

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 20 FEBRUARY 2018 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.civico.net/birmingham) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at this meeting. If a pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

3 - 6

4 HOUSING AND HOMES ACTION NOTES - 23 JANUARY 2018

To confirm the action notes of the meeting held on 23 January 2018.

7 - 24

5 CABINET MEMBER FOR HOUSING AND HOMES - UPDATE REPORT

Councillor Peter Griffiths, Cabinet Member for Housing and Homes, to give an update on key priorities.
Sophie Hall, Housing Birmingham Lead Officer and Martyn Hale, Chair, Birmingham Social Housing Partnership and Vice Chair of Housing Birmingham Partnership will also be attending.

25 - 30

6 **CAPITAL INVESTMENT PROGRAMME 2017/18**

Martin Tolley, Head of Capital Investment.

31 - 38

7 **HOMELESSNESS UPDATE**

- (a) Progress Report on Rough Sleeping & Prevention - Rob James, Service Director, Housing
- (b) Update on Street Intervention Team - Jacqui Kennedy, Corporate Director, Place
- (c) Homelessness Reduction Act 2017 - Implementation Plan - Rob James, Service Director, Housing

39 - 42

8 **HOUSING AND HOMES O&S COMMITTEE WORK PROGRAMME 2017-18**

For discussion.

9 **REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**

To consider any request for call in/councillor call for action/petitions (if received).

10 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

11 **DATE OF NEXT MEETING**

The next meeting is scheduled for Tuesday, 28 March 2018 at 1400 hours in Committee Room 6, Council House.

12 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chairman jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

HOUSING AND HOMES O&S COMMITTEE – PUBLIC MEETING

1400 hours on Tuesday 23 January 2018, Committee Rooms 3&4

Present:

Councillor Victoria Quinn (Chair)

Councillors Matthew Gregson, Mohammed Idrees, Mary Locke, Ron Storer and Margaret Waddington

Also Present:

Paul Bingham, Project Director, Keepmoat

Chris Caffrey, Operations Director, Fortem

Rob James, Service Director, Housing

John Jamieson, Head of Asset Management

Jacqui Kennedy, Corporate Director, Place

Stewart Reid, Regional Director, Wates Living Space

Jayne Power, Research & Policy Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

1. NOTICE OF RECORDING/WEBCAST

The Chairman advised the meeting to note that this meeting will be webcast for live and subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs.

2. APOLOGIES

Apologies were received from Councillors Gurdial Singh Atwal, Penny Holbrook and Gary Sambrook.

3. ACTION NOTES – 12 DECEMBER 2017

(See document No 1)

The Chair updated Members on the outstanding actions.

- The notes were agreed.

4. HOUSING REPAIRS AND MAINTENANCE CONTRACTS

(See document No 2)

Rob James (Service Director, Housing), John Jamieson (Head of Asset Management), Paul Bingham (Project Director, Keepmoat), Chris Caffrey (Operations Director, Fortem) and Stewart Reid (Regional Director, Wates Living Space) attended for this item.

With reference to the presentation which had been circulated with the papers and in response to questions from Members, the following were among the main points raised:

- With regard to the service delivery headlines and the number of responsive repairs completed, Members were advised that with 62,000 properties in total this equated to an average of 2-3 repairs per property per year;
- The KPIs included under 'Performance Review' are the KPIs used in the contracts and many of these have more detailed breakdowns;
- Members requested to see the figures for performance against all targets, including voids, clarification around where the KPIs sit and performance against the KPIs broken down per contractor;
- Members also said it would be useful to know what the common threads were in complaints;
- All three contractors told Members that they are striving to increase customer satisfaction and reduce the number of complaints;
- Members asked about the use of sub-contractors and were advised that part of the dialogue around tendering was the requirement for a multi-skilled workforce; sub-contractors are used for some repairs and gas maintenance but the contractor has full responsibility;
- Contractors are paid a set amount per property per year and the risk is theirs to complete repairs as quickly as possible;
- Members were advised that the responsive repairs and maintenance budget will not be fully spent on current projections – where performance against KPIs is red or amber this impacts on the amount paid to the contractors;
- Any underspend in the budget is re-invested into the service because it is a ring-fenced account and the decision on where to spend money is taken when the HRA report goes to Cabinet in February;
- There is robust monitoring of performance in place with performance information going out to local HLBs and a city-wide group which receives monthly performance reports and there is an opportunity for all tenants, and elected Members, to be involved in monitoring;
- In response to questions about added social value, the contractors told Members that they invest heavily in social value, including training around safeguarding, helping people into employment and, where vulnerability is identified, sign-posting to relevant advice and services.

RESOLVED:-

- That the following information be forwarded to Members:
 - (i) Figures for performance against all targets, including voids;

- (ii) Clarification around where the KPIs sit, to help Members identify the challenges and scrutinise performance;
- (iii) Figures to be provided for performance against KPIs broken down per contractor;
- (iv) Common threads in complaints;
- That the HRA report be circulated to members of the Committee in February.

5. WASTE UPDATE

Jacqui Kennedy (Corporate Director, Place) attended to give Members a verbal update on the Waste Management Service, including a reflection of Christmas and New Year, the implementation of the new model and governance around service improvement.

The following were among the main points raised:

- Members were advised that communication with residents could have been better and that Rob James had done a piece of work reflecting on the issues around Christmas and New Year;
- The contingency plan has been refreshed and business continuity plans are being reviewed;
- There had been a report to EMT earlier in the day and a Service Improvement Board had been established, to be chaired by Angela Probert, and there will be a TU rep on the board;
- The Chair referred to the practice in Scotland of naming refuse trucks and residents being able to track crews and Jacqui Kennedy told Members she would take this idea back to the workforce for their views;
- In response to a question around the use of technology in refuse trucks, Members were told that all staff are being re-trained and that the Team Leader Driver is required to report when a route is completed – either on paper or using the technology;
- All Service Managers are being asked to email ward councillors to highlight any problems which occur;
- In terms of the best method for Members to use to report problems, use of the councillor enquiry line was encouraged as this is then entered onto the system and provides important data;
- Members referred to the size of the paper pods being restrictive and were told that this was being reviewed;
- In response to a question about clothing recycling bins on the public highway, Members were advised that the Council has authority to issue notices for these to be removed if they are causing a problem.

RESOLVED:-

- The update was noted.

6. WORK PROGRAMME 2017-18

(See document No 3)

Members discussed the work programme. The following points were raised:

- Allocations - With regard to a report back to Committee on the analysis of those not re-registered on the housing list, Rob James advised Members that he had now received the analysis and would report back on the findings in due course.
- The Chair advised Members that the Community Safety Partnership Annual Report would not be ready to come to Scrutiny until June and that this item, and the attendance of the Cabinet Member for Community Safety and Equality, would therefore be re-scheduled for early in the new municipal year;
- The Chair went on to suggest bringing the March meeting forward to the 6th and using that session for an inquiry on 'Working with HMOs';

RESOLVED:-

- Findings from the analysis of those not re-registered on the housing list to be forwarded to Members;
- Email to be sent to members of the Committee to confirm the Chair's suggestions with regard to the March meeting;
- The Work Programme was noted.

7. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)

None.

8. OTHER URGENT BUSINESS

None.

9. DATE OF NEXT MEETING

Noted.

10. AUTHORITY TO CHAIRMAN AND OFFICERS

Agreed.

The meeting ended at 1606 hours.

HOUSING & HOMES OVERVIEW AND SCRUTINY COMMITTEE 20 FEBRUARY 2018

UPDATE REPORT OF CABINET MEMBER FOR HOUSING & HOMES

REPORT BY: COUNCILLOR PETER GRIFFITHS

1. PURPOSE OF REPORT

Following my report to Scrutiny in July 2017 setting out my portfolio priorities for 2017/18, this report seeks to provide an update on the progress made and emerging future issues.

2. SUMMARY OF KEY PRIORITIES AND OTHER KEY PROGRAMMES

The key priorities for my portfolio support the Council's future vision for the city: 'A City of growth where every child, citizen and place matters' with housing being one of four clear strategic priorities:

Housing – a great place to live in

- Provide housing in a range of types and tenures to meet the housing needs of all current and future citizens of Birmingham.
- Making the best use of our existing stock.
- Delivering through a range of partnerships to support a strong supply of new high quality homes in a mix of tenures.
- Supporting the people of Birmingham to access good quality housing provision.
- Working with our partners to reduce homelessness.

Performance against strategic priorities are set out in appendix 1

Other priority areas:

- Following our collaborative work in developing the Housing Birmingham Strategy, I will work with the partnership to enable more homes, of all tenures, to be built, to meet the housing needs of the city.
- Work with partners to finalise Birmingham's Homelessness Strategy, to ensure there is better prevention and support for residents who are at risk of becoming homeless.
- Work with resident organisations, HLBs and partners to develop a new shared understanding of neighbourhood and place, developing appropriate communication systems with tenants of all ages.
- Work with the West Midlands Mayor, Leader and others in developing a regional housing deal with the Government.

3. PROGRESS ON DELIVERING PRIORITIES

3.1 Develop a Housing Strategy

The City's Housing Strategy 'Birmingham: A Great Place to Live' was approved by Cabinet on 25 July 2017. The strategy was developed following discussions with individuals and organisations with a stake in Birmingham's housing sector - registered providers, developers, private landlords, community interest groups, students, health colleagues, elected members, housing officers and citizens. It sets out the strategic direction for housing in the city, setting out an approach that means:

- A strong supply of new high quality homes;
- Citizens are able to find, access and sustain housing that meets their needs;
- Neighbourhoods are enhanced and the quality of existing housing is improved.

The delivery of the strategy is governed by the Housing Birmingham Partnership board who have delegated responsibility for the delivery of its priorities and governance.

There have been some positive outcomes over the last 12 months, but we know that the next 6 months will present a number of challenges in relation to housing. See update on progress against priorities in Appendix 2.

I will be working hard on behalf of the tenants and citizens of Birmingham to secure the best national housing policies including the proposed Housing Green Paper (due in the summer of 2018) and continuing to work with our partners across the City to successfully implement the Homelessness Reduction Act 2017 which comes into force on 3 April 2018.

This new legislation will require a fundamental change to the way we deliver our statutory services and how we commission prevention and advisory services in the future. A more detailed report follows later on today's agenda.

3.2 Work with our partners to reduce homelessness

The City's Homelessness Prevention Strategy, approved by Cabinet on 12 December and City Council on 8 January 2018 seeks to work towards our vision to eradicate homelessness in the city. It was developed in collaboration with our partners across Health, Criminal Justice, Housing sector, Voluntary and Third Sectors who are committed to its success.

The strategy has an emphasis on preventing people from becoming homeless in the first place and supporting those who find themselves as homeless, to build a more positive future in good health, sustainable accommodation and long term employment. It is based on the successful Positive Pathways model developed by St Basil's, for homeless individuals under 25.

We will continue to work in collaboration with local authorities across the West Midlands Combined Authority, the West Midlands Mayoral Taskforce, and our key partners.

The City's official rough sleeping figures were released by the Ministry of Housing, Communities and Local Government on 25 January. It revealed that during an evening count last Autumn there were 57 people sleeping rough in Birmingham. This is an increase of 3.6% from 2016's figure of 55. We do recognise that this count is a snapshot of the city's street homelessness problem on one particular night, but it does offer a year on year trend as a guide.

Rough sleeping is still on the increase (16% nationally) and we are keen to ensure that we are doing everything we can locally, regionally and nationally to tackle rough sleeping.

We are now working with MHCLG and the West Midlands Combined Authority on the details of the new Housing First pilot scheme which will be launched in April, subject to MHCLG timeframe. We are also developing the new Streetlink Birmingham app, in our drive to be a leading local authority in providing innovative solutions to rough sleeping.

3.4 Work with resident organisations, HLBs and partners to develop a new shared understanding of neighbourhood and place, developing appropriate communication systems with tenants of all ages

We continue to support local HLBs and the City HLB in the co-regulation of services and performance and have recently presented proposals to CHLB on a review into the future transparency and governance arrangements, code of conduct and membership and officer responsibilities.

We will also be commencing a review of the current conditions of tenancy in May and will be working closely with CHLB through the consultation process on this.

To support involvement of all residents we continue to increase the numbers and role of high and low rise block champions across the city and also continuing resident estate walkabouts with tenants now providing quality ratings to inform required improvements to local neighbourhoods.

3.5 Work with the West Midlands Mayor, Leader and others in developing a regional housing deal with the Government

We have met with the West Midlands Mayor and his new Director of Housing & Investment. We received progress on delivering a West Midlands Housing deal (Devo 2) and timetable for funding allocation programme. We were pleased to hear that following the agreement to fund the Wednesbury to Merry Hill metro line from other sources, the Commonwealth Games bid is now high on our list of WMCA schemes for infrastructure funding.

We chair and lead the work of the West Midlands Best use of Stock Partnership which brings together regional authorities and housing providers to focus on promote best practice, mobility and lettings policies.

3.6 Continue to work to mitigate the impact of welfare benefit changes to Birmingham residents, in particular the impending roll out of Universal Credit

In June 2017, a number of council colleagues and external stakeholders were invited to come together to prepare Birmingham for the implementation of the full rollout of Universal Credit from November 2017. Thus, the Welfare Reform Task and Finish Group was formed and has continued to meet on a monthly basis. The original proposal was for the group to meet between July 2017 and March 2018. The group has met its objectives, which are set out below with outcomes:

- It has worked collaboratively across a number of agencies bringing together items of best practice, knowledge, capability, energy and enthusiasm to contribute to the objective. The meetings have been well attended with an open dialogue taking place. Ideas and suggestions have been jointly agreed in a collaborative spirit.
- Communications and briefings have been made to relevant to citizens, advice agencies, housing providers, landlords, and elected Members to inform of the changes associated with the introduction of UC. Individual organisations have supplemented DWP information and tailored this for their own needs. There has been open sharing of good practice where applicable.
- Relevant training has been implemented in readiness for the introduction of UC. This has taken place on a number of levels from DWP and by the Council. Partners have also undertaken their own training tailored to the needs of their organisations.
- The arrangements for both the personal budgeting and support and digital assistance services needed in preparation for the introduction of UC have been implemented and overseen by the group. Good links have been established locally between advice agencies, DWP and the Council.
- The group has received briefings from Job Centre Plus in relation to timelines, volumes and updates in relation to turnaround timescales for Birmingham. DWP have contributed fully to all the meetings – with a local and national presence.
- Collaboration has taken place with the work of the Financial Inclusion Partnership and the Child Poverty Action Group in relation to UC. Representatives of the group also have membership of the Financial Inclusion Partnership. There is a flow of information between the two groups.
- The group has worked collaboratively to align Birmingham City Council (and other) employment and skills support programmes/activities with support packages offered to UC citizens and those affected by the Benefit Cap. Activity is taking place outside the group on a number of forums to encourage citizens to enhance skills and take-up employment opportunities. Close working is in place between the Council, DWP and outside organisations.

The group has therefore been successful in meeting the majority of its desired outcomes. In terms of the future the group will consider which options will provide the best outcomes to support citizens as the rollout of full service UC continues in the City.

We continue to work with the CHLB Welfare Reform and Financial Inclusion tenants sub group and partners through the Financial Inclusion partnership to share understanding and target initiatives at tenants most impacted by welfare reforms, especially with the introduction of Universal Credit.

4. UPDATE ON HOUSING PERFORMANCE/SERVICE IMPROVEMENTS

There are five Council Business Plan measures within my portfolio. I am pleased to report that all are on track:

- **Number of homes built that were 'affordable' homes (CBP)** - It was predicted that 298 new homes would be delivered in the first two quarters of 2017-18, however 348 new homes have been created using a number of funding regimes. The mix of new homes include a range of tenure and property types including 52 new build affordable rent units for the elderly and a further 33 affordable rent units for the elderly comprising of both new build and refurbished properties. The remaining new homes consist of 2,3 and 4 bedroom homes. NB This measure is reportable twice yearly, therefore the figure quoted covers the period April – September.
- **Minimise the number of households living in temporary accommodation per 1,000 households (CBP) – 5.2 per 1,000 households (January)** The number of households being admitted to temporary accommodation continues to exceed the number of households living in temporary accommodation and as such, the reported measure will continue to remain static or increase until such time that admissions reduce and the number of departures increases and therefore exceeds admissions. Steps are being taken to increase preventions at the time of approach and also to make amendments to the allocations scheme and delivery of this to try and increase move on from temporary accommodation. Nationally there has been a 60% increase in the number of households living in temporary accommodation. Whilst in Birmingham this is being accommodated within the existing allocated budget and we are converting some of our own stock for use as temporary accommodation, other Local Authorities are experiencing overspends in their budgets. It should be noted that the implementation of the Homelessness Reduction (HR) Act in April 2018 will see a further increase in the amount of homeless presentations in the first 6 months. When Wales implemented the HR Act, they experienced a 50% increase in demand and 15% increase in temporary accommodation.
- **Number of cases where homelessness is prevented or relieved (CBP) Monthly internal figure 243 (January) and MHCLG Quarter 3 figure is 2,623.**
The large proportion of the city's prevention activities are undertaken by third party partners (St Basils, Trident, Let2Birmingham, Homeless Prevention Welfare Service (HPWS) Internally we now have a trailblazer team in preparation for the upcoming Homeless Reduction Act who are working in line with the new guidelines. The Trailblazer team are now reaching out to a larger numbers of households affected by potential homelessness and are having increased success in supporting those households in preventing the homelessness occurring.
- **Empty properties brought back into use (CBP)** – The team is ahead of the target of 250 empty properties brought back into use with a year to date total of 287 (up to and including January). Concerted effort is to reduce long term empty properties. This has been successful using enforcement powers on the worst eyesore properties throughout Birmingham.

- **Available Council Homes as a % of total stock (CBP)** – January's performance is at 99.5%. During the last 4 months (October 2017 through to January 2018) across the city, we have re-let 1,223 empty properties; this has had a positive impact on this indicator and performance remains above target reflecting the priority given to returning void properties into use.

There are nine key performance indicators relating to Housing which are as follows:

- **No. of properties improved in the Private Rented Sector (PRS) as a result of Local Authority intervention (KPI)** – In January the PRS team improved 59 properties which brings the year to date total to 346. The Council continues to work in partnership to improve standards in the private rented sector through education, encouragement and enforcement. The demands on the service are considerable and resources are under pressure to respond, however the aim is to continue to focus on effective enforcement through HMO licensing and targeted prosecutions which have continued this year. Overall the service will deliver on target the number of properties improved due to intervention. The team works in partnership with Police and Fire Service to tackle rogue landlords and have launched the Selective Licensing consultation in two target wards in 2017 which will be considered in February/March 2018. The Council is awaiting the outcome of a Controlling Migration Fund bid to Government which may bring additional resources to tackle rogue and criminal landlords over the next 2 years.
- **We will respond to council housing emergency repairs within 2 hours (KPI)**
Performance for December is below target the target of 98.1% but within tolerance at 97.2%. The percentage of jobs responded to within 2 hours still reflects excellent performance and commitment on the part of our contractors.
- **We will resolve council housing routine repairs within 30 days (KPI)**
Performance for December remains well above target at 97.3%.
- **Percentage of Right to Repair jobs completed on time (KPI)** Performance for December has remained above target at 93.5% and represents strong commitment and achievement from our contractors.
- **Percentage of gas servicing completed against period profile (KPI)** Performance for December remains above target at 99.7% demonstrating the continued commitment to ensuring our tenants' health and safety in their homes.
- **Average days taken to turn around a void (KPI)**. This KPI is reported as 2 elements. NB void performance directly links into the CBP of Available Council Homes as a % of total stock which is separately reported above.
 - **Excluding void sheltered properties, the average days taken to turnaround a void in January was 34.27 days.** During January a total of 229 empty properties were re-let across the city.
 - **Void sheltered properties, average days taken to turnaround a void in January was 143.74 days.** There were 50 sheltered voids re-let across the

city. The lack of demand for Sheltered accommodation represents a significant risk to performance and the voids team is working very closely with a number of other teams across the city including the Housing Options Centre (H.O.C) and Temporary Accommodation to generate interest and stimulate demand for lower demand accommodation.

- **Percentage of rent collected (KPI)** – The percentage of rent collected is 98.46%, the target for this period was 93.50% and the Rent Service has exceeded collection by 4.96%. The annual target is set at 94.50% which we are on track to achieve.
- **Total number of current tenants in rent arrears (KPI)** There are 18,865 current tenants in rent arrears in January; there has been a reduction of 1.27% compared to the start of the financial year (18,507).
- **Current rent arrears (KPI)** Rent arrears are currently at £13,605,916 for January; the rent service target was set at £14,500,000 for this month and therefore they are currently on track to achieve the annual target which was set at £13,600,000.

5. UPDATE ON KEY BUDGET ISSUES/KEY FUTURE BUDGET ISSUES

I am responsible as the Cabinet Member for the financial management of the Council's resources in the delivery of private and public sector housing and services for homeless people. A summary of the revenue and capital resources for 2017/18 are set out below:

- a gross expenditure of £282m funded by equivalent income of £282 for the delivery of council housing (the expenditure includes repairs and estate services)
- a net budget of £5m (gross expenditure of £21m offset by income of £16m) for the delivery of services for homeless people (including housing options advice and temporary accommodation)
- a gross expenditure budget of £3m (offset by equivalent income) for the delivery of private sector housing (including HMO licensing and empty homes)
- a capital investment budget of £176m for the building of new social/affordable housing, replacement of major property elements such as central heating, windows, re-wires, kitchens and bathrooms in council homes, new market rented homes and the provision of new purpose built accommodation for homeless families.

I am projecting a balanced HRA outturn for 2017/18, in addition to a balanced revenue budget for private sector housing and homeless services (in other words all the services will be delivered within the approved cash limits and there will be no overspends). This despite the enormous pressures on the services following the introduction of new national policies and legislation including the national rent reduction policy of -1% until 2019/20, Welfare Reforms through universal credit, the Housing and Planning Act 2016 and the Homelessness Reduction Act 2017.

I am expecting that overwhelming majority of the capital budget will be spent in 2017/18 and inevitably there will be some delays in some projects as the works are complex and will require extensive engagement and consultation with local residents. Any resources

that are not utilised will be carried forward into 2018/19 to complete the projects that have been commenced.

Looking forward to the medium term over the next 3 years, it is likely that public finances will continue to be under pressure (as set out in the Council's Public Budget Consultation launched in December 2017 and the Budget that will be reported to City Council in February 2018).

The resources set aside for the homeless service have been protected over the next two years to ensure that the Council uses the resources cost effectively and to reduce the reliance on bed and breakfast. In addition, the extension of selective licensing for homes in multiple occupation will generate some additional income from 2018/19 onwards.

The investment in council housing is estimated at £367m from 2018/19 to 2020/21 and most importantly, this will include a programme of £31m for the installation of new fire protection and sprinkler systems in our tower blocks.

The three Party leaders of this Council are united in the call for Government to share the financial burden to carry out this work, to safeguard and reassure thousands of tenants across Birmingham. We look forward to a response from the Prime Minister.

I will also try to maximise our share from recently announced national programmes, such as the £2 billion for Affordable Housing and the additional £1 billion of HRA borrowing headroom.

Councillor Peter Griffiths
Cabinet Member for Housing and Homes

APPENDIX 1 - END OF YEAR PERFORMANCE 2016/17

Housing performance information for scrutiny report 2016/17					
Measure	Aim	Yearly Target 2016/17	End of year performance 2016/17	RAG	Commentary
Council Business Plan Measures					
Available Council Homes as a % of total stock	Bigger is better	98.8%	99.7%	Green	
Empty properties brought back into use (cumulative)	Bigger is better	324	303	Red	The Council was on target to achieve the overall 324 properties but it was agreed from February 2017 to divert resources for the delivery of the priority to consult and implement Selective Licensing for the Privated Rented Sector in target wards.
No. of properties improved in the Private Rented Sector as a result of Local Authority intervention (cumulative)	Bigger is better	288	490	Green	
Number of cases where homelessness is prevented or relieved	Bigger is better	8000	8,549	Green	
number of homes built that are 'Affordable' homes	Bigger is better	203(Apr to Sept target)	353	Green	
Birmingham Promise Measures					
We will respond to council housing emergency repairs within 2 hours	Bigger is better	98.1%	95.2%	Amber	There has been an improvement from below tolerance to within tolerance (red to amber). We continue to work with all contractors on a weekly basis to improve performance.
We will resolve council housing routine repairs within 30 days	Bigger is better	92.6%	94.5%	Green	
High Level KPI's					
Percentage of Right to Repair jobs completed on time	Bigger is better	92.6%	87.3%	Red	Although performance ended the year as red, there was an in month improvement in March 2017 City wide; although performance remained fractionally below target. Keepmoat (Erdington and Sutton) achieved 85.0%, Wates Central (Ladywood and Perry Barr) achieved 89.6%, Fortem South (Edgbaston, Northfield and Selly Oak) achieved 84.8% and Wates East (Hall Green, Hodge Hill and Yardley) achieved 89.4%. The service continue to work with all contractors on a weekly basis to improve performance.
Percentage of gas servicing completed against period profile - snapshot figure	Bigger is better	98%	100%	Green	
Average days taken to turn around a void	Smaller is better	28	30.2	Amber	Performance continued to improve towards the end of the year. This reflects the improved processes in place and more stringent repairs targets.
Number of Households in B&B	Smaller is better	No Target	282	No Target	
Number of Households in Temporary Accommodation	Smaller is better	No Target	1713	No Target	
High Level KPIs - RENT SERVICE (HOUSING CABINET MEMBER REPORT)					
Percentage of rent collected	Bigger is better	94.9%	99.3%	Green	
Total number of current tenants in rent arrears	Smaller is better	No Target	17,486	No Target	
Current rent arrears - City	Smaller is better	£ 13,800,000.00	£ 12,274,533.00	Green	

APPENDIX 1 - COUNCIL BUSINESS PLAN MEASURES 2017/18

Housing performance information for scrutiny report 2017/2018									
Measure	Type	Aim	Data frequency	End of year target 2017/18	Directorate	Performance			
						April 17	Monthly target	May 17	Monthly target
Council Business Plan Measures									
Empty properties brought back into use	CBP	Bigger	Monthly	300	Place	29	25	55	50
Available council homes as a percentage of total stock - snapshot figure Total Available	CBP	Bigger	Monthly	98%	Place	99.7%	98.8%	99.7%	98.80%
						62,368	62,344		
						62,162	62,131		
The number of new homes built by 2031 will meet the project demand for housing	CBP	Bigger	Annual	51,000 by 2031 (3,400 per year)	Economy				
Number of homes built that are affordable.	CBP	Bigger	Half yearly	293 (Mid year predicted target)	Economy				
Context for: The number of new homes built by 2031 will meet the project demand for housing / Number of homes built that are affordable. There are three strands to collecting information for this measure and BCC rely on external sources for two data sets, they are both classified as National Statistics and one of them is only released twice a year. The three sets of data are; 1. Birmingham Municipal Housing Trust – this is Birmingham City Council and we have access to this information 2. Homes and Communities Agency provide information regarding all HCA grant funded Registered Provider activity in Birmingham twice yearly (November 2017 for the first two quarters and July/August 2018 for the last two quarters). 3. Communities and Local Government statistics- the next date for publication of Help to Buy sales is end of September 2017									
Homelessness will be prevented or relieved	CBP	Bigger	Quarterly	10,000	Place				
Minimise the no. of Households living in Temporary Accommodation per 1,000.	CBP	Smaller	Quarterly	National trend 43%	Place				
High Level KPIs									
No. of properties improved in the Private Rented Sector as a result of Local Authority intervention (cumulative)	Service delivery KPI	Bigger is better	Monthly	350	Place	30	29	56	58
we will respond to council housing emergency repairs within two hours	Service delivery KPI	Bigger is better	Monthly	98.10%	Place	98.00%	98.10%	96.90%	98.10%
we will resolve council housing routine repairs within 30 days	Service delivery KPI	Bigger is better	Monthly	92.60%	Place	93.10%	92.60%	93.00%	92.60%
Percentage of Right to Repair jobs completed on time	Service delivery KPI	Bigger is better	Monthly	92.60%	Place	93.10%	92.60%	93.00%	92.60%
Percentage of gas servicing completed against period profile - snapshot figure	Service delivery KPI	Bigger is better	Monthly	98.00%	Place	99.10%	98%	99.10%	98%
Average days taken to turn around a void	Service delivery KPI	Smaller is better	Monthly	28	Place	33.3	28	40.1	28
Number of Households in B&B	Service delivery KPI	Smaller is better	Monthly	No Target	Place	321	No Target	302	No Target
Number of Households in B&B - This measure has no target due to external influences. BCC cannot control how many people will need accomodation.									

APPENDIX 1 - COUNCIL BUSINESS PLAN MEASURES 2017/18

Housing performance information for scrutiny report 2017/2018											
Measure	Type	Aim	Data frequency	End of year target 2017/18	Directorate	Performance					
						Dec 17	Monthly target	Dec Qtr3	Jan 18	Monthly target	RAG
Council Business Plan Measures											
Empty properties brought back into use	CBP	Bigger	Monthly	300	Place	246	225		287	250	Green
Available council homes as a percentage of total stock - snapshot figure	CBP	Bigger	Monthly	98%	Place	99.7%	98.8%		99.5%	98.80%	Green
Number of half yearly completions of affordable housing											
The number of new homes built by 2031 will meet the project demand for housing	CBP	Bigger	Half yearly	298 (Mid year predicted target)	Economy		298 (Q2 Sept)	348 (Q2 Sept)			Green
Context for: The number of new homes built by 2031 will meet the project demand for housing / Number of homes built that are affordable.											
There are three strands to collecting information for this measure and BCC rely on external sources for two data sets, they are both classified as National Statistics and one of them is only released twice a year.											
The three sets of data are;											
1. Birmingham Municipal Housing Trust – this is Birmingham City Council and we have access to this information											
2. Homes and Communities Agency provide information regarding all HCA grant funded Registered Provider activity in Birmingham twice yearly (November 2017 for the first two quarters and July/August 2018 for the last two quarters).											
3. Communities and Local Government statistics- the next date for publication of Help to Buy sales is end of September 2017											
Number of cases where homelessness is prevented or relieved (Full reporting from DCLG)	CBP	Bigger	Quarterly	10,000	Place		2600 (Q3 Dec)	2623			Green
Number of cases where homelessness is prevented or relieved (Internal Figures)	Service delivery KPI	Bigger is better	Monthly	No Target	Place	67			243		N/A
Minimise the no. of Households living in Temporary Accommodation per 1,000.	CBP	Smaller	Quarterly	No Target	Place	5.16		5.16	5.20		N/A
These measures have no target due to external influences. BCC cannot control how many people will need accomodation.											
High Level KPIs											
No. of properties improved in the Private Rented Sector as a result of Local Authority intervention (cumulative)	Service delivery KPI	Bigger is better	Monthly	350	Place	287	261		346	290	Green
We will respond to council housing emergency repairs within two hours	Service delivery KPI	Bigger is better	Monthly	98.10%	Place	98.00%	98.10%			98.10%	
We will resolve council housing routine repairs within 30 days	Service delivery KPI	Bigger is better	Monthly	92.60%	Place	93.10%	92.60%			92.60%	
Percentage of Right to Repair jobs completed on time	Service delivery KPI	Bigger is better	Monthly	92.60%	Place	93.10%	92.60%			92.60%	
Percentage of gas servicing completed against period profile - snapshot figure	Service delivery KPI	Bigger is better	Monthly	98.00%	Place	99.10%	98%			98%	
Average days taken to turn around a void	Service delivery KPI	Smaller is better	Monthly	28	Place	33.3	28		66.84	28	Red
Average days void turnaround - excluding void sheltered properties	Service delivery KPI	Smaller is better	Monthly	28	Place	27.4	28		34.27	28	Red
Average days void turnaround - void sheltered properties only	Service delivery KPI	Smaller is better	Monthly	28	Place	90.4	28		143.74	28	Red
Rent Services (Economy directorate)											
Percentage of rent collected	Service delivery KPI	Bigger is better	Monthly	93.5%	Economy	121.89%	92.8%	102.86%	98.46%	93.5%	Green
Total number of current tenants in rent arrears	Service delivery KPI	Smaller is better	Monthly	No Target	Economy	18,268			18,865		N/A
Current rent arrears - City- snapshot figure	Service delivery KPI	Smaller is better	Monthly	£ 13,600,000.00	Economy	£12,567,519	£ 14,200,000.00	£12,567,519	13,605,916.00	£ 14,500,000.00	Green

**HOUSING BIRMINGHAM – PROGRESS IN DELIVERING BIRMINGHAM'S
HOUSING STRATEGY**

To deliver against the key Housing priorities for Birmingham, a new Housing Strategy was developed and approved by Cabinet in July 2017. This strategy was jointly developed and signed off by partners at Housing Birmingham partnership board. The terms of reference and work streams of Housing Birmingham were realigned in January 2018 to the priorities contained within the strategy, creating joint ownership between partners of its delivery.

The partnership continues to flourish with members actively contributing to delivering on the key priorities and housing issues in the city.

Prior to the Housing Strategy, the Housing Birmingham priorities were:

- Social Housing provision, Current and Future
- Specialist need and vulnerable – housing provision, homelessness and developing individual pathways
- Increasing Provision
- Locality and Place

Following adoption of the strategy the Housing Birmingham priorities were realigned to mirror the City Strategy and priorities for Housing:

- A strong supply of new high-quality homes
- Citizens are able to find access and sustain housing that meet their needs
- Neighbourhoods are enhanced, and the quality of existing housing improved

An action plan to deliver against these has been developed; some key areas of progress are as follows:

1. Strong supply of new high quality homes

The work stream for supply is now jointly led between the Council and Birmingham Social Housing Partnership (BSHP) to identify further how collectively we can deliver the stretching targets for building new homes.

In delivering a strong supply of new quality homes with our partners we are continuing to ensure citizens have access to quality new homes through a range of solutions. Some examples of this are:

Birmingham Municipal Housing Trust (BMHT)

- BMHT has built over 2,500 new homes (including social/affordable and for sale) since 2009, including 1470 in the last three years and has built 21% of all new homes in Birmingham since 2011 BMHT. To date this year has also delivered 322 rent and 94 sales completions to code 4 standards.

CPO action to bring forward Land

- Following a cabinet decision to approve CPO action on private landbanked sites to bring forward land, action is in progress against one site owner which has now prompted that developer to commence work. Several other sites are being pursued. And it is anticipated that further sites will be appropriated in early 2018.

Community Led Housing

- In looking at a range of delivery solutions as per the commitment in the Housing strategy - we committed to look at promoting and supporting community led housing. The Cabinet Member for Housing & Homes, hosted a conference at the Council House in the Autumn with a range of partners and organisations which resulted in a task and finish group being established to identify mechanisms to bring forward site opportunities and proposals for Community Led Housing schemes. This work is ongoing and will be a key item at March's Housing Birmingham meeting

Self Build

- The Council has secured approval for a small number of self-build sites. All of these sites have been allocated for offer to people/organisations registered on the Council's self-build register. The selection of these sites has been approved by Cabinet and open for self-build groups/co-operatives and possibly CLH schemes.

Developing a regional approach

- The WMCA is leading with the NHF on developing a joint venture model for a regional approach which we are feeding into as a Housing Birmingham partnership.

2. Citizens are able to find, access and sustain housing that meets their needs

To help people find Housing that meets their needs

- The City Council delivered a new Housing Allocation scheme in 2017 and have since successfully registered over 8600 applicants and housed over 2600 applicants under the new scheme. This included a recently jointly agreed nominations protocol with RSL partners.
- The City Council's allocation policy gives greatest priority to those under occupying valuable stock in order to ensure best use of stock is achieved; the Council is undertaking ongoing work to look at mapping and developing mobility as well as reviewing the Discretionary Housing Payments.
- Cabinet approved the Homelessness Prevention strategy and the Council have put in place strong governance arrangements to corporately deliver on responding to the Homelessness Reduction Act which comes into force April 3rd 2018.
- An action plan and joint working group within Housing Birmingham is in place to develop a young person's housing pathway offer.

To help people sustain their housing

- Within Birmingham and regionally through the West Midlands best Use of Stock board we have developed and put into place a pre tenancy protocol focused on achieving greater sustainability of social housing tenants accessing with LA or RP stock through the waiting list.
- A Review of sheltered accommodation was approved by Cabinet in 2017 and implemented in November of 2017. This included the introduction of handyperson scheme to help older residents continue to live independently.
- The Housing Birmingham partnership provided a joint response to the recent consultation on short term Supported housing and sheltered housing. The proposals presented by government were very much aligned to the original proposal Housing Birmingham presented to DCLG for a funding model that was around locally commissioned provision.
- BSHP have also developed a network of providers of specialist accommodation for older people to develop a policy offer.
- Through housing Birmingham a task and finish group is established to look at the range of issues over regulated and unregulated providers of supported private rented accommodation. We have secured support for

this piece of work from Birmingham University and sign up from West Midlands Police and Fire service.

- Housing Birmingham has agreed to undertake a piece of work to develop a 'Student Housing Policy' to look at the increase and issues surrounding this in the city.
- Housing Management has seven specialist family workers who work alongside anti-social behaviour officers to provide early help support to help sustain tenancies. By the end of January 2018, Housing Management worked with 296 families. Most of these families were involved in causing anti-social behaviour.
- The City Council has recently contributed to the recent review undertaken by the Care Quality Commission into how we are contributing to the wider health and well being agenda. Examples of this are - through its development vehicle Birmingham Municipal Housing Trust has developed its own unique specification for older person's housing model through research and consultation with older people in the city. Based on this we have built two-bedroom dormer style bungalows, each with a ground floor bedroom and shower room all designed to.
- The Council's hospital discharge service continues to support those requiring move on support and In the last 12 months we have provided advice and support to 207 individuals. In addition we have also commissioned Trident Reach to provide a hospital discharge service for individuals who are admitted to hospital with no fixed abode.
- BSHP employment and skills group meets bi monthly with BCC representation to ensure housing and employment initiatives are aligned and information is shared.

3. **Neighbourhoods are enhanced and quality of existing housing improved.**

- The Council's capital Investment programme continues to deliver required improvements to the Councils Housing stock.
- Fire Safety – The Housing Birmingham partnerships developing a joined up approach to issues around fire safety in Tower blocks including working with WMFS in response to the Grenfell Tower tragedy. The Council and RSLs have led on the Fire Safety working group, undertook reassurance visits to every BCC tenant living in a tower blocks, undertook risks assessments on all blocks etc. and continue to review and develop our approach to safety in blocks generally. Partners on Housing Birmingham who has tower blocks in the city have carried out similar processes.

- Undertaken a review into Housing management and new service model in place from November 2017 focused on early prevention, education and enforcement to reduce demand and deliver to those at risk of tenancy failure.
- Front line Housing teams worked to mitigate against neighbourhood street scene issues resulting from the recent waste dispute and bad weather that caused disruptions to the service. We continue to provide a street scene service on Housing estates through our street scene co-ordinators.
- Housing Birmingham Partnership Board we will continue to work to develop models for Co – regulation in neighbourhoods in response to the outcomes of the review into ‘Place’.
- Birmingham City Council has recently had their applications for Compulsory Purchase Orders (CPO) approved on 5 empty properties to enable them to be brought back into use, removing blight and making best use of stock.
- As a Housing Birmingham partnership we created strong links with BSHP Social Housing providers to monitor and quickly respond to issues resulting from rubbish and fly-tipping in neighbourhoods.
- BSHP place working group has been established to identify opportunities for areas of collaboration and joint working between RSL partners and the city.

The Private Rented Sector

Promote Self Regulation

- The Council is working with HOMESTAMP and Midland Landlord Accreditation Scheme to promote responsible renting. The Council reviewed licensing fees in December 2017 and continues to provide discounts to MLAS members. The Council is part of the delivery board for MLAS and is working with other Midland authorities and the National landlords association on improving the awareness and scope of the scheme.

Use enforcement powers (inc licensing) to target worst neighbourhoods/landlords

- The Council has started a programme on consultation on the use of Additional and Selective licensing powers in Selly Oak, Stockland Green and Soho Wards and decisions on these will be made in March 2018. The Council will then decide whether to continue to target certain priority areas.

- The Council has bid to the Government for additional funding to tackle rogue landlords under the Controlling Migration Fund. The Ministry of Housing, Communities and Local Government have welcomed the bid and are so far positive about working with Birmingham. A decision is likely in early February 2018
- The Government has announced plans to extend HMO licensing for any property with 5 or more people who are not a single household, who share facilities, in 2018 which will require approximately 3-4,000 extra HMOs to obtain a licence.
- The Council has a Private Rented Sector Landlord Forum Steering Group through which policy and strategy for improving standards in the PRS are discussed. There is an annual Forum meeting attended by 100-150 delegates and is useful in getting feedback from landlords and agents. The LFSG are represented on Housing Birmingham and contributed to the Housing Statement. Representatives have also attended Scrutiny Committee and are involved in the Homelessness Partnership Programme Board work stream on sustainable housing.

Overview and Scrutiny Committee Briefing

Capital Investment Programme 2017/18

To update the Overview and Scrutiny Committee on capital investment works carried out in the Council Housing Improvement Programme 2017/18.

In 2017 we were allocated £56m to carry out capital improvements across 62,171 properties including the provision of new kitchens and bathrooms, upgraded central heating systems, door, window, roof replacements and structural works to traditional/non-traditional construction type properties including electrical and thermal efficiency works, replacement double glazed PVCU windows, replacement heating system, roof replacement works and external/internal improvements, these works were delivered through existing contracts for Housing Repairs, Gas Servicing, Capital Works and Major Adaptations.

To safe-guard the condition/asset value of our stock achieved through previous capital investment programmes, all investment programmes are targeted on the principle of expired component lifecycles. This is achieved by holding detailed stock condition information within the asset management database (Apex). Our properties are inspected on a cyclical and elemental basis. If the lifecycle of the component can be extended the property will not be included in the programme and will be re-inspected in future years. In essence, the housing stock will self-select for inclusion in the programme based upon the expired lifecycle criteria. We aim to complete 100% inspection of all our stock within the next 5 years.

Summary Table of Capital Improvements year to date 2017/18

	<u>Total Agreed In Cabinet Report</u>	<u>Total YTD Completion to End Of Q3 Dec 2017</u>
Kitchens	690	885
Bathrooms	690	588
Central Heating	1135	1217
Windows	845	600
Doors	1151	1039
Roofing	320	423
Fire Protection chute soil and vent	986	550
Soffits and Fascias/ External Painting	100	71

Please note these are completions to date and it is forecast that we will deliver the anticipated full budgetary outturn.

Kitchen and Bathroom Replacements

Moving forward, we intend to increase the numbers of kitchen and bathroom replacements. This programme of works is the most intrusive element but is very popular with customers and provides enhancement to the quality of their accommodation.

Completed Kitchen



Completed Bathroom



Structural Works

We are carrying out structural improvements to high and low rise blocks across the City including designing a structural solution to the 52 large panel system (LPS) blocks.

Below are pictures and details of the work packages being carried out at the different low and high rise blocks around the city.

Heath Way

The programme of works for 510-540 Heath Way (24 flats in Shard End) include structural repairs, re-roofing, external wall insulation, enclosed balconies, communal decorations, electrical works and associated fire safety works.

Pictures before works carried out



Artists Impression of Completed Scheme



Boat Blocks (High Tower, Home Tower, South Tower and Queens Tower)

The programme of works to the Boat Blocks (Nechells) include structural repairs, re-roofing, external wall insulation, enclosed balconies, communal decorations, associated fire safety works, electrical works, replacement boilers where necessary.

Pictures before works carried out



Artists Impression of Completed Scheme



Fire Risk Management / Fire Suppression Systems

We continue with our own "in house" team of fire risk assessors, accredited by West Midlands Fire Service through the British Safety Council. As a result of these inspections repairs are identified and then carried out. As part of our programme of fire stopping works we maintain the following;

- Flat /communal doors that resist fire for half an hour.
- Improved fire safety signage.
- Self-closing refuse chute hoppers.
- Fire retardant decorative coatings to communal areas
- Sprinklers installed to bin rooms.
- Wired/battery operated smoke alarms
- Installation of emergency lighting/standby battery systems.

A number of Birmingham City Council tower blocks have external cladding systems, but none of these share the same cladding system as Grenfell Tower. To identify any improvements and ensure the continued safety of its residents Birmingham City Council is undertaking a review of all cladding systems in conjunction with West Midlands Fire Service. We are also working closely with West Midlands Fire Service to review and improve our major incident plans in the event of fire or flood in a tower block.

We are currently reviewing a programme to install Fire Suppression Systems to high rise properties over a 3 year period starting April 2018.

A detailed specification was defined by BCC after site visits, recommendations from sprinkler companies, BAFSA (British automatic fire sprinkler association) and initial submissions from the contractors. Further clarity was sought with the contractor.

The requirement is to install suppression systems to 213 tower blocks, comprising of 10606 flats in the following quadrants;

CENTRAL WEST	4221
EAST	1828
NORTH	1070
SOUTH	3487

These blocks will require a combination of centralised (separate tank room required) and localised (direct supply from the mains) installations. At this stage it has not been able to determine the mix of each type.

Green Initiatives

At the heart of our investment programme we constantly strive to embrace the Green Sustainability Agenda, addressing issues such as fuel poverty and affordable warmth. This has been achieved by the introduction of external wall insulation on high rise, low rise and houses. We have also replaced non “A rated” boilers across our stock and installed communal heating plants in high rise blocks that previously had all electric heating. We continue to work with funding providers to identify possible carbon funding claims.

Martin Tolley – February 2018

Report to Housing and Homes Overview and Scrutiny Committee 20th February 2018

Progress Report on Implementation: Rough Sleeping and Prevention

Purpose

- To provide Housing and Homes Overview and Scrutiny Committee with an interim progress update on the existing recommendations which incorporate the guidance provided by Committee Members at their meeting on 12th December 2017.
- Elements of this report will have cross - over with the Homelessness Reduction Act 2017 Implementation Plan item listed for this Committee meeting.

Summary

Due to the changing nature of the current national policy landscape, it has not been possible to fully conclude this tracking report in detail. At the last OSC, Members acknowledged this and accepted that a number of development activities are in train. Urgent progress was also requested on recommendations 1, 2, 6 and 8 alongside further information relating to recommendation 12 for their February 2018 Committee.

Recommendation 1

The Homelessness Prevention Strategy has been approved by City Council January 2018. As recommended by Housing and Homes OSC, the Forward to the strategy now contains signatures from all Cabinet Members, Deputy Leader and Leader of the Council.

Discussions took place at the Homelessness Partnership Board in January 2018 with regards to corporate ownership of the implementation plan both internal and external to the Council. The Partnership Board were supportive of the following actions:

- 1) To secure support from the Health and Wellbeing Board via Public Health to assist with the systems change work that is required to implement the positive pathway.
- 2) A Corporate Cross Directorate Board (Chaired by Rob James) has been established to support the implementation plans for both the Homelessness Reduction Act 2017 and the Homelessness Prevention Strategy.
- 3) A launch event for Homelessness Prevention Strategy is being planned. A key element of the event will include commitment to the implementation plan. Workshops are planned for Cabinet Members, all Corporate Directors from within the City Council and external agency leads particularly health partners.
- 4) An example of early adoption of the Strategy on a cross Directorate basis is the Adult Social Care draft business plan. This includes Directorate support for the delivery of the Homelessness Prevention Strategy implementation plan.
- 5) Discussions have started between the Place, Adult Social Care and Economy Directorates and the Children's Trust on the local housing offer for young people leaving care in accordance with the Children and Social Work Act 2017. A couple of different housing model options are currently being explored.
- 6) Domestic Abuse Prevention Strategy is due to be presented to Cabinet on 13th February 2018 with a proposal to present at City Council in March 2018. The draft Strategy has been

updated to include a read across to the Homelessness Reduction Act 2017 requirements for local authorities as per the (draft) code of guidance for local authorities.

Recommendation 2

- 1) A high level timelines for commissioning has been set out within the Putting Prevention First Cabinet Report November 2017. This commissioning may be affected by the proposed government changes to Supported Housing, which will come into effect from 2020 (ref Positive Pathway).
- 2) The Homelessness Reduction Act 2017 implementation plan over the next 12 months may identify additional pilot commissioning for prevention and relief duties. This will enable voluntary sector providers to support the local authority with particular client groups for example young people or domestic abuse. Legal advice is currently being sought; there is indication that this will be achievable via contract variation to some existing Supporting People contracts.
- 3) Discussions have taken place with some voluntary sector partners and in principle agreements have been reached to explore these pilot options further.

Recommendations 6 and 8

At their December 2017 OSC, Members requested a functional map of services alongside a request for a single phone number to report and access support for people that are rough sleeping. The following actions have been implemented:

- 1) A single 24/7 phone number is now in place and communicated to Members, staff and external agencies.
- 2) A directory of organisations across the City (commissioned and non- commissioned) providing support to people sleeping rough has been produced and circulated to all members.
- 3) This information has been posted onto the BCC webpages.
- 4) Change into Action information has been posted onto the BCC webpages and Twitter.
- 5) As part of the Homelessness Prevention Strategy implementation and system review, with partners we are undertaking a wider comprehensive service mapping to ensure that we have a clear view of all services that are offering homelessness services to enable a robust assessment of these services against our excellence in the system statements.

Recommendation 12

Ongoing discussions are taking place with MHCLG in relation to the Housing First Pilots to ensure that Housing First as a model is used across the homelessness positive pathway, to be available for targeting those cohorts of population who are at greater risks of rough sleeping.

A diagram of the Mayoral Task Force Homelessness Positive Pathway has been attached to this briefing note.

Task Force leads are as follows:

Rough Sleeping – Birmingham City Council (Jacqui Kennedy)
Children and Families - Walsall Council
Over 25 Singles - Crisis
Young People - National Housing Federation

Kalvinder Kohli

Head of Service - Commissioning Adult Social Care and Health

Milestone Plan for: Putting Prevention First

ID	Milestone	Completion Dates
Neighbourhood Networks Model (NNM)		
NNM	Cabinet decision	November 2017
NNM	Single Contract of Negotiation	December 2017
NNM	Market Development	December 2017
NNM	Strategy approval to Delegated Officers	December 2017
NNM	Market engagement	January 2018
NNM	Tender exercise completed	April 2018
NNM	Award report	May 2018
NNM	Mobilisation	May 2018 onwards
Procuring Positive Pathway (PPP)		
PPP	Preliminary work	December 2017
PPP	Consultation & Engagement	June 2018
PPP	Analysis of engagement and review of procurement options	July 2018
PPP	Procurement Exercise and Contract Awarded	July 2019
PPP	Contract Management	August 2019 ongoing
Day Opportunities (DO)		
DO	Day Opportunity strategy in place	December 2017
DO	Policy and Process that supports the day opportunity strategy developed	December 2017
DO	Coproduction approach for delivering the strategy	January 2018
DO	Day Opportunity model and development plan in place	January 2018
DO	Market Development to deliver Day Opportunity strategy	March 2018
DO	Produce and deliver the Commissioning plan	May 2018 onwards
Three Conversations		
TC	Cabinet decision	November 2017
TC	Single Contract of Negotiation and Strategy approval to Delegated Officers	December 2017
TC	Award report	May 2018
TC	Implementation plan and mobilisation	May 2018 onwards

Designing out homelessness in the West Midlands

Universal Prevention

Targeted Prevention

Crisis Prevention and Relief

Recovery

Move-on Support

Settled home

Children

Families

Young people

Older singles

Homelessness Task Force

Regional Radar

Rough Sleeping Task Group

Steering Group

Task Group Children & Families

Task Group Young People

Task Group Older singles

MAYOR'S MAINSTREAM STRATEGIES FOR WMCA

Affordable accommodation, Health, Jobs and Skills, Transport, Community

Report to Housing and Homes O&S Committee
20th February 2018
Homelessness Reduction Act 2017 – Implementation Plan

1. Purpose of Report	<p>This report provides an overview of the Homelessness Reduction Act, outlines the key service changes needed and a high level summary of the implementation plan.</p>
2. Background	<p>The Homelessness Reduction Act 2017 comes into force on 3rd April 2018, and a draft Code of Guidance was issued at the end of 2017. The City Council responded to the draft guidance but we are awaiting publication of the final document. It is clear however that this new legislation will require a fundamental change to the way we deliver our statutory services and how we commission prevention and advisory services in future.</p> <p>The Act places new legal duties on English local authorities so that everyone who is homeless or at risk of homelessness will have access to meaningful help, irrespective of their priority need status, as long as they are eligible for assistance. This has broadened the citizen groups who are owed a duty and also introduced a legal duty to provide advice and carry out prevention work to support citizens to remain in their current homes.</p> <p>Previous legislation set out the duties owed by English local housing authorities to someone who is homeless or threatened with homelessness and defined that a person is threatened with homelessness if it is likely that they will become homeless within 28 days. The new Act extends the number of days from 28 to 56 to provide more time to carry out prevention and relief work. In addition, people who have received a valid notice under section 21 of the Housing Act 1988 and the expiry date is within 56 days, will be treated as being threatened with homelessness</p>
3. The Homelessness Reduction Act	<p>The key requirements of the Act are:</p> <ul style="list-style-type: none"> • To act as an advisory service, the local authority must provide information and advice to a range of people with varying levels of need, on preventing homelessness and/or securing accommodation, making a homeless application and how to access available help. This will require changes to our current customer contact centre. • A new referral duty means that public authorities may make a referral to the local authority where they consider a person to be homeless or threatened with homelessness. This referral should be incorporated into local authority homeless strategies and referral procedures should be set up with local agencies. This duty comes into effect from October 2018. • The assessment duty means that all customers who are homeless or threatened with homelessness and are eligible for assistance, will be offered an assessment of their housing circumstances, regardless of priority need status, and be notified

of the assessment in writing. This initial assessment should be face-to-face where possible and will be focussed on understanding the underlying or real issues that have created the housing/ homelessness need. By understanding the real issues to solve, we will be better able to design personalised solutions to their problem that are both effective and sustainable.

- As part of the housing needs assessment, a Personal Housing Plan will be prepared with the customer which is bespoke and personalised to the customer's individual circumstances and addressing the real issues to solve. The plan will set out steps that both the customer and the officer will take to retain or secure suitable accommodation and will be based on solutions put forward by the customer. This is a significant change from the current approach which prioritises the homelessness duty and is very transactional in nature. Previously, the prevention opportunities available to us were limited and most solutions were fixed and inflexible. As we switch to the new model, solutions will be developed by the customer and will need to be much more flexible and responsive.
- The Personal Housing Plans should be reviewed and kept up-to-date, and applicants can submit reviews/ appeals around their Personal Housing Plans.
- The remit of 'threatened homelessness' has expanded under the Act, whereby a person is now threatened with homelessness if it is likely that they will become homeless within 56 days. The local authority then has a duty to take reasonable steps to prevent the homelessness. Written notice must be given if the local authority is satisfied that the prevention duty has ended i.e. because they have secured accommodation.
- The Relief duty (homeless application) arises where the local authority is satisfied that the applicant is homeless and eligible, and the local authority should take reasonable steps to help the applicant secure accommodation with a 'reasonable prospect' of lasting for at least 6 months. The new act legislates that the city council can discharge their relief duty by securing a 6 month assured short hold tenancy within the Private Rented Sector. We will need to ensure that this is not just a short term solution and that there is a plan for this tenancy to be sustained beyond 6 months. If this is not done, there will be repeat presentations every 6 months.
- The Relief duty can be ended due to 'deliberate and unreasonable refusal to cooperate' by the applicant. The Act contains significant provisions around non-cooperation and refusal of offers of accommodation which enable the local authority to give warnings and service notices to applicants ending their duty to assist.
- Failure to co-operate by an applicant for assistance – This provision will place a requirement on all applicants to cooperate with local authorities' attempts to comply with their prevention and/or relief duties. If a local authority considers that an applicant has 'deliberately and unreasonably refused' to cooperate or take any of the steps set out in the personalised plan, they can serve a notice on the applicant to notify them of their decision as long as the notice explains, what the consequences of the decision are and that they have a right to request a review of the decision.

4. The Implementation Plan

To ensure that the City Council is compliant with the Act by April a comprehensive programme plan has been developed to deliver the required changes. The plan consists of the following key projects:

- Redesign of the Housing Options Service – an initial review (up to April) will ensure that the organisational structure, systems and processes need to be ‘fit for purpose’ to deliver personalised housing plans and prevention and relief activity. A wider review (post April) will then be undertaken of all service functions i.e. housing applications, allocations, temporary accommodation to ensure that we are fully compliant with the Act. This wider review will also focus on starting to develop and commission new service provision, designing services to effectively to deliver the required outcomes for customers.
- Awareness and Training – a full training and awareness plan is being developed for staff and elected member briefings are planned. In depth “in the work” training is commencing for the staff at the Housing Options Centre and the plan sets out training content, methods and schedule.
- IT – we are working with systems providers and the Council’s IT function to ensure that we have the correct equipment and software in place. There are some delays to the proposed longer term software solution so we are working up alternative short term solutions. Staff need the right IT solutions to ensure that the maximum time is spent supporting customers and reducing administrative burden.
- Accommodation – we will require additional accommodation for the staff working within Housing Options. We have plans to extend the interview space in the current Housing Options Centre and are looking at short to medium term additional accommodation to use for pre-booked appointments.
- Communication – a full communications plan will be required for various audiences. This plan looks to target the right information to a range of stakeholders from members and customers to providers and services.
- Temporary Accommodation – this is focused on developing our provision in the short to medium term and will require a comprehensive review of the current service. The review will set out the Temporary Accommodation Strategy and medium term plan with the aim of reducing the use of TA and in particular Bed and Breakfast.

5. Financial / Legal Issues:

Legal

The Homelessness Reduction Act is the largest change in the statutory approach to homelessness since the 1977 Housing Act, and will commence in April 2018. There are numerous additional duties placed upon Local Authorities under the Act with an increased focus on identifying those at risk of homelessness as early as possible and maximising the opportunities for preventing their homelessness. It is hoped that these new duties to prevent homelessness will result in savings for Local Authorities in the long-term and reduce the levels of homelessness across the Country.

Financial

The Housing Options Centre had some high level data that enabled us to estimate what current unmet need may look like when applied under the new Act requirements. These numbers were then uplifted by 50% to allow for higher than expected demand increases, consisting of the 30% national estimate and the unmet need identified during the review of the Housing Options Centre. This provides more capacity for the period of transition, training, development and embedding the act/ new ways of working.

The £1.76m allocation of new burdens funding that Birmingham City Council will receive over 3 years , from the Ministry of Housing Communities and Local Government (MHCLG) DCLG will assist us to implement the new legislation, but it is not expected to fully cover the extensive work we need to do. It is expected that post 2019, local authorities are to mainstream the new legislation.

We will have to purchase a new IT system; commission new services to ensure adequate prevention tools are available; engage and incentivise the private rented sector; provide extensive training for our existing staff and ensure that adequate support is provided to those presenting as homeless.

Our plan is to seek additional funding if the opportunity is available to us.

6. Recommendations

The scrutiny committee notes the requirements of the Act and supports the key changes required to enable us to be legally compliant by 3rd April 2018

Report Author:

Rob James

Director of Housing

0121 464 7699

robert.james@birmingham.gov.uk



Housing and Homes O&S Committee: Work Programme 2017/18

Chair: Councillor Victoria Quinn

Committee Members: Councillors Gurdial Singh Atwal, Andy Cartwright, Matthew Gregson, Roger Harmer, Penny Holbrook, Des Hughes, Mohammed Idrees, Mary Locke, Gary Sambrook, Ron Storer, Margaret Waddington

Officer Support: Scrutiny Team: Emma Williamson (464 6870) and Jayne Power (303 4810)
Committee Manager: Marie Reynolds (464 4104)

1 Meeting Schedule

Date	Item	Officer Contact / Attendees
20 June 2017	Informal Meeting: <ul style="list-style-type: none"> Work Programme Discussion Briefing on Housing Strategy 	Emma Williamson/Jayne Power Rob James/Mike Walsh
25 July 2017	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To set out key priorities, including key performance indicators 	Marcia Wynter, Cabinet Support Officer
	Responding to Housing Need and Demand	Mike Walsh
	Waste Update	Jacqui Kennedy
20 September 2017	Selective Licensing	Pete Hobbs
	Tenant Engagement	Tracey Radford
	Waste Update	Jacqui Kennedy
17 October 2017	Housing Revenue Account	Rob James/Sukvinder Kalsi
	Allocations Update	Mike Walsh
	Homelessness Update	John Hardy
14 November 2017	Affordable and Social Housing	Waheed Nazir/Ian MacLeod/Uyen-Phan Han
12 December 2017	Tracking: Rough Sleeping & Prevention	Kalvinder Kohli/Marcia Wynter, Cabinet Support Officer
	The Impact of Universal Credit	Chris Gibbs/Tim Savill



23 January 2018 Deadline for reports: 12 Jan	Repairs and Maintenance Contracts	Rob James/John Jamieson
	Waste Update	Jacqui Kennedy/Darren Share
20 February 2018 Deadline for reports: 9 Feb	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> To provide an update on key priorities 	Marcia Wynter, Cabinet Support Officer
	Homelessness Update: <ul style="list-style-type: none"> Implementation of Homelessness Reduction Act Progress Report: Rough Sleeping & Prevention 	Rob James/Kalvinder Kohli
	Investment in Refurbishment of Existing Council Homes	Rob James/Martin Tolley
6 March 2018 Deadline for reports: 26 February	Working with HMOs – evidence gathering	Emma Williamson/Jayne Power, Scrutiny Office

2 Items to be programmed

- 2.1 Cabinet Member for Community Safety and Equality
- 2.2 Annual Report of the Community Safety Partnership
- 2.3 Neighbourhood Management/New Devolution Model
- 2.4 Waste – Street Cleansing/Collection – New Operating Model

3 Summary of Work Programme Discussion

3.1 Members of the committee met in June to discuss potential items for the work programme, and a summary is set out below. Following July's meeting (where the Cabinet Member will outline his priorities), a schedule will be agreed.

1. **Responding to housing need and demand:** to get a better understanding of housing need and demand in Birmingham and then to identify areas of Housing Strategy based on that; likely to include
 - Homelessness
 - Alternative housing models
 - Focusing on the local level (ie how ensure right housing in right areas)
 - Links to HRA business plan
 - Land use: prioritise surplus / use of poor quality / New Homes Bonus
 - Strategic Tenancy Policy



- Young Persons Policy
- Supported housing

2. Neighbourhood Management and Tenant Engagement: to include matters arising following the Grenfell Tower tragedy to provide assurance on safety levels and the robustness of neighbourhood management

- What is the Council's overall responsibility; what is the scope of our due diligence and assessing where we might want higher standards (including the role of our contractors; Council Emergency response; how should future capital programmes be influenced?)
- Information for tenants and tenant routes to feed in issues to Council and be listened to;
- Neighbourhood management and links to work of Assistant Leaders.

4 Outstanding Tracking

Inquiry	Outstanding Recommendations
Rough Sleeping & Prevention	R01-R11
Working With Communities to Prevent Relationship Violence	R02 - That the City Council strengthens its leadership role for the city by reviewing the domestic violence strategy and enabling: <ul style="list-style-type: none">a) coherent pathways for victims and children, across sectors, to access the support and protection they need;b) strengthening the engagement of schools and other educational establishments, including academies, committing to participating;c) integrated working between Birmingham Youth Services and Think Family Team and Children's Services and homelessness;d) youth service providers from both statutory and third sector involvement in the delivery of informal education programmes with young people.

5 Other Meetings

Call in Meetings

None scheduled

Petitions

None scheduled

Councillor Call for Action requests



None scheduled

It is suggested that the Committee approves Tuesday at 2.00pm as a suitable day and time each week for any additional meetings required to consider 'requests for call in' which may be lodged in respect of Executive decisions.

6 Forward Plan for Cabinet Decisions

The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Housing and Homes O&S Committee's remit.

Reference	Title	Portfolio	Proposed Date of Decision
004374/2017	Procurement Strategy for Waste Management Services in Support of the Waste Strategy Framework 2017-2040	Clean Streets, Recycling and the Environment	13 Feb 2018
003259/2017	Birmingham Domestic Abuse Prevention Strategy 2017-2020	Health and Social Care	13 Feb 2018
004543/2018	Birmingham City Council's Response to Modern Slavery and Human Trafficking	Community Safety and Equality	13 Feb 2018
004497/2018	Housing Rent, Service Charges and other Charges 2018-19	Housing and Homes	6 March 2018
004656/2018	Homelessness Reduction Act 2017 Implementation Plan	Housing and Homes	6 March 2018
004666/2018	Driving Housing Growth – Land Appropriations Report	Housing and Homes	6 March 2018
004665/2018	Birmingham Council Housing Investment Programme 2018/19 to 2020/21	Housing and Homes	27 March 2018
001429/2016	Disposal of Surplus Properties	Leader	27 March 2018
004869/2018	Approval Contract Award and final business case – Kings Norton Phase 2	Housing and Homes	17 April 2018
004602/2018	Building Birmingham: Approval of BMHT Housing Development Programme for 2018-20	Housing and Homes	26 June 2018
003385/2017	BCC Energy Company – FBC	Clean Streets, Recycling and the Environment	24 July 2018