



# COMMUNITY OVERVIEW AND SCRUTINY PANEL

## *Committee Report*

### Public

**Date of Meeting:** 25<sup>th</sup> March 2010

**Title:** UPDATE ON PARTNERSHIP AGREEMENT WITH RIVERSIDE  
CARLISLE

**Report of:** Housing and Health Services Manager

**Report reference:** DS 18/10

### Summary:

This report provides an update on progress to date with the Partnership Agreement - an updated Action Plan is provided as *Appendix 1*. The report also presents a proposal to develop the partnership through a Joint Forum Initiative.

### Questions for / input required from Scrutiny:

Members may wish to request information about the current agreement and/or the proposal.

### Recommendations:

That the Panel considers the updated Action Plan and proposal, and offer guidance on any further work required to strengthen the Partnership.

**Contact Officer:** Simon Taylor

**Ext:** 7327

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

## **1.0 BACKGROUND**

- 1.1 The Partnership Agreement came into place during 2008, replacing the City Council's monitoring role, which had been in existence since the Large Scale Voluntary Transfer in December 2002, which led to the formation of Carlisle Housing Association (which became Riverside Carlisle on 1<sup>st</sup> April 2009).
- 1.2 Any outstanding 'promises' left over from the 'Offer Document' made to Carlisle City Council tenants, prior to the stock transfer, have been carried forward into the Partnership Agreement. This primarily relates to promises relating to sheltered housing units for which members received a presentation from Riverside Housing at the last meeting in February.

## **2.0 ACTION PLAN PROGRESS**

- 2.1 Significant areas worthy of further comment are listed below (Action Plan is presented at Appendix 1) – the reference nos. relate to the appropriate section of the Action Plan:
  - Neighbourhood/ Ward walks – Progress made in the latter part of 2009. New Assistant Director for CCC starting 1/4/10 for Environmental Services (section 2)
  - Riverside Carlisle uses SAM (Stock Appraisal Matrices). This is data that helps inform its Neighbourhood Plans and Strategies – initially at Botcherby. The SAM process will also enable them to better consult with the City Council (section 5)
  - Aids and adaptations – Riverside Carlisle made a £60,000 contribution towards the cost of our DFG (Disabled Facility Grant) budget during 2008/9 with further consideration to a contribution being made in 10/11. This is in recognition of the increasing cost of providing the service (section 6)
  - Riverside Carlisle are currently working on detailed investment plans for older persons' housing, and were able to present details at the last CO&S meeting (8.21)
  - Riverside Carlisle will shortly be undertaking their first new development since stock transfer, with 43 units for rent at Barras Close, Morton (the bid to the Homes and Communities Agency being supported by the City Council). They have other proposals for further forthcoming developments (section 9).

- Both organisations continue to work together to meet the needs of homeless households. Riverside Carlisle have been housing a greater level of Housing Need Referral cases (people who are homeless but not meeting the statutorily homeless criteria). (section 11)
- Riverside is now the agent for the Government's Mortgage Rescue scheme in Cumbria, and they work closely with our Homelessness team (section 12).

### **3.0 JOINT FORUM INITIATIVE**

- 3.1 Under the Partnership Agreement between the two organisations the current Action Plan was developed. Part of the agreed process has been a review of how the plan has been working. There is a feeling between officers from both organisations that the partnership process needs to develop as an operational process and to involve and engage more. It is proposed that a model is developed that allows officers to meet on a regular basis to take forward issues relating to the environment, housing needs and development through a forum approach. This process would allow for the inclusion of staff from different agencies if needed at a specific meeting. It is intended that if this initiative is developed further feedback would be provided regarding its progress to both the Riverside Carlisle Board and to the Community Overview and Scrutiny Panel.

### **4.0 RECOMMENDATIONS**

- 4.1 That the Panel considers the updated Action Plan and proposal, and offer guidance on any further work required to strengthen the Partnership.

## Appendix 1

# Partnership agreement action plan 2009 /2010

### Status of tasks (for completed tasks see action plan 08/09)

- Partnership agreement principal
- New / revised task
- Ongoing task
- Overdue task

### Job titles

Where applicable responsibility of Officers Lead officer represented with asterisk\*

#### Riverside Carlisle (RC)

**HOGD** Head of Growth & Development  
**HOO** Head of Operations  
**NRO** Neighbourhood Regeneration Officer  
**TSM** Tenancy services Manager

**ALM** Assisted Living Manager  
**DLM** Development & Leasehold Manager

#### Carlisle City Council (CCC)

**HSM** Housing services Manager  
**HOES** Head of Environmental Services  
**HEO** Housing Enabling Officer  
**HHM** Housing & Hostels Manager  
**HBM** Housing Benefits Manager

1. Revitalisation fund (RF) formerly known as Community Investment Fund (CIF)	Related tasks for 09/10	Persons Responsible	Estimated Completion	Current Position
1.1 Funding for the RF scheme provided by RC in years 1-5 post transfer to be continued into 2009 / 20010.	<ul style="list-style-type: none"> <li>The wider policy context needs to be reviewed and included where appropriate to bring about joint benefits and better emphasis on targets.</li> </ul>	HOGD* HSM	Ongoing	Budget committed.  CCC will provide representation when required and if meetings can be notified.
1.2 CCC to nominate a representative to participate in the RF approval / appraisal panel process.	1.21 CCC to commit appropriate representation on future approval procedures.	HSM	Ongoing	CCC EFO to continue to represent CCC on the on the RF approval Group Quarterly reports can be made to Board and O&S if required.
	1.22 CCC EFO to agree to meet nominated RC officer on a quarterly basis / as required.	EFO* NRO	Ongoing	

2. Neighbourhood / Ward Walks (inspections)	Related Tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>2.1 Neighbourhood walks currently being carried out by RC and Ward walks being carried out by CCC. Both organizations to commit to invite representation from partner organization for both schemes from 2008 onwards.</p>	<p>2.11 Review the possibility of undertaking an overall programme of patch walks / ward walks jointly (as recommended by Councillors) and where possible undertakes patch walks as part of the overall ward walks. Ensure that communication with tenants &amp; ward members takes place as part of this process.</p>	HOES	ongoing	<p>Agreement made at meeting last summer that CCC &amp; RC need to have further mapping meeting &amp; pilot new way of closer collaborative working on Harraby, where new protocols will be set up &amp; eventually rolled out across the City.</p>
	<p>2.14 The outcome of patch walks and ward walks to be communicated to key named individuals in both organizations with a joint format for informing people about outcomes.</p>	HOO		<p>Outcome of RC patch walk – (completed &amp; outstanding actions) passed to HOES (post re-structured and new Assistant Director starts 1/4/10) 8/6/09. NB. Fly tipping now Acknowledged as</p>

				a growing problem.
--	--	--	--	--------------------

3. Respect Agenda / Anti Social Behavior	Related Tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>3.1 Both organizations to commit to work in partnership on a number of initiatives in relation to the reduction of anti social behaviour in the district. Initiatives include the development of the anti social behaviour unit and the multi agency partnership.</p> <p>3.2 RC and CCC to support the crime and disorder reduction partnership through membership of the task groups and involvement in development and delivery of partnership projects to reduce crime and anti social behaviour on RC estates.</p> <p>3.3 RC to continue to provide information to CCC in relation to progress of the delivery of estate management and tenancy enforcement services.</p>	<p>3.11 RC ASB strategy reviewed. RC and CCC to promote joint approach to Botcherby strategy including regeneration and subsequently to agree to any joint funding bids in relation to ASB related issues on Botcherby.</p>	<p>HOGD* HSM</p>	<p>May 2010</p>	<p>RC in the process of promoting Botcherby Strategy internally &amp; externally. .</p>
	<p>3.12 Both organizations to commit to involvement in CDRP, the ASB unit and in MAPPA.</p>	<p>HOO / TSM* HSM</p>	<p>Ongoing</p>	
	<p>3.13 RC to provide CCC with PI's in relation to ASB if required.</p>	<p>HOO* HSM</p>	<p>As required</p>	
	<ul style="list-style-type: none"> <li>Both organizations to send representatives to CDRP meetings as required</li> </ul>	<p>HOO HSM</p>	<p>As required</p>	
		<p>HOO</p>	<p>As required</p>	



4. Raffles Vision	Related Tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>4.1 To continue to work in partnership in relation to the progression of initiatives associated with the Raffles Vision.</p>	<ul style="list-style-type: none"> <li>• CCC &amp; RC to work together on potential joint initiatives</li> </ul>	<p>HOGD HEO</p>	<p>Ongoing</p>	<p>Joint meeting arranged specifically to discuss development sites.</p>

5. Neighbourhood Plans	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
5.1 CCC to support the development of new neighbourhood initiatives at RC including the provision of appropriate demographic data to support the revision of neighbourhood plans (now known as neighbourhood strategies)	5.11 RC producing neighbourhood strategies between 2008 -2014, CCC to support process, by providing data and information when required and RC to involve CCC in the consultation process.	HOGD HEO	Ongoing	RC has now development stock a stock appraisal matrix (SAM) highlighting profile & expenditure of property types. SAM data will impact on neighbourhood plans going forward starting with Botcherby.
	5.12 RC to ensure that the data from the patch walk process is fed into neighbourhood strategies.	HOGD	Ongoing	

6. Aids and Adaptations	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>6.1 Both organizations to commit to review the facilitation of aids and adaptations for RC tenants after 2008, in order to streamline the process and ensure best practice is delivered for service users.</p>	<p>6.11 RC to review future commitment to aids and adaptations and to consult with Carlisle CC regarding the outcome.</p> <p>6.12 Both organizations to commit to meet to agree a new proposal.</p> <p>6.13 Both organizations commit to adopting new process. Also, to review procedures in relation to the allocation of adapted properties &amp; potential recycling of adaptations.</p>	<p>ALM</p> <p>HSM HOO / ALM</p> <p>HSM HOO / ALM</p>	<p>Ongoing</p>	<p>Joint meeting between RC and CCC held in autumn. Also, RC increasing commitment by undertaking more major adaptations through development.</p>

7. Supporting People	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>7.1 CCC to work in partnership with RC regarding any bids that may be required for developing supported housing services.</p>	<ul style="list-style-type: none"> <li>CCC and RC to keep each partner informed about forthcoming developments in relation to supported housing services.</li> </ul>	<p>HSM HOO / ALM</p>	<p>Ongoing</p>	<p>Information being exchanged where developments are taking place.</p>

8. Vulnerable Persons	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>8.1 CCC to support RC in the provision of information in relation to the development of a strategy for older people, young persons and other vulnerable groups.</p> <p>8.2 Both organizations to commit to review all possible access solutions to enable the most vulnerable applicants with specific needs, or disabilities to be provided with housing solutions.</p>	8.11 RC to consider holding a register of adapted properties	HOO / ALM	Ongoing	In progress.
	8.12 CCC and RC to continue to work together on pilot scheme, rehousing increased housing need referrals.	HHM HOO / TSM	Autumn 2010	Pilot scheme to continue until implementation of CBL
	8.21 RC and CCC to commit to work in partnership to review design options for future developments. RC provide CCC with a detailed investment plan on housing for older persons.	DLM HEO	Ongoing	RC currently progressing 'design manual' to consult with CCC on options to include considerations of vulnerable persons.
	8.22 RC needs to consult with CCC in relation to the development of strategies relating to vulnerable persons Review 2010	HOGD/HOO* HEO	April 2010	

9. Affordable / Social Housing Provision	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>9.1 Both organizations to agree to work in partnership in relation to the development and delivery of proposals for new build homes, housing corporation bids and meeting housing need in accordance with the district survey to meet housing market assessments 2006-11.</p> <p>9.2 Where planning issues may exist, both organizations to agree to ensure effective dialogue takes place, so as not to hinder the progress of the timely delivery of schemes in order to meet housing need requirements.</p>	<p>9.1.1 RC to arrange regular liaison meetings with CCC and other partners (inc. Adult Social Care) in relation to RC sheltered housing redevelopment project &amp; to keep CCC informed of progress on redevelopment plans.</p>	<p>HOGD</p>	<p>As required</p>	<p>Now - ongoing meetings with Capita &amp; other developers as required</p>
	<p>9.1.2 CCC and RC to develop a joint move on accommodation strategy.</p>	<p>HHM* HOO</p>	<p>Ongoing</p>	<p>Work on this needs to be taken forward</p>

10. Choice Based Lettings (CBL)	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>10.1 Both organizations (alongside other local authority and Housing Association partners) to support the countywide CBL group.</p>	<ul style="list-style-type: none"> <li>RC and CCC to continue to adopt a joint approach to supporting new proposals &amp; consider possible joint waiting list initiative as the project develops.</li> </ul>	<p>HOO / TSM* HSM</p>	<p>Autumn 2010</p>	<p>Both organisations continue to work with other partners to develop sub-regional CBL scheme.</p>

11. Homelessness / Nominations Agreement	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>11.1 Both organizations to conduct an annual review of the effectiveness of the agreements currently in place and ensure regular dialogue takes place between relevant officers from each organization regarding joint protocols.</p> <p>11.2 RC to ensure that CCC homelessness prevention work is supported through relevant procedures such as appropriate information sharing arrears recovery and debt advice.</p>	<p>11.1.1 CCC and RC to continue to meet on a regular basis to review the success of the procedure for homelessness nominations and housing need referrals..</p>	<p>HHM HOO / TSM</p>	<p>ongoing</p>	<p>Discussions continuing re move on for most difficult cases.</p>



12. Mortgage Rescue	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>12.1 Both organizations to work towards developing a pilot for a mortgage rescue scheme in 2008/9</p>	<p>12.11 Further discussions required on national mortgage rescue scheme &amp; what is required</p>	<p>HOGD* HSM</p>	<p>ongoing</p>	<p>RC Currently working on a number of referrals from CCC (wider development of scheme to be assessed) also preparing presentations to various agencies within the district. One formal application Progressed to final stages.</p>

13. Housing Benefit	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>13.1 CCC to commit to work with RC in order to achieve a service level agreement for the effective delivery of housing benefit applications, in order to ensure housing debt is kept to a minimum.</p>	<ul style="list-style-type: none"> <li>Annual review of compliance with updated SLA.</li> </ul>	<p>HOO* HBM</p>	<p>Ongoing</p>	<p>Regular communication between CCC and RC on service level agreement issues. Ad hoc meetings arranged to discuss any major operational change which may impact on either party.</p>

14. Housing Strategy and Decent Homes	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>14.1 RC to support CCC on taking a leading role on initiatives in relation to both the Carlisle Housing Strategy and the Homelessness Strategy.</p> <p>14.2 Both organisations agree to share information and expertise in supporting the initiative of providing decent, affordable homes with an emphasis on warmth and thermal efficiency and eliminating fuel poverty.</p>	<p>14.1.1 RC to continue to attend CCC housing partnership meetings as appropriate – on issue of empty homes / decent homes / supporting vulnerable people.</p>	<p>HOGD HOO</p>	<p>Ongoing</p>	<p>Ongoing</p>
	<p>14.2.1 RC to provide an affordable warmth (/ similar) improvements for its properties - settling appropriate environmental issues. (RC to provide Carlisle CC with information (if required) regarding progress leading to achievement of 100% decent homes by December 2010.)</p>	<p>HOGD</p>	<p>December 2010</p>	<p>Action plan &amp; objectives to be shared (estimated 94 % achieved by April 2009). Additional HCA funding now secured to 'retrofit ' 7 of RC's worst properties.</p>

15. The Environment	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>15.1 Both organizations to agree to work collaboratively both through open dialogue and through existing neighbourhood forum meetings where the aim will be to improve the environment, recreation facilities and open spaces in neighbourhoods where there are issues of shared concern.</p> <p>15.2 Both organizations to commit to working together in order to come up with a range of solutions to ensure there is a better control of fly tipping on estates and to meet the requirements of effective household waste disposal in accordance with new recycling laws.</p>	<p>15.1.1 Both organizations will continue to contribute to neighbourhood forum process as required</p>	<p>HOGD HSM</p>	<p>Ongoing</p>	<p>Insulation work identified as a major priority following RC tenant survey earlier in 2009. Grant funding secured to carry out insulation work to RC homes during late 2009/ early 2010.</p>

16. Promoting Partnership Working	Related tasks for 09/10	Persons Responsible	Completion Date	Current Position
<p>16.1 Each organisation to agree to be supportive of opportunities which arise to promote partnership working through joint media ventures and initiatives.</p> <p>16.2 Both organisations to commit to reviewing specific actions which arise from this document through the proposed regular strategic liaison meetings.</p>	<p>16.1.1 Review meeting now attended by CCC Portfolio holder for Housing.</p> <p>16.2.1 Ongoing requirement</p>	<p>HOO HSM</p> <p>HOO HSM</p>	<p>Ongoing</p>	<p>Opportunities to be discussed at quarterly meetings. Proposal for the Joint Forum initiative part of the paper to Community O&amp;S Panel 25/3/10</p>