



Report to:
Council

Agenda
Item
10(b)(v)

Meeting Date: 30 April 2013

Public/Private*: Public

Title: **Communities & Housing Portfolio Holder's Report –
Councillor Jessica Riddle**

Carlisle East and West Problem Solving Groups

The Carlisle East and City West PSG's (Problem Solving Group) continues to work well and provide early interventions to ensure a quick response to community issues.

PSG Performance Monitoring	City West (March 2011 -)	Carlisle East (March 2012 -)
Total number of actions dealt with	150	54

Noise nuisance still remains one of the key priorities across the west of the City. The City Councils Environmental Health Team is working closely with partners (Police and Housing Providers) to ensure issues are tackled quickly and efficiently.

Homelessness, Prevention and Accommodation Services

The Accommodation and Support Services currently have a **94% occupancy rate**; and the **move on period from temporary accommodation is currently 7 weeks for singles and 8 weeks for families**.

Replacement family women and family accommodation

Key Steps	Anticipated timescales
Anticipation completion	June 2013
Anticipated transitional move period	July 2013

Several community projects and partnership initiatives are currently being developed:

- ⇒ Community initiative to develop the garden / play area
- ⇒ Partnership working with Hayton School and Carlisle College to develop art work for the replacement women and family accommodation; teaching worksheets for children within the new provision; and teaching worksheets to be developed for the

children attending Hayton School to promote homelessness awareness as a pilot for future prevention initiatives with young people and schools

- ⇒ Transition planning in readiness to move; consultation has taken place with the residents over furniture choices and colour schemes etc and orders have been placed

Homelessness Services

Comparative data from 2011/13.

	2012/13	2011/12	% difference
Homeless decisions	251	379	<34%
Homeless acceptances	78	170	<54%
Prevention cases	323	212	52%>
Advice and assistance	778	759	3%>
Total presentations	1029	1138	<10%

The reduction in homeless decisions highlights the change in approach and operational focus on prevention as another option of assistance; this is highlighted by the **52% increase in prevention cases which corresponds to the 54% reduction in homeless acceptances; overall the total presentations have reduced by 10%.**

Through refocusing the approach and initiatives to Homeless Prevention and with the aid of a dedicated officer, prevention grant and mapping out provision within the district in order to maximise opportunities and initiatives to prevent homelessness we have **exceeded our target of 167 reported prevention cases by 93%.**

In 2012/13, £21,735 of the prevention grant has been utilised to assist clients with deposits and rent in advances. Overall initiatives adopted have included:

Homelessness prevented – household able to remain in existing home as a result of:	
Mediation	4
Financial Payments from the prevention fund	14
Debt advice	1
Resolving HB problems	4
Resolving rent or service charge arrears	2
Negotiation or legal advocacy	8
Other assistance	25
Mortgage arrears intervention	1
Homelessness prevented or relieved – household assisted to obtain alternative accommodation in the form of:	
Hostel or House in multiple occupation	13
Private rented sector with landlord incentive scheme	65
Private rented sector without landlord incentive scheme	44
Accommodation arranged with friends or relatives	2
Supported accommodation	48
Social housing – Part 6 offer or nomination to Registered Provider	21
Social housing – negotiation with Registered Provider outside Part 6	71

Rough Sleepers

Rough sleepers accommodated are monitored as a result of the Severe Winter Emergency Protocol (SWEP) and No Second Night Out (NSNO); their needs and outcomes of contact. In addition protocols are reviewed annually as to the effectiveness in responding to the needs of rough sleepers in Carlisle. In 2012/13 **9 clients were accommodated overnight in the hostel services for a total of 17 days; all clients were single males aged between 21 and 56 years, all were offered subsequent housing options support.**

HOUSING

Homelife - Home Improvement Agency

Between 15 December and March 31, Homelife made 57 referrals to COSYSEAL to deliver free cavity wall insulation, free loft insulation and free home energy surveys under the Carbon Emissions Reduction Target (CERT) funded programme. Funding for this programme ends in July.

Work is complete in 10 homes. COSYSEAL expect to complete the remaining work by July.

Homelife's Handyperson service is available for private clients at a cost of £22 per hour. This covers small jobs within the home (minor adaptations, key safe fitting) and helps with security, and supports independent living and hospital discharge.

In conjunction with the Anti-Social Behaviour Officer £5,000 has been obtained from the Police Commissioner to fund security measures for victims of crime, e.g. repairing locks, fitting window locks and fitting security lighting.

Disabled Facility Grants (DFG's)

In the 12/13 financial year, The City Council enabled 128 people to live independently at home through the provision of Disabled Facility Grants at a cost of £863,000, including £200,000 from the City Council's own resources. The majority of the adaptations were stair lifts and level access showers. Joint working with Occupational Therapists (OT's) from Adult Social Care has reduced the scope of adaptations to minimal essential works while meeting client needs.