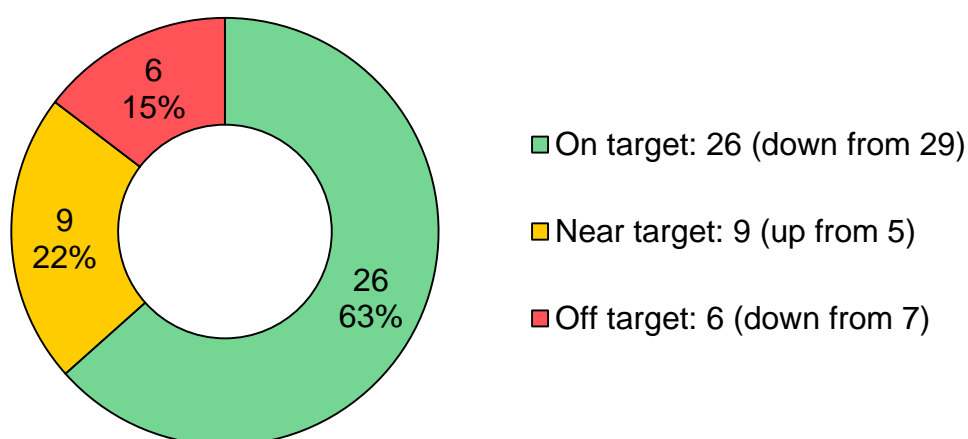
This housing management performance report covers Quarter 3 of the financial year 2018/19. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

Comments on performance are given for indicators which are near or below target. A total of 41 performance indicators are measured against a target for this quarter:

- 26 are on target (of which 23 were on target and 3 were near target last quarter)
- 9 are near target (4 were on target, 2 were near target and 3 were below target)
- 6 are below target (2 were on target and 4 were below target).

### Status of performance indicators












In terms of movement since the previous quarter:

- 19 have improved (of which 12 are on target, 3 near target and 4 below target)
- 10 are the same (9 are on target and 1 is near target)
- 12 have declined (5 are on target, 5 are near target and 2 are below target).



## 1. Rent collection and current arrears

The first four indicators in the table below give end of year forecasts and the latter two give cumulative year to date results. Results for Quarter 4 will therefore also be for the whole financial year.

 <b>Rent collection and current arrears indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Current tenants' rent collected as proportion of rent due for the year	98.00%	98.31% (£50.1m of £50.9m)	98.10% (£50.0m of £50.9m)		
1.2	Former tenant arrears collected	25%	24.87% (£152k of £610k)	24.77% (£162k of £654k)		
1.3	Rechargeable debt collected	20%	4.72% (£5k of £111k)	5.69% (£6k of £109k)		
1.4	Rent loss due to empty dwellings*	Under 1%	0.78% (£397k of £50.6m)	0.77% (£388k of £50.6m)		
1.5	Tenants served a Notice of Seeking Possession	For info	289	369	n/a	n/a
1.6	Tenants evicted because of rent arrears	For info	0	2	n/a	n/a

\*The total rent for this indicator (£50.6m) is lower compared to the total for current tenants' rent collection (£50.9m) because it excludes arrears brought forward from the previous year (£0.7m) but includes uncollectable rent loss from empty properties (£0.4m).

## **How we are using this information to improve services – Rent collection and current arrears**


Two indicators are below or near target:

### **Former tenant arrears collected – target 25%**

The forecast collection rate for 2018/19 is slightly off target as of Quarter 3 (by 0.23%) and has slightly decreased compared to the forecast from Quarter 2 (from 24.87% to 24.77%). Performance has been impacted by a number of vacancies in the Income Management team and the need to concentrate current resources on tenants affected by Universal Credit. To improve performance, further recruitment is underway.

### **Rechargeable debt collected – target 20%**

The forecast collection rate for 2018/19 currently stands at 5.69%, which is slightly improved from last quarter's forecast of 4.79%. The target of 20% is an aspirational one which can be very challenging. Like with former tenant arrears, performance has also been impacted by vacancies and Universal Credit, so is also being addressed through further recruitment to the Income Management team.

 Welfare reform information		Q2 2018/19	Q3 2018/19
1.7	Universal Credit – affected tenants	819 (7% of tenants)	948 (8% of tenants)
1.8	Universal Credit – arrears of affected tenants	£367k (41% of total arrears)	£368k (38% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	557 (5%)	552 (5%)
1.10	Under occupiers – arrears of affected tenants	£62k (7%)	£55k (6%)
1.11	Benefit Cap – affected tenants	48 (0.4%)	42 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£6k (0.7%)	£6k (0.6%)
1.13	Total current tenants	11,453	11,423
1.14	Total current tenant arrears	£892k	£967k

### 1.15 Area breakdown of rent collected

The figures below are end of year forecasts.

Rent collection area	Q2 2018/19	Q3 2018/19
North (includes Seniors housing)	98.66% (£14.3m of £14.5m)	98.52% (£14.3m of £14.5m)
West	98.17% (£10.1m of £10.3m)	97.86% (£10.1m of £10.3m)
Central	97.94% (£8.8m of (£9.0m)	97.77% (£8.8m of (£9.0m)
East	98.27% (£16.8m of £17.1m)	98.05% (£16.8m of £17.1m)
All areas	98.31% (£50.1m of £50.9m)	98.10% (£50.0m of £50.9m)










### 1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q2 2018/19	Q3 2018/19
No arrears	79% (9,082)	78% (8,877)
Any arrears	21% (2,371)	22% (2,546)
... £0.01 to £99.99	8% (902)	8% (917)
... £100 to £499.99	8% (946)	9% (1,048)
... £500 and above	5% (523)	5% (581)
Total tenants	11,453	11,423

## 2. Customer services and complaints

All indicators in the table below give quarterly results.

 <b>Customer services and complaints indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	85% (7,974 of 9,386)	85% (7,343 of 8,658)		
2.2	Stage one complaints responded to within 10 working days	80%	73% (77 of 105)	87% (93 of 107)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	21 days	15 days	n/a	n/a
2.4	Stage one complaints upheld	For info	45% (47 of 105)	47% (50 of 107)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	10% (11 of 105)	17% (18 of 107)		
2.6	Stage two complaints upheld	18% or under	9% (1 of 11)	28% (5 of 18)		
2.7	Housing Ombudsman Complaints upheld	For info	None	0% (0 of 2)	n/a	n/a

## **How we are using this information to improve services – Customer services and complaints**

Three indicators are below or near target:

### **Calls answered by Housing Customer Services Team (HCST)**

The team continue to answer calls within the published timescale in the council's customer promise, which aims to keep average waiting times under 10 minutes, by answering calls in an average time of 1 minute and 10 seconds during Quarter 3. The proportion of calls answered, at 85%, is the same as during the previous quarter. This is expected as HCST have increased their focus on other customer contact channels: in addition to the 7,343 external calls taken during Quarter 3, the team also dealt with 3,094 emails and 2,090 reception queries.

On a typical working day there are three full-time equivalent staff taking phone calls, four working on receptions and two answering emails. The team are also responsible for a range of other functions, such as letting 115 garages and car parking spaces during Quarter 3 and also dealing with 128 cases of non-access for gas safety checks (referred by the contractor when tenants haven't allowed access, so the check can happen in time).

### **Stage one complaints escalated to stage two**

Performance has come off target, with the proportion of complaints escalated to stage two increasing from 10% in Quarter 2 to 17% during Quarter 3. The numbers of stage two complaints were respectively 11 and 18 in each quarter. To improve performance, analysis has been carried out of stage two complaints to see what potentially could have been done to resolve them at stage one. The recommendations include making

sure that all areas of the complaint are acknowledged and dealt with at stage one (as they can often cover multiple issues) and seeking a second opinion from another officer where appropriate. The Local Government and Social Care Officer has been providing training to all responding officers, to improve the quality of stage one responses, which should therefore reduce the numbers escalated to stage two.

### **Stage two complaints upheld**






Performance here is also off target, as the proportion of stage two complaints upheld has increased from 9% in Quarter 2 to 28% in Quarter 3. As with the indicator above, performance is being addressed through the analysis of stage two complaints and resulting recommendations, as well as the Local Government and Social Care Officer training.

One indicator is back on target since the previous quarter:

- Stage one complaints responded to within 10 working days.

### 3. Empty home turnaround time and mutual exchanges

All indicators in the table below give quarterly results, except for the last one which is end quarter.

	<b>Empty home turnaround time and mutual exchange indicators</b>	<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	25 (138 lets)	24 (127 lets)		
3.2	... as above for general needs properties	For info	18 (103 lets)	21 (113 lets)	n/a	n/a
3.3	... as above for Seniors housing properties	For info	57 (25 lets)	48 (14 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	47 (138 lets)	45 (127 lets)	n/a	n/a
3.5	New properties let (for first time)	For info	38	4	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (50 of 50)	100% (29 of 29)		
3.7	Total empty dwellings at end quarter (general needs and Seniors)*	For info	70	101	n/a	n/a

\*Total stock is 11,536 of which 11,423 are let, 101 are empty and 12 are leased to housing associations.

## **How we are using this information to improve services – Empty home turnaround time and mutual exchanges**

One indicator is below target:

### **Average re-let time, excluding time spent in major works – target 21 days**

Performance remains below target, with the average re-let time slightly improving from 25 days in Quarter 2 to 24 days in Quarter 3. Although Seniors re-let times have decreased, from 57 to 48 days, they remain longer than for general needs re-lets, which increased from 18 to 21 days. To improve performance for Seniors re-lets, Housing are currently looking at the barriers to lettings, as part of a wider programme to review the Seniors housing service. This will include gathering data, throughout February and March 2019, to help inform recommendations to remove the barriers. A report detailing the findings is going to the Housing & New Homes Committee in June 2019.


















### 3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 January 2019)


















Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	6	72	43-120	£1.0k	£6.2k	1 seniors flat in major works; 1 flat in major works; 2 flats ready to let; 2 houses ready to let.
Goldsmid	2	68	57-78	£0.7k	£1.5k	1 flat ready to let and 1 flat in major works.
Hangleton and Knoll	1	50	50-50	£0.6k	£0.6k	1 house ready to let.
Hanover and Elm Grove	4	104	43-260	£1.3k	£5.4k	1 flat and 3 houses ready to let.
Hollingdean and Stanmer	4	125	57-225	£1.2k	£5.0k	1 flat in major works and 3 seniors flats ready to let
Moulsecoomb and Bevendean	8	132	43-337	£1.5k	£11.9k	2 seniors flats ready to let, 4 houses in major works, 2 flats ready to let.
North Portslade	1	50	50-50	£0.6k	£0.6k	1 flat ready to let.
Patcham	2	54	50-57	£0.6k	£1.1k	1 flat in major works and 1 seniors flat ready to let.
Preston Park	2	362	232-491	£4.3k	£8.7k	2 flats in major works (adjoining properties undergoing health and safety works).
Queens Park	7	107	43-354	£1.5k	£10.6k	4 Seniors flats ready to let, 2 flats in major works, 1 flat ready to let.
South Portslade	1	99	99-99	£1.4k	£1.4k	1 house ready to let.
St Peters and North Laine	1	302	302-302	£2.9k	£2.9k	1 flat ready to let (since let in Jan 2019).
Wish	2	47	43-50	£0.6k	£1.1k	2 flats in major works.
Total	41	115	43-491	£1.4k	£57.0k	Of 41 properties, 26 are ready to let (63%) and 15 are major repairs (37%).










\*Snapshot of historic rent loss for whole time since properties became empty: of the £57.0k total rent loss, £52.0k occurred during 2018/19 to date and £5.0k during 2017/18.

#### 4. Repairs and maintenance

All indicators in the table below give quarterly or end of quarter results, except for one which is marked as year to date.

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.9% (3,200 of 3,203)	100% (3,025 of 3,026)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.7% (6,340 of 6,358)	99.6% (5,029 of 5,049)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	100% (241 of 241)	100% (254 of 254)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	14 days	12 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.1% (11,764 of 12,117)	96.2% (11,280 of 11,721)		
4.6	Tenants satisfied with repairs	96%	95.9% (1,560 of 1,626)	96.9% (1,438 of 1,484)		
4.7	Responsive repairs passing post-inspection	97%	89.6% (499 of 557)	92.7% (281 of 303)		
4.8	Repairs completed at first visit	92%	92.3% (8,821 of 9,561)	91.9% (7,423 of 8,075)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,547 of 11,547)	100% (11,536 of 11,536)		
4.10	Energy efficiency rating of homes (out of 100)	67	66.8	67.1		
4.11	Planned works passing post-inspection	97%	100% (245 of 245)	99.2% (125 of 126)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,990 of 9,990)	100% (9,982 of 9,982)		
4.13	Empty properties passing post-inspection	98%	98.1% (105 of 107)	100% (70 of 70)		
4.14	Lifts – average time taken (hours) to respond	2 hours	3h 36m	2h 24m		
4.15	Lifts restored to service within 24 hours	95%	95.9% (163 of 170)	96% (143 of 149)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	6 days (42 days, 7 lifts)	9 days (46 days, 5 lifts)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Repairs Helpdesk – calls answered	90%	94% (17,162 of 18,203)	96% (20,672 of 21,479)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	66% (11,354 of 17,162)	72% (14,931 of 20,672)		
4.19	Repairs Helpdesk – longest wait time	5 mins	12m 55s	7m 57s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (20 of 20)	100% (22 of 22)		
4.21	Estate Development Budget main bids – completions (year to date)	For info	52% (62 of 104)	75% (79 of 105)	n/a	n/a
4.22	Estate Development Budget main bids – average duration of work	For info	35 days	17 days	n/a	n/a

## **How we are using this information to improve services – Repairs and maintenance**

Seven indicators are below or near target:

### **Appointments kept by contractor as proportion of appointments made – Target 97%**

Performance at 96.2% is slightly below target this quarter, with 441 jobs late out of a total of 11,721. Of the jobs that were late, 42% were within an hour of the appointment and a further 20% within two hours. Just over 1% of appointments were more than a day late. Performance for this indicator and others may be adversely affected in the coming months by continuing staff shortages on the contractor side. The council is working closely with Mears to mitigate any adverse impacts.

### **Responsive repairs passing post-inspection – target 97%**

Performance improved this quarter but remains below target at 92.7%, up from 89.6% during the previous quarter. A total of 303 jobs were inspected with 281 passing quality checks and 22 failing them. Of those jobs failing first inspection, 12 (54%) were because of poor quality work or extra work required and 10 (46%) were due to corrections or additions to the volume of labour or materials used (the Schedule of Rates codes). Joint inspections by the council and Mears have helped to improve performance through contributing to a better understanding of expected standards, for example through identifying administrative errors and sub-standard work that can be addressed through further staff training.

### **Repairs completed at first visit – Target 92%**

Performance here at 91.9% is very slightly below target (by 0.1%) this quarter although the year to date figure remains above target at 92.2%. This will continue to be closely monitored to ensure performance is maintained over the rest of the year.

### **Lifts – average time taken (hours) to respond – 2 hours**

The average wait time to respond to breakdowns was reduced from 3 hours 36 minutes to 2 hours 24 minutes, so performance has improved and is closer to meeting the target time of 2 hours. The majority (85%) of all breakdowns were responded to within two hours and less than one hour in cases where somebody was trapped inside the lift.

### **Lifts – average time to restore service when not within 24 hours – Target 7 days**

Five lifts were out of service for more than 24 hours this quarter for an average of just over 9 days. One lift at St Johns Mount, in Queens Park ward, was out of service for 23 days as the contractor was waiting for parts. The other four lifts were out of service for an average of just under 6 days. Recent changes agreed with the lifts contractor (Liftec) should improve response times as engineers will be covering a more localised area.

### **Repairs Helpdesk – calls answered within 20 seconds – target 75%**

Performance remains below target this quarter at 72% although is up from 66% during the previous quarter. This improvement was achieved as a result of recruitment to vacant posts and completion of training for new recruits in September. A further member of staff left in December, which has adversely affected performance, so recruitment to this post is currently underway.

### **Repairs Helpdesk – longest wait time – target 5 minutes**

The longest call waiting time recorded in Quarter 3 was 7 minutes 57 seconds, an improvement on the Quarter 2 result which was just under 13 minutes. The average call waiting time has reduced from 35 seconds in Quarter 2 to 24 seconds in Quarter 3.

One indicator is back on target since the previous quarter:

- Tenants satisfied with repairs.

#### 4.23 Major projects programme summary 2018/19

Project	Original Budget	Latest budget	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Holmstead – structural repairs	£678k	£632k	Complete	12	3	£42k to £54k
Tyson Place / St Johns Mount – structural repairs	£2,657k	£1,130k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£1,290k	£1,142k	Complete subject to utilities finishing works	26	6	£29k to £48k
Park Court – external repairs	£381k	£381k	Complete	7	2	£37k to £44k
Ingram Crescent balconies – structural repairs	£600k	£317k	On site	130	24	£4k to £5k
Sylvan Hall – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)	£520k	£262k	On site	30	19	£14k to £25k
Ellen Street low rises – structural repairs	£894k	-	Start Mar 2019	23	9	£27k to £30k
Tyfoam Properties – external repairs	£990k	£1,210k	On site	24	0	n/a
Saxonbury – structural repairs	£1,510k	£516k	On site	29	16	£33k to £37k
Converting spaces (Hidden Homes)	£520k	£653k	5 new homes due Mar 2019	n/a	n/a	n/a
Oxford Street conversion	£1,064k	£500k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£108k	Start Apr 2019	4	11	£31k to £54k
Unity Housing (Condensation and damp works)	£208k	£130k	On site	6	0	n/a
Leach Court – structural repairs	-	£370k	Complete	108	0	n/a
Citywide loft conversions and extensions	£598k	£598k	7 complete, 2 due for Feb 2019	9	0	n/a
St James' House car park	-	£566k	Start Feb 2019	n/a	n/a	n/a
Holbrook and Downford – roofing (new project)	-	£200k	Leaseholder consultation	10	3	n/a
Somerset Point – windows and external decoration	-	-	Task order prepared following tender	71	0	n/a
<b>Total</b>	<b>£12,510k</b>	<b>£8,715k</b>	<b>7 projects on site</b>	<b>598</b>	<b>132</b>	<b>£4k to £54k</b>

#### 4.24 Details of major projects on site (January 2019)

Project	<b>Tyson Place / St Johns Mount – structural repairs</b>						
Exp. Start	22/10/18	Finish	15/11/19	2018/19 Budget	£2,657k	Latest budget	£1,130k
Act. Start		Current Status	On site	Council dwellings	109	Leasehold dwellings	39
Major external repairs including concrete repairs, roof replacement, replacement of windows and external wall insulation.							

Project	<b>Ingram Crescent balconies – structural repairs</b>						
Exp. Start	03/07/18	Exp. Finish	18/03/19	2018/19 Budget	£600k	Latest Budget	£317k
Act. Start		Current Status	On site	Council dwellings	130	Leasehold dwellings	24
Replace balcony timber handrails with galvanised steel and balcony resurfacing with a new non-slip coating.							

Project	<b>Sylvan Estate – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)</b>						
Exp. Start	07/01/19	Exp. Finish	Aug 2019	2018/19 Budget	£520k	Latest Budget	£262k
Act. Start	07/01/19	Current Status	On site	Council dwellings	30	Leasehold dwellings	19
Major external works to include brickwork and concrete repairs, window renewal, cavity wall insulation and waterproofing balconies and communal walkways.							

Project	<b>Freshfield Estate – extraction of Tyfoam wall insulation</b>						
Exp. Start		Exp. Finish	25/02/19	2018/19 Budget	£990k	Latest Budget	£990k
Act. Start	03/04/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation to the cavity of the properties, rebuilding of outer skin of blockwork and facings with an external wall insulation system.							

Project	<b>Saxonbury – structural repairs</b>						
Exp. Start	22/10/18	Exp. Finish	15/11/19	2018/19 Budget	£1,510k	Latest Budget	£516k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Removal of existing brickwork, installation of infill external wall insulation system with a brick finish. Also includes window and balcony door replacement.							














Project	<b>Oxford Street conversion</b>						
Exp. Start		Exp. Finish	01/12/19	2018/19 Budget	£1,064k	Latest Budget	£500k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
Strip out and redevelop / convert old office space into dwellings.							

Project	<b>Unity Housing (Condensation and damp works)</b>						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£208k	Latest Budget	£130k
Act. Start	TBC	Current Status	On site	Council dwellings	6	Leasehold dwellings	0
External repairs, external wall or cavity wall insulation.							



## 5. Estates service

All indicators in the table below give quarterly results.

 <b>Estates service indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
5.1	Cleaning quality inspection pass rate	99%	99% (185 of 186)	100% (207 of 207)		
5.2	Estates Response Team quality inspection pass rate	99%	99% (171 of 172)	99% (119 of 120)		
5.3	Cleaning tasks completed	98%	97% (13,717 of 14,075)	99% (9,575 of 9,669)		
5.4	Bulk waste jobs completed within 7 working days	92%	81% (624 of 774)	87% (608 of 696)		
5.5	Light replacements / repairs completed within 3 working days	99%	99% (242 of 244)	99.7% (351 of 352)		
5.6	Mobile warden jobs completed within 3 working days	96%	99.7% (1,555 of 1,560)	99.7% (1,468 of 1,473)		
5.7	Drug paraphernalia collection jobs	For info	48	19	n/a	n/a

## **How we are using this information to improve services – Estates service**




One indicator is near target:

### **Bulk waste removed within 7 working days – target 92%**

Performance has improved, from 81% in Quarter 2 to 87% in Quarter 3, and is getting closer to target. This remains a challenge as, due to a manufacturer problem, the build of the new bulk truck has been delayed until at least March 2019. Until then the Estates team continue to use a smaller van and therefore are limited in how much waste they can collect each day.

## 6. Anti-social behaviour (ASB)

All indicators in the table below give cumulative year to date results.

 <b>ASB indicators</b>		<b>Target 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
6.1	Victim satisfaction with way ASB case dealt with	82%	88% (15 of 17)	86% (18 of 21)		
6.2	Tenants evicted due to ASB	For info	2	3	n/a	n/a
6.3	Closure orders obtained	For info	3	3	n/a	n/a
6.4	ASB cases resolved without need for legal action	For info	93% (141 of 151)	93% (215 of 230)	n/a	n/a

### 6.5 New ASB cases by type

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Type of ASB incident / case	Q2 2018/19	Q3 2018/19	Change between quarters
Verbal abuse / harassment / intimidation	41% 87	48% 82	-5
Noise	18% 37	10% 17	-20
Drugs	14% 29	9% 16	-13
Crime	7% 15	10% 17	+2
Domestic violence / abuse	4% 8	8% 14	+6
Physical violence	5% 10	5% 8	-2
Pets and animal nuisance	6% 13	4% 7	-6
Hate incident	3% 7	4% 6	-1
Alcohol related	2% 4	2% 4	No change
Prostitution / sexual acts	0% 0	1% 1	+1
<b>Total</b>	<b>100%</b> <b>210</b>	<b>100%</b> <b>172</b>	<b>-38</b>






## 6.6 New ASB cases by ward

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Ward name	Q2 2018/19	Q3 2018/19	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	No change	4
Central Hove	3	1	-2	58
East Brighton	48	34	-14	2,253
Goldsmid	4	4	No change	325
Hangleton and Knoll	14	12	-2	1,178
Hanover and Elm Grove	3	9	+6	465
Hollingdean and Stanmer	25	26	+1	1,266
Hove Park	0	0	No change	10
Moulsecoomb and Bevendean	26	15	-11	1,517
North Portslade	17	11	-6	398
Patcham	10	6	-4	532
Preston Park	0	1	+1	62
Queen's Park	40	34	-6	1,721
Regency	0	0	No change	28
Rottingdean Coastal	0	0	No change	25
South Portslade	7	4	-3	369
St. Peter's and North Laine	8	6	-2	367
Westbourne	2	2	No change	117
Wish	0	2	+2	346
Withdean	0	1	+1	44
Woodingdean	3	4	+1	451
<b>Total</b>	<b>210</b>	<b>172</b>	<b>-38</b>	<b>11,536</b>

## 7. Tenancy management

The first two indicators in the table below give cumulative year to date results and the last one gives an end of quarter result.

 <b>Tenancy management indicators</b>		<b>Target 2017/18</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
7.1	Tenancy fraud – properties returned to stock	For info	13	17	n/a	n/a
7.2	Tenancies sustained – tenancy sustainment closed cases	98%	100% (56 of 56)	100% (84 of 84)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	93% (9,449 of 10,178)	93% (9,461 of 10,155)		

#### 7.4 New tenancy management cases by type

This table presents tenancy management cases, other than ASB, involving a council resident such as a tenant or leaseholder.

Type of tenancy management case	Q2 2018/19	Q3 2018/19	Change between quarters
Abandonment	6% 22	2% 5	-17
Assignment request	1% 2	1% 4	+2
Boundary issues	12% 41	10% 28	-13
Caretaking	2% 6	0% 0	-6
Court of Protection	1% 4	1% 3	-1
Death of a tenant	13% 46	19% 53	+7
Decants and temporary moves	3% 11	1% 3	-8
Fraud	1% 5	1% 3	-2
Leaseholder breach	2% 8	2% 5	-3
Succession application	5% 18	6% 17	-1
Tenancy breach	13% 44	11% 30	-14
Unsatisfactory interiors	5% 19	8% 24	+5
Untidy gardens	23% 82	23% 65	-17
Use & occupation	1% 4	1% 4	No change
Vulnerable adult and safeguarding	11% 40	13% 36	-4
<b>Total</b>	<b>100%</b> <b>352</b>	<b>100%</b> <b>280</b>	<b>-72</b>

### 7.5 New tenancy management cases by ward








This table presents tenancy management cases, other than ASB, involving a council resident such as a tenant or leaseholder.

Ward name	Q2 2018/19	Q3 2018/19	Change between quarters	Council dwellings
Brunswick and Adelaide	0	0	No change	4
Central Hove	5	6	+1	58
East Brighton	43	62	+19	2,253
Goldsmid	8	10	+2	325
Hangleton and Knoll	36	30	-6	1,178
Hanover and Elm Grove	8	11	+3	465
Hollingdean and Stanmer	46	31	-15	1,266
Hove Park	0	0	No change	10
Moulsecoomb and Bevendean	68	29	-39	1,517
North Portslade	18	8	-10	398
Patcham	15	13	-2	532
Preston Park	4	0	-4	62
Queen's Park	44	28	-16	1,721
Regency	1	1	No change	28
Rottingdean Coastal	0	0	No change	25
South Portslade	17	16	-1	369
St. Peter's and North Laine	6	12	+6	367
Westbourne	5	4	-1	117
Wish	13	12	-1	346
Withdean	2	2	No change	44
Woodingdean	13	5	-8	451
<b>Total</b>	<b>352</b>	<b>280</b>	<b>-72</b>	<b>11,536</b>



## 8. Seniors housing

The first indicator in the table below is the result at the end of the quarter and the latter two during the quarter.

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
8.1	Residents with up to date annual review	96%	96% (872 of 911)	94% (848 of 902)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	100% (22 of 22)	96% (21 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	91% (20 of 22)	91% (20 of 22)		

One indicator is near target:

### **Residents with up to date annual review – target 96%**

Performance for Quarter 3 at 94% has missed the target by 2% points. The 54 Seniors residents who hadn't had their annual review visit by 31 December 2018 included three who declined a visit and one who was absent at the time. At the time of writing, 23 of these outstanding visits have since been completed. These visits are only one form of contact between Seniors housing staff and residents, given that Scheme Managers are based on site during weekdays and regularly phone residents to check in with them – this depends on how often they want to be contacted, which for example could be daily or weekly.

