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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM: 6</b>
<b>DATE OF MEETING:</b>	<b>17<sup>th</sup> OCTOBER 2018</b>	<b>CATEGORY: DELEGATED/ RECOMMENDED OPEN</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR – SERVICE DELIVERY</b>	
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<b>SUBJECT:</b>	<b>HOUSING ALLOCATIONS AND TENANCY MANAGEMENT SERVICES FOR VULNERABLE PEOPLE</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

- 1.1 To note the range of services provided by the Housing Service to a wide range of vulnerable tenants and their families.

## **2.0 Purpose of Report**

- 2.1 To provide the Committee with an update on the Council’s current Housing Stock condition survey review
- 2.2 To provide an overview of the Council’s Allocations Policy i.e. how it manages and allocates the stock it holds to local residents in need of Council housing.
- 2.3 To provide an update on the work undertaken by the Housing Service to support vulnerable tenants and tackle anti-social behaviour in liaison with other agencies.

## **3.0 Executive Summary**

- 3.1 The Housing Service delivers a range of services to households who may be vulnerable for a number of reasons including, age, disability, financial vulnerability, and ill-health and being victims of violence or crime.
- 3.2 These Services are delivered in accordance with an agreed Allocations Policy which prioritises and supports vulnerable people.
- 3.3 The Service works in partnership with other Council departments and external agencies to ensure that action is taken to protect very vulnerable people in their homes.

3.4 The Council is currently working with Savills to complete a review of the Stock Condition survey and also with Derbyshire Fire and Rescue Service to complete an analysis of fire safety in Council owned dwellings.

## **4.0 Detail**

### **4.1 Strategic Context**

#### **4.1.1 Corporate Plan**

One of South Derbyshire District Council's (SDDC's) Corporate Aims is to keep "residents happy, healthy and safe by enabling people to live independently and by protecting and helping support the most vulnerable, including those affected by financial challenges".

#### **4.1.2 Housing Services Service Delivery**

The Housing Service aims to:

- allocate and manage Council-owned properties in a fair and transparent manner
- provide housing advice and homelessness services that allow greater customer engagement
- provide services for vulnerable people through Careline and other support services
- provide housing management which helps sustain tenancies and make the best use of Council Housing stock
- ensure buildings and land are safe, secure and compliant with all safety regulations
- improve services to people who require their homes to be adapted.

### **4.2 Current Position**

#### **4.2.1 Stock Condition, stock profile and adapted properties**

The Council manages 2976 homes of which 2027 are categorised as 'general needs'. 11 properties are used as temporary homeless units. There are 949 'sheltered' properties.

A copy of the Council's current stock profile is attached at Appendix A.

352 properties have been provided with a 'major adaptation' (e.g. a level access shower, stairlift, or ground floor extension) with many other properties fitted with minor adaptations such as grab rails.

During 2017/18 36 major adaptations were carried out. There have been 33 major adaptations so far this financial year.

A comprehensive stock condition survey was last completed in 2009. SDDC has commissioned Savills to complete a review of the data compiled since then and also to conduct a physical survey of 10% of the current stock. These surveys are in the process of being arranged with tenants. The final report is expected from Savills in early December. This along with data provided by Derbyshire Fire and Rescue Service will inform the

production of a revised asset management strategy and planned improvement programme for 2019/20 onwards.

#### 4.2.2 **Property Allocations**

Properties are let through the Housing Register under the Allocations Policy.

In relation to vulnerable people the Policy seeks to:

- discharge the Council's statutory duties
- create an easy to understand, fair and transparent system
- house those in priority need as determined by the relevant legislation
- help prevent homelessness
- make the most effective use of the local housing stock
- support the principles of social inclusion, community cohesion and aim to meet customer expectations
- respond to the circumstances of vulnerable individuals.

#### 4.2.3 **Banding**

The Allocations Policy works on a priority banding system based on housing needs.

There are currently 674 households on the Housing Register of whom only 163 are over the age of 60. A further 271 households have an identified vulnerability.

#### 4.2.4 **Emergency band**

Applicants will be placed in this band where they are:

- statutorily homeless or in statutorily overcrowded private sector accommodation.

There are 18 applicants in this band.

#### 4.2.5 **Band A**

Applicants will be placed in this band where they:

- are resident in statutorily unfit accommodation or non-statutorily homeless
- have an essential need to move on medical or mobility grounds
- have an urgent need to move as discharge from hospital is prevented by their housing situation, or there is a likelihood of admission to residential care, or there is a likelihood of a child being accommodated by the local authority
- have an urgent need to move due to, serious risk of harm from domestic violence, serious racial harassment homophobic attacks, being witnesses of crime, being victims of crime. Or they need to move to either give or receive long term essential care and support
- need to move to access long-term specialised medical treatment
- need to move to take up particular permanent employment or training opportunities
- are currently living in a hostel or supported housing
- are facing exceptional financial hardship,

- are living in a property owned by a South Derbyshire Homefinder Landlord that is too big for their needs
- are a care leaver and needs a secure home to build a stable life.

There are 210 applicants in this band

#### 4.2.6 **Band B**

Applicants will be placed in this band where they:

- are aged 61 and live in Supported Housing that is too big for their needs
- need to move on medical or mobility grounds where a move to a certain type of accommodation will improve their quality of life
- need one or more additional bed space
- live in an upper-floor flat and has a child under 10 years old
- are sharing facilities such as a kitchen and bathing facilities with another household where the other household was already in residence
- have had a relationship breakdown, and are living in the same property as their partner.
- are suffering from low-level anti-social behaviour or harassment
- need to move ,to move closer to: a child's school, family/friends for non-essential care, shops and other local amenities (if they are aged 60 or over and live in rural communities)
- give non-essential care and support
- need to access specialised medical treatment
- need to take up particular employment or training opportunities.

There are 286 applicants in this band

#### 4.2.7 **Band C**

Applicants will be placed in this band if the Council deem them to be already adequately housed in their current accommodation.

There are 160 applicants in this band.

#### 4.2.8 **Exclusions**

There are a number of situations under the Council's Policy in which an individual or household can be excluded from joining the Housing register these are:

- Deliberately worsened housing circumstances
- Unacceptable behaviour
- Current or previous tenancy related debt.

The Allocations Policy is due to be reviewed and new Choice Based Lettings software to be procured during 2018/19.

#### **4.2.9 Homelessness and Housing Advice**

The Council is required to provide services to those who may be homeless or threatened with homelessness. The Homeless Reduction Act was implemented in April 2018; this changed the way in which these services are delivered. Since then 77 households have approached the Council for assistance. Of these one household was over 60 and a further 21 households had another identified vulnerability.

#### **4.2.10 Tenancy Management**

Currently there are 329 tenants that are over Pension age and receive Attendance Allowance or similar benefits indicating a degree of vulnerability within this group.

There are also 414 working-age tenants that receive Personal Independence Payments or Disability Living Allowance payments again indicating a degree of vulnerability.

#### **4.2.11 Tenancy Sustainment**

The Tenancy Sustainment Officer provides additional financial advice and support for tenants who are vulnerable to financial pressures and consequently at more risk of losing their homes.

During 2017/18 170 households were referred for this support, of which 119 engaged successfully to achieve an additional £27,000 of income in total. £19,500 of this was directly paid into rent accounts.

#### **4.2.12 Tenancy Agreement**

The Council will take court action against tenants who are unable to comply with the terms of their tenancy agreement despite the support offered to them. Ultimately this means possession action in the County Courts, although this is used only as the 'last resort'.

So far this year for rent arrears cases, 192 Notice of Seeking Possession (NOSP) have been served with court action commencing against 65 tenants. This has resulted in 22 Possession Orders being obtained and the enforcement of seven eviction warrants.

Under the Council's Anti-Social Behaviour Policy, the Housing Service works in partnership with the Legal Services and the Communities Team to deal with nuisance and anti-social behaviour in SDDC properties. There a number of legal measures available to the Council which have been used in recent years.

36 Community Protection Notice Warnings (CPNW's) have been issued to Council tenants with 14 progressing to the actual Community Protection Notices (CPN).

There has been a total of 10 fixed penalty notices issued for breach of a CPN, with three progressing for hearing at the Magistrates Court.

There has been one prosecution for breach of Public Space Protection Order and three further Fixed Penalty Notices' have been issued for fly tipping offences relating to housing issues.

#### **4.2.13 Supported Housing**

The Allocations Policy aims to make best use of sheltered and supported stock by normally allocating to persons aged over 60. These properties are typically bungalows or small flats with communal entrances. They are not normally allocated to anyone under 60, unless they are in receipt of the mobility component of Higher Rate Personal Independence Payment, and the property is considered to be suitable for the applicant and neighbouring residents.

Wherever possible the Council reserves the right to make the best use of adapted properties by allocating them to those applicants whose needs match the adaptations.

Unfortunately some flats designated for people over 60 are in very low demand from this age group and are proving difficult to let.

#### **4.2.14 Careline**

Careline provides a 24-hour/365 days-per-year emergency service and a visiting service to customers in SDDC property or other tenures.

In addition to the basic pendant/pull cord alarm, SDDC also provides telecare sensors such as radio triggered smoke detectors, flood detectors, Carbon Monoxide detectors, enuresis sensors, bed sensors, fall detectors, medication dispensers and epilepsy sensors. All of these devices are connected to the call centre.

These services are currently provided to 837 SDDC tenants and 726 non-tenants. 299 service users receive a visiting service (either once-weekly / twice-weekly / fortnightly / monthly / quarterly).

In the last 12 months (Sept 17-Aug 18) the service attended 505 calls involving a faller.

#### **4.2.15 Current contract and funding**

This service to Council tenants is provided under contract to Derbyshire County Council who pays SDDC approximately £250,000 per year. A report highlighting the concerns around the possible withdrawal of this funding was considered by the Housing and Community Services Committee in April 2017.

#### **4.2.16 Partnership arrangements**

The Housing Service works formally and informally with a number of partner agencies to deal with crime, anti-social behaviour and the protection of vulnerable people. These include:

- P3 – Supported Housing
- Derbyshire Police

- Bank House
- South Derbyshire CVS
- Citizens Advice Bureau
- Derbyshire County Council Adult and Children's Services
- Derbyshire Housing Advice
- Building Better Outcomes
- Leading Across Boundaries - Place Alliance

The formal route for multi-agency response to vulnerable people is the Vulnerable Adult Risk Management (VARM) process. This is triggered after a cause for concern is raised by any partner agency. A meeting of professionals focused on the vulnerable adult is attended by agencies such as the County Council's Adult Services, Police, Community Psychiatric Nurse Drugs and Alcohol Services, Medical Professionals and Fire Service.

The formal routes for working with Derbyshire Police are:

Weekly, 'County Lines' meeting, to monitor incidents of 'cuckooing' in the area, whereby vulnerable people are targeted by criminals and their homes used for drug dealing.

Weekly 'Tasking' Meeting to discuss crime reports in South Derbyshire and an exchange of information on issues at our tenanted properties.

The Derbyshire Homeless Officers' group works in partnership to address the implications of the Homelessness Reduction Act, identify best practice, and gather intelligence on rough sleeping projects and other initiatives.

Within South Derbyshire the Tenancy Sustainment Service has led the Welfare Reform Group which was created to mitigate any negative impact Universal Credit and to ensure easy access to support for more vulnerable customers.

#### 4.3 Current performance

The current performance indicators linked to services for vulnerable people are attached at appendix B.

#### 4.4 Key Aims for the Housing Service

The Service Delivery, Service Plan for 2018/19 identifies that over the next five years, Housing Services will face a number of challenges including changes brought about by Welfare Reform and other legislative issues coming from the Housing and Planning Act and the Housing Green Paper. To meet housing demand, the supply of affordable housing across the District needs to increase against a backdrop of a reduction in income through rent reduction and lower Government grants. To manage these challenges the Council needs to ensure it maximises its income through rent collection and that the services delivered are efficient and effective and meet the increased expectations of customers. The Council is also seeing a channel shift towards online delivery of services and needs to modernise how it delivers services to meet expectations. It will also need to:

- continue the proactive approach to preventing homelessness, extending its advisory services and fulfilling its obligations under the Homelessness Reduction Act;

- maximise rent collection through the full roll-out of Universal Credit;
- provide tenants with easy access to services by modernising systems and mobilising the workforce;
- develop a new model for delivering Supported Housing Services;
- introduce a range of measures to obtain customer data and gather feedback to inform our future service delivery;
- work in conjunction with health and social care partners to deliver joined up services that tackle health and housing inequality.

## **5.0 Financial Implications**

- 5.1 None associated directly with this report.
- 5.2 The impact of Universal Credit on tenants and SDDC will be regularly reported to Members as will any changes to the support provided by the County Council for Supported Housing.

## **6.0 Corporate Implications**

- 6.1 This report links to the following aims within the Council's Corporate Plan.
- O1- Maintain Financial Health
  - PE1- Enable people to live independently
  - PE3 - Protect and help support the most vulnerable, including those effected by financial change.

## **7.0 Community Implications**

- 7.1 The Housing Service Teams contribute to the delivery of the Sustainable Community Strategy themes of:
- **Children and Young People** - by supporting families particularly those who are most vulnerable
  - **Healthier Communities** - by supporting people through Careline to retain their independence
  - **Safer and Stronger Communities** - by working with partners to reduce crime

## **8.0 Background Papers**













- 8.1 South Derbyshire District Council Allocations Policy.
- 8.2 Housing Services Delivery Plan.



Appendix A  
SDDC Housing Stock Profile.

PROPERTY TYPE	INTRO TENANCY	SECURE TENANCY	LICENCE/TEMP ACCOMM	VOID	TOTAL
1 bed bungalow (GP)	1	6	0	1	8
1 bed bungalow (SH)	16	285	0	0	301
<b>Total</b>	<b>17</b>	<b>291</b>	<b>0</b>	<b>1</b>	<b>309</b>
2 bed Bungalow (GP)	4	76	0	0	80
2 bed Bungalow (SH)	8	238	0	2	248
<b>Total</b>	<b>12</b>	<b>314</b>	<b>0</b>	<b>2</b>	<b>328</b>
3 bed bungalow (SH)	0	1	0	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Ground floor bedsit	1	1	0	0	2
First floor bedsit	1	3	0	0	4
<b>Total</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>
1 bed ground floor flat (GP)	8	85	2	2	97
1 bed ground floor flat (SH)	8	148	0	4	160
1 bed first floor flat (GP)	6	46	1	2	55
1 bed first floor flat (SH)	2	54	0	2	58
1 bed second floor flat (GP)	0	1	0	0	1
1 bed second floor flat (SH)	1	7	0	0	8
<b>Total</b>	<b>25</b>	<b>341</b>	<b>3</b>	<b>10</b>	<b>379</b>
2 bed ground floor flat (GP)	2	65	3	0	70
2 bed ground floor flat (SH)	2	41	0	0	43
2 bed first floor flat (GP)	8	117	2	4	131
2 bed first floor flat (SH)	6	107	0	9	122
2 bed second floor flat (GP)	2	25	0	2	29
2 bed second floor flat (SH)	0	5	0	0	5
<b>Total</b>	<b>20</b>	<b>360</b>	<b>5</b>	<b>15</b>	<b>400</b>
3 bed first floor flat (GP)	0	3	0	0	3
3 bed first floor flat (SH)	0	3	0	0	3
<b>Total</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
1 bed house	0	9	0	0	9
2 bed house	30	447	1	3	481
3 bed house	26	981	3	6	1016
4 bed house	2	37	0	0	39
5 bed house	0	2	0	0	2
<b>Total</b>	<b>58</b>	<b>1476</b>	<b>4</b>	<b>9</b>	<b>1547</b>
			<b>STOCK TOTAL</b>		<b>2976</b>
			General Purpose		2009
			Supported Housing		948
			Leased		3
			Temp Accommodation		11
			Passive Status		5
					<b>2976</b>

Appendix B  
 SDDC Corporate Performance Indicators relating to services for vulnerable people.

Vulnerable People Performance Indicators - Quarter 1 (18/19)				
NEW PI Ref	Description	Mar-18	Q1 Actual	2018/19 Target
PE2.1	Total number of Tenancy Audits carried out (Cumulative)	 1077	 275	<b>1000</b>
HS2	% of adapted properties allocated on a needs basis	 92	 93	<b>&gt;90%</b>
PE2.2	% of successful introductory tenancies	 92	 96	<b>&gt;97%</b>
HS5	% of Careline calls answered within 30 seconds	 98.25	 98.5	<b>&gt;98%</b>
HS6	Average length of stay for families in Bed & Breakfast	 5	 2.07	<b>&lt;6 Weeks</b>
HS23	Satisfaction with Council Adaptations <b>(Cumulative)</b>	 100	 100	<b>&gt;95%</b>