Agenda

Communities and Wellbeing Overview and Scrutiny Committee

Wednesday, 31 October 2018 at 10.00 am,
Scaitcliffe House, Ormerod Street, Accrington

Membership

Chair: Councillor Glen Harrison (in the Chair)
Councillors Bernadette Parkinson, Loraine Cox, Judith Addison, June Harrison and Lisa Allen
Cooptees: Bernard Dawson

A G E N D A

1. Apologies for Absence and Substitutions

2. Declarations of Interest and Dispensations

3. Minutes of Last Meeting  (Pages 3 - 4)

To receive the Minutes of the Community and Wellbeing Overview and Scrutiny Committee held on 5th October 2018 for approval as a correct record.

Recommended - That the Minutes of be received and approved as a correct record.

4. Appointment of Co-optees  (Pages 5 - 8)
To appoint a new Co-opted Member on to the Communities and Wellbeing Overview and Scrutiny Committee.

**Recommended**
- That the Committee recommends to Council that Honorary Alderman Doug Hayes is appointed as Co-optee to the Communities and Wellbeing Overview and Scrutiny Committee.

5. **Onward Homes Report on Social Housing** *(Pages 9 - 20)*

Presentation by David Maynard, Onward Homes.

6. **Homelessness in Hyndburn** *(Pages 21 - 26)*

To update the Committee on the current activity in relation to homelessness in Hyndburn.

**Recommended**
1. That the Communities and Wellbeing Overview and Scrutiny Committee note the activity taking place to tackle and relieve homelessness in Hyndburn; and

2. That the Communities and Wellbeing Overview and Scrutiny Committee welcome the opportunity to be consulted on a new five year Homelessness Prevention Strategy and the consultation is added to the Committee’s programme for 2019.
Friday 5th October 2018

Present: Councillor Glen Harrison (in the Chair), Councillors Bernadette Parkinson (Vice Chair), Lisa Allen, Judith Addison, Loraine Cox and Stewart Eaves

Bernard Dawson Co-Optee

In Attendance: Nick Pilling and Rachel Whippy - Citizens Advice Rossendale and Hyndburn

Ben Caulfield Overview & Scrutiny Officer

Apologies: June Harrison

1 Apologies for Absence and Substitutions

Apologies for absence were submitted on behalf of Councillor June Harrison. Councillor Stewart Eaves acted as a substitute representative.

2 Declarations of Interest and Dispensations

Councillor Judith Addison declared an interest that she had been a Trustee Member of Citizens Advice for 9 years.

No other declarations of interest or dispensations were declared at the meeting.

3 Minutes of Last Meeting

The Minutes of the Communities and Wellbeing Overview and Scrutiny Committee held on Wednesday, 11th July 2018 were submitted for approval as a correct record.

Resolved - That the Minutes be received and noted.

4 Homelessness in Hyndburn

The Chair reported that the item ‘Homelessness in Hyndburn’ would be deferred to a future meeting.

5 Citizens Advice- Issues facing residents of Hyndburn

The Committee received a presentation from Citizens Advice Rossendale and Hyndburn.

Chief Officer, Rachel Whippy and Chair of the Trustee Board, Nick Pilling provided details of how the organisation makes a difference to the people of Hyndburn. They also thanked the Council for the grant provided to help fund the service.
Information in the presentation included: How people access services, examples of people that have been helped, positive impacts & the difference made, universal credit and outcomes achieved.

A number of questions were asked by Councillors present at the meeting:

- Has the workload increased with universal credit
- Are late opening times available
- What are the options for those who may not have a smartphone or access to a library
- Which organisations does Citizens Advice work with in relation to homelessness
- Does the organisation contact landlords direct to help resolve issues
- Changes to the disability living allowance
- Has the merger with Rossendale helped

The Chair reported that the next meeting would be on the 31st September and a number of questions raised at the meeting could be put to the DWP who would be in attendance.

Resolved - That the presentation and update be noted.

Signed:..............................................................

Date: ..............................................................

Chair of the meeting
At which the minutes were confirmed
1. **Purpose of Report**

1.1 To appoint a new Co-opted Member on to the Communities and Wellbeing Overview and Scrutiny Committee.

2. **Recommendations**

2.1 That the Committee recommends to Council that Honorary Alderman Doug Hayes is appointed as Co-optee to the Communities and Wellbeing Overview and Scrutiny Committee.

3. **Reasons for Recommendations and Background**

3.1 The Councils Constitution, Overview and Scrutiny Procedure Rule C2 states:

   Each overview and scrutiny committee may appoint up to three members of the public, who the committee deems to have relevant experience of topics related to that scrutiny committee, as non-voting co-optees.

   (i) Applications may be invited to fill a vacancy for a co-opted member at the Overview and Scrutiny Committee; applications may also be received directly from members of the public.

   (ii) The application will be considered first at the relevant Overview and Scrutiny Committee. The Committee will consider the knowledge and experience of the applicant relevant to the terms of reference or work programme of the Committee.
(iii) The intention is that such co-optees will be non-political.

(iv) If the majority of the Overview and Scrutiny members support the appointment of the applicant, the proposed appointment will be presented to Council for approval.

3.2 Council approved the appointment of three Co-optees (Honorary Aldermen Ian Ormerod, Paul Barton and Bernard Dawson) to the Resources and one Cooptee (Honorary Alderman Bernard Dawson) to the Communities and Wellbeing Overview and Scrutiny Committees at its meeting on 20th September 2018. This leaves two vacant cooptee positions on the Communities and Wellbeing Overview and Scrutiny Committee.

3.3 An expression of interest was submitted in October this year by Honorary Alderman Doug Hayes. Doug served as a Councillor for Oswaldtwistle for 24 years, was Mayor in 2000/01 and the Chair of the Resources Overview and Scrutiny Committee for several years. His experience could add value to the Committee.

3.4 Should the nomination be accepted, there will remain once vacant Cooptee position on the Communities and Wellbeing Overview and Scrutiny Committee. Any nominations received for this vacant position will be considered at the next available meeting of the Committee.

4. **Alternative Options considered and Reasons for Rejection**

4.1 It is a requirement of the Constitution that the Committee considers applications from members of the public to be co-opted on to the Committee. Any alternative would first require a change to the Constitution.

4.2 The Committee could decide not to recommend the appointment of Honorary Alderman Doug Hayes, which would leave 2 vacant cooptee positions.

5. **Consultations**

5.1 None

6. **Implications**

<table>
<thead>
<tr>
<th>Financial implications (including any future financial commitments for the Council)</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal and human rights implications</td>
<td>None</td>
</tr>
<tr>
<td>Assessment of risk</td>
<td>None</td>
</tr>
<tr>
<td><strong>Equality and diversity implications</strong></td>
<td><strong>Not Applicable</strong></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td><em>A Customer First Analysis</em> should be completed in relation to policy decisions and should be attached as an appendix to the report.*</td>
<td></td>
</tr>
</tbody>
</table>

7. **Local Government (Access to Information) Act 1985:**
   **List of Background Papers**

7.1 *None*
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Onward
Introducing Onward

• Five organisations becoming one
• 35,000 homes owned and managed
  • 80% general needs
  • 20% sheltered and supported
• Turnover of £150m
• Assets of £2.5bn (borrowing of £450m)
• 800+ staff
• Three regions: GM, Lancs, Merseyside
Lancashire

- Properties - 6,300
  - 3403 in Hyndburn
  - 54% of Lancashire stock

- Neighbourhoods - 4
  - Central Accrington & Huncoat
  - Church and Oswaldtwistle
  - Clayton-le-Moors & Laneside
  - Great Harwood & Rishton

- Onward Offices
  - Accrington
  - First Call – Accrington Arndale
  - HHR - Altham
  - (2 other offices in Clitheroe & Preston)
Neighbourhood Plans

• Individual Plans developed for each Neighbourhood using feedback from customers, stock condition survey results and internal data

• Identifying priorities to tailor services for local communities

• Local Offers for each Neighbourhood
Allocations in Hyndburn

• B-with-Us Choice Base Lettings

• 156 new sign ups since April 2018

• Average relet time April 2018 to September 2018 -
  21.38 days excluding major works, 27.38 days including major works

• Compared to April 2017 to September 2017 –
  71.32 days excluding major works, 80.78 days including major works
## Income Collection Data - Onward Accrington Neighbourhoods

Accrington Neighbourhoods included in the data –
- Clayton Le Moors/Laneside
- Great Harwood and Rishton
- Central Accrington and Huncoat
- Church and Oswaldtwistle

<table>
<thead>
<tr>
<th>Current Tenant Arrears – All Tenures</th>
<th>Balance in Arrears</th>
<th>Current Arrears as a % of Annual Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday 2nd April 2017</td>
<td>£496,466</td>
<td>3.89%</td>
</tr>
<tr>
<td>Sunday 1st April 2018</td>
<td>£444,942</td>
<td>3.43%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Tenant Arrears – General Needs and Sheltered</th>
<th>Balance in Arrears</th>
<th>Current Arrears as a % of Annual Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday 2nd April 2017</td>
<td>£474,247</td>
<td>3.77%</td>
</tr>
<tr>
<td>Sunday 1st April 2018</td>
<td>£387,231</td>
<td>3.01%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Tenant Arrears – General Needs and Sheltered</th>
<th>Balance in Arrears</th>
<th>Current Arrears as a % of Annual Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday 15th October 2017</td>
<td>£585,359</td>
<td>4.54%</td>
</tr>
<tr>
<td>Sunday 14th October 2018</td>
<td>£556,710</td>
<td>4.33%</td>
</tr>
</tbody>
</table>

- Performance continues to show an improvement when matched to comparison weeks in 2017.
- Clear Income Management targets were agreed in April 2018 including individual patch targets for each Income Management Specialist.
- Should performance continue with the same direction of travel we are confident that targets set for all Accrington Neighbourhoods will be achieved at year end March 2019.
Income Collection Data

Current Tenant Arrears (general needs and sheltered debt) are managed by 4 Income Management Specialists, the debt is distributed across 4 patches of an equivalent size.

A dedicated Financial Inclusion Specialist was introduced to the Lancashire Region on 1st March 2018, this role primarily focuses on supporting customers by providing one to one support on a range of financial issues including, benefits, debts, budgeting, accessing cheaper utility tariffs and supporting to alleviate extreme financial hardship.

Since April we have focussed our attentions on –

• Streamlining income management processes and procedures across the business ensuring one consistent and defined approach to income collection.

• Conducting extensive promotion of our Financial Inclusion Service to customers and external agencies.

• Prepare the business and our customers for the impact of Universal Credit including the transition from live to full service.

• Provide additional and substantial training to Customer Service Specialist colleagues within the Contact Centre to fully equip them to deal with a variety of income calls up to and including the service of a notice seeking possession.
Repairs

• % Repairs completed in target (target 95%)

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>92.3%</td>
<td>91.2%</td>
<td>93.1%</td>
<td>96.0%</td>
<td>94.4%</td>
<td>88.8%</td>
</tr>
<tr>
<td>2018</td>
<td>98.6%</td>
<td>99.4%</td>
<td>97.0%</td>
<td>97.5%</td>
<td>97.4%</td>
<td>96.8%</td>
</tr>
</tbody>
</table>

• Satisfaction surveys April to September 2018

<table>
<thead>
<tr>
<th>Neighbourhoods</th>
<th>satisfied</th>
<th>dissatisfied</th>
<th>Total Sat &amp; Dis-Sat</th>
<th>% Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Accrington and Huncoat</td>
<td>32</td>
<td>7</td>
<td>39</td>
<td>82.05%</td>
</tr>
<tr>
<td>Church and Oswaldtwistle</td>
<td>51</td>
<td>10</td>
<td>61</td>
<td>83.61%</td>
</tr>
<tr>
<td>Clayton-le-Moors and Laneside</td>
<td>14</td>
<td>2</td>
<td>16</td>
<td>87.50%</td>
</tr>
<tr>
<td>Great Harwood and Rishton</td>
<td>16</td>
<td>2</td>
<td>18</td>
<td>88.89%</td>
</tr>
<tr>
<td>Grand Total</td>
<td><strong>113</strong></td>
<td><strong>21</strong></td>
<td><strong>134</strong></td>
<td><strong>84.33%</strong></td>
</tr>
</tbody>
</table>
# Impact of Right to Buy

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applications</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Received</td>
<td>21</td>
<td>18</td>
<td>27</td>
<td>30</td>
<td>20</td>
<td>116</td>
</tr>
<tr>
<td><strong>Sales Completed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>6</td>
<td>10</td>
<td>15</td>
<td>6</td>
<td>49</td>
</tr>
</tbody>
</table>

*April to September 2018
Invest in communities to help them thrive by:

Syrian Refugee Programme

1st Call

Environmental Services Team

Wellbeing & Social Investment Team
Invest in our colleagues

• Customer Contact Team – Onward Homes has completed a £500,000 refurbishment of the Lancashire headquarters to house a centralised call centre in the town.

• In total, the building will accommodate 50 contact centre staff and handle on average 2000 enquiries per day from their customers across the North West region.

• Demonstrates our continued commitment to supporting and investing in the local Accrington community and providing long term employment opportunities.
Any Questions?
1. **Purpose of Report**

1.1 To update Communities and Wellbeing Overview and Scrutiny Committee on the current activity in relation to homelessness in Hyndburn.

2. **Recommendations**

2.1 That Communities and Wellbeing Overview and Scrutiny Committee note the activity taking place to tackle and relieve homelessness in Hyndburn.

2.2 That Communities and Wellbeing Overview and Scrutiny Committee welcome the opportunity to be consulted on a new five year Homelessness Prevention Strategy and the consultation is added to the Committee’s programme for 2019.

3. **Reasons for Recommendations and Background**

3.1 **Homelessness Reduction Act 2017** – the most significant change in decades to the way local authorities assess homelessness was introduced in April 2018 in the form of the Homelessness Reduction Act replacing the Homelessness Act 2002.
3.2 The key measures include:

- An extension of the period ‘threatened with homelessness’ from 28 days to 56 days. This means a person is treated as being threatened with homelessness if it is likely they will become homeless within 56 days.
- A duty to ‘prevent’ homelessness for all eligible applicants who are threatened, or at risk of homelessness regardless of priority need
- A duty to ‘relieve’ homelessness and secure accommodation for all eligible applicants who are already homeless regardless of priority need

3.3 These duties have required a significant change in the way staff in the housing advice team undertake assessments with the following approach being taken:

- Prior to a full assessment being undertaken the customer completes a ‘pre-assessment’ via the ‘customer portal’ on the Council’s website. If applicants do not have access to the internet a computer is available for use in the Council offices and at partner agencies who also offer help in completing this initial assessment e.g. 1st Call Hyndburn, Maundy Relief etc https://www.hyndburnbc.gov.uk/homelessness-and-housing-advice/
- Following this a housing advice officer will arrange with the customer to undertake a full interview assessment to discuss their circumstances, agree a personalised housing plan and determine what ‘duty’ the Council has towards the household

3.4 The personalised plans comprise a plan agreed between the applicant and the housing advice officer. It includes tasks that the applicant is required to undertake and tasks that the LA or partners, are required to undertake. This is provided in writing and is kept under review to reflect changes in circumstances.

3.5 As from 1st October 2018 the Act also introduced the ‘Duty to Refer’. This requires specified public authorities including prisons, youth offending teams, probation, social services and hospitals to notify the LA if they come into contact with someone they think maybe homeless or at risk of becoming homeless. With consent of the individual a referral should be made to the LA. This is also done via the customer portal on the Councils’ website. https://www.hyndburnbc.gov.uk/homelessness-and-housing-advice/2/

3.6 In addition the housing advice team are becoming familiar with a new IT system which assists officers in undertaking the assessment, preparing personal plans, issuing decision letters and recording statistics for central government.

3.7 All applicants now have to complete the on-line customer portal on the Council’s website prior to the team contacting them for an interview. Since 3rd April 2018, when the new legislation commenced, 408 people have completed the on line portal. Of those only a third of have actually been ‘taken on’ as cases where there has been a threat of homelessness. A considerable number of people who completed the portal were in fact ‘not threatened with homelessness’ but had enquiries in relation to the
housing register and issues around disrepair. All of these people were signed posted to the relevant departments who could deal with their enquiry.

3.8 Temporary Accommodation – There has been a slight increase in the number of applicants that we have had to accommodate in temporary accommodation since the beginning of April. So far we have accommodated 5 households (3 families and 2 singles) for varying periods of time from 3 days to 12 weeks. The majority of these placements have been in bed and breakfast accommodation in Blackburn due to lack of suitable and available accommodation in Hyndburn. The Council budget for temporary accommodation for 2018/19 is £5,675.00. Spend to date (September 2018) has been £2,744.17.

3.9 Youth Homelessness – a significant number of presentations are from young people under the age of 25 years. Since commencement of the new legislation there have been over 100 presentations from applicants under the age of 25. The applicants in this age group have been a mixture of single applicants and lone parents. The challenge has been trying to resolve the homelessness issues for single applicants over the age of 21 years old as the supported housing projects in Lancashire will not in most cases accept applicants over 21 years. The council works closely with YNOT Aspire and Crossroads and Stepping Stones supported accommodation projects to help resolve and tackle youth homeless in Hyndburn.

3.10 Homeless Prevention Trailblazer – Hyndburn is part of this Pennine Lancashire based project that provides an early response / intervention service for 14 – 25 year olds at risk of homelessness due to family breakdown. The project provides a range of early intervention, conciliation and mediation services for young people and their parents / carers that are primarily focused on increasing skills and resilience within the family. YNOT Aspire provides the mediation and conciliation interventions in Hyndburn. This is supplemented by independence training and a trainer flat provision delivered by Stepping Stone. A dedicated website is also in the process of being developed for young people, parents and services to get dedicated information and request for help.

3.11 Joint Protocol – the Council works closely with Lancashire CC Children Services and other providers of accommodation and support for young people to provide a joint and co-ordinated approach and response to homeless 16 and 17 year olds. This is achieved via the “Lancashire Joint Protocol 2017 – 2020 - to meet the needs of homeless young people”. For each young person a joint protocol meeting is held between the Council, Children’s Services, the young person and appropriate support agencies to determine what duty is owed to the young person and by whom. Since July 2017 Hyndburn has held 20 joint protocol meetings.

3.12 Street Homelessness / Rough Sleeping – the number of people sleeping rough has been increasing at a national and local level over the last few years.

3.13 Hyndburn undertakes an annual rough sleeping estimate in November each year. This determines the number of people sleeping rough on a particular night. The returns for the last 5 years are as follows:-
<table>
<thead>
<tr>
<th>YEAR</th>
<th>NUMBER SLEEPING ROUGH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>3</td>
</tr>
<tr>
<td>2014</td>
<td>4</td>
</tr>
<tr>
<td>2015</td>
<td>4</td>
</tr>
<tr>
<td>2016</td>
<td>2</td>
</tr>
<tr>
<td>2017</td>
<td>6</td>
</tr>
</tbody>
</table>

3.14 As part of a multi-agency response to this increase Maundy Relief provide an emergency ‘nightshelter’ for individuals who would otherwise be at risk of sleeping rough. Crossroads, supported housing scheme for young people, also provide this provision for younger people. Both organisations provide somewhere safe to sleep for the night, access to washing facilities and hot food and drink prior to their housing crisis being addressed the next working day.

3.15 Nationally the Government has recently published a National Rough Sleeping Strategy (August 2018) in response to the increase in numbers sleeping rough. The Government is committed to halving rough sleeping by 2022 and ending it by 2027. It sets out their 2027 vision to support every person who sleeps rough off the streets and into a home. This is backed up by £100 million of funding. The strategy is asking partners (nationally and locally) to work together in new ways.

3.16 Universal credit and homelessness – since the introduction of universal credit the Council has been monitoring its impact on homeless households. Some of the issues identified include:-

- Young people projects and Maundy Relief say that lack of ID, mobile phones; email addresses and bank accounts mean that making a claim online is very difficult.
- Delays in the receipt of payments continue to impact on households and Maundy continue to give out food parcels.
- There is reluctance in some cases of private landlords to accept households on universal credit. This impacts on the ability of both the Council and the Key Scheme (Maundy) to rehouse homeless households in the private rented sector.

3.17 Prevention of Homelessness Strategy – the Council is required by legislation to undertake a review of homelessness and publish a ‘Homelessness Prevention Strategy’ every 5 years. The current strategy expires in 2019. Therefore during 2019 the Council will be consulting and developing a refreshed strategy that will identify the current priorities for homelessness in Hyndburn and actions to address these needs. As part of the review Communities and Wellbeing Overview and Scrutiny Committee will be consulted on the new Homelessness Prevention Strategy.

4. Alternative Options considered and Reasons for Rejection

4.1 This report is providing information on the homelessness situation in Hyndburn therefore alternative options have not been considered. The Council do however continue to closely monitor homelessness and review services accordingly in conjunction with its partners. For example the Council has just very recently entered
into a lease with HARV to provide safe, supported housing for victims of domestic abuse.

5. **Consultations**

5.1 Full consultation will be undertaken with partners and service users during the preparation of the Prevention of Homelessness Strategy during 2019.

5.2 The long running multi-agency ‘Homeless in Hyndburn Forum’ that currently meets three times a year continuously provides a joined up and comprehensive response to homelessness in Hyndburn. There is a true multi-agency and partnership response to homelessness with interventions and services provided by a wide range of agencies in addition to the Council to address and prevent homelessness. Some examples are included in this report others are:-

- Emergency night shelter provision by Maundy Relief, Crossroads and Nightsafe,
- Youth homeless prevention and mediation services by YNOT Aspire
- Interventions and accommodation to address substance misuse by Inspire and Emerging Futures
- Access to private rented accommodation through the Key Scheme administered by Maundy Relief
- Practical help and supported accommodation for victims of domestic abuse via HARV Outreach Team.

6. **Implications**

<table>
<thead>
<tr>
<th>Financial implications (including any future financial commitments for the Council)</th>
<th>There are no financial implications arising directly from this report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal and human rights implications</td>
<td>The Council assesses applications from households threatened with homelessness in accordance with the Homelessness Reduction Act 2017 and associated guidance.</td>
</tr>
<tr>
<td>Assessment of risk</td>
<td></td>
</tr>
<tr>
<td><strong>Equality and diversity implications</strong></td>
<td>A customer first analysis will be undertaken when the Homelessness Strategy is reviewed and refreshed during 2019.</td>
</tr>
</tbody>
</table>

A *Customer First Analysis* should be completed in relation to policy decisions and should be attached as an appendix to the report.
7. **Local Government (Access to Information) Act 1985: List of Background Papers**

7.1 *Copies of documents included in this list must be open to inspection and, in the case of reports to Cabinet, must be published on the website.*

*If the report is public, insert the following paragraph. If the report is exempt, contact Member Services for advice.*

8. **Freedom of Information**

8.1 The report does not contain exempt information under the Local Government Act 1972, Schedule 12A and all information can be disclosed under the Freedom of Information Act 2000.