

 CARLISLE CITY COUNCIL www.carlisle.gov.uk	
<h1>REPORT TO EXECUTIVE</h1>	
PORTFOLIO AREA: HEALTH & WELL BEING	
Date of Meeting:	3 APRIL 2003
Public	
Key Decision:	Yes
Recorded in Forward Plan:	Yes
Inside Policy Framework	

Title: HOUSING STRATEGY

Report of: HEAD OF ENVIRONMENTAL PROTECTION SERVICES

Report reference: EPS 21/2003

Summary:

This report provides a strategic overview of the work of the Housing Service post transfer.

Recommendations:

It is recommended that:

- a. The Information Sharing Protocol (Appendix1) be approved and circulated to all Members.
- b. That officers be asked to develop a series of performance indicators in regard to Carlisle Housing Association and report these back accordingly.
- c. That approval be given to the framework of action for the Housing Strategy, Homelessness Strategy and review of the Hostel Service.

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1. BACKGROUND INFORMATION

1.1 Since the transfer of the housing stock to Carlisle Housing Association on

09/12/2002 adapting to its new role as a strategic housing enabler.

2. Within the new structure the Housing and Health Partnership Section combines the following services;

- Health Partnerships
(Exercise on prescription project, partnerships)
- Homelessness
- Hostels and Temporary Accommodation
- Supporting People Strategy/Administration
- Housing Aid and Advice
- Housing Strategy
- Private Sector Housing Grants
- Private Sector Housing Enforcement
- Disabled Facilities Grants
- Carlisle and County Energy Advice Centre

2. The Housing and Health Partnerships Service has a number of issues that need to be addressed currently and in the near future. These are:

- The Information Sharing Protocol with Carlisle Housing Association
- Development of a Performance Assessment process with Carlisle Housing Association
- Implementation of the Supporting People process and contracts
- Review of Hostel and temporary accommodation, support and resettlement services
- Finalisation of the Homeless Strategy
- Finalisation of the Housing Strategy

2. INFORMATION SHARING PROTOCOL

1. As part of the transfer process it was agreed that a protocol would be developed between the Council and Carlisle Housing Association relating to the exchange of information between the two organisations. This is attached as Appendix 1.

3. PERFORMANCE INDICATORS

1. Part of the City Council's housing role post transfer is the monitoring of Carlisle Housing Associations performance in relation to the delivery of promises made to tenants.
2. In recognition of the need to develop a model rationally that can assess the performance of landlords receiving Local Authority stock, the Office of the Deputy Prime Minister (ODPM) has commissioned consultants to produce a

template of indicators.

3. In taking 'on board' the national template documents the main areas for the development of a local performance appraisal process are as follows:
 - Overall Housing Corporation rating
 - Rating for void turnover
 - Rating for performance within repair timescales
 - Tenant satisfaction relating to service delivery and repairs/maintenance
 - Performance against business plan
 - Percentages of homes provided to decent homes standard
 - Performance on improvement works done
 - Percentage homeless nominations housed by RSL

4. HOSTELS

1. The Council has a statutory responsibility relating to homelessness and the provision of temporary accommodation. It has 55 units of hostel and temporary accommodation and as such does not have to use bed and breakfast accommodation for homeless persons.
2. Through the hostels service support and resettlement is provided to clients to enable them to sustain permanent tenancies in the long term. Under the Supporting People regime from 01/04/2003 the provision of these services will be subject to a formal contract, performance criteria and external inspection.
3. To deliver standards of service to all clients within hostels and temporary accommodation internal changes are needed to the organisational structure of the service.
4. In order to fully take on board the impact of the Supporting People regime then changes will be reviewed after 01/04/2003 and brought back to Executive accordingly.

5. HOMELESSNESS STRATEGY

1. Under the Homelessness Act 2002 each Local Housing Authority has a statutory obligation to carry out a review of homelessness in their area and to have Homelessness Strategy in place by July 2003. This Strategy reviews the current problems surrounding Homelessness and identifies solutions to help tackle those problems or help prevent them occurring.
2. Carlisle City Council has commissioned HACAS Chapman Hendy to help in the review process and development of a comprehensive Homelessness Strategy. The outline of the strategy document is provided as Appendix 2 and the finalised document will be brought back to Executive in June 2003.
3. Since June 2002 the City Council has worked with other Authorities in the County towards a common strategic approach to homeless. As such the Carlisle City Council Homelessness Strategy will be part of the County Homelessness Strategy and the monitoring of it will be through the County Homelessness Forum.
4. As a part of the Commissioned work the consultants will be delivering

procedures for the investigation and administration of homeless cases. A database has been set up to log all Homelessness approaches to the Council accurately.

6. HOUSING STRATEGY

1. As part of the annual Housing Investment Programme Submission the authority is required to produce a Housing Strategy for its area. This is for a period of between 3-5 years and provides an assessment of the housing issues across all tenures within the area as well as a plan of action to address identified problems
2. In 2002 Carlisle City Council submitted an interim Housing Strategy as it was in the process of LSVT. Following discussions with the Government Office of the NorthWest (GONW) it is proposed that a 5 year strategic plan is developed in line with the structure attached as Appendix 3. As well as adhering to OPDM 'fit for purpose' criteria the document will fully integrate public and private sectors to reflect the authorities strategic approach to housing across all tenures. Following consultation with partners a finalised document will be brought back to Executive in June 2003.

7. STAFFING/RESOURCES

Implications will be addressed in subsequent specific reports.

8. HEAD OF FINANCIAL SERVICES

Implications will be addressed in subsequent specific reports.

9. LEGAL COMMENTS

Implications will be addressed in subsequent specific reports.

10. CORPORATE COMMENTS

Implications will be addressed in subsequent specific reports.

11. RISK MANAGEMENT ASSESSMENT

Services identified have been through the Corporate Risk Assessment process.

12. EQUILITY ISSUES

Implications will be addressed in subsequent specific reports.

13. ENVIRONMENTAL IMPLICATIONS

Implications will be addressed in subsequent specific reports.

14. CRIME & DISORDER IMPLICATIONS

Implications will be addressed in subsequent specific reports.

15. RECOMMENDATIONS

It is recommended that:

(a) The Information Sharing Protocol (Appendix 1) be approved and circulated to

all Members

- a. That officers be asked to develop a series of performance indicators in regard to Carlisle Housing Association and report these back accordingly
- b. That approval be given to the framework of action for the Housing Strategy, Homelessness Strategy and review of the Hostel Service.

16 REASONS FOR RECOMMENDATIONS

To develop the service in line with Government expectation and statutory requirements post transfer.

APPENDIX 1

Carlisle City Council and Carlisle Housing Association

Information Exchange Protocol

1. Introduction

1.1 Following the transfer of the Carlisle City Council's (CCC) housing stock to Carlisle Housing Association (CHA), the following protocol sets out the procedures for the exchange of information between the two organisations. It is intended that as well as exchanging information on an operational basis it will also be exchanged at a strategic level.

1.2 This protocol is intended to be used for:

- general enquiries on policies and services;
- specific enquiries with regard to tenants and applicants;
- specific responses to policy initiatives by both organisations.

2. General Principles

2.1 There should be no significant differences to the way in which enquiries are dealt with post transfer.

2.2 CHA and CCC need to be aware of the implications of the Data Protection Act, Access to Information Act and Freedom of Information Act when dealing with enquiries about individual tenants and applicants. Both

organisations need to be aware that these regulations will limit the amount of personal information that can be divulged without the consent of the individual making the enquiry.

2.3 Generally speaking, day-to-day enquiries about services should be made directly to the relevant professional officers of each organisation. Enquiries of a policy nature should be directed to the service Managers, and strategic matters to the Heads of Service or Director of CHA.

2.4 Within CCC, policy and strategic matters should be directed to the Housing Services and Health Partnerships Manager in the first instance.

2.5 Enquiries can be made by telephone, personal contact, e-mail or in writing to either organisation.

3. Who to Contact and Response Times

3.1 Carlisle Housing Association

Type of Enquiry	Who to Contact	Response Times
Day-to-day service issues	Relevant Professional Offices or their Service Managers	5 working days
Policy issues and information requests	Relevant Service Managers	Initial response – 5 working days; detailed response – 15 working days
Strategic and other major issues	Heads of Service and Managing Director	Initial response – 5 working days; detailed response – 15 working days

3.2 Carlisle City Council

Type of Enquiry	Who to Contact	Response Times
Day-to-day service issues	Professional officer relevant to service enquiry	5 working days
Policy issues and information requests	Relevant Service Manager or the	Initial response – 5 working days;

	Housing Services and Health Partnership Manager	detailed response – 15 working days
Strategic and other major issues	Housing Services and Health Partnership Manager or Executive Director	Initial response – 5 working days; detailed response – 15 working days

4. Serious Complaints

4.1 CHA operate a formal complaints policy and any matters which are viewed as being of this nature should use this policy and procedure. A copy of the formal complaints policy is available from CHA on request.

4.2 CCC operates a corporate complaints policy and procedure and any matters which are viewed as being of this nature should use this policy and procedure. A copy of the formal corporate complaints policy is available from CCC on request.

5. General Liaison Between CCC and CHA

5.1 The LSVT transfer contract allows for general liaison to take place between both organisations on a 6 monthly basis for the first 5 years of the contract initially.

5.2 These liaison meetings will be attended by the:

- CHA Managing Director

Relevant Heads of Service

- CCC Chief Executive

Executive Director(s)

Housing Services & Health Partnership Manager.

5.3 Other relevant officers from both organisations may be invited to attend as required by the agenda.

4. These meetings will be formally called and minuted by CCC
5. Both organisations have agreed to quarterly meetings in the initial 2 years post transfer and this will be reviewed at the end of that period.

CARLISLE CITY COUNCIL/CARLISLE HOUSING ASSOCIATION
INFORMATION EXCHANGE PROTOCOL
BREIFING NOTE FOR MEMBER

1. As a result of the stock transfer in December 2002, there is a change in relationships which mean that both CHA and CCC require to give consideration to the particular issue of information exchange.
2. The biggest impact on this relationship is caused by the law in access to information: the Access to Information Act, the Data Protection Act, and the Freedom of Information Act. Now that CCC and CHA are separate organisations there needs to be an awareness of the legal implications for both organisations in exchanging information about individual tenants and housing applicants. It is the LSVT process which has brought about this change rather than any policy position of CHA.
3. The law requires that individual tenants/waiting list applicants give their written consent to Councillors who are seeking information about their particular case. CHA will have to pursue this from Councillors in order to meet this legislative requirement.
4. Historically a significant number of Councillor enquiries have been received by telephone and more recently e-mail. These requests for information will now need to be made more formally by Councillors to CHA and accompanied by the constituent's prior written consent wherever person data is involved. A pro forma enquiry form and consent to release information form could be developed to streamline the process.
5. The timescales to respond to these enquires are set out within the information exchange period.
6. Councillors would still be able to make enquires relating to non-confidential matters or for information where information about individual tenants/applicants is not required.
7. CHA are most anxious to have a positive and productive and relationship with the Council and hope that by jointly issuing the information exchange protocol and this briefing note to Members that the position of both organisations is clearly set out and understood. Using these procedures should ensure that both organisations get access to the information they require and that neither organisation falls foul of their legislative obligations.

Signed: Signed:

CCC CHA

Date: Date:

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APPENDIX 2

CARLISLE CITY HOMELESSNESS STRATEGY 2003

STRATEGY FRAMEWORK

CONTENTS

Section 1 Introduction

Section 2 National context

Section 3 Local context

Section 4 Extent, nature and causes of homelessness

Section 5 Meeting the needs: the present

Section 6 Meeting the needs: the future

Section 7 Delivering, monitoring and evaluating the strategy

Appendices

APPENDIX 3

STRUCTURE OF STRATEGIC HOUSING PLAN 2003-2008

1. Executive summary

2. Action Plan

- Identify key actions which can be measured and monitored

3. Structure and Resources

- Financial resources within the strategic housing functions

- Investments of RSL section during the year
- Staffing structure
- Corporate issues (City Vision, Corporate Plan, Capital Strategy and Asset Management Plan)

4. Recent Development in Carlisle

- LSVT

- Private sector developments
- Low cost homes schemes in large development
- Effects of housing market changes
- Changes in structure and practices in partner agencies
- Research studies
- CPA process

5. Consultation

- Current methods of consultation

- Proposals
- Monitoring targets

6. Key issues in Carlisle

- The Housing Market

- Key statistics
- Changes caused by recent house price moves
- Potential changes through work of RSLs

○ Urban Issues

- CHA improvements
- Decent Homes Standards, private sector and social housing
- Regulatory Reform Order
- Regeneration issue
- Raffles Re-development plan
- Small scale research in particular areas
- CURS Study
- Research carried out by County Council

- Rural Issues

- Local Plan
- Research Proposals
- Developments in the Private Sector
- Developments in social housing sector

Supporting Communities

- Decent Homes
 - Statistics
- Supporting People
 - Strategy
 - Priorities
 - Resume of all scheme
- Energy Efficiency
- Private Sector Housing
- Social Housing
 - LASHG Programme
- Homelessness
 - Strategy
 - Provision
 - Partnership working

6. Monitoring the Strategy

7. Appendices