

**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, 12 DECEMBER 2017 AT 14:00 HOURS**  
**IN COMMITTEE ROOMS 3 & 4, 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.birminghamnewsroom.com](http://www.birminghamnewsroom.com)) 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 - 14 NOVEMBER 2017**

To confirm the action notes of the meeting held on 14 November 2017.

**7 - 12**

**5 THE IMPACT OF UNIVERSAL CREDIT**

Tim Savill, Assistant Director, Revenues and Benefits

**13 - 26**

**6 HOMELESSNESS UPDATE**

- (a) Progress Report on Implementation: Rough Sleeping & Prevention
- (b) The vision moving forward - Homeless Prevention Strategy and Pathway Update; Regional Update.

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

For discussion.

8 **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).

9 **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.

10 **DATE OF NEXT MEETING**

The next meeting is scheduled for Tuesday, 23 January 2018 at 1400 hours in Committee Rooms 3 &4, Council House, Victoria Square, Birmingham B1 1BB.

11 **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 14 November 2017, Committee Rooms 3&4

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### Present:

Councillor Penny Holbrook (Chair)

Councillors Andy Cartwright, Matthew Gregson, Roger Harmer, Des Hughes, Mary Locke, Gary Sambrook and Ron Storer

### Also Present:

Rob James, Service Director, Housing

Ian McLeod, Assistant Director, Planning

Clive Skidmore, Head of Housing Development

Jayne Power, Research & Policy Officer, Scrutiny Office

Emma Williamson, Head of Scrutiny Services

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### 1. NOTICE OF RECORDING/WEBCAST

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### 2. APOLOGIES

Apologies were received from Councillors Victoria Quinn and Gurdial Singh Atwal.

### 3. ACTION NOTES – 17 OCTOBER 2017

(See document No 1)

Members expressed concern that they had not received a response to the outstanding actions in relation to Waste Services and requested that a letter be sent to the Chief Executive.

#### **RESOLVED:-**

- Chair/Deputy Chair to write to the Chief Executive;
- The notes were agreed.

#### **4. AFFORDABLE HOUSING**

(See document No 2)

The following were among the main points raised:

- Members were advised that there are three types of affordable housing: Section 106, the City Council's own building and the Housing Association movement;
- The number of completions through Housing Associations (HAs) has decreased, partly due to the grant rate reduction and the reduced levels are not enough to incentivise the HAs, however it was pointed out that the recent announcement by the Government of extra funding might suggest increased grants will be made available;
- In response to a question in relation to serious concerns about homelessness and what is being done by the combined authority, Members were reminded that they would receive an update on the Homelessness Strategy as part of the tracking of the Rough Sleeping & Prevention report at the December meeting and in terms of the combined authority, there is a housing offer in development but it is in its early stages;
- With regard to the 38% target, when the Birmingham Development Plan was prepared, a strategic housing market assessment was undertaken to assess affordable housing requirements across Birmingham, based on the needs of the city and tested by public inquiry.
- In terms of the viability tool, developers can argue on a number of issues, e.g. that a particular site is difficult to remediate, there is contamination, etc, and with most of our supply being brownfield, this brings challenges;
- Members were advised that the City Council is working closely with the LEP on a funding programme called "Unlocking Housing Sites" to develop sites which have stalled for one reason or another. A number of schemes have benefited from this funding and so far £6m has been allocated out of a total of £9m;
- Work is on-going with the Homes and Communities Agency to prioritise interventions to support regeneration initiatives;
- In response to a question about how profiling is done to determine where houses are built, officers undertook to provide a response on how this breaks down to ward/district level;
- It was suggested that a meeting be organised between the Chair, Leader, Cabinet Member and Chair of Planning to discuss policy development with regard to achieving the required level of affordable housing.

#### **RESOLVED:-**

- Response to be provided on how profiling is done to determine where houses are built and how this breaks down to ward/district level;
- Chair/Deputy Chair to discuss organising a meeting with the Leader, Cabinet Member and Chair of Planning about policy development with regard to achieving the required level of affordable housing.

## **5. WORK PROGRAMME 2017-18**

(See document No 3)

Members discussed the items already scheduled and put forward suggestions for additional items.

### **RESOLVED:-**

- West Midlands Mayor to be invited to the December meeting for the tracking of the Rough Sleeping & Prevention report;
- Report on the Impact of Universal Credit to be brought to the December meeting;
- Selective Licensing to be rescheduled for February to allow time for the Soho Ward Consultation to be completed;
- Councillor Harmer's request for a report on tackling social housing fraud to be discussed with the Chair;
- Response to be provided to the issue raised by Councillor Cartwright with regard to the effect of ward boundary changes on HLBs;
- Request from Councillor Gregson for an update on tackling anti-social behaviour – to be picked up when the Cabinet Member for Community Safety and Equality attends Committee in March;
- The Work Programme was noted.

## **6. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS RECEIVED (IF ANY)**

None.

## **7. OTHER URGENT BUSINESS**

None.

## **8. DATE OF NEXT MEETING**

Noted.

## **9. AUTHORITY TO CHAIRMAN AND OFFICERS**

Agreed.

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The meeting ended at 1500 hours.



**Report of the Assistant Director of Revenues and Benefits**  
**Housing and Homes Overview and Scrutiny**  
**12<sup>th</sup> December 2017**

**1. Purpose**

- 1.1 To provide an update to the Committee on the impact of Universal Credit and how the Council is supporting its tenants.
- 1.2 To provide analysis of rent arrears and the planned mitigations to limit the impact on the Housing Revenue Account.

**2. Background**

- 2.1 The Department of Work and Pensions (DWP) is responsible for Universal Credit (UC). It replaces a number of other benefits (Income Support, Job Seekers Allowance, Working and Child Tax Credits, Employment and Support Allowance and Housing Benefit). Importantly, it is paid in arrears with the default payment made direct to tenants. Up until now most social sector tenants in receipt of housing benefit have their housing costs paid to their landlords (including council tenants). The other significant issue for tenants and landlords is a delay of payment for around six weeks at the start of UC claims. Changes to the waiting period have been announced in the November 2017 budget which will mean the initial seven 'waiting days' will be abolished from February 2018.
- 2.2 A key stated Government aim for UC is to help people into work. UC has a more generous 'taper' (people can earn more before losing benefit) which the Government states will make work more accessible. This links to the overall role of Jobcentre Plus to help citizens find employment.
- 2.3 A limited number of working age people started receiving UC in Birmingham from 13<sup>th</sup> April 2015 – this phase of the rollout is referred to as 'live service' by DWP. Typically, the people claiming UC up until now have been the more straightforward cases (single people aged under 35). The number of council tenants currently receiving their housing costs through UC in Birmingham (who would have previously claimed Housing Benefit) has slowly risen to around 1,500. A similar number is likely in Housing Association properties and private tenants. However, the next phase of the rollout commenced on 8 November 2017 – referred to as 'Full Service'. This will see the numbers of working age people receiving UC rise significantly. Recent budget announcements from the DWP on the speed of the rollout are being assessed by the Council.
- 2.4 Of the twelve job centres in Birmingham, six will start to implement 'Full Service' in November 2017 with the remaining further six starting implementation in December. The rollout (by postcode) will continue through to March 2018. The 'Full Service' will include all new claims for housing costs and many changes in circumstances. This will include families with up to two children. Although there are some exclusions, it will impact on people whose circumstances can make them vulnerable. Remaining working age HB claims will gradually migrate to UC from around 2019 to 2022 (subject to confirmation by the DWP).
- 2.5 As a result of this significant change, the Council has needed to review its position. A number of issues have needed to be considered in order to continue to ensure that income to the HRA is maximised and that tenants interests are taken into account.

### **3. Implications and mitigations for the Council and the City**

- 3.1 There are significant issues for Birmingham. The Council has around 62,500 properties with 'landlord' responsibilities. There are 42,400 of these households which rely on housing benefit to assist with payment of their rent. The big change (with the introduction of UC) is the issue relating to UC payments being made (with some exceptions) directly to the tenant and not the Council
- 3.2 This, coupled with the delay in payment at the start of the claim will cause additional pressure to the Council due to the impact on rent arrears. In preparation for this change, a pilot initiative is being undertaken to examine existing cases in receipt of UC. The pilot will look to identify the positive examples where people have claimed UC and not gone into rent arrears. Similarly, it will examine cases where arrears have built up, and look at what interventions may have prevented this situation arising. The outcome will give the Council clarity around which interventions are most helpful. This will help to mitigate the impact of the change on tenants and the HRA.
- 3.3 Universal Credit has been in Full Service at other councils before Birmingham. Close working with these councils has helped to identify the likely key issues for Birmingham on Benefits administration, these include:
- delays in the receipt of information;
  - duplication of information;
  - inconsistent and contradictory paperwork;
  - information for other Councils; and
  - ineffective escalation routes.
- 3.4 From a housing rent collection perspective, other councils report much lower levels of rent collection. Arrears on UC claims appear to be a relatively high proportion of all rent arrears.
- 3.5 Registered Social Landlord partners in the City will be facing the same pressures as the Council in terms of potential delays (in rent payment) and lack of direct payments. Tenants in privately rented accommodation are probably the most vulnerable group and there is a risk that some private landlords will cease renting to people claiming UC. All landlords will be able to request 'alternative payment arrangements' where citizens are identified as vulnerable, or in significant rent arrears. In the main, these will be direct payments to landlords, although there is also provision to split at UC payment within the same household.
- 3.6 The Council has put in place a 'task and finish group' specifically to help to manage the impact of UC full service. Chaired by Councillor Chatfield, the group meets monthly and it is made up of representatives from the Council and stakeholders (including DWP, third sector, and Registered Social Landlords). The purpose of the group is to work collaboratively to see how best to mitigate the impact the Government changes have on Birmingham residents. The composition of the group includes membership from the Financial Inclusion Partnership which feeds in to the developing issues and mitigations of UC impact. The partnership has already been undertaking campaigns and events to provide advice and information to Birmingham residents about UC.
- 3.7 There are a number of issues which will require close working between the Council and its partners to support people on UC. The ongoing work of the group will assist this process and help to ensure that the needs of Birmingham residents are fully taken



into account. This will include working closely with Job Centre Plus on related issues to getting people into work, which is a key priority for the Council.

- 3.8 The DWP has already taken a more proactive approach to offering citizens an advance on their first UC payment. Changes to the repayment period have just been announced in the Budget spreading repayments over a longer period. The seven 'waiting days' for which no UC is currently paid are also to be abolished. The Council will assess the impact these changes, and other proposals announced in relation to UC, during the coming weeks (as the detail behind the announcements are clarified).
- 3.9 Work is underway to examine the impact the changes could have for the Council. This includes modelling of existing tenants payment patterns while in receipt of UC and extrapolating this to inform the Council of the expected numbers going forward. This will help the Council's financial planning and the pilot will determine the associated structural and behavioural changes needed.

#### **4. The Council's Universal credit pilot**

- 4.1 The debit for council rents is raised weekly. The Rent Service collects rent by a range of payment methods on a weekly, fortnightly or monthly basis. Universal Credit will be paid directly into the bank accounts of eligible households, monthly in arrears. This marks a notable and fundamental change at the centre of which is a new and as yet largely, unchartered tenant/landlord relationship for tenants who are claiming benefit (or now UC).
- 4.2 The Rent Service will no longer have access to a computer system that will inform it of current housing costs or payment details (there is full access to Housing Benefit IT system information). DWP guidance advises that under 'Full' or 'Digital' UC the citizen has access to all their data via a secure online claimant account. This will allow tenants to check payments and award details and alert the DWP of any changes.
- 4.3 The DWP guidance advises landlords to speak to their tenants to obtain information about their UC claim. The Rent Service can receive information from the Benefit Service in terms of Housing Benefit being cancelled due to a UC claim being made. This will be used to inform the Rent Service and help identify which tenants to offer support to. Three way telephone conversations with the tenant and the DWP can be arranged to resolve queries. However, this is resource intensive and a known frustration for landlords currently operating in UC Full Service areas. Nonetheless, it is required to reach query resolutions in some situations. This support is also particularly required by vulnerable tenants who may need assisted digital support or Personal Budgeting Support.
- 4.4 In order to identify the financial implications the Rent Service completed a UC modelling exercise. The modelling identified that since 15/16 we received about six UC cases a week, this increased to an average of 15 cases per week in 2017/18. The numbers are expected to increase to 30 cases a week (1.59% of the overall caseload) with Full Service UC. The impact on HRA by year end 2017/18 is an estimated increase in arrears by an additional £838,000. Based on the caseload assumptions provided by the DWP, these arrears will increase by another £1.84m over a 12month period if the service does nothing to mitigate the potential increase.
- 4.5 A pilot initiative has therefore been developed to enhance the council's knowledge of the impact UC full service has on its tenants. The main objective is to reduce the additional potential arrears of £1.84 million over a 12 month period due to the impact of UC. The project will also:

- understand the behaviour of customers in receipt of UC to establish the critical risk areas in relation to rent arrears;
- consider strategies to support customers who are having difficulty managing their UC payments and paying their rent;
- minimise the impact of Universal Credit on rent collection rates, court prevention and tenancy sustainment; and
- assess the effectiveness of strategies for council tenants on UC.

4.6 In 2018/19 the caseload is expected to increase by a further 3.53% based on the current trend. The modelling has also identified that the arrears increased after about six weeks from the date the UC code was applied by an average of £267. However, the arrears then stabilised by an average decrease of £5 per week.

## **5. Discretionary Housing Payments (DHP)**

5.1 Discretionary Housing Payments (DHPs) help to protect tenancies where people face a shortfall between their housing benefit and their rent. They can also be used to help people move to a more affordable property by using it as a 'bond' or 'rent in advance'. It is not intended to be a long-term form of support, but can be used to help ease a short term problem – such as temporary assistance once people first have their benefit 'capped'. The Government gives councils an annual grant for this purpose.

5.2 The DHP budget for 2017/18 is around £5.3 million. The strategic use of DHP is a key priority of the sub group of the Welfare Reform Task and Finish group. There is an increased pressure on this fund due to Universal Credit and the full effects of the Benefit Cap, which is now fully rolled out. It is important to maximise this limited fund to ensure the right people get the help they need to retain their tenancy, or move to somewhere more sustainable.

## **6. Local Welfare Provision (LWP)**

6.1 From 1 April 2013, under the provisions of the Welfare Reform Act 2012, central government abolished two elements of the discretionary Social Fund — Crisis Loans and Community Care Grants. Responsibility for providing this type of emergency hardship support was passed over to councils, and became known as Local Welfare Provision (LWP). LWP is funded from the Councils general fund. The budget has seen a number of reductions since it was introduced. For 2017/18 the budget is £1.3 million. This was a reduction in the provision from the £1.85 million (which included an underspend of £245,000 from the previous year).

6.2 The Scheme provides support for some of the most vulnerable members of the community following a disaster, emergency or during a period of financial difficulty. Support is typically provided to help purchase emergency provisions (food vouchers). It is also used to help support people set up their homes with very basic emergency 'white goods'.

## **7. Personal budgeting support (PBS) and Assisted Digital Support (ADS)**

7.1 DWP provide funding to councils to help people who may need support with the move to UC. This includes help with their budgeting and digital access. UC claims and claim management is all 'on line'. Many people will not have access to the internet, or the skills needed to manage their UC accounts. The Council has put in place arrangements (ADS) to assist people with this support, in the main through the Library service.

- 7.2 The Neighbourhood Offices (NAIS) will provide the PBS until at least April 2018. Assisted Digital Support is provided through the Council's library network. This will help to support people who do not have the access or skills to help them with their claims. Future provision will be considered as part of a procurement process over the coming months. NAIS receives referrals from the DWP work coaches and provides two hour PBS sessions. For the first quarter (April to June) 2017 a total of 95 referrals were received from DWP work coaches and 84 people were supported with PBS. (11 failed to attend – and this was reported back to Jobcentre Plus staff).
- 7.3 It is too early to assess the impact of Full Service UC on PBS and ADS. Projected numbers are expected to rise significantly.

## **8. Conclusion**

- 8.1 The coming months will see a significant change for many people in the City. There are many issues for the Council to consider. As a 'landlord', there are important issues in relation to rent arrears and the impact on the council's housing budget. For working age Birmingham residents (in receipt of housing benefit), the Government changes to the benefits system means a fundamental change in the way their housing costs are dealt with. Related issues with social housing and private tenants need to be considered in order to ensure affordable tenancies are maintained and the associated costs of homelessness are minimised.
- 8.2 Very recent changes announced in the November 2017 budget need to be fully considered. Further guidance is awaited from the DWP and the impact can be reassessed as needed.

**Tim Savill**  
**Assistant Director, Revenues & Benefits**  
**4 December 2017**



<b>Report of:</b>	<b>Cabinet Member for Housing and Homes</b>
<b>To:</b>	<b>Housing and Homes Overview and Scrutiny Committee</b>
<b>Date:</b>	<b>12 December 2017</b>

## **Progress Report on Implementation: Rough Sleeping & Prevention**

### **Review Information**

Date approved at City Council:	13 June 2017
Member who led the original review:	Councillor Victoria Quinn
Lead Officer for the review:	Benita Wishart, Overview & Scrutiny Manager
Date progress last tracked:	N/A

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

### **Appendices**

<b>1</b>	<b>Scrutiny Office guidance on the tracking process</b>
<b>2</b>	<b>Recommendations you are tracking today</b>
<b>3</b>	<b>Recommendations tracked previously and concluded</b>

### **For more information about this report, please contact**

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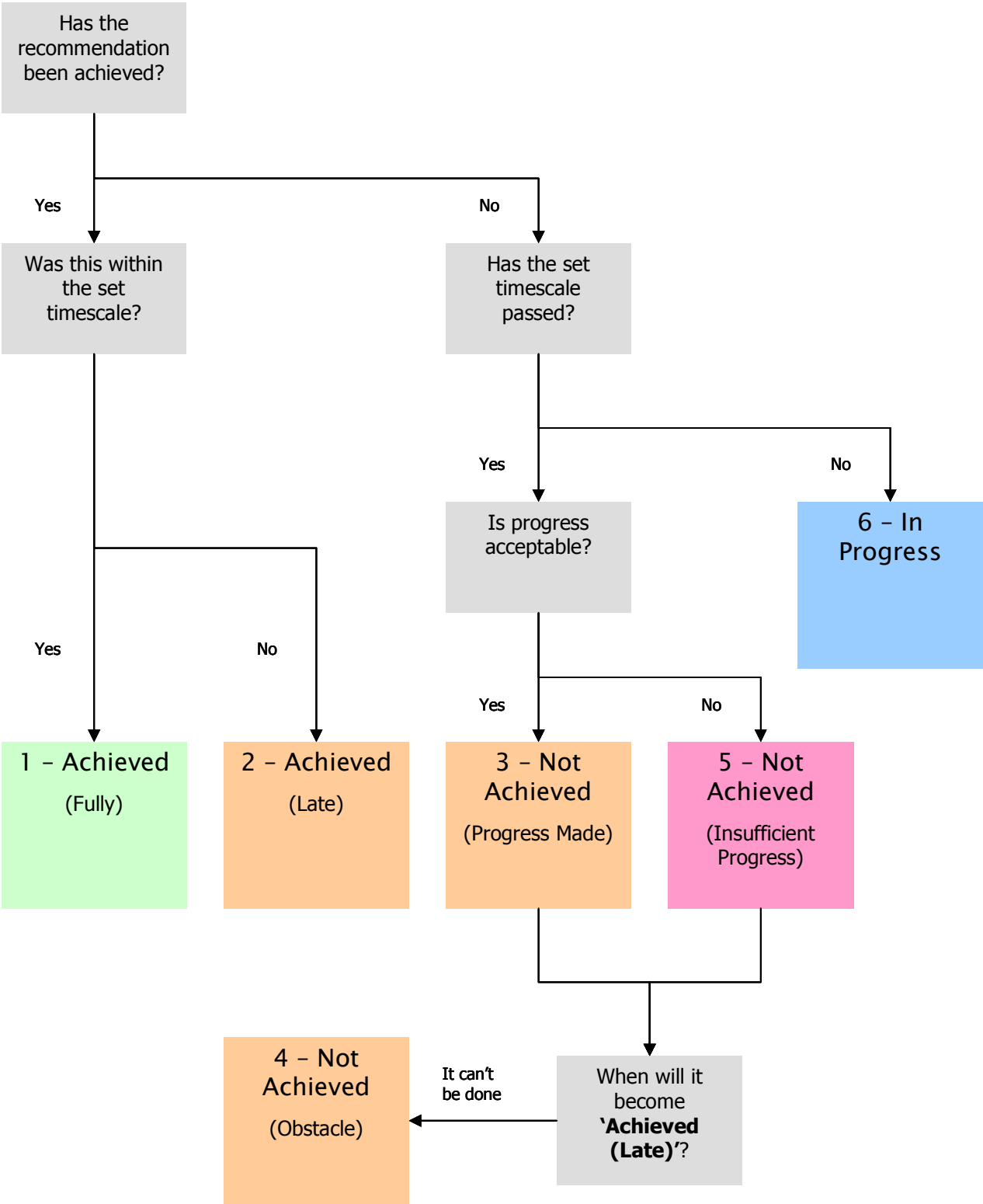
## Appendix 1: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
<b>1: Achieved (Fully)</b>	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
<b>2: Achieved (Late)</b>	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
<b>3: Not Achieved (Progress Made)</b>	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. <b>An anticipated date by which the recommendation is expected to become achieved must be advised.</b>
<b>4: Not Achieved (Obstacle)</b>	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
<b>5: Not Achieved (Insufficient Progress)</b>	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. <b>An anticipated date by which the recommendation is expected to become achieved must be advised.</b>
<b>6: In Progress</b>	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

The Tracking Process



## Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R01</b>	That the Cabinet Members with the strategic responsibilities for Children, Jobs and Skills, Health and Housing each individually assess their portfolios in terms of how they, their commissioned services and partner agencies can respond to homelessness prevention with a view to joint commissioning across directorates and partners in preparation for new duties arising under the Homelessness Reduction Act and that the Homelessness Strategy 2017-2022 is framed accordingly to identify clear linkages and accountabilities between all statutory, commissioned and third sector partners across these strategic priority areas in terms of their contributions to homelessness prevention.	Cabinet Member for Housing and Homes  Leader  Cabinet Member for Jobs and Skills;  Cabinet Member for Children, Families and Schools;  Cabinet Member for Health and Social Care;  Cabinet Member for Transparency, Openness and Equality;  Cabinet Member for Value for Money and Efficiency	December 2017	3
<b>Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')</b>				
<p>The draft strategy is due to be presented to Cabinet on the 12th December 2017 and then to City Council in January 2018. The detail and design of the strategy is cross cutting across the City Council Directorates and Cabinet Member portfolios.</p> <p>The action plan contained within the strategy sets out a series of systems actions required alongside the individual actions for each of the Pathway domains. Work will continue with Partners, Directorates and Cabinet Members in designing, developing and implementing the Pathway.</p> <p>The Homelessness Partnership Board which includes membership from BVSC, voluntary sector, housing providers, commissioned services, statutory agencies, BCC including the Children's Trust, WM Police, DWP, CCGs, Probation and CRC will continue to oversee the development of the Strategy and report into Housing Birmingham and the Health and Wellbeing Board.</p> <p>An assessment tool will be designed for agencies to measure excellence against the Pathway. Existing services will be mapped to understand the current position, gaps and good practice. This will inform investment and commissioning decisions across partner agencies. The intention is that this will help provide a level of consistency and competency across the different agencies in the City in responding to people that are homeless or at risk of becoming homeless.</p> <p>The draft code of guidance for local authorities with regards to the implementation of the Homelessness Reduction Act is currently out for consultation. Once the Code of Guidance has been implemented further briefings will be required for Cabinet Members.</p> <p>There is also the link across to the local offer for young people leaving care relating to the accommodation requirements of care leavers as part of the Children and Social Work Act 2017. Development work is currently in train to embed the Care Leavers Accommodation and Support Framework to assist with the local accommodation offer to young people leaving care.</p>				



No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R02</b>	That rough sleeping is made a central part of the homelessness strategy and thus the Homelessness Strategy 2017-22 is based upon the objective of no second night on the street.	Cabinet Member for Housing and Homes	December 2017	3

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

Rough sleeping is a key part of the Homelessness Prevention Strategy and a key feature within the pathway development. As well as looking to implement a no second night out approach the work being developed as part of the homeless positive pathway is targeted at a no first night out principle as the strategy is rooted in prevention at the earliest possible stage.

The approach in supporting rough sleepers needs to be reviewed in light of new duties for local authorities explained within the Code of Guidance in respect of the need to ensure rough sleepers are fully aware and able to access housing options services to access prevention and crisis services. .

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R03</b>	That the Homelessness Strategy 2017-22 introduces integrated, flexible and added value commissioning models involving all partners in the city with an involvement in homelessness relief and prevention (Clinical Commissioning Groups; Police; Home Office; Business Improvement Districts (BIDs); Department for Work and Pensions; Courts; Probation Services; and networks of volunteers) to include: payment by results transformation of accommodation services for rough sleepers; monthly contract monitoring and feedback mechanisms to evidence impact that can be publically published on a quarterly basis similar to the CHAIN report used by the Greater London Authority.	Cabinet Member for Housing and Homes	December 2017	3

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

The Prevention First model and report that was approved by Cabinet November 2017 sets out a new approach to commissioning against the homelessness positive pathway (Innovation Partnerships) which includes a partnership approach to integrate commissioning activity, co-design to deliver an innovative solution to tackling homelessness and meeting agreed outcomes.

However, in the first instance, all services that are commissioned need to be reviewed to ensure that they meet the requirements of the Homeless Reduction Act 2017 before its implementation and then commissioning longer term will be picked up as part of the Strategy implementation. This work will incorporate performance reporting required to provide a required overview of how we are tackling homelessness across the partnership.

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No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R04</b>	That in addition to monthly monitoring and feedback reports on homelessness prevention data collated by the Housing Options Centre, assessment of homelessness prevention is integrated into and shared across Benefit Advice Services, Neighbourhood Advice and Information Services (NAIS), Adult and Children's Social Care Services and taking steps to integrate data from CCGs and NHS Trusts.	Cabinet Member for Housing and Homes  Cabinet Member for Children, Families and Schools  Cabinet Member for Health and Social Care  Deputy Leader (Benefits/NAIS)	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>The Homelessness Partnership Board has given its commitment to tackling homelessness and the system review will include how we share relevant data and outcomes to inform the homeless ness agenda and to use the data to continually improve and develop homelessness services. The performance data and key information will be a standing item on the agenda of the Board as well as being used to develop homelessness radar to be able to understand what is happening on the ground and for forward planning.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R05</b>	To commit to a 'no wrong door' approach for the delivery of homelessness prevention and a no second night out objective for rough sleepers by integrating or at least contributing into a shared case management tool (such as the ICAT Intelligent Common Assessment Tool).	Cabinet Member for Housing and Homes  Cabinet Member for Transparency, Openness and Equality	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>The Homelessness Positive Pathway model is built upon a no wrong door ethos where there is holistic assessment of needs and quality handover between services without the need for clients to be moved from one service to another and having to repeat their story again.</p> <p>Work has been undertaken looking at Think, Homelesslink Inform system and icat to develop shared case management tool but this has been put on hold as the Code of Guidance on the Homeless Reduction Act 2017 requires us to look at a more comprehensive system for tracking individuals who are homeless.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R06</b>	That partnership working to prevent homelessness and rough sleeping is strengthened through the creation of a clear functional map of all homelessness prevention and relief providers and assessors (commissioned and non, statutory and voluntary) within the city. This should be collectively updated on a regular basis.	Cabinet Member for Housing and Homes	August 2017	3

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

A Service directory and mapping of services in relation to rough sleeping has been developed and we are in development of a broader service mapping exercise as part of the whole system review to inform the development of the Homelessness Positive Pathway.

Development of Streetlink Birmingham also enables us a further vehicle to promote and advertise the availability of services.

All of this work needs to be reviewed against the Homeless Reduction Act 2017 to ensure clear understanding of all services available for the prevention of homelessness.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R07</b>	To improve the provision and relevance of emergency accommodation and services for rough sleepers and capacity for benchmarking best practice and driving payment by results through an annual audit reported to Scrutiny conducted with the involvement of former rough sleepers. To include issues such as: <ul style="list-style-type: none"> <li>• User satisfaction;</li> <li>• Provision for animals;</li> <li>• Couples;</li> <li>• No Recourse to Public Funds;</li> <li>• Substance misuse issues;</li> <li>• Advice provision and referral.</li> </ul>	Cabinet Member for Housing and Homes	December 2017	3

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

A commissioning review of all services both to determine their relevance against the Homelessness Positive Pathway and their effectiveness in meeting the requirements of the Homeless Reduction Act will be undertaken. The provision of emergency accommodation will form part of this review and also needs to be mindful of future changes required for the proposed changes to supported housing.

Additional to the review will be the establishment of housing first provision following the successful bid to DCLG (awaiting meeting with DCLG re final settlement for the combined authority region). This will provide pre immediate access provision, a light touch supported approach for entrenched rough sleepers fearful of going into accommodation, a review of the Tabor House night shelter and options to incorporate modular housing into supply options for housing first models.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R08</b>	To ensure that the network of homelessness prevention and relief providers in the city collate and regularly update information and contact details of all services including available to and required by any rough sleeper or individual facing homelessness in the city, presented as a user friendly (including graphics for non-English speakers) geographic map of services.	Cabinet Member for Housing and Homes	December 2017	3

#### Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Communications plan linked to alternative giving scheme (Launch 8<sup>th</sup> December 2017) and the development of Street link Birmingham will include the establishment of a directory of local services.

In addition the list of services is being developed as part of the Universal Pathway domain will also ensure that partner's stakeholders and service users are fully aware of the range of services that are available for those that are homeless or at risk of becoming homeless.

As per the requirements of the Homeless Reduction Act a range of leaflets will be produced by April 2018. Partners from the Homelessness Partnership Board have offered input via their service user and experts by experience groups to comment on the drafts.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
<b>R09</b>	That communications with citizens about street homelessness is improved. In particular, a positive message is needed setting out how citizens can contribute to the 'no second night out' objective. A focus on active campaigns in collaboration with statutory partners and BIDs on how citizens can best help the street homeless, report concerns and develop other active	Cabinet Member for Housing and Homes	December 2017	3

	alternatives.			
<b>Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')</b>				
<p>Development and implementation of a regional alternative giving scheme to be piloted in Birmingham is to be in place in December 2017. This will include information and communication messages about why it is best not to give direct, myth-busting messages, information about services and regular updates on how donations have been spent and allocated.</p> <p>A micro site with key information will also be developed and will operate alongside the Street Intervention Team website. E-bulletins for businesses will be regularly provided as part of the educate strand of activity.</p> <p>The development of Streetlink Birmingham will also include options to provide pertinent Birmingham messaging and information about services.</p> <p>In addition a meeting will take place with charities and volunteers to explore better ways of supporting the homeless of Birmingham in January.</p>				

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Cabinet Member's Assessment</b>
<b>R10</b>	That a quarterly data dashboard on street homeless is developed and shared with all key partners. That information on individual cases is shared with partner agencies as required.	Cabinet Member for Housing and Homes	January 2018	3

<b>Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')</b>				
<p>Information on individuals through tasking as part of Street Intervention Team is discussed and shared with relevant partners. There is a need to review with new requirements around P1e which will include rough sleepers and collect more demographic and case level data than previously.</p> <p>All sharing of case information and current information sharing agreements/protocols are to be reviewed against the requirements of the General Data Protection Regulation which will come into force on 25 May 2018 to determine how we can effectively share information across partnerships and protect the confidentiality of individuals.</p>				

<b>No.</b>	<b>Recommendation</b>	<b>Responsibility</b>	<b>Original Date For Completion</b>	<b>Cabinet Member's Assessment</b>
<b>R11</b>	That an assessment of progress against the recommendations in this report be presented to the Housing and Homes O&S Committee.	Cabinet Member for Housing and Homes	December 2017	3

<b>Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')</b>				
<p>The landscape has now changed as a result of the Homeless Reduction Act requirements and the draft guidance for local authorities on the implementation of the Act.</p> <p>Therefore on that basis the recommendations are being reviewed in light of the new requirements moving forward which provide more operational detail on what is to be expected from local authorities.</p> <p>A significant amount of partnership work is underway across the City both in terms of the delivery of the Homelessness Prevention Strategy and preparation work for the implementation of the Homeless Reduction Act</p>				

which affects all Directorates and partner agencies.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R12	That the City Council works with the West Midlands Combined Authority and the Elected Mayor's newly established homelessness taskforce to ensure that issues are picked up on a cross boundary basis.	Cabinet Member for Housing and Homes	December 2017	1

**Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')**

BCC is represented on the regional taskforce at a Corporate Director level. BCC is informing the work of the task force due to the recognised work that Birmingham has done as part of its Homelessness Strategy and Positive Pathway. Regular updates are provided to the Cabinet Member, Partnership Board, regular meetings take place between the Chair of the Regional Task Force and senior officers within the Council.

There is a very clear synergy between the work of Taskforce regionally and the development of the BCC Strategy and pathway linkages to national picture. Birmingham has re-established the Homelessness Regional Homelessness Forum.

Appendix ③: Concluded Recommendations

These recommendations have been tracked previously and concluded. They are presented here for information only.

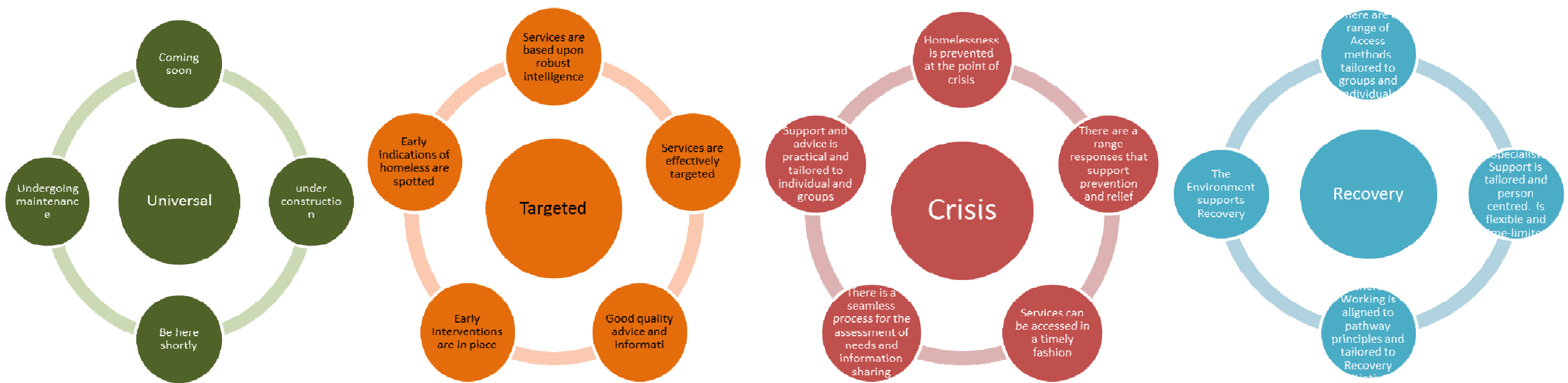
concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment





(In development by the Homelessness Partnership Board)



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## 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
<b>20 June 2017</b>	Informal Meeting: <ul style="list-style-type: none"> <li>Work Programme Discussion</li> <li>Briefing on Housing Strategy</li> </ul>	Emma Williamson/Jayne Power Rob James/Mike Walsh
<b>25 July 2017</b>	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> <li>To set out key priorities, including key performance indicators</li> </ul>	Marcia Wynter, Cabinet Support Officer
	Responding to Housing Need and Demand	Mike Walsh
	Waste Update	Jacqui Kennedy
<b>20 September 2017</b>	Selective Licensing	Pete Hobbs
	Tenant Engagement	Tracey Radford
	Waste Update	Jacqui Kennedy
<b>17 October 2017</b>	Housing Revenue Account	Rob James/Sukvinder Kalsi
	Allocations Update	Mike Walsh
	Homelessness Update	John Hardy
<b>14 November 2017</b>	Affordable and Social Housing	Waheed Nazir/Ian MacLeod/Uyen-Phan Han
<b>12 December 2017</b>	Tracking: Rough Sleeping & Prevention	Kalvinder Kohli/Marcia Wynter, Cabinet Support Officer
	The Impact of Universal Credit	Chris Gibbs/Tim Savill
<b>23 January 2018</b>	Repairs and Maintenance Contracts	Rob James /John Jamieson



Date	Item	Officer Contact / Attendees
<b>20 February 2018</b>	Cabinet Member for Housing and Homes <ul style="list-style-type: none"> <li>To provide an update on key priorities</li> </ul>	Marcia Wynter, Cabinet Support Officer
	Implementation of Homelessness Reduction Act - tbc	Rob James/Jim Crawshaw
	Investment in Refurbishment of Existing Council Homes	Rob James/Martin Tolley
	Selective Licensing	Rob James/Pete Hobbs
<b>28 March 2018</b>	Cabinet Member for Community Safety and Equality	Marcia Wynter, Cabinet Support Officer
	Annual Report of the Community Safety Partnership (a statutory responsibility)	Jacqui Kennedy, Corporate Director, Place
<b>17 April 2018</b>		

## 2 Items to be programmed

- 2.1 Tenant Engagement Review
- 2.2 Neighbourhood Management/New Devolution Model
- 2.3 Waste – Street Cleansing/Collection – New Operating Model
- 2.4 Report of analysis of those not re-registered on the housing list (Housing Allocations)

## 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
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"><li>a) coherent pathways for victims and children, across sectors, to access the support and protection they need;</li><li>b) strengthening the engagement of schools and other educational establishments, including academies, committing to participating;</li><li>c) integrated working between Birmingham Youth Services and Think Family Team and Children's Services and homelessness;</li><li>d) youth service providers from both statutory and third sector involvement in the delivery of informal education programmes with young people.</li></ul>

## 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
001895/2016	Yardley Brook Full Business Case (FBC) for Remediation and Development	Housing and Homes	12 Dec 2017
003259/2017	Birmingham Domestic Abuse Prevention Strategy 2017-2020	Health and Social Care	12 Dec 2017
004342/2017	Birmingham Homelessness Prevention Strategy 2017+	Health and Social Care	12 Dec 2017
001429/2016	Disposal of Surplus Properties	Leader	24 Jan 2018
004497/2018	Housing Rent, Service Charges and other Charges 2018-19	Housing and Homes	13 Feb 2018
003385/2017	BCC Energy Company – FBC	Clean Streets, Recycling and the Environment	13 Feb 2018