



OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Committee Report

Public

Date of Meeting: 15 August 2002

Title: HOUSING STRATEGY BEST VALUE REVIEW

Report of: Director of Housing

Report reference: H054/02

Summary:

This report updates Members of the Scope and progress to date of the Housing Strategy Best Value Review and provides brief background information on each of the service areas being reviewed.

Recommendations:

The Management Overview and Scrutiny Committee is invited to give comment on the scope and progress to date of the Housing Strategy Best Value Review and through discussion agree the degree of Member involvement in the Best Value Review.

Contact Officer: Kamla Pattni

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HOUSING STRATEGY BEST VALUE REPORT

1. Purpose

- 1.1. The purpose of this report is to provide Members with background information and an update on the current thematic Best Value Review on Housing Strategy, obtain guidance on the appropriateness of the scope of the review and how to establish a mechanism for Member involvement in both the Best Value Review process and the development of the housing strategy and associated work.

2. Introduction

- 2.1. This Committee approved the overall scope of the review on 17 January 2002 (H010/02).
- 2.2. The Community Overview and Scrutiny Committee was presented with a more detailed scoping paper on 18 July 2002.
- 2.3. Due to the short timescale for this review (to be completed by December) and the expected visit from the BV Inspectorate to look at housing services in Carlisle City Council, considerable work has been carried out using the Best Value Handbook with guidance from the Best Value Officer.
- 2.4. The Best Value Review project team have concentrated efforts on the areas of work remaining with the Council after transfer of the Housing Stock to Carlisle Housing Association on the 10 December 2002:
- Strategic role.
 - Supporting people.
 - Homelessness service delivery.
 - Ownership and management of homelessness accommodation.
 - Private sector renewal and energy efficiency.

3. Background

3.1. The service areas mentioned in 2.4 above and detailed in the Community Overview and Scrutiny report H044/02 (attached as Appendix 1 for reference) require background information to enable Members to develop a clearer picture and so contribute fully to the review. Therefore each area is explained briefly below and will be discussed further by the Best Value Review Lead Officer, at Committee.

4. Background Information

4.1. Strategic Role – The Local Authority has a statutory duty to develop a strategy for housing in the district which is developed in partnership with stakeholders and fully considers housing needs, demand and projections for housing development, in order to maintain sustainable communities.

It has to consider the support needs of vulnerable people in the district, including in particular the Homeless (discussed in 4.3) to enable independent living where appropriate (discussed in 4.2).

The strategic role is responsible for determining appropriate proposals for new developments, through Registered Social Landlords and procuring social housing on larger private development sites under the Government's Planning Policy Guidance 3, section 106 arrangements.

An annual submission of the Housing Strategy is provided to the Government Office for the North West which determines the level of Single Pot Housing Improvement Programme funding the Council receives.

The Strategy is developed through discussion with partner agencies and the Housing Strategy Group which has a circulation list of around 40 individuals.

In response to the ODPM (previously DTLR) comments last year that Carlisle needed to demonstrate how it delivers the strategy and sets new targets the Housing Strategy Group has addressed this significantly (as detailed in the attached papers at Appendix 2 and 3). This has helped inform the Best Value Review and in particular the consideration of the '4Cs' questions.

The questions on the Challenge element are almost complete (attached as Appendix 4) considerable consultation has been achieved through the workshops

(attached as Appendix 4).

The Portfolio Holder for Health and Well Being has day to day involvement with the unit dealing with Strategic Housing issues and is fully involved in the dialogue with the ODPM.

However, further Member involvement is needed for the Best Value Review itself and discussions such as those held in the Housing Strategy Group.

4.2. Supporting People – This area of work deals with the Government's new legislation developed as a result of the Comprehensive Spending Review.

The main aim of the Supporting People regime is to amalgamate all funding sources of low to medium support related to vulnerable people living in the community.

These funding sources exist in the form of additional housing benefit (for particular schemes/recognised organisations), Housing Corporation Social Housing Management Grant, Probation Supported Housing resources and some elements of Social Services and Health economy funding.

Currently, the Government has in place a Transitional Housing Benefit scheme which is 'sizing the pot' before implementation of the scheme in April 2003.

There is a County wide Supporting People team established with the City Council funding part of the cost and the County Council employing and administering the team.

The City Council has a new statutory duty to have within its Housing Strategy plans for the support needs of vulnerable needs groups and priority areas for future development in this area.

Details of proposals were presented to Executive on 29 July 2002 in reports H047/02 and H048/02 (copies attached in Appendix 5 and 6).

Further work is in progress to address the Best Value Review in this area.

4.3. Homelessness Service Delivery – the City Council has a statutory duty to provide accommodation to people presenting themselves as Homeless under the

Homeless Persons Act 1996 and under the new legislation in 2002 there will be further duties placed on Local Authorities for which a strategy has to be in place by June 2003.

The Council also has duties to provide advice and assistance to those who are not deemed as homeless under the Act.

There is a statutory right of appeal for those not covered by the Homeless Person Act.

The Local Authority cannot discharge the duties of providing accommodation to the Homeless, advice and assistance to those not classed as unintentionally homeless and have in place a comprehensive appeals process.

The 2002 legislation will extend the Local Authorities duties to include a wider range of vulnerable people, the most significant being young people age 16 years and above.

It is anticipated that there will be a need to house around 30% of children leaving care who fall into this category.

The Best Value Review in this area has produced some information as detailed in Appendix 6 and further more intensive work is due to take place over the next 2 months.

4.4. Ownership and Management of Homeless Accommodation – The provision of Hostel accommodation is not in the transfer agreement with Carlisle Housing Association and the Council will continue to provide this service under the Environmental Services Division as part of the changes in the Organisational Structural Review.

Considerable work has been identified by the Best Value Review which include:

- Review of hostel accommodation.
- Provision of dispersed accommodation (and the procurement of this post LSVT).
- Risk Management assessment.
- Supporting People issues related to Hostels.

- Provision of suitable accommodation to 16-17 year olds under the new government requirements.

Some of this work will be done in parallel to the Best Value Review and other aspects will need to be worked through over a longer period of time.

4.5. Private Sector Housing Renewal and Energy Efficiency

The Local Government and Housing Act 1989 places a statutory duty on Local Authorities to consider, on an annual basis, the condition of the housing stock within the district, with a view to determining what action requires to be taken in relation to

- i) Repair Notices
- ii) Slum Clearance
- iii) Houses in Multiple Occupation
- iv) Renewal Areas
- And v) Grants for improvements and repair

Since 1996, and the introduction of the Housing Grants Construction and Regeneration Act, all grants have become discretionary, apart from those to disabled persons, i.e. Disabled Facilities Grants, which are still mandatory.

Resources have been secured for the provision of grant assistance to those persons who meet the required criteria in relation to their financial circumstances and whether the property fails to meet the requirement of the Fitness Standard (or in the case of disabled persons, whether the Occupational Therapist considers that the item of equipment/adaptation is suitable for the persons needs).

The total funding package consists of:

- i) Right-to-buy receipts
- ii) Central Government funding through borrowing
- And iii) Local Authority funding through Capital Allocation

In future, due to changes in funding streams brought on by LSVT (Large Scale Voluntary Transfer) of the public sector housing stock, and the Single Allocation to Local Authorities as of 2003/04, the funding of Private Sector Renewal and Energy Efficiency work will be under threat. This matter will require to be addressed, in

light of the findings of the 2001/02 Local House Condition Survey.

In 2000/01 Landlords Grants were introduced, as the Sheffield Hallam Report indicated that there was an under supply of one and two bedroom properties available for let in the District, but this important initiative had to be withdrawn due to the lack of funding.

Considerable improvements have been made in the Private Rented Sector due to the introduction in 1993/94 of the Accommodation Accreditation Scheme, which now has 170 student occupied properties on the register. This is a voluntary scheme, run by the City Council, in conjunction with the Accommodation Officers of the local University and College campus. This scheme sets a standard for student accommodation which guarantees Accreditation, if the landlord complies with the conditions required for the property.

There are approximately 70 properties listed under the Registration Scheme for Houses in Multiple Occupation, which again lays down a minimum standard for shared accommodation. This is a method of controlling what is commonly known to be the poorest form of accommodation in the private sector.

The Government has placed a statutory duty on Local Authorities to produce a Home Energy Conservation Act report annually, showing progress on Energy Efficiency matters. Since 1995/96, Energy Efficiency has become more and more important, in the Government's Agenda and to promote this initiative, an Energy Efficiency Advice Centre (EEAC) was set up to address such matter as the installation of loft and cavity wall insulation; draught proofing; energy use reduction; solar panel installation; awareness raising of environmental matters relating to CO² emissions; renewable energy.

The EEAC has expanded considerably since its inception, starting off with one part time Energy Efficiency Officer, and currently employing 8 full time core staff and 7 casual employees. The EEAC has brought in almost £1m worth of funding to this District, and has expanded to take in the whole of Cumbria, working in partnership with all other Local Authorities in Cumbria; public utility companies; The Health Action Zone; voluntary and charitable bodies.

5. Recommendations

- 5.1. Members are asked to consider the scoping details, invited to give comment on the work completed so far on the Housing Strategy Best Value Review and through discussion at Committee agree on the degree of Member involvement in the Best Value Review.



COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 18th July 2002

Title: HOUSING STRATEGY BEST VALUE REVIEW : SCOPING PAPER

Report of: Director of Housing

Report reference: H044/02

Summary:

This report sets out the remit of the Housing Strategy Best Value Review, the main areas of work being reviewed and provides 5 papers relating to specific areas within the Review for consideration by Members.

Recommendations:

The Community Overview and Scrutiny Committee is invited to give comment on the issues raised in Appendices 1-5 and on related matters to these services.

Contact Officer: Kamla Pattni

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HOUSING STRATEGY BEST VALUE SCOPING REPORT

1. Purpose

- 1.1. The purpose of this report is to outline the Best Value Review (BVR) which is being undertaken on Housing Strategy and to allow Members the opportunity to comment on the key issues relating to specific areas of the BVR.

2. Introduction

- 2.1. The Housing Strategy BVR is one of the Council's planned reviews within its thematic approach to Best Value established in 2001.

- 2.2. The overall scope of the BVR was approved by the Overview and Scrutiny Management Committee on 17 January 2002 (H010/02) as:

- review of the Housing Strategy 2001-2004;
- review how the Council will delivery this;
- establish what will be post transfer functions and how they will fit into the Council's new Corporate Structure.

- 2.3. A BVR Team has been established to oversee the Review and a series of meetings are underway. The BVR Team are concentrating on the following areas:

- Strategic role;
- Supporting people;
- Homelessness service delivery;
- Ownership and management of homelessness accommodation;
- Private sector renewal and Energy Efficiency.

- 2.4. The proposed timetable is governed by a number of external influences:

- stock transfer, if there is a positive vote by tenants, allowing decisions which affect the Housing Strategy and the Transfer Agreement to be incorporated within the Transfer Agreement;

- the deadline to submit a 2003/04 Housing Strategy to the ODPM by July 31st 2002;
- influencing the Corporate Structure Review;
- the awaited inspection visit from the Best Value Housing Inspection team.

The review is expected to be complete by December 2002.

3. Areas for Scoping

3.1. This report seeks members comments on the Council's role in the following areas:

- Strategic role;
- Supporting people;
- Homelessness service delivery;
- Ownership and management of homelessness accommodation;
- Private Sector Housing and Energy Efficiency.

3.2. At Appendices 1-5 of this report there are a series of bullet points which outline the current issues with the above noted services and Members are invited to comment on these and any other comments they may have on these areas of work as part of the Best Value process.

4. Recommendations

4.1. The Community Overview and Scrutiny Committee is invited to give comment on the issues raised in the specific strategic area papers at Appendices 1-5 and on related matters to these services.

T. Bramley
Director of Housing

Appendix 1

Housing Strategy Best Value Review

Scoping Paper for Housing Strategy

- 1 Review the original strategy (2001-04) and noting achievements, non achievements and continuing relevance of actions;
- 2 Review outcome of consultation exercise recently carried out;
- 3 Identify which areas require input and involvement from Carlisle Housing Association, other RSL's in the area and voluntary organisations;
- 4 Development of local performance indicators for Housing Strategy work
- 5 Examine how the Council will resource the strategy;
- 6 Develop an annual reporting/updating mechanism for the Housing Strategy;
- 7 Review ways to engage more meaningfully with Development Companies on development delivery and review of the Housing Strategy;
- 8 Examine how to maximise Section 106 input to any new housing developments in the District, for the benefit of affordable housing, in terms of Planning gain.

Appendix 2
Housing Strategy Best Value Review
Scoping Paper for Supporting People

1. Overview of impact on Carlisle City Council;
2. Assessment of impact on Carlisle Housing Association, financial arrangements and agreements required;
3. Assessment of impact on other RSLs;
4. Review decision making process for Carlisle City Council, including committee reporting and delegated powers;
5. Confirm identification of pipeline projects, and approval mechanisms;
6. Develop the review process for Supporting People funding to ensure that it has an open and transparent decision making on outcome of Review which the Council is involved in;
7. Review future of central unit and remit.

Appendix 3

Housing Strategy Best Value Review

Scoping Paper for Homelessness Service Delivery

1. Development of a homelessness strategy;
2. Development of local performance indicators for the service;
3. Development of service standards for homelessness;
4. Clarify how the Homeless Service will be provided in the first 15 months post transfer (before decision taken about contracting with Carlisle Housing Association) and how the decision making process will be undertaken to review how the service will be provided post transfer (if the ballot is successful);
5. Review how to manage the changing workload envisaged if the stock transfer proceeds;
6. Revise the working arrangements within an SLA with Carlisle Housing Association to assist the Council to discharge its statutory homelessness duties;
7. Formalise arrangements with other RSL's to assist the Council to discharge its statutory homelessness duties;
8. Review the information and advice service offered to homeless and potentially homeless applicants;
9. Review how the out of hours service is provided for homeless people;
10. Review the prevention work on homelessness including mediation with private sector landlords;
11. Review procedures and staff structure.

Appendix 4

Housing Strategy Best Value Review

Scoping Paper for the Homelessness Accommodation Review

1. Review evidence of changing demands for temporary accommodation, including the type and nature of the accommodation currently offered;
2. Ensure that all Health and Safety issues are dealt with for the temporary accommodation buildings;
3. Review ability to deal with increased demands on the temporary accommodation;
4. Review the short and medium term management/ownership arrangements of the temporary accommodation;
5. Examine ways of maximising Supporting People funding for the Homelessness Service;
6. Review the role of other RSLs;
7. Review budget provision and staffing structure;
8. Develop service standards for the temporary accommodation service;
9. Develop local performance indicators;
10. Develop a procurement of strategy accommodation strategy.

Appendix 5

Housing Strategy Best Value Review

Scoping Paper for Private Sector Housing

1. Develop strategy for dealing with possible reduction in private sector grant availability for private sector renewal;
2. Develop strategy to identify priority areas for investment following the results of the Local House Condition Survey;
- 3 Continually monitor properties Registered under the existing scheme for Houses in Multiple Occupation (HMO's) and develop links with other departments to quantify numbers of HMO's.
- 4 Review the management and monitoring of HECA reporting;
- 5 Review the resourcing of HECA reports;
- 6 Maximise input from the Energy Advice Centre in other strategies of the Council;
- 7 Develop work working arrangements with Carlisle Housing Association to ensure that there is maximum input on energy efficiency matters during the catch-up repairs and improvements phase of investment;
- 8 Maximise external funding opportunities for energy efficiency;
- 9 Develop more detailed arrangements to engage with other RSLs, private landlords, and owner occupiers on house standards and energy efficiency issues;
- 10 Develop service standards for Private Sector housing work;
- 11 Develop additional local performance indicators.
- 12 Develop a Policy document as required by the Regulatory Reform Order, (anticipated date for introduction – 18 July 2002), to deal with future funding arrangements for Private Sector Renewal.
- 13 Further develop the Accommodation Accreditation Scheme to include all properties in the Private Rented Sector.
- 14 Develop the contents of the Local House Condition Survey 2001/2 in light of the future introduction of the Housing Health and Safety Rating Scheme, which will eventually replace the existing Fitness Standard.

Department of Housing

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Housing Strategy Group

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Your ref:
Our ref: KP/LB/

30 November 2001

Dear Colleague

HOUSING STRATEGY GROUP

You are invited to the next meeting of the above Group to be held on **Thursday 6th December 2001 to commence at 10.00am in the Skiddaw Room, Morton Community Centre.** At the Workshop session in November there was considerable discussion about Planning issues, as the Local Plan review consultation process has just commenced we can take the opportunity to dedicate a workshop session on this subject at this meeting (see papers enclosed and agenda below).

The proposed agenda is as follows:-

1. Present and apologies
2. Minutes and matters arising from the workshop session held on 12.11.01 (attached).
3. Partnership approach – the way forward (structure plan attached).
4. Calendar of dates with key discussions/workshop subjects (papers attached).
5. Any other business

The meeting will be followed by a **Workshop** session on Planning, to be introduced by **Chris Hardman – Chief Local Plans Officer.**

Yours sincerely

K Pattni

Development Officer



INVESTOR IN PEOPLE

HOUSING STRATEGY GROUP

Notes of the Workshop session held on Monday 12.11.01 at the Old Town Hall

Present: Denise Moses, Paul Carrigan, Steve Tweedie, Peter Woodhouse, Neil Waller, Elizabeth Jackson, Lynne McKenzie, Liz Hoyle, Allan Dickson, Alan Slater, Jackie Dodd, Jennifer Campbell, Rob Stephenson, Sue Little, Karen Little, Jeff Zitron, Laurie Brewis, Kamla Pattni

Introduction and Overview of a Partnership Approach

Laurie Brewis gave an overview of the way the Housing Strategy needs to be developed. Emphasising the need for a partnership approach whereby a wide range of stakeholders have input into the development of future Housing Strategies for Carlisle and there is joint ownership of the document.

He proposed a structure to complement the modernisation agenda embraced by the City Council (attached). The Housing Strategy Group will be responsible for drafting a document for consideration by the City Vision partnership. As well as the 'regular' membership the group will consult with the private Landlords Forum, the House Builders Federation, Mortgage Lenders and Estate Agents. In particular areas specific agencies will be approached for example Employment Agency and Education Centres for assisting in Housing Demand Research issues.

Key issues raised by those present were:-

- ❖ Urgent need to set up a monitoring process to ensure delivery of the strategy;
- ❖ Stronger input required from colleges etc. in relation to the private rented sector
- ❖ the fact that the district has 38,000 private sector properties, fitness levels and future trends will have a significant bearing on housing and wider issues.
- ❖ Home owners, especially on Council estates need to be more involved. CRTF – Carlisle and Rural Tenants Federation to be asked at next meeting to consider having 1 tenant rep and 1 owner/leaseholder rep on this Group.
- ❖ Concern about specialist/small providers who may not get involved because the agenda goes beyond their work area.

- ❖ The regular meetings need to have a forward programme of topics to enable a wider range of people to come for specific specialist discussions.
- ❖ There needs to be an analysis of, for example, new tenants who are in work etc.
- ❖ There needs to be joined-up thinking between agencies and stakeholders.

Workshops

2 groups were established to consider the current objectives adopted by the Housing Strategy which are as follows:-

1. Understanding Housing Needs in Carlisle
2. Working to improve Housing in Carlisle
3. Working to Meeting Emerging Needs
4. Community Planning : A Locality Perspective
5. Other Providers : Development and Partnership
6. Promoting Participation Consultation and Choice.

The groups were asked to consider:-

1. Whether each of these objectives are still appropriate.
2. Whether other areas should be incorporated into and developed by the Strategy.
3. How your organisation will contribute in delivering the housing strategy and its objectives.

The details of the discussions of each group are attached.

Action Plan following the Workshop

In order to achieve the target of establishing an up to date Housing Strategy by Summer 2002 for the year 2003/04 it was agreed in the feedback session to have one key discussion in every future meeting, tackling at least 1 objective and inviting as far as possible all the key stakeholders.

To this end it was agreed that a calendar of dates be established with a view to discussions on the following key themes and papers prepared beforehand by specialists on the subjects:-

6.12.01

1. Planning – Proposed Review of the Local Plan – Christopher Hardman – Chief Local Plans Officer

This discussion will relate to objective 1 “Understanding Housing Needs and Planning for Provision”.

17.01.02

2. Private Sector – How do Private Sector issues contribute to the Housing Market Allan Dickson – Principle Environmental Health Officer

This discussion will relate to Objective 2 “Working to Improve Housing in Carlisle.”

14.02.02

3. Demand – Current Research and a possible way forward

Workshop Leader to be determined.

This workshop will relate to Objective 3 “Working to Meet Emerging Needs”.

14.03.02

4. Regeneration – Working in Partnership to tackle a wide agenda

Laurie Brewis – Head of Housing Provision

This workshop will relate to Objective 4 “Community Planning – A Locality

Perspective”.

14.04.02

5. Monitoring – A mechanism for monitoring the delivery of the HIP Strategy

Kamla Pattni – Housing Development Officer

Steve Tweedie – Best Value/Policy Officer

This workshop will relate to Objective 5 “Other Providers : Development and Partnership”

It is paramount that the **6th Objective “Promoting Participation, Consultation and Choice”** is genuinely incorporated within each of the workshops and more importantly within all the resultant actions.

The following are key areas relating to each workshop subject which need to be considered in the discussions to assist in the development of an action plan:-

1. Planning:

- ❖ What are the different stages of the current Local Plan process;
- ❖ Which agencies are involved in the process;
- ❖ What are the plans for industrial development which could affect residential areas;
- ❖ What are the key issues to be addressed from the Housing Strategy point of view by the Local Plan;
- ❖ How will the targets of future regeneration plans be achieved? Is there any scope to allow more flexibility for future proposals based on particular areas;
- ❖ Establish a list of potential sites over the plan period;
- ❖ How can we include Lifetime Homes standards.
- ❖ Are population/household projections sufficiently accurate;
- ❖ What scope is there for adjusting the projections and therefore site development;
- ❖ How can potential demolition plans affect change in the new build numbers;
- ❖ Brownfield/Greenfield – are there any.

2. Private Sector:

- ❖ What are the key issues to be included in the Strategy;
- ❖ How do you involve the Private Sector owners in discussions;
- ❖ Is there a correlation between ‘target’ regeneration areas and empty/unsatisfactory properties;

- ❖ How can we establish a process for dealing with private sector issues;
- ❖ How do we integrate the private and social housing sectors;
- ❖ Is there a case for applying for Improvement Area status if so what are the priorities;
- ❖ What preventative measures can be taken to stop the flow out off terraced property areas;
- ❖ How successful are the crime prevention measures;
- ❖ Ideally what other measures would significantly benefit particular communities if funding was available;
- ❖ Are neighbourhood wardens the way forward;
- ❖ How can we assist in the expansion of the HIA work areas.
- ❖ What are the key issues to be considered in relation to the private rented sector.
- ❖ How can we establish a system for analysing or change in the private sector market.

3. Demand:

- ❖ What is the current level of demand for social housing;
- ❖ How do we measure demand;
- ❖ How do we establish a mechanism for sensing fluctuations in demand;
- ❖ Should we investigate the feasibility of carrying out a 'Kerrs' style study;
- ❖ What are the measures being taken to 'generate' demand and retain those occupying social housing within the sector;
- ❖ What 'other factors' affect demand;
- ❖ What 'other add-ons' can we introduce that will make and keep the Social Housing sector attractive;
- ❖ Is there scope for a joint waiting list and/or application form between providers;
- ❖ Is there scope in adopting the Delft model.

4. Regeneration:

- ❖ What are the key issues relating to regeneration in the district.
- ❖ Is there an identified list of priority areas;
- ❖ What type of activities would we want to be included in an area-based plan, consider areas separately;
- ❖ Identify current activities that would come under a regeneration agenda;
- ❖ How can we involve the community in regeneration;
- ❖ How can planning issues be integrated into regeneration plans;
- ❖ How do we create an environment of sustainable communities;
- ❖ Are there Good Practice examples nationally that we can learn from;
- ❖ How can we measure the success of regeneration;

- ❖ How do we achieve 'joined up' thinking between agencies, providers and the communities so that there is ownership of the end goal.

5. Monitoring:

- ❖ In view of the previous discussions what are the key areas to monitor in priority order.
- ❖ Consider each area and establish the appropriate method, timescale, agency responsibility for monitoring.
- ❖ Establish an action plan for inclusion into the Housing Strategy Document.
- ❖ This list to be further developed.

DEVELOPING A HOUSING STRATEGY IN CARLISLE

WORKSHOP NOTES FROM THE GROUP DISCUSSION 12.11.01

Current Objectives:

1. Understanding Housing Needs & Planning for Provision
2. Working to Improve Housing in Carlisle
3. Working to Meet Emerging Needs
4. Community Planning: A Locality Perspective
5. Other Providers: Development & Partnership
6. Promoting Participation Consultation & Choice

The brief of the groups was then to consider the following.

Q. Are the current objectives of the Council's Housing Strategy still appropriate?

Q. Are there other areas the Strategy should develop?

Then consider each of the objectives and explain how your individual organisation will contribute in delivering the housing strategy and its objectives.

Whilst the group initially started with the first objective as the discussion developed the other objectives were covered although not necessarily in the above order. The following is a summary of the discussion covering the key points.

- There is a drop in demand for properties as in many cases now it can be cheaper to buy than rent.
- Should more research be undertaken to establish the direction for future demand?
What do individuals want, where do they want it and for how long will they want it? Even if we establish this information we would still have to make the properties attractive as the same options will also be available from Private Landlords.
Do we already have some of the information that may be of use? E.g. Why do people leave and how many have left in the last year?
Can we make environmental changes to make places more attractive?
- There is a need for joined up communication within the authority when considering future development and plans and accommodation needs. E.g. The influx of foreign students or potential developments from large employers.
- What do we actually want to achieve? The focus must be clear.
Key areas must be set within the structure.

Focus groups need to be created relevant to specific issues and include the groups relevant to the issue. Some background research should be undertaken before any initial meetings so the focus group has parameters and guidelines to work to.

We need to be realistic in what we can achieve.

- Are people truly committed to partnerships or is a change of culture required to make them a success?
Is time and funding available to make partnerships a success?
Should 'experts' in the field that is being focused on lead the groups, such as the various agencies?
Are there examples of partnership working that have been successful that we can learn from?
- What is the monitoring process in place to see that improvements are taking place?
The monitoring process needs clearly established.
- Promoting Participation Consultation & Choice. Choice actually brings us problems! In line with the comments above on focus the areas identified were;
Planning
Private sector
Researching Demand
Monitoring Delivery of HIP strategy
Communication/Regeneration Partnerships.

SUMMARY: The 6 objectives are still relevant. An Action Plan needs created with a framework so the objectives can be delivered by next June. The focus groups need incorporated along the way.

Notes of the Housing Strategy Meeting 15.05.02

Present: Laurie Brewis, Kamla Pattni, Nan Farmer, Peter Woodhouse
Allan Dickson, Sue Little, Jen Campbell, Paul Carrigan,
Chris Hardman

Apologies: Rita Notman, Denise Moses

Housing Corporation Allocations

Annual Development Programme – Two Castles, new build at Carleton Grange
£468,000.

Supported Housing Management Grant – Impact (6 Units) young single mothers
scheme.

LJB provided a briefing to the meeting detailing that new developments/plans should be presented to the Core Strategy Development Group for Supporting People, as agreed at the North Cumbria Housing Forum. The reality is that any new bids containing a support element must be detailed in the local Housing Strategy document and also in the Supporting People Strategy document. The practical difficulties are that the S.P. Strategy required signing off by the 7 authorities in the County, Health & Probation. The Final document therefore needs producing for 14.6.02 to enable deadlines to be met.

Supporting People team have issued a proforma to all providers, locality groups will initially assess development proposals. The view held countywide is that where forms are not returned by the due date of the 24.5.02 their bids may well not be seen as a priority.

Locality groups to be made up of twinned Local Authorities, S.P. Lead Officers, Providers, Voluntary Sectors Reps and user reps.

The main gap in S.P. funding was seen as funding in the voluntary sector, in particular Home Improvement Agencies (HIA's) are seen as vulnerable. PW advised that in the Autumn of 2003 RSLs, Health, Social Services and Local Authorities will be requested to make bids to support HIA's in their areas. Allan raised the issue of grant funding being reduced thus affecting the fee income of HIA's as an additional problem for HIA's.

Homelessness Act 2002 demands development of a Homelessness Strategy that needs to take in a wider range of resettlement issues and we will not achieve the needs of the clients stipulated in this Act. How could we meet this need when the SP "pot" sized via Transitional Housing Benefit (THB) or pipeline schemes will not take the Homelessness Act into account. A possible way could be via scheme reviews. Core Strategy Development Group for S.P. could review schemes where service is seen to be poor or a surplus provision is made in a particular locality.

DTLR Guidance

Latest guidance indicates an aim to ease the process, 30 questions now reduced to 10, and a 'fit for purpose' approach must be adopted. The Strategy is a long term document (2001-2004) rolling on with annual updates that may include SP or findings from Best Value Reviews. The outcome is that partnership approaches and S.P. issues are this years additions to the 2001-2004 strategy. Document to be presented to C.C.C. Executive Committee on 8.7.02 to enable submission to DTLR for 31.7.02 deadline.

LSVT

Roadshows started, offer document issued, ballot result expected end July.

Organisational Review

Extensive round of consultation taken place, new structure proposed to be less top heavy, but for consultation early June – operational April 03.

AOB

Fuel Poverty Officer – difficulty recruiting, to be regraded and re-advertised.

AD – raised concerns about attendance levels and number of partners attending.
KP agreed that all partners to be contacted to address this issue.

Date of Next Meeting

Wednesday 19th June at 2.00pm to be advised with agenda.

There followed a workshop session on Monitoring – A mechanism for monitoring the delivery of the Housing Strategy. (paper attached).

Workshop Session 5

A Monitoring Mechanism for the Delivery of the Housing Strategy for Carlisle

Kamla Pattni – Housing Development Officer introduced the framework for monitoring each of the 6 objectives comprehensively.

The main aim is to ensure that not only are all the relevant areas covered appropriately but also the task does not become onerous on one agency (i.e. Carlisle City Council!) to carry out the work of all the monitoring aspects.

Using the structure of the 2000 Strategy submission to the DTLR each objective was divided into 3 aspects:-

1. The stated objective
2. Issues to be addressed
3. Research required.

It became apparent that detailed discussions are needed on each objective and the limited time available on the day would not do justice to this critical part of the process.

It was therefore decided that we would work through (as far as possible) the first objective only.

This would provide a basis for discussion and thought before the next meeting, of the Housing Strategy Group.

It was proposed therefore to:-

1. Ensure that **partner agencies take on the monitoring issue more vigorously** and a separate letter to be written to the heads of the agencies.
2. That attendees to the next meeting be offered a choice of whichever objective workshop they wish to sit on.
3. Depending on the numbers, to arrange a long enough workshop session covering each of the objectives. This will ensure a comprehensive approach to be established for the monitoring of the delivery of the Housing Strategy from 2003 onwards.

The issues covered under **Objective 1; Understanding Housing Needs and Planning for Provision** are as follows:

1. **Comprehensive assessment of housing needs across tenures for general and special needs housing.**

Action **Special Needs** – inclusion of the Supporting People Strategy within the 2002 submission onwards. **Target Date 31.7.02**

Across the Tenures as a follow up to the Sheffield Hallam Study to access the recent Riverside commissioned research – **post LSVT ballot – 5.8.02**

- 2. Access to adequate records of housing tenure and types across city, and gauge difference between what is in place and what people aspire to**

Action **Census information** – on housing to be accessed – **August 2002.**

Develop a questionnaire for Estate agents, builders and RSLs - **September 2002**

Report from **Housing Condition Survey** – available at present **May 2002**

- 3. How broader social and economic factors influence housing demand.**

Action – Council wide **Regeneration Strategy** – **June 2002**

- 4. CCC will develop a strategic overview of all housing tenures including mobility trends and demand and identify local pressure points.**

Action **Partnership Approach** in monitoring population movement, effect of St Martin College's presence to properties in the Botchergate East, the Morton Planning application where 1,000 residential units are proposed – **begin August 2002**

- 5. Continual monitoring and measuring of housing aspirations and preferences at neighbourhood level will be incorporated into review of demand.**

Action Incorporate issues mentioned under 4 above **begin August 2002**

Establish a process for assessing issues in each neighbourhood/natural community – **begin Sept 2002**

- 6. Input into the approach of the delivery of a regional housing strategy**

Action Ongoing with the **Cumbria Sub-Regional Housing Forum** – **ongoing.**

Objective 1 – Issues to be addressed

- 1. Development of a strategy to meet projected gaps now quantified in special needs accommodation.**

Action **Consult and engage** through these and other specific workshops, ensure actions in other meetings are also included in this strategy – **ongoing.**

Supporting People strategy to be informed by the Housing Strategy – **July 2002.**

2. Desire for more general needs housing in both public and private sectors in the North and West of the City.

Action **Planning Dept** involvement – **ongoing**

Employment availability in a Regen Strategy – **June 2002**

Transport network via Regen Strategy – **June 2002**

Tackle **empty properties** and identify particular pockets and develop solutions – **begin September 2002**

Morton planning application – await outcome of public enquiry - ????

Private new build ascertain affordability issues, parking issues, personal aspirations for ownership - **2003**

Health Check each terraced property neighbourhood and develop 'intelligence' on factors that affect desirability on an area - **2003.**

3. Need for new affordable homes of smaller size (not 1 bed) which meet Decent Homes Standard.

Action **Housing Corporation's** total cost indicator changes mean that smaller units are developed which goes against 'decent' standards.

Neighbourhood Renewal Funds assess suitability for Carlisle – April 2003.

4. Rural new build schemes and exceptions sites

Action **Cumbria Rural Housing** Trust to provide further parish based needs research – **September 2002.**

Further work in **Planning division** to ensure social housing units included in private development sites - **ongoing**

5. Detailed appraisal for future options for social housing stock in Currock, Botcherby and Petheril Bank.

Action Large scale voluntary stock transfer **ballot** will give a focus on the way forward – **begin August 2002**

6. Improve strategic working to integrate planning and housing policy

Action Assess potential from **Working Together** document – **September 2002.**

7. Ageing sheltered housing stock not satisfying demand.

Action LSVT should address – **post August 2002.**

8. Clearer understanding of cross tenure housing demands and trends over next 10 – 20 years.

Action The DTLR require a **30 year approach** to the Housing Strategy – **begin July 2002.**

Comprehensive approach to above to be established post LSVT and re-structuring of council to include a corporate approach – **begin April 2003.**

Objective 1 – Research Required

1. Further needs research based on Sheffield Hallam Demand Study with attention to the effects of wider economic impacts and affordability upon housing demand.

Action **Follow up on Sheffield Hallam** may be partly achieved by the Riverside research – **begin August 2002.**

Investigate scope for a **Prince's Foundation** research to capture a view of the whole housing market – **Sept 2002**

Good Practice funding for research – **Sept 2002.**

Housing Investment Trust funding – **Sept 2002.**

Investigate scope for **Agencies to commit officer time** in carrying out practical research – **August 2002.**

2. Consideration of annual updating of Pathways database package for North Cumbria.

Action Extension research currently being carried out via CASS.

Information from the **Independent Living Model Groups** to be incorporated into future Supporting People Strategy aspect of this strategy – **ongoing**

Supporting People SP3 forms currently distributed will map current provision and in future a **Needs Analysis** will deliver this action – **Expected during 2003.**

3. Utilisation of research carried out by Health Authorities and Social Services including web on Learning Disabilities 1999/00.

Action the **Valuing People** research into Housing Needs is being co-ordinated by LD Manager – **ongoing**.

4. Revision of current parish needs assessment method by April 2001 in conjunction with Cumbria Rural Housing Trust.

Action small scale research completed in 2001 – **June**.

Further research by CRHT – **September 2002**.

Housing Strategy Group

Wednesday 19th June, 2pm

Present: Denise Moses, Tenant Rep; Paul Carrigan, Development Officer; Elizabeth Jackson, Planning; Stephanie Murphy, Two Castles; Richard Cave, Two Castles; Sue Little, Impact Housing; Louise Gibb, Carlisle Care and Repair; Jen Campbell, Eden Housing Association; Allan Dickson, Environmental Services; Nan Farmer, Tenants Rep; Rita Notman, Tenants Rep.

Apologies: Laurie Brewis, Riverside, Anchor Trust, Treasurers.

Minutes / Matters Arising:

-The post of Fuel Poverty Officer will be advertised at a higher base level salary (top of scale remains the same).

-RSL's have been written to with reference to arranging meetings regarding possible bids.

Strategy Submission: The deadline for the update to the DTLR is 31st July and is due to be completed. Laurie has drafted the update and once a copy has been received it will be e-mailed around.

Key priorities RSL Bids: Paul Carrigan has written to all RSL's re ADP bids. Demand is low – query newbuild demand. Concentrate on current stock?

LSVT Roadshows: Door knocking and visits have been completed and although low turn out at roadshows - more enquiries lately. Ballot: 26th June result should be announced around 29/07/02.

Organisational Review: It is likely that option 5 will be executed. There'll be a statutory consultation for 1-3 months after the decision.

CCC will retain the hostels for at least a 15 month period whilst the Housing Association will assess whether they want to take on the service.

There is evidence from other LA's that transfer agreements don't cover fully the Homelessness Act and a proviso is needed to ensure changing legislation and local needs can be accommodated.

Careline, Sheltered Housing, Housing Visiting Service will all be going with the LSVT.

Date of Next Meeting: Wednesday 24th July, 10am.

Workshop session.

AIM 2. Working to implement Housing in Carlisle.

3 aspects to each aim:

- 1) Theme
- 2) Issues to be added
- 3) Research needed

For each of the following, there is a need to look at what is in the Housing Strategy, highlight the action needed and give dates to be done by.

1) Target resources towards people suffering multiple deprivation in the worst accommodation.

Fuel Poverty. Action commencing July/August 2002. Re-generation strategy should tackle this. Worst accommodation – includes all areas of housing – **Action – June 2002.**

2) Ensure effective complaints and information procedures to deal with customers needs.

This issue is currently under Strategic Review. **Action – to be implemented April 2003.** The complaints appeals for Homelessness and how it is dealt with post LSVT needs to be covered by Best Value Review. This ties into how housing will be structured – Best Value will cover – **Action - to be completed by end of December 2002.**

3) Consider introduction of area based Renewal Area Strategy to address areas of impending decline.

There is the possibly, in the future, that Renovation grants will be targeted at Areas, rather than 'pepperpotting' as takes place at the moment.
– **Action – establish a strategy by December 2002.**

Regeneration strategy will address the wider Area based approach as from April 2003.

4) Update current housing records to appraise most satisfactory course of action by the implementation of a LHCS.

Action - Presentation to Overview Scrutiny is on 18th July. Implementation of recommended actions will be ongoing.

5) Continue to work in partnership with private sector voluntary, and other local authorities to maximise resources, publicity and awareness raising
Action - on-going.

6) Continue to raise public awareness of need to reduce energy use, increase efficiency and sustainability.

An Admin Assistant is in post. The Energy Efficiency Centre is looking at the opportunities available to create partnerships with companies such as Scottish Power. **Action – ongoing.**

AIM 2 – Issues to be addressed

1) Positive productive partnerships within CCC and externally.
Action – ongoing.

2) Local House Condition Survey
Action – ongoing.

3) Continuous work with private landlords
Action - on-going.

4) Thematic approach to renewal
Organisational Review will address – **Action to commence April 2003.**

5) Alleviation of fuel poverty and increased energy awareness
Already covered.

AIM 2 - Research

1) Research on new fitness rating for stock.

Not implemented, as details from DTLR awaited. **Action – on hold.**

2) Work with Health Action Zone (HAZ) on research into positive health impacts of improvements to pro housing conditions:

- ♦ **Bid to target over 70's for energy efficiency measures**
- ♦ **Improvements to internal air quality**

On-going. Continued and strengthened through well-being role.

3) Evaluation of Eco house project and lessons learned and future strategy on energy efficiency for newbuild renovation.

Evaluation of fuel costs will be done over the next few months. **Action – completed by November 2002.**

AIM 2 – Working to improve Housing in Carlisle.

- 1) Continue to identify the investment needs of its housing stock and options to meet those needs.**

Action - ongoing and LSVT will deal with this issue.

- 2) Continuation of collating detailed stock information leading to an accurate assessment of investment needs.**

Action - local survey.

- 3) Expand range of information for each property and to comply with requirements of resource accounting.**

Action - not relevant post LSVT.

- 4) All improvement programmes, planned maintenance schemes and cyclical works will incorporate energy conservation measures.**

Action - ongoing.

- 5) Development of marketing strategy to respond to the changing nature of demand and explore how to improve perceptions of the Council's service and tenure**

Action - research proposed under Aim 1

Aim 2 – Issues to be addressed.

1) Comprehensive stock condition survey.

Action - LSVT and stock condition survey.

2) Constant market testing of all repair and improvement contracts let.

This forms part of what the council expects from the agreement. Performance indicators will show whether agreements have been delivered. Council will monitor.

Action – establish monitoring of performance post December 2002.

3) Target resources to ensure all properties maintained and occupants enjoy an acceptable living standard.

Action - ongoing.

4) Continuing research on components within the housing stock and services to the stock to ensure energy efficiency improvements maximised.

Ensure energy efficiency is maximised via research undertaken through the Energy Efficiency Centre. **Action – ongoing.**

5) Involvement of Carlisle and Rural Tenants' Federation in disciplines associated with planned maintenance and improvements programmes.

Will happen through Carlisle Housing Association. **Action – establish a process which monitors Tenant Involvement.**

6) Investigate alternative mechanism for seeking adequate investment in the stock.

Action - on hold until 29th July. Determined by ballot.

7) Consider how best to provide public sector stock to the public.

Action - on hold. As above.

Aim 2 - Research

1) Sample stock condition survey

Should have been covered already.

2) Investigate use of hand held computer terminals for responsive repairs, voids inspections and condition surveys.

Action - not applicable.

3) Ongoing investigation of life cycle principles of material components and installations through a property database.

Action – ongoing.

4) Through research organisations, consider most up to date information on energy efficiency materials and components.

Action - ongoing.

5) Review new government incentives and those offered by private sector companies to obtain additional budget resources.

Scottish Power. **Action – ongoing.**

Aim 3 – Issues to be addressed.

1) Working in partnership both within Carlisle and North Cumbria to identify and develop accommodation and support needs for vulnerable people.

Action – via Supporting People, Housing forum. Ongoing.

2) Build on experience gained in 2000/01 pilot preventative strategy for vulnerable people to sustain independence at home for as long as possible.

Action - Supporting Partnerships with health and social services – ongoing.

3) Provide information and advice by co-ordinating data on housing and welfare issues:

4) Assessment and action on rooflessness – especially rural homelessness.
Identified as a research area.

5) Fulfilment of additional homelessness duties by considering more preventative approaches.

Requires establishing this year. **Action – work with Homelessness Forum to establish a Strategy by April 2003.**

6) Achieve CRE level 3 within life of this strategy.

To be achieved by the recent establishment on an equalities policy. **Action – monitor delivery of the policy and review April 2003.**

7) Preparation for the arrival of asylum seekers.

Action -on hold.

8) Tackle crime and fear of crime through multi agency approach, targeting most vulnerable tenant.

Dealt with via the Carlisle and Eden Crime and Disorder Partnership Strategy.

Action – ongoing.

9) Promotion of work skills and independent living for young people.

To be dealt with by Homelessness Strategy. **Action – ensure key issues are included in the Strategy due to be completed by April 2003.**

Aim 3 – Research

1) Development of multi-agency research work into accommodation and support needs.

Supporting People strategy will address this. **Action – ongoing.**

2) Revision of 1998 housing providers audit in special needs housing provision.

Supporting people. **Action – transferred to Supporting People.**

3) Further research into rough sleeping, youth homelessness and rural homelessness in conjunction with Centrepont and Shelter.

Homelessness Forum addressing this. **Action – monitor progress and review April 2003.**

Due to lack of time, Aim 4 to 6 will be discussed at the next meeting:

Friday 28th June, 10am.

Housing Strategy Group

Friday 28th June, 10am

Present: Paul Carrigan, Development Officer; Nan Farmer, Tenants Rep; Louise Gibb, Carlisle Care and Repair; Elizabeth Jackson, Planning; Sue Little, Impact Housing; Denise Moses, Tenant Rep; Stephanie Murphy, Two Castles;

Apologies: Jennifer Campbell

The chair introduced the meeting by explaining that in the previous workshop (19/06/02) Aim 2 was split into 2 sections that's why it implied a repetition. The aim of this meeting was to discuss Aims 4-6 of the Best Value Review Housing Strategy Role

Aim 4 Issues to be addressed

1. Determine housing need across all tenures for each locality

Best Value will take priority over Regeneration Housing Strategy. General discussion with reference to BV. Core people will be identified at the end of the workshop session with reference

2. Identify, co-ordinate and facilitate all resources and agencies that can help deliver the strategy.

Action: Sue Little suggested delivering this part through the Housing Strategy Group as there would be more focus this way.

3. Co-ordinate and plan the provision and development of additional or refurbished housing, helping to create a sustainable community.

Needs collective, co-ordinated approach. Needs to include fuel poverty, anti-poverty and other issues. **Action: Work between Housing and Planning.**

4. Link housing with wider policies for the social, economic and environmental wellbeing of the area.

Action: Covered above.

5. Empower local communities.

Regeneration will deal with comprehensively. **Action: More consultation is needed.**

6. Consider introduction of local partnership schemes to encourage best practice and a united approach amongst providers of housing and support services.

Action: Supporting People and Housing Strategy encompass comparisons provided by RSLs.

7. Monitor and evaluate issues of strategy and raise as necessary.

Action: Currently being looked at.

Aim 4 Research

1. **Consider examples of good practice in regeneration and social inclusion.**

Share good practice. Should be attending as equal partners.

Action: More input from members, more equality in the group.

2. **Detailed consultation and analysis of the wishes of local people in each of the localities.**

This subject refers back to regeneration. **Action: Post LSVT.**

AIM 5 Other Providers: Development and Partnership

1. Enhancement of current good relationships with local RSL's, private landlords and developers.

There is encouragement for a Landlord's association to be established. Landlords are able to access block insurance providing possible savings of up to £500.

Action: ongoing.

2. Integration of housing and planning policy and working with private developers to meet demand for both affordable and market price housing for sale.

Housing waiting list is not a good indicator of what is needed. More research is needed, with more surveys in future. No parish surveys have been carried out recently. Urban tends to be expensive and therefore inaccessible.

Action: Planning and Housing to work together. Research is needed.

3. Review the strategic and operational average rents for determining housing provision.

Action: To be dealt with through the rent re-structure.

4. Continued relationships development with the private sector landlords through the Carlisle Landlords Forum.

Action: ongoing.

5. Address cross boundary issues with other parties through the Cumbria Sub Regional Housing Group.

AIM 5 – Issues to be addressed

1. Detailed criteria to guide future RSL, development work for general needs, special needs, new build and refurbishment with emphasis on maintaining low rents and priority rural and special needs schemes within the criteria.

2. Develop objective assessments of competing schemes within a reducing level of HC funding.

No competing schemes? **Action: Issues in Social Housing Agreement needs to be revisited.**

3. Ensuring RSL developments are sustained and meet needs identified.
Action: ongoing.

4. Making best use of SP funding.

Supporting People strategy not brought to this group. **Action: Supporting People issues need to be brought to the Strategy Group.**

5 Joint cross organisational audit of functions and selective benchmarking through Best Value.

Action: Already discussed.

6. Consideration of a joint commissioning approach involving the possible redistribution of functions to the landlord best placed to deliver the service.

Action: Not applicable.

7. Progress development of relationships with private sector landlords and private developers.

Action: Not applicable.

8. Information given to private sector landlords and developers on latest government guidance, initiatives and housing demand.

Action: ongoing.

9. Private sector landlords and private developers consulted on the housing strategy document.

Action: ongoing.

AIM 5 – Research

1. The rural development of a new approach to tackling rural needs assessment in conjunction with Cumbria Village Homes by April 2001.

Action: Additional resources to be identified.

Aim 6 – Promoting Participation, Consultation and Choice.

- 1. Continue with the strong commitment of tenant involvement through the Tenant participation Compact.**

Action: Consistency to be addressed.

AIM 6 – Issues to be addressed

- 1. Service User representatives involved in all strategic matters relating to the homes and community where they live.**

Action: ongoing.

- 2. Involvement of service users at Council Committee level on housing services and through consultation on policy and procedural matters.**

Greater forum needed than Housing Strategy. Councillors represent tenants.

Action: Social Housing Agreement.

- 3. Direct involvement in establishing a best value framework.**

Action: ongoing.

- 4. Continual review of the working partnership with Carlisle and Residents' Federation.**

More involvement with tenants would mean branching out to RSL's.

Action: Through Housing Strategy Group – facilitate and publicise.

- 5. Appointment of ITAs on the Stock Options Appraisal and the formation of a Tenants' Forum.**

Action: Decided to remove.

- 6. Implementation of the TP Compact Action Plan and development of appropriate review and monitoring mechanisms.**

Action: Already addressed.

- 7. Build on existing consultation with landlord.**

Action: Decided to remove.

- 8. Revise and enhance customer satisfaction questionnaires.**

Small %age of questionnaires received back for rent. Approaches to doing were discussed: incentive / door-to-door approach. City Councillors are still enablers so could enable consultations.

Action: It was agreed to remove this element because the Residents/Tenants are customers and the Housing Associations are responsible for customer feedback.

- 9. Continue to consult residents on issues of group repairs.**

Action: Irrelevant, however in the private sector, it is relevant to areas such as Harold Street.

- 10: Continue to work with interested groups and individuals on the provision of disabled facilities grant.**

Action: ongoing.

- 10. Use the Options Appraisal process tenants' advisers to audit/review overall arrangements.**

Action: ongoing.

11. Use the Options Appraisal process tenants' advisers to audit/review overall arrangements.

Action: Agreed to remove.

AIM 6 – Research.

1. Complete research detailed in TP Compact Action Plan.

Action: Agreed to remove.

Best Value

Kamla Pattni invited the attendees to volunteer to create a sub-group in which the objectives could be looked at and a way to challenge them identified. It was agreed that other members could be addressed via e-mail and respond in a bullet-point format.

Members identified to create this group were: Allan Dickson, Paul Carrigan, Elizabeth Jackson, Kamla Pattni, Alice Nixon (Minutes).

Any agenda items are to be forwarded to Kamla Pattni/Alice Nixon.

Nan Farmer invited the group to

Tenants Association AGM, 18th July (Kamla – is this right?)
Morton Community Centre

Short business meeting followed by karaoke, bar, buffet.

**(Housing Strategy Best Value Review Sub-group: 8th July, 1-3pm,
8th floor meeting rm.)**

Next Housing Strategy Meeting: 24th July, 10am. Law Library.

Best Value Review

1. Strategic Role – Challenge Element

1. Why are we providing the service?

1.1 What purpose does the service serve or what needs does it satisfy?

The main purpose of the service is to develop a comprehensive Housing Strategy enabling the City Council to fulfil its statutory responsibilities.

The development of the Strategy document is one aspect (albeit a major one) which covers the identification of housing needs for the district, prioritises RSL developments, establishes partnership working and promotes specific projects and social housing to meet the key objectives of the Housing Strategy.

The City Council also has statutory duties in terms of the local government and housing act 1989 in respect of housing within its area to consider, at least once in each year, the housing conditions in the area with a view to determining which action to take in respect of:-

- 1) repairs notices
- 2) slum clearance
- 3) houses in multiple occupation
- 4) renewal areas
- 5) grants for improvements and repairs

However, the strategic function requires operational working to enable delivery of the strategy objectives.

A ballot to transfer the Housing stock has been positive and therefore transfer will take place on 10.12.02.

The effect on the strategic function will be significant.

The Council could engage consultants to develop and produce a strategy as consultants are able to access information on a national basis and specialise in this area. However, it was felt that in order to achieve a locally based strategy consultants would require significant information and input from council officers.

1.2 Is there evidence that the service is still needed at all? Do we need some parts but not others?

Without a Strategic Housing role the city council would be unable to fulfil its statutory responsibility in assessing the housing needs for the district and establishing a strategy for dealing with housing issues in Carlisle. It would not have sufficient 'intelligence' to produce a long term plan and submission of a strategy document to the ODPM (previously DTLR).

Post LSVT the Strategic Housing Roles will be the only functions of the current Housing Department remaining.

The role will need to be strengthened to enable proper delivery of the strategy but also, to respond to Government requirement which states that local authorities need to have a robust approach to assessing the whole housing market, and enable appropriate action to respond to any changes affecting the sustainability of communities.

To date, performance measures have been established and monitored by the various sections within the Housing Department dealing with particular disciplines. Post LSVT, the role of the Strategic function will need to become more pro-active in ensuring that the transfer agreement is adhered to and any new performance measures are established and monitored.

The requirement of a detailed Homelessness Strategy will increase the workload, however arrangements are in place for the development of a county wide Homelessness Strategy with a local insert. Supporting People issues will play a significant role in determining resource levels.

1.3 What importance does the public and the authority attach to the provision of their function?

The Strategic function itself does not interface well with the general public and they are not generally aware of this function within the Council. Greater efforts are required by Council Officers to communicate with members of the public on this important issue, not only involving those whose lives are directly effected by the contents of the strategy (e.g. those in social housing - those who are in receipt of disabled facilities grants), but including greater discussion with community groups, voluntary agencies, charitable bodies etc throughout the development of the strategy. Although people tend mostly to get interested and involved in issues that affect them directly, nevertheless there is a need for greater discussion with community groups throughout the development of strategy. It is recognised that the sustainability of communities within the district is affected by a variety of factors and a Housing Strategy can have a major impact on the 'health' of a community. However, this needs to be developed in partnership situations rather than individually with the general public (but the general public should be consulted on proposals).

The Authority is placing greater emphasis on the service as indicated recently within the proposed restructuring of the whole local authority (being done as part of a specific Best Value Review). In future it is envisaged that there will be an increased cross-referencing and working together with the Council's Regeneration Strategy (also, a separate Best Value Review with input from officers from different disciplines across the authority including the Planning Officer, Environmental Health Officer, Housing Development Officer).

1.4 Can the costs of the function be justified?

It is estimated that the following staff input is involved in the production of the Housing Strategy and related functions:-

Chief Local Plans Officer – 3%

Principal Environmental Health Officer – 8%

Head of Housing Provision – 50%

Development Officers × 2 – 80%

Administration equivalent to 1 fte = 100%.

The Strategic role enables the securing of a variety of funding ranging from Registered Social Landlords securing Housing Corporation funding for new-build schemes, based on the priorities of the Housing Strategy, through to one-off grant funding for specific small-scale schemes such as Community Alarms funding secured in 2002 from the Health Action Zone funding.

It is estimated that in the past decade over £15m worth of funding has been secured as a result of the work done by this service which has been of benefit to Carlisle, Eden, Copeland and Allerdale. This is in addition to the annual HIP allocations and Private Sector Renewal funding.

1.5 Have the needs of users or of the community changed?

Although the development of a strategy is an ongoing process the needs of the community are changing. In recent years the Social Housing sector has experienced considerable change in terms of the demand as well as the circumstances of households living in the social housing sector. These changes require different approaches to those of a decade ago when there was a thriving housing waiting list, properties were not so much in disrepair and there was a wider variety of tenants.

The Sheffield Hallam study carried out in 2000 has identified the changes in demand.

In terms of the private sector the local house condition survey has indicated a change in perception in relation to what is considered to be important in relation not only to the 'brick and mortar' of a community but also to such things as crime and the fear of crime: environmental issues; the deterioration and the condition of private rented properties and anti-social behaviour.

1.6 Are there needs that we are not meeting?

The Strategic Role has benefited from the assistance of officers within the department on particular issues, which has to a degree enabled officers to pursue additional work areas. However, due to the nature of the work in this area, which can vary enormously, and in certain areas can take 3 to 4 years to fruition of schemes, the resources allocated to this function have had to 'fire fight' on much of the workload which has meant that in instances priority issues have not been allocated the required time for thorough input. Post LSVT this issue will obviously become exasperated as a lot of the work and expertise gained from other officers in the department will no longer be available to the

Council. The timely Best Value review should identify a way forward to address this thoroughly.

There are needs currently not met within certain house types. 2.66% are already unfit, 3.9% will be unfit within 2 years. £700k is being spent when there is a need for an overall spend of £20m currently.

1.7 Is this service the best use of our resources?

How well does our service align with Council priorities?

For a small unit within the current housing department the strategic role provides good value for money. Apart from securing funding for a wide variety of agencies across North Cumbria the partnership and enabling work carried out by the unit provides considerable support to agencies in 'paving the way' for joint working.

The Housing Strategy document is based on the City Council's core priorities. The document is an integral part of the Strategic thinking on the geographical targeting of the council's resources and its commitment to neighbourhood regeneration.

Bench mark information.

The Corporate Plan identifies under its Quality of Life Objective to co-ordinate a strategic approach to housing. Indicators currently relating to Housing Management issues and the associated targets will need to be monitored as part of the monitoring of the LSVT transfer agreement.

1.8 How does our level of service compare to the statutory minimum?

The Government requires that Local Authorities develop a housing strategy for the district that deals with Homelessness and demand for Social Housing in order to maintain communities. The strategic role certainly encompasses the minimum requirement of the Government and indeed goes well beyond that. We have developed strong partnerships with other statutory, voluntary and private sector organisations particularly in the correlation between housing and well-being.

1.9 What are our aims and objectives for the service?

Are they valid now and will they be for the foreseeable future?

The Housing Strategy is based on 6 key objectives as follows:

1. Understanding Housing Needs and Planning for Provision.
2. Working to Improve Housing in Carlisle.
3. Working to Meet Emerging Needs.
4. Community Planning: A Local Perspective.
5. Other Providers: Development and Partnership
6. Promoting Participation, Consultation and Choice.

Since November 2001 each of the monthly Housing Strategy Group meetings have been followed by a workshop session relating to one objective as follows:

1. Planning – Proposed Review of the local plan – lead by Chief Local Plans Officer.
2. Private Sector – How do Private Sector issues contribute to the Housing Market. – lead by Principal Environmental Health Officer.
3. Demand – Current research and a possible way forward – lead by Head of Housing Provision.
4. Regeneration – Working in partnership to tackle a wide agenda – lead by Head of Economic Development.
5. Monitoring – A mechanism for monitoring the delivery of the HIP Strategy.
 - there have been 3 sessions held so far with a further 2 or 3 expected as part of the Best Value Review – lead by Housing Development Officer.

It has been recognised that the sixth objective of consultation, participation and choice is fundamental within the work of all the objectives and is therefore incorporated within each workshop.

The workshop sessions have identified that the objectives are certainly still valid and it is likely that their significance will increase in the future regardless of LSVT

1.10 Why do we provide the service? **Are there others that could provide it?**

The Local Authority has a statutory duty to provide a Housing Strategy to the Government on an annual basis. To date, the council has found it beneficial to provide the service in-house as officers involved in the process have knowledge of and carry out some operational aspects to secure funding for the benefit of Carlisle as a whole.

Post LSVT the Council will need to consider outsourcing the development of a housing strategy if it is found to have cost benefits. It is likely that through outsourcing officers currently working on the development of the strategy more time could be devoted to the detail / operational aspects which enable the delivery of the strategy.

In recent years, a number of housing specialist consultants have established in the business of providing this type of service. Further work is needed to look at cost benefits, resources that would be required to provide information to consultants, how much local knowledge will be necessary, how professional the end product is compared to what is required and what the Council wants to achieve.

Although there are Consultants and Agencies who specialise in developing documents for local authorities the group felt that Consultants would be more expensive, wouldn't be able to apply for funding, would not have local knowledge, with high levels of expenses. They would not be as flexible because of lack of dialogue with stakeholders.

1.11 What would happen if we ceased to provide the service?

Carlisle as a whole would see a reduction in resources being secured for the provision of appropriate/affordable housing. The support needs of the most vulnerable people in our community (predominantly in the Social Housing sector) would not be able to be assessed and in turn inform the Supporting People strategy which will rely on Housing Strategies to provide needs analysis and investment direction.

The Government now requires a robust approach to assessing the whole housing market – this would not be achieved as a number of agencies would contribute from their specific angle.

The Council would fail to fulfil its statutory duties.

1.12 Who else could do it with you or instead of you? Could they do some parts and we do other parts?

The Cumbria sub-regional housing forum is considering the application of funding to a central source to procure a Countywide housing strategy with local supplements. There is a possibility, in the future, that Eden and Carlisle could further develop the LSP arrangement and have a joint Housing Strategy. A Countywide Homelessness Strategy is already proposed with funding established.

Consultants specialising in Housing strategies could be commissioned by the Council to provide certain aspects of the strategy document.

RSL's would/could be seen to be inappropriate alternatives as they may be seen to have a vested interest above other RSL's.

1.13 Are there external events likely to affect the effectiveness and viability of the service?

The proposed LSVT will reduce officer resources from other disciplines within the current Housing department.

The need for a strengthened strategic and enabling role for the local authority will be harder to achieve under current resource levels. This issue should be addressed as part of the Structural Review (BV) of the whole council. This review should bring benefits of joint and partnership working between business units, other agencies and through better consultation.

New legislation and Government initiatives may require consideration of additional work areas.

Tynedale Housing Association (Tynedale District Council) has experienced a change of legislation post LSVT that wasn't forecast. There is a need to consider the effect of potential new legislation coming into effect post LSVT.

There are potential positive effects to the organisational review, in that there would be more integration and consultation between departments.

In the future, loans and equity release will be a more preferable way of home improvement finance rather than grants.

It is considered that a partnership approach seems to be best value, especially between the City Council and external bodies including the County Council.

1.14 What are the equality / sustainability issues for this service?

The equality issues relating to the Housing Strategy are:

- equality in assessment of housing need across the district
- equality to those who are deemed to be vulnerable to enable them to maintain their independence
- equality in terms of promoting activities that achieve sustainable communities and their needs.

Sustainability issues:

- The housing strategy significantly contributes to the well-being of the communities in Carlisle.
- The service will need to be maintained in some form for the foreseeable future.



REPORT TO EXECUTIVE

PORTFOLIO AREA: HEALTH AND WELL BEING

Date of Meeting: 29 July 2002

Public

Key Decision: Yes

Recorded in Forward Plan: Yes

Inside Policy Framework

Title: SUPPORTING PEOPLE REGIME

Report of: Director of Housing

Report reference: H047/02

Summary:

The report presents a proposed 'Shadow' Supporting People Strategy to cover the interim period up to full implementation of the regime in 2003 and considers the issue of new government guidance on charging for services.

Recommendations:

In consideration of the contents of this report, the Executive is requested to endorse the approach set out in the:

- The Supporting People Shadow Strategy
- The Government's proposals for charging for Supporting People services.

Contact Officer: Laurie Brewis

Ext: 7301

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION AND OPTIONS

1.1. Purpose

- 1.1.1. This report invites Members of the Executive to consider the developing of the Supporting People Shadow Strategy and the recently published SP charging policy as part of the overall consultation process within Cumbria.

1.2. Introduction

- 1.2.1. At previous meetings of the Council, Members have considered and approved a number of reports, which identify the need for the authority to adopt a strategic multi-agency partnership approach to support and sustain independent living for vulnerable people in the district.
- 1.2.2. The strategic role for this authority in the identification of support services for vulnerable people was set out in the "Independent Living Model" (ILM) (H.29/99).

(The SP regime provides the necessary financial resources to progress the independent living model).

- 1.2.3. With the Supporting People Regime (SP), due to commence in April 2003, it is necessary to provide an interim (1 year) Shadow Strategy. The Core Strategy Development Group, a partnership of Housing, Social Services, Probation and Health commissioners have produced a draft SP Shadow Strategy document for consultation.
- 1.2.4. The Supporting People Shadow Strategy is appended for Members' consideration and comment.

1.3. Consultation Timetable

- 1.3.1. The consultation mechanism sets out (page 10 of the strategy document) a timetable for organisations to consider and respond to the document. Indicating the need to formalise a partnership agreement for Supporting People to be approved by partners and submitted to the Office of the Deputy Prime Minister (ODPM), formally the DTLR, by 31 October 2002.

1.4. The Supporting People Shadow Strategy

- 1.4.1. The strategy document attached to this report covers a broad range of issues in seeking to implement a partnership approach to deliver a comprehensive service to support and sustain independence for vulnerable people
- 1.4.2. In essence the document revolves around a series of statements and priorities that reflect "The Vision" of the partners in seeking to achieve the prime objective of supporting and sustaining independence in a safe and secure environment, for those individuals who need assistance to achieve this.
- 1.4.3. The "vision" and priorities are set out in pages 11 - 13 of the document for Members information.

1.5. A Supporting People Charging Policy

- 1.5.1. As part of the introduction of the Supporting People legislative framework, the ODPM have requested that a statement is made regarding a "Charging Regime" to deliver the funding to provide equitable services within Cumbria. The issue is not addressed in the SP strategy document as its release date came after the draft document was compiled.
- 1.5.2. As this aspect of the legislative process for supporting people has now been published, officers have taken the opportunity to present these proposals for consideration by Members of this authority in conjunction with the SP Strategy. The proposals for charging were considered by the SP Core Strategy Development Group on 12 July, with the intention to consult on the introduction of a set of equitable principles to be implemented by the SP Administrative Body in Cumbria, the County Council, from April 2003.
- 1.5.3. A summary of the Government's proposals for charging for Supporting People services is appended for Members information and comment.

2. CONSULTATION

2.1. Consultation to Date.

Extensive consultation has taken place on a partnership basis, and has included service users and carers alongside voluntary sector organisations culminating in

a meeting of the SP Consultative Committee on 1 July 2002.

2.2. Consultation proposed.

The Shadow Strategy and Charging Proposals for Supporting People are currently being considered by all District Councils, the County Council and service providers.

3. STAFFING/RESOURCES COMMENTS

N/A.

4. CITY TREASURER'S COMMENTS

4.1. The City Treasurer has been consulted in the preparation of this report. It is assumed that there will be no long term financial implications for the City Council through the implementation process of the Supporting People regime.

5. LEGAL COMMENTS

N/A

6. CORPORATE COMMENTS

6.1. This report was considered by the Community Overview and Scrutiny Committee on 18 July and the subsequent minutes are attached.

7. RISK MANAGEMENT ASSESSMENT

N/A.

8. EQUALITY ISSUES

8.1. Such issues are a key component of the Supporting People regime in seeking to provide support services to sustain independent living for vulnerable people.

9. ENVIRONMENTAL IMPLICATIONS

N/A.

10. CRIME AND DISORDER IMPLICATIONS

10.1. The policy issues set out in the Supporting People Strategy seeks to establish a robust range of services that support some marginalised groups including the provision of some services aimed at reducing crime and disorder.

11. RECOMMENDATIONS

11.1. In consideration of the contents of this report, the Executive is requested to endorse the approach set out in the:

- The Supporting People Shadow Strategy
- The Government's proposals for charging for Supporting People services.

12. REASONS FOR RECOMMENDATIONS

12.1. The main purpose of adopting a Supporting People Strategy includes addressing such issues as quality, equity of service provision, supporting and sustaining families and individuals to live as independently as is possible and addressing other issues as crime and anti-social behaviour.

T Bramley
Director of Housing



REPORT TO EXECUTIVE

PORTFOLIO AREA: HEALTH AND WELL BEING

Date of Meeting: 29 July 2002

Public

Key Decision: Yes

Recorded in Forward Plan: Yes

Inside Policy Framework

Title: THE DEVELOPMENT OF SUPPORTING HOUSING –
HOMELESSNESS & SPECIAL NEEDS

Report of: Director of Housing

Report reference: H048/02

Summary:

This report sets out an alternative approach in the delivery of supported accommodation for those individuals and families presenting as homeless in the Carlisle district, and options to further develop independent living choices for other vulnerable people.

Recommendations:

The Executive are requested to endorse the proposed alternative approach for the provision of supported accommodation for those presenting as homeless, or in need of support packages to sustain independence, and delegate responsibility to the Director of Housing in consultation with the Health and Well Being Portfolio Holder to implement the service.

Contact Officer: Laurie Brewis

Ext: 7301

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION AND OPTIONS

1.1. Introduction

- 1.1.1. At previous meetings of the Council, Members have considered and approved reports (H.49/98, H.10/99, H.29/99, H.81/00 & H.103/00) which identify the need for the authority to adopt a strategic multi-agency partnership approach to support and sustain independent living for vulnerable people in the district.
- 1.1.2. In particular report H.029/99 approved by the then Housing & Care Services Committee outlined the need to enhance the authority's Special Needs and Accommodation Strategy through the adoption of an Independent Living Model (ILM) pilot initiative.
- 1.1.3. The purpose of this report is to:
 - a) Consider securing the future options for vulnerable people living in the Carlisle district through the adoption of ILM as a key component in the structure of the department and the potential Carlisle Housing Association framework.
 - b) Consider an alternative pro-active approach in the delivery of the homelessness services, particularly for families and single women in light of the new homelessness guidance.
 - c) Raise awareness of the preparatory work necessary to take advantage of the 'window of opportunity' to fund support services to vulnerable people accommodated by the authority under the Supporting People Regime, due to commence in April 2003.
- 1.1.4. The report does not seek to outline the initiative in detail; rather to set out an alternative approach for the provision of supported accommodation. Seeking only at this stage to affirm Members approval for the approach and the delegated responsibility for the Director of Housing in consultation with the portfolio holder for Health and Wellbeing to implement the service.

1.2.I.L.M.

- 1.2.1. In furtherance of the authority's Special Needs Accommodation and Support Strategy, approved by committee in April 1998, this report seeks to consolidate the strategy through the adoption of the Independent Living Model. The essence of the model being, the promotion of a multi-agency approach to support and sustain independent living for vulnerable people and those with special needs in the Carlisle district.
- 1.2.2. It is the view of officers that in certain circumstances, the provision of co-ordinated "support packages" to some vulnerable tenants who have suffered a crisis, will assist in longer term resettlement and prevent the "revolving door" syndrome.
- 1.2.3. The provision and range of person-centred "support packages" is currently being considered and subject to an in-principle decision by Members, will be submitted to this committee at a future cycle for consideration.
- 1.2.4. The model identified to promote the concept of independence meets the prescribed criteria identified in recent Government legislation for partnership working, in its pursuit of modernising and improving the quality of services provided to service users and where appropriate their carers.
- 1.2.5. In relation to services for vulnerable people, the City Council has, for a number of years, provided an extensive range of direct and indirect complementary housing services which support those individuals to maintain independence, including:- a Housing Visitor Service, Community Alarm Systems, Aids and Adaptations, Sheltered Housing and Hostel Accommodation.

1.3. Homelessness Services

- 1.3.1. Currently services provided for vulnerable and potentially homeless people include:
 - John Street Hostel – Direct access accommodation for single men.
 - London Road Hostel – for potentially homeless families and single women.
- 1.3.2. This report focuses primarily on the replacement of the London Road Hostel accommodation and the need to adopt a more proactive support service

provision in the form of short to medium-term integrated support packages across all supported accommodation.

- 1.3.3. Initial findings indicate that the crisis accommodation provided does not adequately provide 'a person-centred' approach to assist in the resettlement of families or single women back into community settings, in accordance with best practice set out in the recent homelessness guidance.
- 1.3.4. Primarily the approach preferred would include the closure and sale of the London Road Families Hostel, being replaced with a smaller short stay "Resettlement Centre" (utilising an existing difficult to let block of 4 flats and a two bed house). This short stay accommodation would be supported through the additional use of a number of 2 – 4 bed furnished and unfurnished houses and flats, as temporary accommodation until more permanent solutions were found. (see page 3 of the attached appendix).

1.4. Support People Regime

- 1.4.1. The policy and funding framework for Supporting People set out by the Government is specifically related to the financing of support services to meet the needs of vulnerable people and assist in enabling them to sustain independence and promote well-being.
- 1.4.2. The objectives of the Supporting People regime hinge on six key principles.
- **Prevention** - helping to sustain people in the community and preventing minor events from becoming a crisis;
 - **Promoting independence** - support to enable people to make their own decisions and live their own lives;
 - **Alleviating crisis** - support to help people through crises in their lives;
 - **Resettlement** - support to help people establish themselves in a new home and community;
 - **Inclusion** - supporting people who may not be seeking support, who have difficult behaviour or unconventional lifestyles, or who have multiple needs or fall outside traditional 'client groups'; and
 - **Focusing on people** - these objectives can only be met through a variety of flexible services moulded around people and the way they choose to live their lives.

- 1.4.3. The strategic framework for the evolution of the Supporting People regime, due to commence in April 2003, as previously reported, continues to develop in partnership with other statutory and voluntary support service providers in Cumbria.
- 1.4.4. A 'window of opportunity' exists up till 31st March 2003, to fund a wide range of support services utilising the additional funding stream of Supporting People. This would entail establishing services utilising Transitional Housing Benefit (THB) which would 'size' the Supporting People Grant that comes on stream in April 2003.
- 1.4.5. It is suggested that the structure and provision of support services provided for vulnerable people in Carlisle is accommodated within the framework set out in the appendices.
- 1.4.6. Any staffing requirements to provide support services will, subject to meeting S P criteria, be paid for from the S P grant that comes on stream in April 2003.

1.5. Implications for the City Council

- 1.5.1. Recent legislation and consultation documents clearly identify the government's intention to adopt a co-ordinated approach in the provision of support services to vulnerable people.
- 1.5.2. After detailed consideration of the government's overall approach it is considered that the implications for Carlisle City Council are:-

Statutory

- The need to adopt a strategic approach as outlined in the Independent Living Model, in partnership with statutory and voluntary agencies involved in the provision of support services to a wide range of vulnerable service users.
- An increased responsibility in the administration of support service provision for vulnerable people, in accordance with the Local Government Act 2000;

- That as a local authority a greater responsibility and duty for the strategic co-ordination of special needs accommodation within the Carlisle district will be applied.

Operational

- The delivery and co-ordination of statutory provision for those individuals and families presenting as homeless;
- The need to negotiate, if LSVT proceeds, a protocol with CHA enabling the authority to fulfil its statutory responsibilities for:-
 - Homelessness
 - Independent Living for vulnerable groups and individuals
 - Health and Well-being.
- The consideration of the current temporary ILM Co-ordinator post as a permanent post within either the Council structure as a Special Needs Officer (ILM) or as a post within the support service functions considered as part of the 2nd phase of the potential LSVT process.

Financial

- Through a radical re-organisation of the way that the existing service is delivered to families in need – by moving away from a fixed location purpose-built hostel and toward a series of dispersed furnished residential units with floating worker support – we have estimated that we can save c.£50k per year in hostel running costs from 2003/04, subject to some capital investment to get the scheme up and running.
- In addition we have a valuation on the consequent disposal of the hostel building in London Road which indicates a one-off capital receipt of £110k+ could be realised in 2003/04.

These savings will be achieved through:

- a refocus of staffing resources in the delivery of resettlement, outreach and floating support services eligible under the existing Transitional Housing Benefit and future S P criteria to assist vulnerable people to

exercise a greater control over their lives.

- The capital investment costs could be met from existing capacity in the 2002/03 capital programme.

2. CONSULTATION

2.1. Initial consultation with service users and delivery partners has indicated a positive response to the potential future direction of services outlined in this report. However further detailed consultation would be required if Members agree to the in principle proposals set out.

3. STAFFING/RESOURCES COMMENTS

3.1. As set out in the background information on the implications for the City Council.

4. CITY TREASURER'S COMMENTS

4.1. Paragraph 1 sets out some broad financial parameters within which revenue savings can be achieved together with the indication that this will require some concomitant capital investment. However until more detail can be provided, it is impossible to comment on the financial implications of the proposals.

4.2. The possible capital receipt from the sale of the London Road Hostel will need to be considered as part of these proposals although it is assumed that the capital investment can be funded from other resources currently within the HIP.

5. LEGAL COMMENTS

N/A

6. CORPORATE COMMENTS

6.1. This report was considered by the Community Overview and Scrutiny Committee on 18 July and the subsequent minutes are appended.

7. RISK MANAGEMENT ASSESSMENT

7.1. In the preparation required to introduce an alternative approach to service delivery, it is apparent that a detailed risk assessment will be required in relation to:

- Staff – Health and Safety.
- Financial – the viability of the service.
- Capacity – the impact of the new Homelessness legislation.
- LSVT – the impact of the services provided by the new CHA and collaborative agreements to assist in the discharge of the Council's statutory responsibilities.

8. EQUALITY ISSUES

8.1. Equality is a key consideration of the proposed approach set out in this report in seeking to provide support services to sustain independent living for those who may have endured a short term crisis or are vulnerable.

9. ENVIRONMENTAL IMPLICATIONS

N/A.

10. CRIME AND DISORDER IMPLICATIONS

N/A.

11. RECOMMENDATIONS

11.1. The Executive are requested to endorse the proposed alternative approach for the provision of supported accommodation for those presenting as homeless, or in need of support packages to sustain independence, and delegate responsibility for the Director of Housing in consultation with the Health and Well Being Portfolio Holder to implement the service.

12. REASONS FOR RECOMMENDATIONS

12.1. To improve the quality of services provided/commissioned by the Council for vulnerable people and those in crisis.