

# Housing Committee

Date: **17 March 2021**

Time: **4.00pm**

Venue **Virtual**

Members: **Councillors:**, Gibson (Joint Chair), Hugh-Jones (Joint Chair), Phillips (Deputy Chair), Williams (Opposition Spokesperson), Mears (Group Spokesperson), Appich, Atkinson, Barnett, Fowler and Osborne

Contact: **Shaun Hughes**  
Democratic Services Officer  
shaun.hughes@brighton-hove.gov.uk

Agendas and minutes are published on the council's website [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk).  
Agendas are available to view five working days prior to the meeting date.

Electronic agendas can also be accessed through our meetings app available through ModernGov: [iOS/Windows/Android](#)

This agenda and all accompanying reports are printed on recycled paper

# AGENDA

## 139 PROCEDURAL BUSINESS

**(a) Declaration of Substitutes:** Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

**(b) Declarations of Interest:**

- (a) Disclosable pecuniary interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

**(c) Exclusion of Press and Public** - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

**NOTE:** Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

*A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.*

## 140 MINUTES OF THE PREVIOUS MEETING

7 - 28

To consider the minutes of the meeting held on 20 January 2021 (copy attached).

## 141 CHAIRS COMMUNICATIONS

## 142 CALL OVER

- (a) All agenda items will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

## 143 PUBLIC INVOLVEMENT

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the 11 March 2021;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 11 March 2021.

## 144 ISSUES RAISED BY MEMBERS

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions;
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

## 145 TENANT AND LEASEHOLDER ENGAGEMENT STRATEGY

29 - 64

Contact Officer: Sam Warren

Tel: 01273 296821

Ward Affected: All Wards

## 146 NEXT STEPS - ROUGH SLEEPING AND ACCOMMODATION DURING COVID-19 PANDEMIC AND RECOVERY

65 - 88

Contact Officer: Sylvia Peckham

Tel: 01273 293318

Ward Affected: All Wards

## 147 MOULSECOOMB NEIGHBOURHOOD HUB & HOUSING SCHEME UPDATE

89 - 116

Contact Officer: Ben Miles

Tel: 01273 290336

Ward Affected: All Wards

**148 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND  
HOUSING PERFORMANCE REPORT - QUARTER 3, 2020/21**

**117 - 142**

Contact Officer: Tom Matthews  
Ward Affected: All Wards

Tel: 01273 293234

**149 ITEMS REFERRED FOR FULL COUNCIL**

To consider items to be submitted to the 25 March 2021 Council meeting for information.

*In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of the Committee meeting.*

**PART TWO**

**150 PART TWO PROCEEDINGS**

To consider whether the items listed in Part Two of the agenda and decisions thereon should remain exempt from disclosure to the press and public.

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fourth working day before the meeting.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested. Infra-red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival.

### **FURTHER INFORMATION**

For further details and general enquiries about this meeting contact Shaun Hughes, (01273 290569, email [shaun.hughes@brighton-hove.gov.uk](mailto:shaun.hughes@brighton-hove.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

### **WEBCASTING NOTICE**

This meeting may be filmed for live or subsequent broadcast via the Council's website. At the start of the meeting the Chair will confirm if all or part of the meeting is being filmed. You should be aware that the Council is a Data Controller under the Data Protection Act 1998. Data collected during this web cast will be retained in accordance with the Council's published policy.

Therefore, by entering the meeting room and using the seats in the chamber you are deemed to be consenting to being filmed and to the possible use of those images and sound recordings for the purpose of web casting and/or Member training. If members of the public do not wish to have their image captured, they should sit in the public gallery area.

### **ACCESS NOTICE**

The Public Gallery is situated on the first floor of the Town Hall and is limited in size but does have 2 spaces designated for wheelchair users. The lift cannot be used in an emergency. Evac Chairs are available for self-transfer and you are requested to inform Reception prior to going up to the Public Gallery. **For your own safety please do not go beyond the Ground Floor if you are unable to use the stairs.**

Please inform staff on Reception of this affects you so that you can be directed to the Council Chamber where you can watch the meeting or if you need to take part in the proceedings e.g. because you have submitted a public question.

### **FIRE / EMERGENCY EVACUATION PROCEDURE**

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions:

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.



# BRIGHTON & HOVE CITY COUNCIL

## HOUSING COMMITTEE

4.00pm 20 JANUARY 2021

### VIRTUAL

### MINUTES

**Present:** Councillor Gibson (Joint Chair), Hugh-Jones (Joint Chair), Phillips (Deputy Chair), Williams (Opposition Spokesperson), Mears (Group Spokesperson), Atkinson, Barnett, Fowler, Hill and Osborne

### PART ONE

#### 121 PROCEDURAL BUSINESS

**(a) Declaration of Substitutes:** None

**(b) Declarations of Interest:** None

**(c) Exclusion of Press and Public:** To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

Item 132 – Part Two. The committee did not call the item for discussion; therefore the Part Two report was not heard and the press and public were not excluded from the meeting.

#### 122 MINUTES OF THE PREVIOUS MEETING

122.1 The minutes of the Housing Committee joint meeting held on 21 October and committee meeting held on 18 November 2020 were accepted as a true record of the meeting.

#### 123 CHAIRS COMMUNICATIONS

##### 123.1 Introduction

Welcome to the first housing committee of 2021, held in very difficult circumstances with around per 100,000 cases in Brighton and health services at breaking point we all need to hunker down and follow the guidance to avoid unnecessary contact with others. We continue to prioritise providing a Covid safe service to residents, staff and contractors. The housing repairs service in lockdown will again be limited, though, subject to Covid risk assessment, this time to *essential* repairs rather than the *emergency* repairs of the first lock down.

Following the introduction of our new IT system for the Housing Register (Home Connections) we have been working with the provider to resolve the initial issues for people logging in for the first time. We understand this has now been resolved but in the rare event of a customer having an issue please contact us and we will quickly be able to resolve this. We are still working with the provider to resolve other issues relating to the search function so people can find cases more easily and several other back office functions and we will continue to work closely until all issues are resolved. However, mutual exchanges are being arranged.

### 123.2 **Industrial dispute update**

Having inherited an industrial dispute with GMB when the Service transferred from Mears, we have worked hard to listen and negotiate a solution that is fair and workable. At the time of writing, we are considering a set of proposals with GMB union with a view to opening up a potential way forward where we will consult with and be in a position to offer harmonised BHCC contracts to the workforce. We anticipate that the majority of staff will be better off under the new harmonised BHCC terms and conditions which includes sick pay for staff currently receiving SSP only and additional holiday pay. Staff will be offered the opportunity to choose to accept BHCC terms and conditions or to remain on existing terms and conditions. Assuming the dispute is resolved we look forward to working closely with unions to improve and expand the service where possible.

### 123.3 **Appreciation**

I know from day to day contact how tremendously hard officers are working in the pandemic and how much strain they are under, like so many public servants, to keep essential services running and I would hope we as a committee can take an opportunity today to record our great thanks and appreciation of their continuing efforts. Particularly notable has been the team working across housing and commissioning to, in really difficult circumstances achieve acceptances on offers to provide 30 additional council properties for housing first. 6 are already in council ownership enabling us to seize the opportunity to house long term some entrenched rough sleepers who have spent many of the last 20 years on the city's streets. This is a fantastic achievement that can help transform lives. Heartfelt thanks go to Diane, Martin, Emily, Sylvia and Ododo for their impressive work on this.

### 123.4 **Homelessness**

The pandemic has turned so much upside down, one positive has been the tremendous additional help the council have provided for homeless people. We have sustained an offer of shelter to all rough sleepers and others facing homelessness. We are determined to sustain this approach for as long as possible but as government support is currently limited almost entirely to those housed before October and we have around 700 homeless households in emergency accommodation, it is becoming increasingly difficult to sustain. The recommendations in the Next Steps report (agenda item 135) that we maximise both benefit recovery and move on if agreed will help reduce the councils overspend and in turn enabling our resources to go further and help more people.



We have also enabled 300 homeless households to move into private rented accommodation since April which given the Covid restrictions has been a fantastic achievement and enables those households to be settled and get on with their lives rather than being stuck in temporary accommodation.

On the subject of homelessness, I am aware that there has been concern that SWEP provision for rough sleepers has not been fully accessible. SWEP is operating in very different circumstances than before under the everyone in approach to rough sleepers. SWEP numbers have been lower than previous years, but this reflects the reality that most rough sleepers have been housed already. Whether or not SWEP is open (and it has opened for much of the Christmas and early new year period) every day there is an offer of accommodation for verified rough sleepers and this is why there are estimated to be only around 30 rough sleepers most of whom have not accepted accommodation offers. So far 22 people picked up through SWEP have now been housed more permanently which is an important legacy of the way SWEP is now operating. Another homeless goal the adoption of the homeless bill of rights “as a standard against which the council and its partners judge our policies and practices” is reported on in agenda item 130 which covers progress on the workplan. I again urge all to hold Labour and Green parties to account on the goals set out in our joint work programme.

#### **123.5 Work programme progress**

Despite the pandemic, we have worked really hard to try and keep the momentum going on achieving the goals set out in the joint Green- Labour Housing and Homelessness programme which is the backbone of housing committee’s work. This cooperative approach has contributed to record numbers of additional council homes being achieved for the city. In fact, it is projected that within the first 2 years of working together more additional council units, more at lower rents will be achieved than in the previous 4 years. The programme to achieve the ambitious goal of 800 additional council houses will be advanced by the decisions on Windlesham House (agenda item132) and Frederick St (agenda item133). These two reports taken together have the potential to progress the development of another 21 new council homes. The performance against the workplan and housing management is set out in agenda item 130 and whilst it shows some delays mostly attributable to the pandemic, there has been some notable progress both in the reduction in rough sleeper numbers which the latest count recorded an all-time low of 27 and increased investment planned for next year when it is proposed that around £4.4m is spent on sustainability and carbon reduction towards the ambitious joint programme target of becoming a carbon neutral city by 2030.

#### **123.6 Towards carbon neutral 2030**

As the report entitled “Housing action towards Carbon Neutral 2030” states, carbon emissions from all domestic properties contribute 40% of the city’s total emissions, with approximately 11% of these emissions (from domestic properties) coming from the 11,500 council housing tenants and 2,500 leaseholders. Local authorities are uniquely placed to stimulate the growth of local skills and supply chains, thereby eventually benefiting the wider community as well as council tenants and leaseholders. Of course, this needs to be properly planned and the coming year will be spent doing just that, specifically in the form of the Council Housing Asset Management Strategy.

In anticipation of the huge investment needed to make our housing easier to heat, we are proposing to build up a reserve and are kick-starting this by setting aside around £4m towards future expenditure in the budget report (item 127 on the agenda)

### 123.7 **Budget 21/22**

Other budget highlights include:

- A 1.5% rent increase which helps towards funding
- A 21% increase in planned spending on additional council homes
- A 19% increase in overall capital investment and investment in the existing housing stock
- A 33% increase in investment in sustainability and carbon reduction

In our current time of increasing joblessness and pandemic recession by investing significantly more in housing and greening housing we can play a part in expanding economic activity and through the increasing stress on providing contracts to small and medium enterprises we can boost local incomes, provide jobs in repairs and community wealth more. This is a key focus for our in-house Repairs & Maintenance service and the contractors we engage through this and our planned and major works arrangements.

The budget also sets out continued support for youth services and adult education for tenants funded in proportion to the benefits provided for tenants and subject to consultation.

I hope you find the meeting interesting and can see that we are seeking to advance the housing work programme as much as possible in these extraordinary and difficult times.

### 124 **CALL OVER**

124.1 Items 130 and 132 were not called for discussion and the recommendations contained therein were therefore approved and adopted. The remaining items were called for discussion.

### 125 **PUBLIC INVOLVEMENT**

125.1 **(a) Petitions** – None

125.2 **(b) Written Questions** – SEVEN Questions have been submitted.

125.3 **Barry Hughes:**

In 2019 four blocks on the Sylvan Hall Estate received S20 Notices of major works, including new roofs and rainwater goods. I now find that a number of elements originally specified have not been done or completed as required.

As I am limited to 100 words, I will concentrate on just one aspect. The specification states: 'The sizing of both gutters and downpipes will match the existing original as a minimum.'

The new rainwater goods are a smaller size than the original and consequently cannot cope with moderate rainfall. Can these gutters and downpipes be replaced and who will pay?

125.4 Response: Thank you for your question.

The Housing team are following up on the issues that residents have raised following the roofing works to the Sylvan Estate and have carried out a number of visits to assess how the roofs and rainwater goods are operating and to identify any issues. We are aware of residents' concerns around the sizing of the rainwater goods and are in contact with our contractors on some specific changes that need to be made.

The downpipes are slightly smaller than the original rainwater goods on the block. However, they have been specifically designed to be effective on these properties and deal with rainfall appropriately. Deep flow guttering is in place that is able to disperse rainfall from the roof down into the soakaways as quickly as possible.

There have been some areas where we have asked contractors to return to address specific issues with the rainwater goods which they have done. Following a site visit in early January the rainwater goods appeared to be performing well, some elements were identified that require contractors to return and address. Our contractors have been responsive and are committed to resolving any issues and the council are closely and regularly inspecting the blocks. We are specifically aware of concerns from residents in respect of the creation of a walkway to the tank area; and the installation of insulation. If further changes are required to any of the rainwater goods, then these will be investigated and followed up with contractors.

The Housing team are focused on achieving quality with our planned works and do appreciate the feedback from residents. The service is making some further changes to how it investigates reports of defects raised by residents after major works which should support quicker resolution. Housing officers will continue to monitor the performance of the rainwater goods on the Sylvan Hall Estate on a regular basis, in rainy conditions and will do this jointly with the Tenants and Residents Association as soon as Covid-19 restrictions allow.

Do you have a supplementary question?

125.5 Supplementary: The response is noted. Who pays for items to be completed?

125.6 Response: Defects or other works will be completed and paid for by contractors, not tenants.

125.7 **Cathy Archer:**

There are 2 areas of land at Kemptown Gasworks owned by the council. It is suggested that these 2 areas of land be sold to the land developers. If 2 tranches of

land of these dimensions were combined in some way, there would be enough land to provide social or genuinely affordable housing in an area that needs more of this.

Does the committee agree?

125.8 Response: Thank you for your question.

One of the Council's key priorities is delivery of affordable housing. As part of the due diligence for land use, the Council is required to consider all options for the best use of Council land. Therefore, where feasible to do so taking into account locality and planning use, feasibility studies are undertaken to consider the viability of housing provision.

In respect of the Council land adjacent the gasworks, all options are being considered. Whereas the sale of the land would produce a capital sum that could be put towards alternative housing provision, and may facilitate a development on the larger site not owned by the council that may deliver affordable homes through the planning process, the Council also needs to consider the potential and viability for it to redevelop the sites it owns in isolation and what provision of housing can be achieved on the sites. This is currently being explored.

Do you have a supplementary question?

125.9 Supplementary: In City Plan 1, sites should include 30% affordable housing. How will this be achieved?

125.10 Response: The gasworks Planning application will need to achieve affordable housing targets. Development on land owned by the council will have all options looked at.

125.11 **David Thomas:**

SWEP and flexibility: After a public campaign, in February 2018 the council agreed that in addition to the triggers for opening SWEP there would be a flexible approach, based on common sense and empathy for the homeless. Last winter it was accordingly open on a number of occasions when the triggers were not met.

This winter the promise of flexibility is gone from the website, from all official utterances so far, and from the description of SWEP opening on pages 178-79 of your reports pack. When was the decision made to drop this, who by, and for what reason?

125.12 Response: Thank you for your question.

The trigger for SWEP is a 'feels like' temperature or an Amber weather warning, however as an authority we continue to have a pragmatic approach to opening, as evidenced by the service being open consistently over Christmas. Apologies that this is not explicit. There has been no change to the practice in previous years. The service has been open on 30 separate nights this winter. SWEP is operating differently in response to the pandemic and follows government guidelines.

We are continuing to operate everyone in and are offering accommodation to rough sleepers, and those at risk of rough sleeping. Hundreds of rough sleepers have been accommodated since March, and there has been a significant decline in the number of people rough sleeping. There are currently estimated to be around 10 people sleeping on the streets in Brighton & Hove, some of whom are currently refusing all offers of accommodation.

We are working hard to ensure that nobody returns to rough sleeping when SWEP closes and over half of the people who have used SWEP this year have been placed in longer term accommodation.

Do you have a supplementary question?

125.13 *Supplementary: I am of course very happy to hear that the council is still operating a policy of flexible opening based on common sense and empathy over and above the triggers. The need for flexibility is greater here because as a coastal city we get a lot of severe storms that don't come within the triggers. Combined heavy wind and rain present a danger to life.*

The first paragraph on SWEP on the website used to read (according to a snapshot on the way back machine internet archive dated 20/10/20) "We open a severe weather shelter in extreme weather conditions. The shelter can be opened if needed at any time of the year to respond to the impact of severe rain, snow, storms, heat and wind chill."; now it only says "We open a severe weather shelter when the temperature is predicted to drop below 0 degrees Celsius or when there is an amber weather warning." That was what led me to believe there had been a change.

I don't think you can claim opening over Christmas and New Year as an example of credibility. I keep a close eye on the weather, and it seemed to me that the trigger was met for the whole of that period.

So, my supplementary is obvious: how many times so far this winter has SWEP been open when the triggers have not been met? And – is it open tonight?

125.14 Response: SWEP has been open more times this winter than when the trigger point has been reached as circumstances have changed. There is no information at this time regarding whether SWEP is open tonight. Housing officers will notify the Chair of Housing committee when SWEP is open.

125.15 **Daniel Harris**

In a recent report into Youth Homelessness the Albert Kennedy Trust reports that: 'LGBT young people are more likely to find themselves homeless than their non LGBT peers, comprising up to 24% of the youth homeless population. Whilst homeless, they are significantly more likely to experience targeted violence, sexual exploitation, substance misuse, and physical & mental health problems than other homeless youth.'

I have over the years struggled to get Vulnerable LGBT Clients housed by this council with many being fobbed off. The LGBT liaison role was scrapped. They are often placed into disgusting living conditions and many revert to taking drugs and

participating in escorting and other dangerous activities due to loneliness and the lack of tailored support, sadly some have died. We are a city of sanctuary!

When will the council commit to a feasibility study / report into purchasing / providing a specific Homelessness Accommodation exclusively for our younger LGBT Community?

125.16 Response: Thank you for your question.

The Homelessness legislation and related caselaw sets out which households a local authority housing department has a duty to provide accommodation for. In terms of vulnerability there is a lot of caselaw around this and the test in relation to vulnerability is whether a person would suffer more harm when homeless than the average person. The council often has to make difficult decisions when assessing what accommodation duty is owed but there is a statutory right to a review and then recourse to challenge in the county court where a person thinks the council has got the decision wrong. We are not aware of any evidence that the council has fobbed anyone off, and in fact this council's decision making is considered exemplary as evidenced by other councils contracting with us to undertake statutory reviews on their behalf. Nevertheless, we don't want to be complacent. We understand that some groups are more at risk of becoming homeless, and as part of our Equality Impact Assessment aim to ensure these are identified and mitigations put in place. We will keep under review all minority groups to try and would like to engage with them to ensure no-one is disproportionately disadvantaged.

Regarding the specific issue raised in relation to the condition of accommodation that people are placed in when we do have an accommodation duty, we aim to ensure that that our contracted accommodation is of a good standard and will deal with any specific issues raised about this.

Notwithstanding that, the pandemic has overwhelmed housing services nationally, and Brighton is no exception. The impacts of Covid are such that we have around 800 households in emergency accommodation. Most are in accommodation that we have had to find quickly to meet demand. It is accepted that this has an impact in some instances, on the standard of accommodation provided and has meant that more temporary accommodation has had to be sourced outside the city.

We are reviewing our temporary and emergency accommodation provision needs and are increasing the number of units owned by the council as part of a longer-term plan to improve management and quality. We will ensure that wherever possible temporary accommodation will be self-contained and suitable and safe for diverse minority groups.

Do you have a supplementary question?

125.17 Supplementary: Safeguarding is important as the city is a magnet for LGBT community. It is noted that other cities like London and Manchester have LGBT specific accommodation. Are the LGBT community safe in Brighton and Hove? The city should be a safe sanctuary.

125.18 Response: It is noted that the LGBT community have disproportionate issues and it would be good to know what other cities do. Please send information.

125.19 **Jim Deans:**

Councillors, Sussex Homeless Support and virtually every other charity in England including Shelter & Crisis are calling for immediate homeless support, First Night! support.

We have been asking for years for a community support shelter which would also act as triage. Councillors 100% supported this after Councillor Druitt raise this to you all. It will save lives and finance why have you and the community been ignored.

125.20 Response: Thank you for your question.

At the present time Brighton & Hove City Council is continuing to operate everyone in and is offering self-contained accommodation to people who are or at risk of rough sleeping.

Since Council voted for a night shelter two key factors have influenced possible night shelter provision;

- Research from national homelessness organisations has shown that rapid rehousing into mainstream housing with support has better outcomes than night shelters or even large hostel accommodation.
- During the pandemic government health advice has been to seek to house all homeless people in self-contained accommodation and the Ministry of Housing Communities and Local Government no longer supports the provision of congregate night shelters. The night shelter set up by the council is no longer operating

Brighton & Hove City Council has worked hard during the Covid-19 pandemic to meet the government target to bring 'Everyone In' and has been successful in an initial bid for transition funding to enable both those housed during the lockdown and those found rough sleeping subsequently to move into sustainable forms of suitable accommodation receiving the largest single award outside the combined London authorities. We are continuing to work with the MHCLG on longer term projects to meet the accommodation and support needs of this group and were successful in a revenue and capital award to deliver sustainable long-term accommodation in self-contained units of housing.

In line with MHCLG and Public Health England guidance none of this accommodation will include the provision of shelters. We know, thanks to research completed by Crisis and other organisations that put homeless people at the centre of their work, that shelters have poor outcomes and that, particularly due to the pandemic but also more generally, they do not offer a safe environment for people to address the often complex needs that led to them becoming homeless.

As a city we are working with the MHCLG, partners and stakeholders on improving our offer to people who are at risk of or have been rough sleeping by offering 7 day a week street outreach who have access to self-contained accommodation in short stay assessment hubs offering rapid move on to long term accommodation options including Housing First. We believe that this will enable us to best meet the needs of people who become homeless in Brighton & Hove.'

Do you have a supplementary question?

125.21 Supplementary: It is noted that women who suffer domestic violence in the home can end up on the street and this is not acceptable. A triage centre is needed.

125.22 Response: Women are able to ring the out-of-hours service and get accommodation immediately.

125.23 **Dave Croydon:** Charles Harrison speaking on behalf of Dave Croydon

Following the meeting between the Interim Executive Director for Housing, Neighbourhoods and Communities and members of the B&H Housing Coalition on Wed 15 July 2020, would the Council please report on the status of the actions we agreed at the meeting?

125.24 Response: Thank you for your question.

I understand this list is taken from your notes of an informal introductory meeting that took place 6 months ago and that as you will be aware, the Interim Executive Director did not agree this list of actions. There has been further correspondence on some of these issues in the intervening months but if you require more information on any particular point you should contact Interim Executive Director direct. Item c is on hold until such time as it is feasible to organise such an event. In the meantime, I'd encourage members of the coalition to comment on the regular "Next Steps" reports that come to Housing Committee or contact me about them directly. Item d will be covered in the response to Charles Harrison's question. Item e falls within a larger piece of work the council is currently doing to review its temporary accommodation.

As part of this, officers will be contacting other local authorities, such as Cambridge, where similar pilot projects are being implemented, so we can learn from their experience.

Do you have a supplementary question?

125.25 Supplementary: When has the interim executive director time has been extended too?

125.26 Response: Recruitment for the post is currently underway with interviews being arranged for February. Once the appointment has been made an announcement will be made.



125.27 **Charles Harrison:**

This relates to agenda item 129 - Update on Sustainability Measures for New Homes. I note that the report section 5 states 'The community has not been engaged in this process'. Meetings on Sustainability Measures were hosted by the Council with a group of independent and experienced construction professionals on 8 Jan, 10 June and 1 July, following a request from the 13 Nov 2019 Housing Committee. Unfortunately, BHCC do not appear to have encouraged any further engagement on this important topic since July last year.

Why is the Council not supporting the Councillors' commitment to engage with experts from the Community who offer to provide pro-bono independent advice and support in the Council's objectives?

## 125.28 Response: Thank you for your question.

Council officers met with the Housing Coalition three times over the past year to discuss sustainability measures for housing development. This has led to improvements to current projects.

The council established a Zero Carbon New Builds Member Working Group in 2020 which has addressed the improvement and implementation of sustainable construction methods. The Working Group is committed to monitoring our progress and providing updates on progress, including reporting to today's Housing Committee. Officers have engaged a range of outside experts and organisations to support this work, including the Housing Coalition.

Officers' need to ensure their focus is on delivering the housing supply programme and capacity has been restricted over the COVID-19 period, not least as a result of officers being deployed to other responsibilities. Our focus has been to prioritise the work of the Working Group and therefore it has not been possible to service another group looking at this issue. That said, we will continue to engage with a wide range of experts and organisations and welcome the Housing Coalition's continued involvement in this. As we emerge from lockdown, we anticipate being able to reinstate regular meetings with the Housing Coalition and others, to take place at least twice a year. In the meantime, we would be happy to share the papers that have come to that Working Group with the members of the Coalition and invite comments from them.

We would also like to take this opportunity to thank everyone who have provided input to date.

Do you have a supplementary question?

## 125.29 Supplementary: Comments: Meetings are productive and open to ideas. The report shows good initiatives and the six months extension is a positive way of continuing dialogue.

**(c) Deputations** – One deputation from 17 December 2020 Full Council.

125.30 **Deputation concerning SWEP**

Spokesperson: David Thomas. Supported by Barry Hughes, David Croydon, Jim Deans, Daniel Harris, Charles Harrison.

### Summary

This deputation concerns two groups of homeless people in Brighton & Hove. In this cold winter in the middle of the pandemic, this council has decided that although it has helped these two groups in the past it is now no longer prepared to do so.

**SWEP:** The Severe Weather Emergency Protocol, or SWEP, is what every local authority has to do to provide shelter to rough sleepers, anyone at all, when the weather is bad. In this city we have generous criteria for opening SWEP. Last year, when it was open, it was announced on the council's website and emails were sent to community groups, and everyone knew that you could go down to the shelter at Brighton Town Hall between 7 and 10pm and get shelter and something to eat, and people could tell the rough sleepers they knew that it was open.

This year there is the pandemic, and so arrangements have to be different to be Covid safe. Despite the "everyone in" programme, there are still many rough sleepers, and more every day – the council estimates 30. But also – and this has nothing to do with any pandemic – it is secret. This year we have Secret SWEP. It is not announced on the website when it is open, we don't know where it is, and the community groups are not being told anything. St Mungo's outreach workers, we are told, will contact the people they know about and tell them. We know this is not reaching everybody. On Monday morning 7th December, when the triggers were met and it was miserably cold, Jim Deans had two men waiting for him at his office in the morning who had used SWEP last year and would have used it this year, but who had no idea it was open. The only reason given for this is that if people knew it was open, they might arrive from outside Brighton. That is not good enough, it is a disgrace.

**NRPF:** In March this year in the first wave of the pandemic the government asked local authorities to "bring everyone in", to offer accommodation to everyone who was homeless. There are some people living here who have "no recourse to public funds", NRPF; they are people with limited leave to remain, or none, who are not normally entitled to help unless they have children or serious care needs. The government said these should be accommodated too, but they wouldn't change the NRPF rules, despite many people including this Council asking them to, so the council had to pay the full cost for this group under their emergency public health powers. Nevertheless, the city has looked after this group through the pandemic so far, and that was the position when the administration changed from Labour to the Green party. However, in the last few weeks, this council has decided that they will not be helped any more.

Here are two groups of homeless people who need help this cold and wet winter; rough sleepers who St Mungo's can't reach, and people with NRPF who have no other resource. We call on the council to reverse its policies, to let the community know when and where SWEP is open so that we can help people who need it to get shelter, and to make "everyone in" so that it includes absolutely everyone in this City of Sanctuary.

125.31 Response: Thank you for your deputation.

SWEP: Our street outreach partners St Mungo's SOS are currently working in the city seven days a week to engage with everyone rough sleeping to help support them into safe accommodation. This offer is available every day and not just when the weather meets the threshold for SWEP, and we would encourage everyone to log people who are street homeless with Streetlink regardless of the weather. Streetlink asks for where people are bedded down but this can also be where they are located during the day. Alternatively, services can support people to contact the Housing Options duty line and arrange placement via this route. Additionally, during the week in the mornings people can be directed to First Base (BHT) who work closely with SOS to ensure people are offered accommodation. This information (including telephone numbers) is on our website and has been shared in the local press, social media and by direct email to all services working with homeless people in the city including Sussex Homeless Support.

Some people with complex needs can find it difficult to move from the streets, and we are aware there are around 10 people currently sleeping rough in the city.

When SWEP is triggered this information is provided to services who are able to direct people to accommodation including St Mungo's, Housing Options, Fire Services, the Police, and Health and H&ASC partners. St Mungo's Street Outreach Service will contact people by telephone and go out seeking the people we know to be rough sleeping during the day to find them self-contained warm accommodation. Anyone not accommodated during the day will be referred into self-contained accommodation in our newly-commissioned council-run SWEP venue by the street outreach service. In order to safely manage access in line with infection prevention standards we are taking referrals from SOS and are not publicising the address.

NRPF: As outlined in at November Housing Committee, in line with MHCLG guidance dated 22 September 2020 local authorities must ensure that any support offered to non-UK nationals who are not eligible for homelessness assistance complies with legal restrictions. Housing Committee agreed that officers work with the local community and voluntary sector organisations to provide clear information for rough sleepers with NRPF who the Council cannot accommodate including sources of support and assistance. Housing Committee also noted that the Co-Chair of Housing has written to the Home Secretary asking that all necessary measures are taken to avoid pushing migrants into homelessness for the duration of the pandemic. This includes asylum seekers and others with no recourse to public funds as well as recently recognised refugees whose asylum support is being withdrawn. We propose a further update at a future Housing Committee.

Homelessness is not a crime, and Siriol and I resist any attempt to treat it as such. The council's priority is to support those sleeping rough into safe, secure accommodation and help them make a permanent move off the streets. The pandemic and the resulting economic crisis make this ongoing support more vital than ever.

The Government has changed the immigration rules to make rough sleeping a legal ground for deportation from the UK. We believe this is discriminatory, wrong and likely to play into the hands of exploitative landlords, employers and criminals.

The work we do to help rough sleepers is based on trust. The success of that work depends on our ability to gain and maintain the trust of the rough sleepers we work with, some of whom are extremely vulnerable and traumatised. Trust is vital in order for people to feel able to tell us about issues like exploitation, modern slavery, abuse and other vulnerable people at risk.

We do not support the sharing of data with the Home Office that could lead to the deportation of rough sleepers. Where rough sleepers have an immigration status which prohibits the use of public funds, we support an approach which will assess their cases and, where they could be eligible, we will work with partners to assist them to achieve settled status. We refuse to support discriminatory rules that could exacerbate the risks to which some of the most vulnerable people are exposed.

125.33 David Thomas thanked the Chair and reiterated that SWEP should not be secret, as this was against government advice.

**126 ISSUES RAISED BY MEMBERS:** None.

**127 HOUSING REVENUE ACCOUNT BUDGET AND CAPITAL INVESTMENT PROGRAMME 2021/22 AND MEDIUM-TERM FINANCIAL STRATEGY**

127.1 Craig Garoghan presented the report to the committee.

127.2 Councillor Atkinson was informed that the provision of £3m has been set aside in the capital programme for the general acquisition of properties in the HRA. This can be used for purchases of homes to be used for general needs or temporary accommodation but will be dependent on the business case needs. The budget proposes the continuation of the funding of up to £40,000 for adult learning services to support ongoing work across council housing estates. The 30 year forecast will include increased provision for bad debts.

127.3 Councillor Mears was informed that the £40,000 for adult learning will contribute to schemes at Whitehawk and Hangleton & Knoll. It was confirmed that a breakdown of costs in the Housing Revenue Account (HRA) budget will be sent to the committee members. With regard to the fleet transfer it was noted that some procurement will be required to replace some of the old vehicles. A stock condition survey will form part of the asset management survey which will come back to the Housing committee. It was noted that the Fire Service's report relating to the Pankhurst Avenue flats fire was still awaited, however, actions have been taken and the report is currently under review. The ventilation system at the Housing Centre is the responsibility of the tenant, Brighton and Hove City Council (BHCC). It was noted that as the service costs increase the hedge rate will also need to increase to keep inline. The councillor noted that tenants had agreed to funds from the HRA but no more.

Debate

127.4 Councillor Williams considered that a full report from the Fire Service on the fire at Pankhurst Avenue would be very important, as would be a complete breakdown of financial situation regarding in house services. The councillor considered the post of an

early intervention officer was much needed. It was noted that there had been excellent reports of the adult learning at Whitehawk and considered this money well spent.

- 127.5 Councillor Hugh-Jones considered the retro fitting items to increase carbon efficiency into council homes produced massive benefits. The increase in housing stock via home purchases was considered good as was the stock condition survey. The investment in homes was good all round. The adult learning at Whitehawk was considered good and noted that courses will be increased. The provision of £4m towards sustainability was also considered good.
- 127.6 Councillor Gibson considered the report to be positive with a strong budget. It was considered that the building of new homes increased community wealth. Efforts to install photovoltaic panels need to double as it was considered that expectations need to be exceeded.
- 127.7 The Chair put the recommendations to a vote and they were agreed by 8 votes with 2 abstentions.

**RESOLVED: That the Housing Committee:**

2.1 Approves a rent increase of up to 1.5% in line with government legislation as detailed in paragraph 4.15 of the report.

2.2 Approves the service charges and fees as detailed in Appendix 3 to the report.

2.3 Notes the proposal to set up a capital reserve of £4.010m for use in 2021/22 and beyond as discussed in paragraph 4.13.

2.4 Notes the proposal to use £1.200m of the Direct Revenue Funding to fund Housing First purchases as discussed in paragraph 4.11.

2.5 Notes the proposal to use £0.680m of the Direct Revenue Funding to fund general acquisition purchases as discussed in paragraph 4.12.

2.6 Notes the current HRA forecast outturn for 2020/21 in Appendix 1 to the report of a £0.860m underspend.

2.7 Notes the Medium-Term Financial Strategy and 30-year financial projections shown in Appendix 5 to the report.

2.8 Notes the requirement that further work on identifying resources will have to be considered to meet Carbon neutral aims 2030.

**That Housing Committee approves and recommends to Policy & Resources Committee:**

2.9 That the updated HRA revenue budget for 2021/22 as shown in Appendix 2 be agreed and recommended to full Council for approval.

2.10 Notes the 3-year programme as set out in Appendix 4 and that the Capital Programme Budget of £38.395m for 2021/22 be agreed and recommended to full Council for approval.

**That Full Council:**

2.11 Approves the HRA revenue budget for 2021/22 as shown in Appendix 2.

2.12 Notes the 3-year programme as set out in Appendix 4 and approves the Capital Programme Budget of £38.395m for 2021/22.

**128 HOUSING ACTION TOWARDS CARBON NEUTRAL 2030**

128.1 Miles Davidson introduced the report to the committee.

128.2 Councillor Fowler was informed that the solar panel pilot schemes are still ongoing, even after Brexit. They cover three sites on communal roofs, the benefits are being explored. The Shine project will finish at the end of February 2021. An Energy Advice officer has been recruited. The schemes will be ongoing; however, these are stalled at the moment due to the pandemic. The anecdotal evidence for air source heat pump house installations is good and it is hoped to roll this out to more homes. It was noted that air source heat pumps can have different results from house to house.

128.3 Councillor Atkinson was informed that residents can register on the Solar Together Sussex website to be considered for solar panels. Partner organisations and a mail-out have also informed residents of the scheme. Brighton and Hove have the highest number of registrations with 1,183, with some 221 accepting the given quotes. Following surveys, 18.5% have accepted, which relates to a 3% above average pick-up.

128.4 Councillor Hugh-Jones was informed that gas boilers will be replaced with air source heat pumps eventually. The improvements will be difficult to see as the results will differ from property to property.

Debate

128.5 Councillor Hugh-Jones considered the Shine project to be positive and noted that in Eastbourne a refit of a 1950s block of flats with air heat source heat pump system had been successful. The councillor welcomed the budget and noted that the Solar Together Sussex had nudged homeowners into change.

128.6 Councillor Osborne considered the report to be good and acknowledged the position in the city. The councillor considered the stimulation of the supply chain to be good with Brighton and Hove City Council acting as catalyst for the private sector where Green growth was needed. It was noted that the removal of gas boilers would be a challenge, which would require a lot of community engagement.

128.7 The Chair put the recommendations to a vote and they were agreed by unanimously.

**RESOLVED: That Housing Committee:**

2.1 Notes the content of the report

2.2 Approves the draft Housing Revenue Account Carbon Neutral Strategic Action Plan 2021-2025 in Appendix 1

2.3 Agrees that a detailed costed retrofit plan, that includes revising Energy Performance Certificate targets for Council homes in line with the commitment to net zero carbon emissions by 2030, be brought to Housing Committee in October / November 2021, in time for this to inform the budget setting process for 2022/23.

2.4 Commits to identifying resources from the Housing Revenue Account needed for reduction in carbon emissions from council homes to assist in achieving a carbon neutral city by 2030 and notes that Housing Revenue Account reserves towards this are being built up as part of the budget-setting process, subject to approval by Policy & Resources Committee.

## **129 UPDATE ON SUSTAINABILITY MEASURES FOR NEW HOMES AND HOUSING SUPPLY SUSTAINABILITY POLICY**

129.1 Nicholas Fishlock introduced the report to the committee.

129.2 Councillor Fowler was informed that Councillors Hugh-Jones, Hill and Mears along with officers from Housing, Property, Planning, Building Control and Regeneration were members of the working group. The working group formed following the 'Sustainability Measures for New Homes' report in November 2019, when it was agreed a Working Group would be set up to review these actions and monitor the implementation progress.

### Debate

129.3 Councillor Hugh-Jones welcomed the report which was considered a fantastic example of cross-departmental working. The councillor considered the joining of Good Homes alliance would be positive idea which would allow the council to draw on other authorities' experience.

129.4 Councillor Osborne consider the report to be a good across department working which would stimulate the private sector. The councillor considered Design South East to offer expert advice and to be useful. The working group is working well and supported the 6 months extension. It was noted that the prevention of fuel poverty would also reduce the knock-on effects. The councillor supported the report.

129.5 Councillor Gibson noted that the working group were looking at Good Homes Alliance.

129.6 The Chair put the recommendations to a vote and they were agreed by unanimously.

### **RESOVLED:**

2.1 That the Committee notes the progress made to date to reduce carbon emissions and include sustainable measures in its new council housing development programmes.

2.2 That the Committee endorse the draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030.

**130 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT - QUARTER 2, 2020/21**

130.1 This item was not called for discussion and the recommendations contained therein are therefore approved and adopted.

**RESOLVED:**

2.1 That Housing Committee notes the report.

**131 HOUSING ADAPTATIONS FRAMEWORK RE-LET**

131.1 The report was presented to the committee by Alex Dickie (Project Manager – Adaptations).

131.2 Councillor Williams was informed that local businesses are used to carry out works.

131.3 Councillor Mears was informed that the procurement process would be for external producers.

131.4 The Chair put the recommendations to the vote, which were unanimously agreed.

**RESOLVED: That Housing Committee:**

2.1 Approves the procurement of a framework agreement for the provision of housing adaptations for a term of three (3) years, with the option to extend that framework agreement for a period of up to one (1) year subject to satisfactory performance.

2.2 Authorise the Interim Executive Director for Neighbourhoods, Communities and Housing:

2.2.1 to carry out the procurement of the framework agreement referred to in 2.1 above including the award and letting of that framework agreement;

2.2.2 to approve the extension to the framework agreement referred to in 2.1 above, if required, dependent on satisfactory performance;

2.2.3 to award any call-off contracts under the framework agreement referred to in 2.1 above should they consider it appropriate at the relevant time.

**132 LEASE SURRENDER: WINDLESHAM HOUSE, 123, WINDLESHAM COURT, OLD SHOREHAM ROAD, PORTSLADE**

132.1 This item and the Part Two report attached to the agenda were not called for discussion and the recommendations contained therein are therefore approved and adopted.



**RESOLVED:**

2.1 That Housing Committee agrees the Council accepts the early lease surrender of Windlesham House.

2.2 That Housing Committee agree that the Executive Director Neighbourhoods, Communities & Housing will use their powers under Part 6.3 Part B VII(4A) of the Council's Scheme of Delegations to accept the early surrender of the lease for a consideration detailed in the Part 2 paper accompanying this report, and which is up to the prescribed £250,000 limit.

**133 NEW HOMES FOR NEIGHBOURHOODS FREDERICK STREET - PROCUREMENT OF CONTRACTOR**

133.1 The report was introduced to the committee by Laura Webster (Estate Regeneration Project Manager).

133.2 Councillor Williams was informed that the procurement would be balanced with local businesses on the register being contacted.

133.3 Councillor Hugh-Jones was informed that a number of local contractors did bid in the procurement process and the council were working with other businesses, encouraging them to sign up to the register.

133.4 The Chair put the recommendations to the vote, which were unanimously agreed.

**RESOLVED:**

2.1 That the Committee agrees to delegate authority to the Executive Director for Housing, Neighbourhoods & Communities and Head of Legal Services to procure and award a contract through an open procurement process.

**134 UPDATE ON REPAIRS & MAINTENANCE TO COUNCIL HOUSING STOCK**

134.1 The report was introduced to the committee by Edward Wilson (General Manager - R&M).

134.2 Councillor Mears was informed that the majority of issues relating to the dispute with housing maintenance workers have been resolved and the remaining matters would hopefully be resolved in the couple of weeks. It was noted that repairs, including roofing, had required return visits when the diagnosis of issues had been a challenge. The re-letting of properties is being looked at in order to reduce waste. The councillor was informed that the housing team were working hard to move forward, and the team were grateful for Members feedback. With regard to a particular property, the councillor would receive a briefing note from Edward Wilson on the reasons for a re-fit before being re-let.

Debate

134.3 Councillor Hugh-Jones expressed concerns with regard to waste on re-lets and if this happened it was not good.

134.4 The Chair put the recommendations to the vote, which were unanimously agreed.

**RESOLVED:**

2.1 That the Committee notes the update on the Housing Repairs & Maintenance Service.

**135 NEXT STEPS - ROUGH SLEEPING AND ACCOMMODATION DURING COVID 19 PANDEMIC AND RECOVERY**

135.1 Sylvia Peckham (Head of Housing Needs) introduced the report to the committee.

135.2 Councillor Atkinson was informed that the figures in the report were split into two sections, Covid-1 and Covid-2. Covid-1 covered the pandemic up till 30 September 2020, when government funding ended and Covid-2 after that date. By end of September 2020, 369 rough sleepers have been accommodated. In Covid-1, 186 have moved out of emergency accommodation, whilst 23 have moved in. In the Covid-2 group, 155 have moved in. By the end of March 2021 approximately 400 will have moved on.

135.3 Councillor Williams expressed concerns relating to what has been termed 'Secret SWEP' and was informed that it had been agreed that more communications were required to inform rough sleepers when Severe Weather Emergency Protocol (SWEP) accommodation was open. It was noted that cold weather units will remain open until March 2021 and 8 out of 10 persons moving forward with resolutions. The last two are resisting help.

135.4 Councillor Phillips was informed that the rough sleepers are not limited to the amount of time they spend in emergency accommodation, they would not be thrown-out at any time. It was noted that during the pandemic there had been a move away from congregate housing. Credit control staff have been helping the Housing benefit team, increasing the number of staff by two. Early intervention by analysing the origins of those moving into the city is ongoing. The restriction on evictions by landlords will continue until 21 Feb 2021, it was noted. In light of this landlords are being asked if they have any issues. Emergency is the only accommodation used outside of the city. Hotels are still working with the authority and are being used as emergency accommodation. The Housing team do contact rough sleepers whenever possible to understand how they have moved on when they leave emergency accommodation by themselves. Support is being given, including deposit guarantee, rent deposit and intensive personal support for the first three months. Tenant drop-in sessions are continuing online, where intensive support can be given. It was noted that protocols with neighbouring authorities regarding reconnections are being written. It is hoped that these protocols would speed up responses whilst a strategy is being developed for the corridor of authorities between London and Brighton. Members will be sent the protocol as soon as it is agreed. It was also noted that tenants with rent arrears were being helped. Anti-social behaviour was considered a major problem with the council often stepping in the help resolve issues with landlords.

135.5 Councillor Barnett expressed concerns regarding aggressive beggars on the street and was informed that it was difficult to estimate the number of beggars and the council were working with partner organisations, such as Sussex Police to resolve the issue. It was noted that there was a donation scheme, Make Change Count, where people could donate money.

Debate

135.6 Councillor Mears expressed concerns regarding the amount of detail and that the Homeless Reduction Board would be a 'talking shop' only. The councillor also stated that they felt addiction needed to be dealt with in order to stop on street begging.

135.7 Councillor Gibson thanked council staff for the progress achieved. The councillor noted that the Homeless Reduction Board will look at many issues including the Covid-2 group figures and where did people go when they left accommodation of their own accord. The minutes of the board meetings will be sent out to committee members.

135.8 Councillor Williams noted that the Homeless Reduction Board has dealt with many issues, including some raised at committee today and board members will report back to councillors via political groups.

135.9 The Chair put the recommendations to the vote, which were unanimously agreed.

**RESOLVED:**

2.1 That Housing Committee note the progress to date.

2.2 That Housing Committee note the continued role of the Homeless Reduction Board in monitoring progress on meeting the conditions of NSAP funding and next steps.

2.3 That Housing Committee agrees that for the Covid 2 "risk of rough sleeping group" that the Homeless Reduction Board should monitor the maximisation of prevention by all means; identifying resources needed to achieve faster move on; and maximising recovery of Housing Benefit (as outlined in para 7.3).

**136 ITEMS REFERRED FOR FULL COUNCIL**

**137 PART TWO PROCEEDINGS**

**138 HOUSING COMMITTEE - WINDLESHAM HOUSE LEASE SURRENDER**

**138.1** This Part Two item and the report attached to the agenda were not called for discussion and the recommendations contained therein are therefore approved and adopted.

**RESOLVED:**

2.1 That Housing Committee agrees the Council accepts the early lease surrender of Windlesham House.

2.2 That Housing Committee agree that the Executive Director Neighbourhoods, Communities & Housing will use their powers under Part 6.3 Part B VII(4A) of the Council's Scheme of Delegations to accept the early surrender of the lease for a consideration detailed in the Part 2 paper accompanying this report, and which is up to the prescribed £250,000 limit.

The meeting concluded at 8.09pm

Signed

Chair

Dated this

day of

<b>HOUSING COMMITTEE</b>	<b>Agenda Item 145</b>
	Brighton & Hove City Council

<b>Subject:</b>	<b>Tenant and Leaseholder Engagement</b>		
<b>Date of Meeting:</b>	<b>March 17<sup>th</sup> 2021</b>		
<b>Report of:</b>	<b>Rachel Sharpe</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sam Warren</b>	<b>Tel: 01273 294651</b>
	<b>Email:</b>	<b>Sam.warren@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

## FOR GENERAL RELEASE

### 1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 The Community Engagement Team is a cross tenure team that supports resident engagement with council services including the council as a landlord. The team supports a collaborative relationship between residents and services.
- 1.2 The purpose of this report is update and seek members' approval on proposals to develop and widen the opportunities for tenants and leaseholders to be engaged with the council as their landlord. These will increase and diversify residents' involvement, develop participatory approaches, maximise the impact of the Estates Development Budget and change the culture between council and residents.
- 1.3 The proposals will build on and augment the council's current approaches to consultation with tenants and leaseholders on landlord/tenant matters.

### 2. RECOMMENDATIONS:

That the Housing Committee notes and approves:

- 2.1 The delivery of more 'pro-active' styles of engagement with tenants and leaseholders to consult and engage with a wider and more diverse group of residents.
- 2.2 The proposed changes to the current engagement's structures for tenants and leaseholders as set out in Appendix One.
- 2.3 The maximisation of Estate Development Budget by agreeing a change of scope to include tenant and leaseholder led community projects as well as physical items and works. This will sit alongside the funds from the environmental improvements budget to give tenants a greater say over funding.
- 2.4 To develop a policy for extending participatory budgeting, co-designed with tenants and leaseholders for approval by Housing Committee Winter 2021

- 2.5 The development of a co-produced Implementation Plan to support the delivery of the Tenant and Leaseholder Engagement Strategy

## CONTEXT/ BACKGROUND INFORMATION

- 3.1 **Policy Context-** In Brighton and Hove engagement with communities is a core priority. Our Corporate Plan 'A Stronger City' states we

- Work alongside communities on what matters to them
- Increase participation by using Neighbourhood Action Plans and Ward Budgets
- Preserve and develop the civic spaces to ensure people have space to meet and get online, preventing digital exclusion
- Ensure that the city continues to be a place where people feel safe, supported and valued.

- 3.2 **The Tenant Involvement and Empowerment Standard and section 105 of the 1985 Housing Act** set out clear standards and duties for consultation on matters of housing management. Under section 105 of the Housing Act 1985 the council has a legal obligation to consult its secure tenants on matters of housing management, such as changes to the management, maintenance, improvement or demolition of houses led by them or changes to the provision of amenities.

- 3.3 Housing Committee Work Plan - the proposals in this paper will contribute to meeting many of the key priorities such as:

- Working in partnership with the existing forums and expanding the involvement of residents in temporary and emergency accommodation
- Improving transparency and accountability in the housing department
- Ensuring housing tenants have more coproduction opportunities in decision-making around housing policy and service delivery – to work with the council not just be consulted
- Extending participatory budgeting in environmental improvements to estates
- Reviewing community involvement in housing
- Meeting the regulator's Involvement and Empowerment standard
- Developing and implementing a decent environment standard for council estates to go alongside the Decent Homes standard
- Involving residents in fire safety
- Ensuring greater transparency and early involvement with leaseholders over proposed capital works
- Continuing to ensure that leaseholders voices are heard, and financial support is offered where necessary

## Current Picture

- 3.4 In May 2019 Brighton and Hove City Council created a cross tenure Community Engagement Team. The aim of the team was also to support strong, active and inclusive communities that can influence and shape the city in which they live and work with the outcome being.

*“Local people are effectively informed, engaged, involved and empowered by the council. They actively help define and design local priorities and policies, deliver and evaluate services and inform council decision making in areas that impact on their lives.”*

- 3.5 The Community Engagement Team are key to providing the support to tenant and leaseholder engagement and ensuring the statutory duties are met. However, having one engagement team has enabled tenants and leaseholders to be engaged with a broad range of council services, supporting involvement in local priorities that include housing issues but are not limited to these.

### Operational context - Engagement Structures

- 3.6 There is a long-established operating model within tenant and leaseholder engagement which has been reviewed many times over the last 10 years, alongside smaller reviews and explorations of how to involve and engage more people in Tenant and Resident Associations (TRA) with the recognition of both formal and informal groups.
- 3.7 The last significant review was in 2016, whilst there were wider ranging recommendations only small changes have been achieved.
- 3.8 Changing engagement culture, practice and structures is difficult and there is not a widely accepted benchmark across local authorities. There is also a level of understandable resistance to change, particularly from the residents who have invested time and energy in the current structures for fear change will reduce influence and voice and dilute tenant involvement.
- 3.9 A small number of valued & dedicated tenants and leaseholders are actively involved in working with the council on improving housing stock and services. However, whilst these tenants and leaseholders continue to work hard and give huge amounts of their time to being involved, they are only a very small percentage of the wider tenant and leaseholder population - approximately 0.4% of the total tenant/leaseholder population.
- 3.10 There is some disparity in representation in relation to the people who are housing in our council stock
- 90% of engaged residents are over 50 and yet 37% of BHCC tenants are under 50.

- 10% of our tenants identify within a minority ethnic group but we only have a tiny proportion involved
- We have no young people involved in housing management
- We have a large section of people with disabilities and older people actively involved

- 3.11 5% of the tenant population participated in 2016 review. A series of core recommendations were made including providing more on-line opportunities for involvement and reducing the four Area Panels to one core Panel meeting. The latter was not implemented due to concerns about losing space and time for discussing specific localised issues. Many of the 2016 recommendations are outstanding
- 3.12 The review found that from 16 Area Panels 15 had the same agenda, with just the East Area Panel having an additional agenda item. In 2019 this had improved slightly with some additional area-based agenda items, but the core agenda remains the same in each area. This not only results in the officers reporting the same information at four different meetings, but the lack of a City-Wide Panel doesn't allow residents to share and explore the similarities across areas. This can result in piecemeal changes rather than looking strategically at a problem.
- 3.13 As a result of COVID 19 Area Panels have been held online and we have explored having one larger meeting with four breakout meetings to still retain the important area focus. Feedback from the first of these meetings has been extensive and mixed. Overall, the online format made it difficult to have a larger and longer meeting and residents preferred a small area-based meeting where more people were able to speak. The postponement of meetings due to Covid has created a backlog of 3-star items that means, for the moment, there is a preference among residents and members to keep to area-based meetings. Once social distancing measures are lifted the format of Area Panel will need to be reviewed to ensure we are addressing both local and strategic residents priorities.
- 3.14 Feedback from the 2019 Star survey showed that 67% of tenants and leaseholders remained satisfied with their involvement with the council. Whilst this is down three points compared to 2016, it still demonstrates the same improvement in the proportion of 'very satisfied' responses. Indeed, whilst making allowances for the change in methodology this year, it remains true that council's performance in this respect continues to generally trend upwards. However, when replying to the question respondents were just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. As such, the strong score is most likely linked to the generally high standard of customer service that tenants experienced.
- 3.15 The main demographic difference was age, with older tenants (aged 65+) significantly more satisfied (78%), whereas the opposite was true for the under 35's and those aged 35 - 49 (58% and 60% respectively). This is reflected in the make up of our most engaged residents, with very limited engagement from within these age groups.



- 3.16 Currently it is very difficult to evaluate any change that is created through the tenant and leaseholder engagement structures and there is no formal process to do this.
- 3.17 In early 2020 each Area Panel had a workshop on increasing resident involvement and a number of residents have voluntarily written papers with proposals for change, we have used much of this to influence the Tenant and Leaseholder Strategy. Summary of feedback was as follows:

The burden of meetings is considerable
Information isn't joined up across meetings, creating duplication
The structures limit representation from tenants and leaseholders
Ways to get involved need to be expanded to interest more people
We need to do more online
Engagement/Involvement needs to be fun
Residents want to do things in their communities and on estates, they need support and resources to do this
Tenant Associations need support to achieve their aims and increase involvement
Residents want their input to create real change – they often feel the council is tokenistic about its engagement
Reports need to use less jargon
The council and officers need to be more open to input, constructive criticism and change
Outcomes for involvement should be clear and measured so we can see what has been achieved
Trust and confidence is a concern of residents in officer and the decision making process
Decisions are already made prior to their involvement, officers talk 'at them' with information and there is little time for real debate and opportunity to influence – 'it's a done deal'
Community Engagement should be advocates for residents to get more achieved

- 3.18 There are currently four Service Improvement Groups (SIG) that residents are able to take part in to work with the council on strategic issues. These are:

- Involvement and Empowerment
- Home Group

- Business and Value for Money
- Tenancy and Neighbourhoods

- 3.19 The last two of these groups have not met frequently over the last two years.
- 3.20 The proposal is to merge the four Service improvement groups to create two with a focus on People and Buildings. This will mean Home Group merges to create the Buildings SIG and Involvement and Empowerment will merge into the People SIG. This supports the residents' suggestions for more joined up working and less meetings. Task and finish groups will be set up for specific timebound issues to be looked at.
- 3.21 There will be no other changes to the main formal housing structures please see Appendix Two

**Leaseholder Engagement:**

- 3.22 There is a Leaseholder Engagement Strategy that was agreed at Housing Committee in June 2020. The actions within this will be including in the Implementation Plan for the wider Tenant and Leaseholder Strategy to ensure we are taking a joint approach to engagement.
- 3.23 Leaseholder Engagement is currently supported through the Leaseholder Action Group and a dedicated Senior Leaseholder Liaison officer. The leaseholders are involved in Area Panels, service improvement groups and task and finish groups

**Participatory Budgeting - Estate Development Budget, Environmental Improvement Budget and Housing Revenue Account**

- 3.24 Participatory budgeting allows residents to identify, discuss, and prioritise public spending projects, and gives them the power to make real decisions about how money is spent. PB often benefits people who are not generally engaged in decision making such as low-income residents, and young people. Evidence shows PB can result in fairer public spending, greater transparency and accountability.
- 3.25 The Current Estate Development Budget (EDB) is a unique and valuable annual fund it engages and empowers residents who can bid for local project with the main outcome of improving the quality of life for tenants and leaseholders. It is bid for by local groups and has a resident decision-making panel that evaluate and decide on the bids so to some extent uses participatory methods for all its decisions.
- 3.26 Traditionally, residents have bid for funding to undertake small physical improvements to their estates. However, only a small number of tenants and leaseholder groups are bidding for works/equipment and an even smaller number of tenants and leaseholders comprise the decision-making panel.

- 3.27 An internal audit of the EDB process in 2018 found partial assurance in the process; 'weaknesses in the system of control and/or the level of non-compliance is such as to put the achievement of the system or service objectives at risk'.
- 3.28 A resident led EDB review group consisting of residents drawn from the EDB Panel, Area Panels, Service Improvement Groups met seven times between July 2018 and January 2019 to:
- Make EDB easier to understand and use
  - Find ways to shorten the main bid process from application to the point of delivery
  - Introduce new processes to encourage more and varied bids
  - Ensure the processes are fair and equitable. Strengthen the understanding and guidelines for the bidding especially defining the difference between an improvement and maintenance
- 3.29 The group made a series of recommendations (see appendix Two) many of which have been implemented. For example, clear bidding and evaluation criteria have been introduced and the application form simplified.
- 3.30 One recommendation was to provide a 'community chest' which could fund revenue projects, for example, community fitness classes, arts and crafts groups, homework clubs, ICT classes within community rooms and/or on open space. It was felt that enabling tenants and leaseholder to bid to develop resident led community projects would increase the ability to 'improve the quality of life' for tenants and leaseholders living on council estates.
- 3.31 The EDB budget sits in the revenue funds and the majority of bids/works are of a revenue nature, based on historic analysis of spend. The scope of what can be funded from EDB will be expanded to promote tenant and leaseholder led community projects as well as physical items and works.
- 3.32 The Environmental Improvement Budget (EIB) is an additional fund that was made available in 2019 to support environmental improvements on estates, both on open spaces and within buildings. The EIB is split £220k revenue; £280k capital. The aim is to be able to identify and respond quickly to local issues, improving the quality and pleasantness of the environment for residents.
- 3.33 Projects funded through the Environmental Improvement Budget are complementary to the use of EDB funds. Residents currently feed in views and priorities for EIB through the Community Engagement Team or other housing officers.
- 3.34 In addition to EDB and EIB the tenants and leaseholders have been keen to have a deeper understanding and involvement in the setting of the HRA budget. This is a complex process that needs to be both timely to sit within the timeframes for budget setting and offer residents enough information to work with the council on any decision making.

- 3.35 For Estate Development Budget, Environmental Improvement Budget and Housing Revenue Account the aim is to engage more residents in setting priorities, bidding for funds and making decisions about how the funding is spent. This will take many forms to share information and promoting the funds, in addition we will be exploring the options of participatory budgeting with online voting elements to engage a much wider group of tenants and residents
- 3.36 It is proposed that the new 'People' Service Improvement Group and the EDB panel members continue to work on options that form part of wider consultation, through local surveys, work with small groups, Homeing-In and the Council's online consultation portal, to move towards a wider 'participatory budgeting' process. This would inform and engage more residents in both bidding and the decision-making process.

### **Future of Tenant and Leaseholder Engagement Proposal**

- 3.37 To widen and deepen engagement with tenants and leaseholders it will need us to expand the ways residents are able to be involved. Whilst there are already some good practices this paper proposes to develop and build on these, recognising communities play an important role in;

- Supporting the council to improve and measure performance
- Responding to challenges
- Improving the delivery of local services
- Providing community led independent activities and services
- Providing residents with the skills and methods to make a significant difference to the way services are shaped and delivered
- Developing different working practice that build a culture of collaboration and coproduction

- 3.38 Currently most of the engagement with tenants and leaseholders is carried out through meetings. This type of engagement is only of interest to a small proportion of the community and often excludes those who are not able, keen or confident to attend. However, many people want to voice their view or do something about their estate, community or living conditions but are not sure how to do this.
- 3.39 The 2016 review acknowledged that the format of council led meetings does not always deliver the improvements and changes the residents want to see
- 3.40 The Community Engagement Team are working with many groups but to widen this engagement and meet the council's priorities and statutory duties we propose to develop these three core styles of engagement
- 3.41 **Proactive Engagement** – developing relationship with tenants by offering or joining everyday activities, consultations and events.

- Door knocking
- Questionnaires and surveys
- Social media and online groups
- Support tenant and residents' groups to provide and deliver local activities and events
- Supporting and developing arts, cultural and fun days/events
- Networking and workshops
- Supporting residents to develop ideas and bid for EDB/EIB
- Developing Neighbourhood Action Plans
- Use of community rooms

3.42 This approach enables people to get involved or express their views on a wide range of council services, policies or practices in a more informal way

3.43 **Responsive Engagement** - supports and enables services in the council to speak to residents through outward communication and feedback.

- Supporting council departments and teams to engage with tenants and leaseholders
- Provide specific consultation and engagement workshops and facilitate events to engage communities in council/housing priorities
- Provide some financial support to tenant and leaseholder groups
- Providing area-based teams of community engagement officers and community development workers to support to neighbourhood groups residents, tenants and leaseholders and to work with the council and build their capacity to self-manage.
- Support tenants and leaseholders to develop their skills and knowledge through training and learning
- Commission other organisations to offer independent support to tenant and leaseholder groups
- Support ward councillors in their work with communities
- Facilitate the development of self-sustaining independent community groups

3.44 **Structural Engagement** – this is the most formal engagement. It is often meeting based and is used to look at, council policy and practice.

- Providing support to TRAs, and offering information, guidance and practical support to tenant, leaseholder and community representatives.
- Support to area based representative groups including Local Action Teams, Neighbourhood Forums
- Support to the Tenant and Leaseholder structures such as Area Panels, Service Improvement groups and specialist groups
- Commissioning training and learning for/with tenant and leaseholder representatives
- Supporting tenants and leaseholders to be representative and engage their communities
- Explore further engagement with people in temporary and emergency accommodation

3.45 These approaches are further set out with the Tenant and Leaseholder Strategy Appendix One

### 3.46 **Conclusion**

3.47 The new Tenant and Leaseholder Engagement Strategy and Implementation Plan aims to move the council to a more collaborative and broader engagement approach with tenants and leaseholders. This approach will acknowledge the skills and experience of the residents and work with council departments and officers to support them to hear and respond to tenant and leaseholder priorities

3.48 This work will be developed with a three-year Implementation Plan. The development of the Implementation plan will engage staff from different departments, tenants, and leaseholders to consider the priority areas and identify the key priorities to develop over the 3 years.

## 4. **ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

### 4.1 **Do nothing**

This option would lead to continued frustrations from residents who have worked for years on changes to the structures. We would continue to support a small group of active residents to be involved but not widen this group or the demographic within the group to represent more tenant and leaseholder views. No change may also result in an increase in mistrust and a sense that 'nothing ever changes' and further impede the relationship between the tenants, leaseholder and council.

No changes to the EDB fund would result in a sustained focus on capital projects that are providing funding to a few groups and not engaging the wider tenant and leaseholder population. Users of the service, and residents on the EDB panel not be able to flexibly use the funds, it would be more difficult to evaluate the improvement in the 'quality of life' which is the key outcome for the fund. This would leave the EDB team and the wider community engagement team without answers to residents' concerns and dissatisfaction with the way that the current scheme is managed. Consequently, this may lead to lower participation rates and fewer council tenants and leaseholders actively represented in, and participating with, Housing and wider council services (one of the purposes of EDB).

## 5. **COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 EDB Review Panel, Involvement and Empowerment Service Improvement Group and Area Panels have all been involved in the content of this paper. In addition, the information from the area panel review 2016 and EDB review in 2018 have been included.

## 6. CONCLUSION

- 6.1 Proposals outlined in this report support the corporate priorities, and the section 105 of the Housing Act. The intention increasing engagement with tenants and leaseholders is long standing aspiration and needs to be considered within the context of how the community wish to be engaged rather than the focus on structures of meetings. To develop a wider 'Proactive Engagement' approach of working with tenants and leaseholder which aims to 'meet people where they are' and build trusting relationships that enable them to engage with the council in a wide range of ways. Developing the EDB funds to support Tenant and Leaseholder projects, linking some of these to the EIB fund to support the capital improvements to engage people that have not been involved before and better achieve the outcome of 'improving the quality of life'. Developing a participatory budgeting process will engage a more diverse group of people in decision making and will result in a fairer and more democratic process.

## 7. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 7.1 Examination of expenditure over a number of years indicated that the majority of expenditure has been of a revenue nature

The revenue budget for 2021/22 includes £0.247m for EDB and the current budget strategy uses EDB reserves of £0.240m to augment this to a total of £0.487m for 2021/22 if necessary.

The EIB for 2021/22 is £0.500m, of which £0.280m is included in the capital programme and £0.220m in the revenue budget, given the nature of spend to date.

*Finance Officer Consulted: Michael Bentley*

*Date: 25/02/21*

### Legal Implications:

- 7.2 As the council Committee with delegated responsibility for the discharge of the council's functions as a housing landlord, the recommendations in the report are within the committee's powers. Legal input will be provided as necessary in the future as the proposals are developed.

*Lawyer Consulted:*

*Name Liz Woodley*

*Date: 02/03/21*

### Equalities Implications:

- 7.3 By having a broader engagement approach with a wider and more diverse group of tenants and leaseholders, the council will be able to hear and amplify voices of those who may not have been heard previously. This will also allow us to understand the communities we work with better and address their needs in a more proactive way.

This strategy aligns with the corporate aims of the Fair and Inclusive Action Plan, specifically under the communities workstream.

An EIA will be developed in the next stages, to inform the focus and direction of the Implementation Plan.

*Equalities Manager Consulted: Anna Spragg      Date: 25/02/21*

Homelessness Implications:

7.4 None

Sustainability Implications:

7.5 None

Brexit Implications:

7.6 None

Any Other Significant Implications:

Crime & Disorder Implications:

7.5 None

Risk and Opportunity Management Implications:

7.6 None

Public Health Implications:

7.7 The Tenant and Leaseholder Strategy aims to reach a wider and more diverse group of people which will enable the council to have better understanding of the needs and opportunities to work with communities. Having the reach into the community is so important for public health outcomes and messaging. Covid has been an example of this when the community engagement team have been able to reach into the community to share public health messaging. This will be extending with the different types of working practice in the new strategy.

Corporate / Citywide Implications:

7.8 None

**SUPPORTING DOCUMENTATION**



**Appendices:**

1. Appendix One - Tenant and Leaseholder Engagement Strategy
2. Appendix Two – Housing engagement structures
3. Appendix three – EDB tables



**Brighton & Hove City Council**  
**Tenant and Leaseholder**  
**Engagement Strategy**



**Brighton & Hove**  
**City Council**

## Context

The drive for improving tenant and leaseholder engagement is linked to the notion that a collective tenant/leaseholder voice improves the management of homes and ensures value for money for the council and for the residents. Improving housing management is a significant rationale for investing in tenant participation. However, the feedback from engaged Brighton & Hove tenants and leaseholders is often a feeling that despite their involvement they struggle to see change and improvement.

In Brighton and Hove there is a long-established tenant and leaseholder engagement model which has been regularly reviewed over the last 10 years with the purpose of engaging more diverse and a greater number of residents. For the most part the tenant and leaseholder engagement has been carried out through an arrangement of Tenant and Resident Associations, with representatives elected into a formal structure of Service Improvement Groups, City Wide Groups and Area Panels all of which link to the council's Housing Committee (depicted in diagram x in appendix x). Without significant change or additions to this model over the years, there has been little change in the diversity or number of residents involved.

Tenant and leaseholder engagement activities can be seen as happening along a spectrum of involvement, from the provision of information by the council to tenant, from consulting on changes to housing services through to influencing budgets and co-designing new services. Many of these activities are landlord-initiated and take place within formal council structures which often exclude/deter many residents from getting involved. It is important that the council hears from residents outside and alongside these formal structures.

## Introduction

This strategy aims to improve the council's approach to listening to and working with tenants and leaseholders.

It seeks to:

- increase the diversity of residents that we hear from and engage, focusing on young people, Black, Asian and minoritised people, and working age tenants,
- make engagement with the council more appealing, accessible and worthwhile for residents,
- encourage more and different tenants and leaseholders to proactively share their views, ideas and issues

- to support the council to listen openly and have a positive and constructive dialogue with residents
- to develop ways of measuring and evaluating the impact of tenant and leaseholder engagement showing the correlation between involving residents and improved performance in the management of estates and the quality of community life.

The principles of the strategy are to build on the assets that people, and communities already have. To break down barriers that stop the council and residents working together to deliver the best possible council homes and housing services.

An Implementation Plan will be coproduced with tenants and leaseholder to implement and help the council achieve the aims of this strategy.

The progress of the strategy will be reported to tenants and leaseholders through a variety of methods as well as to elected members through the council's Housing Committee.

## **What we know about tenant and leaseholder engagement**

### **Who is involved?**

In Brighton and Hove there is a small number of valued and dedicated tenants and leaseholders who are actively involved in working with the council on improving housing management and services. However, while these people work hard and give huge amounts of their time to being involved in the formal structures, they are a very small percentage of the tenant and leaseholder population - approximately **0.4%** of the total tenant/leaseholder population.

A 2016 review of tenant and leaseholder engagement generated a wide-ranging set of recommendations which included providing more on-line opportunities for involvement and reducing the formal structures. However, only small changes have been achieved.

Changing the culture, practice and structures for engagement has been difficult. There is a level of understandable resistance to change, particularly from the residents who have invested time and energy in the current structures, often for fear change will reduce their influence and voice, and dilute tenant and leaseholder involvement, including reducing space for discussing specific localised issues.

This is not helped by the lack of any widely accepted benchmark or style of good practice across local authorities.

Whilst our involved residents do their best to represent the views of the wider community there is some disparity in representation in relation to the people who are housed within BHCC council homes,

- 90% of engaged residents are over 50 and yet 37% of BHCC tenants are under 50.
- 10% of our tenants identify as part of a minority ethnic group but only a tiny proportion are involved with tenant or leaseholder groups
- We have no under 25s involved in the engagement structures
- We have a significant number of people with disabilities and older people actively involved

### **What is our duty to involve?**

Section 105 of the Housing Act 1985 sets out the legal obligations of a Local Housing Authority for consulting with tenants on 'matters of housing management'. This is supplemented by the government 2017 Tenant Involvement and Empowerment Standard

The 1985 Act states that:

- a. A landlord authority shall maintain such arrangements as it considers appropriate to enable those of its secure tenants who are likely to be substantially affected by a matter of housing management
  - to be informed of the authority's proposals in respect of the matter and
  - to make their views known to the authority within a specified period;
  - and the authority shall, before making any decision on the matter, consider any representations made to it in accordance with those arrangements.
- b. For the purposes of this section, a matter is one of housing management if, in the opinion of the landlord authority, it relates to
  - the management, maintenance, improvement or demolition of dwelling-houses let by the authority under secure tenancies, or
  - the provision of services or amenities in connection with such dwelling-houses;
  - but not so far as it relates to the rent payable under a secure tenancy or to charges for services or facilities provided by the authority.
- c. This section applies to matters of housing management which, in the opinion of the landlord authority, represent

- a new programme of maintenance, improvement or demolition, or
- a change in the practice or policy of the authority,
- and are likely substantially to affect either its secure tenants as a whole or a group of them who form a distinct social group or occupy dwelling-houses which constitute a distinct class (whether by reference to the kind of dwelling-house, or the housing estate or other larger area in which they are situated).

### **Who supports tenant and leaseholder involvement?**

The value of engaging with tenants and leaseholders is embedded in the work of every housing team and the culture of partnership and collaboration with tenants and leaseholders across all housing is vital in the successful delivery of this strategy.

In addition, the council's Community Engagement Team is a cross tenure team that is specifically aimed at supporting resident engagement with council services including the council as a landlord. The team supports a collaborative relationship between residents and services and supports tenant and leaseholder associations to develop and to be involved in the housing management structures.

The Community Engagement workers are area-based and develop strong relationships with the Tenants and Leaseholder Associations and groups. As part of their role, they advocate for the needs and priorities of Tenant and Leaseholder Associations and groups, promoting these priorities with other council services and supporting them to respond or communicate directly with the groups. The team also works with groups to build the groups' capacity and confidence in dealing directly with the council, to support them to develop priorities and bid for funding to deliver projects that benefit their communities.

The Community Engagement Team are developing a wider role to support and deliver detailed consultation on behalf of housing and other services. This will include reaching out to minority communities and having specialist engagement workers within the team who can build trusting relationships with specific marginalised groups.

### **Ward Councillors**

Ward councillors also play a significant role as democratically elected local representatives. The ward councillors engage with residents and groups on a wide range of different issues and take on an important community leadership role often providing a bridge between the community and the council. As well as being an advocate for the local residents and signposting them to the right people the councillors also keep them informed about the issues that affect them. Councillors build strong relationships and encourage local people to make their views known and engage the council. They often know and work with know and work

with representatives of local organisations, interest groups and businesses, representing their views at council meetings and leading local campaigns on their behalf.

- This Strategy sets out to build on this work and put in place an enhanced framework to strengthen and widen the opportunities for tenants and leaseholders to be engaged with the council as their landlord.
- To monitor improvements in satisfaction with housing management and residents perceptions of the quality of community life as a result of this engagement

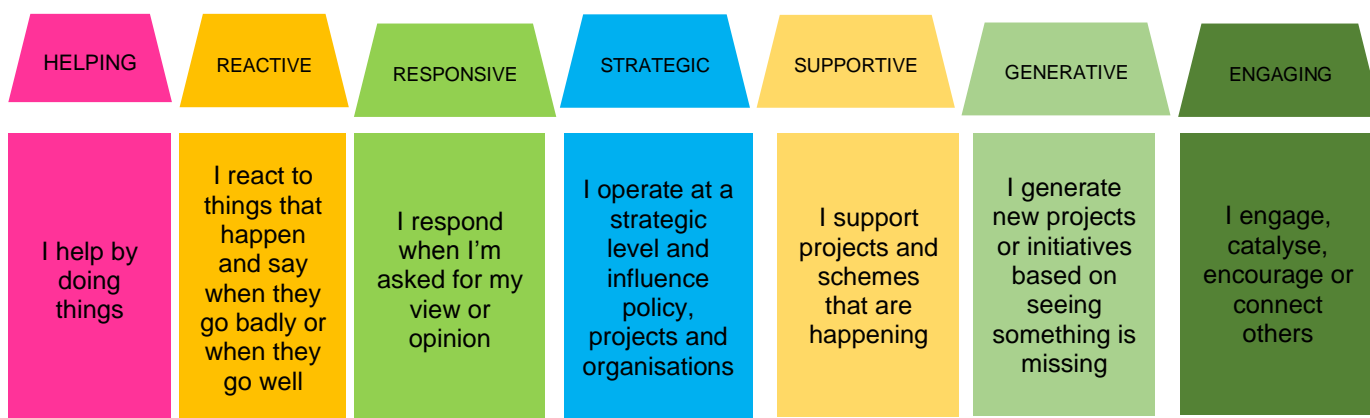
## Key Principles

1. *Strength based* – recognising and developing a culture that builds on the strengths, skills and experience of tenants and leaseholders
2. *Co-production* – the most effective way of bringing about improvements and outcomes is with tenants/leaseholder and the council co-designing solutions
3. *Communicate* – the council has a responsibility to consult and share information in an open and timely manner -
4. *Equality, diversity and inclusion* – recognising the communities that are not currently being heard and do not have a voice and targeting some of our resources to work with these specific groups, and not just those who shout the loudest/know how the system works
5. *Community-led* – where possible, enabling tenants/leaseholders to set the agenda, define local priorities and develop local solutions
6. *Open to challenge* - remembering that we are striving for the best and challenging ourselves and others to achieve this is essential
7. *Thinking creatively* - using a wide range of methods and tools, exploring new and innovative approaches including funding and technology to ensure we are reaching as many people as possible
8. *Partnership and collaboration* – working in cross-cutting ways with a range of services, ward councillors and partners to find new solutions to ‘sticky’ issues
9. *Monitoring achievements* - considering satisfaction with how the service is managed and levels of positivity residents feel about their community



## Styles of engagement

To engage communities in a meaningful and valuable way we must ensure we are offering a range of opportunities that are; interesting, rewarding and accomplishing. We need to maintain enthusiasm and build trusting, open relationships. Different people want to be involved in different ways. The diagram below helps us to consider the type of engagement opportunities we can offer to engage different people in the ways that give them value and satisfaction.



## **New Tools and Approaches**

To reach more diverse and a greater number of tenants and leaseholders our activities will be focused on three types of engagement and use a range of engagement tools.

We will focus on:

- proactive engagement
- responsive engagement
- structural engagement

We will use:

- participatory budgeting opportunities
- digital tools

A shift in the balance of resources across these three types of approaches will be required to enable the council to reach tenants and leaseholders who have not previously shared their views, ideas and opinions with us.

We will make some small changes to the current structures taking the service improvement groups from four to two, these will focus on 'People and 'Buildings. This will allow us to have time limited task and finish groups to focus on specific issues in detail and report back to Area Panels.

## **Proactive Engagement**

Proactive engagement helps the council to build relationships with people that often do not wish to or cannot attend formal meetings. It reaches the people who are unaware/not interested in the formal opportunities to be involved with council services. It also supports people to engage with each other and develop new ideas, projects and activities within their communities. This approach enables people to get involved or express their views in a more informal way.

## Proactive Engagement

Activities	Aim
Door knocking Pop up or mini events Questionnaires' and surveys Social media and online groups/meeting Attending existing groups and activities Events, art and culture Fun days Networking and workshops Learning and training Community led events and activities Participatory budgeting with the state Development Budget and with the Environmental Improvement Budget	To ensure residents can participate in engagement activities that work for them  To build trusting relationships with local communities  To develop insight and understanding about communities and their priorities  To support resident to develop community projects and bid for funds to achieve these

## Responsive Engagement

Responsive engagement supports council services to get feedback from residents. This approach helps services to develop a better understanding of local priorities and to take more appropriate and relevant actions. It also supports communities to develop their own ideas, activities and services.

Activities	Aim
Support for services to consult and engage on specific issues Provide area-based teams with Community Development partners to offer a complete package of engagement and development support to communities, neighbourhood groups residents, tenants and leaseholders To provide engagement workshops, facilitation or events to engage communities in council services Provide digital and online communication channels To enable and support ward councillors to work with communities Developing and implementing Neighbourhood Action Plans	To provide a complete area-based offer for council services, ward councillors and residents to work together on identifying and responding to city wide and local issues  To support a wide range of council and housing services to speak to tenants and leaseholders about specific issues /consultations

## Structural Engagement

Structural engagement is the most formal engagement. It supports detailed involvement with strategic issues, the development of services, procurement of goods and enables the sharing, scrutiny and evaluation of council policy and practice.

Activities	Aim
Provide support to area-based representative groups including LATs, Neighbourhood Forums Support to the Tenant and Leaseholder structures Support and develop the Tenant and Leaseholder grass roots groups Provide guidance and support to the tenants and leaseholders Ensure there are diverse and inclusive opportunities for involvement within these structures To work with city-wide communities of identity to engage them in neighbourhood working and housing management	To support communities to have a voice in the development of council and public services policy and practice  To ensure the council is delivering on its statutory duties to engage  To improve the delivery and quality of housing services and maintenance

## Engagement Tools

### Digital engagement

Formal meetings tend to capture the opinions of a small but skilled section of the tenant and resident population. We will explore the use of newer digital platforms – beyond Facebook, Instagram and Twitter which the council already uses – that offer the ability to reach broader audiences, often over many weeks.

This type of technology, like others can be used to provide information, get reactions, responses and enable debate, it can also link into social media in a more targeted way and help engage residents that don't traditionally participate in housing issues.

These methods would not replace traditional meetings rather they are a significant additional tool to reach often the city's younger and more diverse residents.

## **Participatory Budgeting**

Participatory budgeting is a process of democratic negotiation and decision-making, in which ordinary people decide how to allocate part of a public budget. Participatory budgeting allows residents to identify, discuss, and prioritise public spending projects, and gives them the power to make real decisions about how money is spent.

PB processes are typically designed to involve those left out of traditional methods of public engagement, such as low-income residents, and young people.

Evidence of both the successes and failures of participatory budgeting has suggested that it often results in more equitable public spending, greater transparency and accountability, increased levels of public participation, especially by marginalized or poorer residents.


The Current Estate Development Budget (EDB) is a unique and valuable means to engage and empower residents. It is an annual fund made available to tenants and leaseholders (as either formal or informal groups) to improve their quality of life.

The EDB is bid for by local groups and has a resident decision-making panel that evaluate and decide on the bids so to some extent uses participatory methods for all its decisions.

An internal audit of the EDB process in 2018 found partial assurance in the process; 'weaknesses in the system of control and/or the level of non-compliance is such as to put the achievement of the system or service objectives at risk'.

A resident led EDB review group consisting of residents drawn from the EDB Panel, Area Panels, Service Improvement Groups met to consider:

- How to make EDB easier to understand and use
- To find ways to shorten the main bid process from application to the point of delivery
- Introduce new processes to encourage more and varied bids
- Ensure the processes are fair and equitable.
- Strengthen the understanding and guidelines for the bidding especially defining the difference between an improvement and maintenance



A series of recommendations were put forward many of which have now been implemented. A specific recommendation was for the council to provide a 'community chest' which could fund revenue projects, for example, community fitness classes, arts and crafts groups, homework clubs, ICT classes within community rooms and/or on open space.

Therefore, EDB will be amended to allow tenants and leaseholders to bid for revenue and capital projects.

The Environmental Improvement Budget (EIB) is an additional fund that aims to be respond quickly to local issues, improving the quality and appeal of the open space and the physical environment. Resident are able to feed in views and priorities for EIB through the Community Engagement Team or other housing officers.

Housing Revenue Account consultations will also be considered within the Implementation Plan for the Tenant and Leaseholder Engagement Strategy. We will consider how we can use participatory budgeting methods in all of these funds to engage more residents in setting priorities, bidding for funds and supporting decision making on how funding is spent across HRA, EIB, and EDB. This will take many forms which will include sharing information and promoting the funds, supporting groups to bid, exploring participatory budgeting with online voting elements, using digital platforms and social media to engage a much wider group of tenants and residents.

### **Housing Communities**

Within the housing population we have a range of 'communities' who have specific needs and requirements.

### **Seniors**

We are working with the Seniors housing team to expand and review the engagement with residents in senior schemes. This is again currently limited to very small numbers of people. The principles in this strategy mean we will take a different approach where we build on the interests and skills of the seniors residents to engage them in decision-making about their homes but also to support them to develop activities and projects that will improve the quality of their lives.

### **Leaseholders**

There is a separate Leaseholder Engagement Strategy that was approved at Housing Committee in June 2018. The actions stated in the Leaseholder Engagement Strategy will be incorporated into the Implementation Plan for this broader Tenant and Leaseholder Engagement Strategy.

The Leaseholder Engagement is supported in a number of ways.

- Leaseholder Action Group
- A dedicated Senior Leaseholder Liaison officer

- Involvement in the other formal engagement channels such as resident associations, Area Panels and Service Improvement Groups
- Task and finish groups

Most often tenant and leaseholders have a common interest in the enjoyment of a good quality home, ensuring value for money and having a say in the services they receive. However, there are issues specific to leaseholders such as the cost of major works and billing that require leaseholder engagement only. These will continue to be addressed through the Leaseholder Action Group. Additional proactive ways of reaching other leaseholders will also be explored as part of the wider range of engagement approaches set out in this strategy.

### **Minority communities: tenants with disabilities, Black, Asian and minoritized people, LGBT Q+, residents in emergency and temporary accommodation**

There are several other communities which we want to hear more from; that have very specific issues that we need to understand better and respond more effectively to. We will use the principles, approaches and tools detailed in this strategy to develop new work with these communities. We will focus on developing projects that will engage residents in temporary and emergency accommodation, Black, Asian and minoritized tenants and tenants with disabilities. Annually, we will review who we have listened to and whose voices still do not have a platform and refocus our attention as required.

### **How this strategy will be delivered**

A three-year Implementation Plan will be co-designed with tenants and leaseholders which will put this strategy into action. The Implementation Plan will define and set out the outcomes and priorities in the context of specific communities of identity, and areas of the city.

We will work with a range of stakeholders both within housing and across the council to encourage all services to commit to their role in the delivery of these actions, with the aim of improving trust and collaboration between the council and the tenants and leaseholders and cultivating new ways of working together to provide the best quality housing services.

The Implementation Plan will be reported to Area Panels on an annual basis starting in April/May.

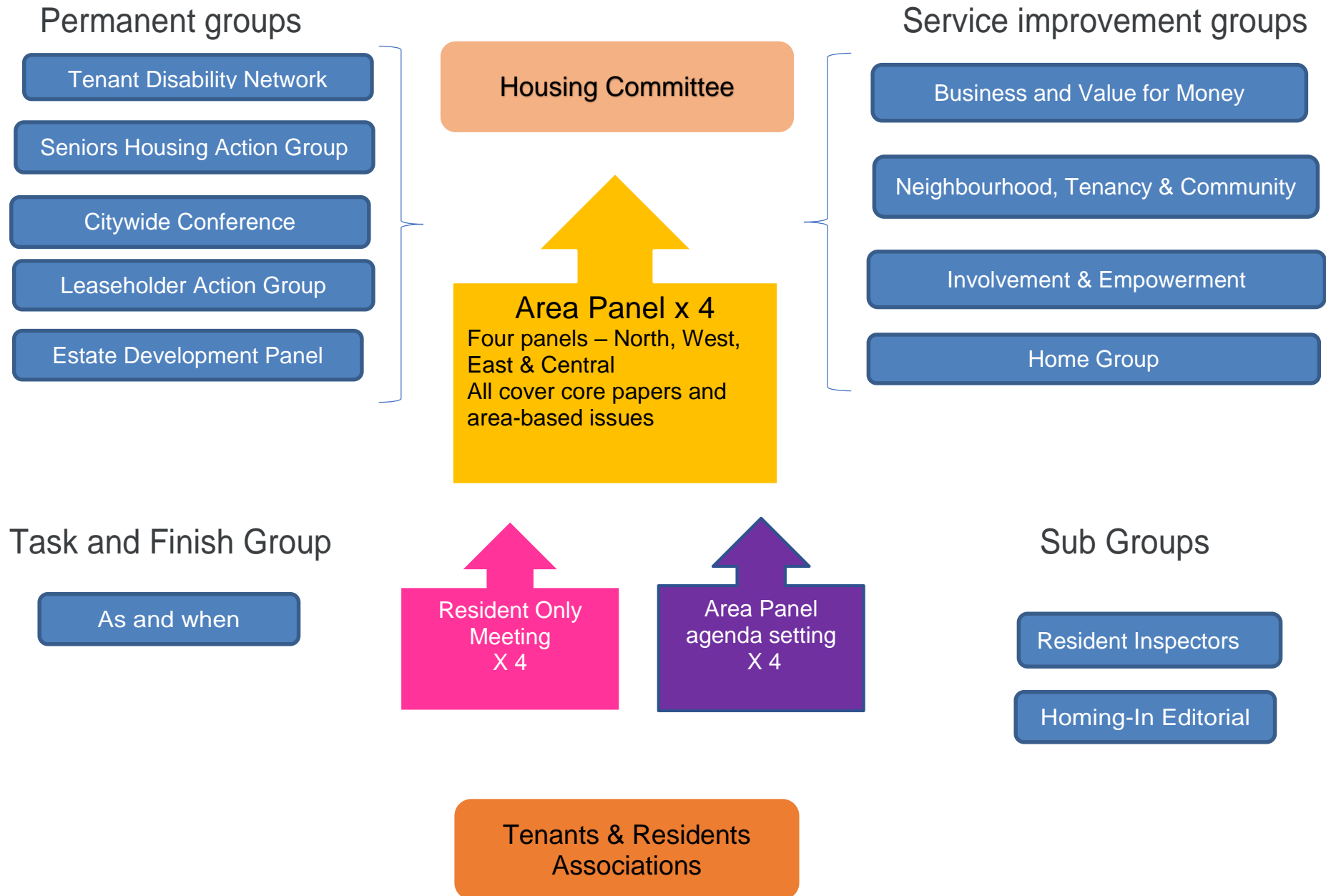
### **Conclusion**

The move towards a collaborative and broader engagement approach focused on strengths reflects the desire to enable people and communities to bring and share their personal skills, knowledge and experiences. To value tenant and leaseholder engagement in a positive way and view issues as opportunities where possible and developed shared approaches to solutions.





# Appendix Two / Current structure



# Appendix Two - Proposed Structure

## Equalities / Identity Groups

Tenant Disability Network

Seniors Housing Action Group

Leaseholder Action Group

Temporary and Emergency Accommodation Groups

## Interest Groups

Citywide Conference

Estate Development Panel

## Task and Finish Groups

As and when

Housing Committee

Area Panel x 4  
Four panels – North, West, East & Central  
All cover core papers and area-based issues

Resident Only Meeting X 4

Area Panel agenda setting X 1

Tenants & Residents Associations

## Service improvement groups

People  
Lettings  
Tenancy  
Star report  
Tenants associations  
Engagement  
Communications  
Consultations  
Training  
Anti-Social Behaviour  
Estates – people, events, ASB etc.

Buildings  
Repairs  
Maintenance  
Planned works  
Major Works  
New Build  
Estates – physical fencing, verges, open space etc.

## Sub Groups

Resident Inspectors

Homing -In Editorial

## Appendix 3 - EDB Tables

### Recommendations from 2018 EDB review

<b>To be introduced in time for the 2020/21 EDB Programme</b>	
1	Improve the information and guidelines for residents making EDB bids, including information from Neighbourhood Action Plans and the new process for progressing with environmental improvements.
2	Offer applicants who want to know more about EDB and how to make bids appointments with officers.
3	Set up a separate EDB budget from the citywide allocation for Seniors' housing; to be trialled for one year.
4	Decisions on Seniors' bids to be made by the Sheltered Housing Action Group.
5	Bids for fencing to be restricted to communal areas.
6	Carry out a review of new fencing installations and repairs.
7	Introduce an improved online EDB application form.
8	Aim to increase the number of decision points in the EDB cycle for main bids, to at least two a year.
9	Increase the maximum value of quick bids from £750 to £1,000.
10	Reduce the number of EDB Panel meetings from 10 to 6 per year.
11	Performance on the EDB programme to be reported twice yearly, including an end of year report.
12	Improve communications between the council and applicants at each stage of the EDB cycle.
<b>Requiring further work</b>	
13	Consider setting up a 'community chest' for community wellbeing projects funded from the grants to residents' associations' budget as it is regularly underspent.
14	Review maximum value of bids, for anticipated reduction of funding in 2021/22.
15	Review the decision making body for EDB bids.
16	Review how EDB funding is split between areas and/or property types.

**Table One: Implemented changes to the EDB program**

1.	<p>Improve the information and guidelines for residents making EDB bids, including information from Neighbourhood Action Plans.</p>	<p>An applicant guide has been produced which outlines what can and cannot currently be funded through EDB, with examples of each type of bid under each criterion.</p> <p>A new bid evaluation criteria has been produced (available in the appendixes), which the EDB panel refer to when voting on bids. This will be available for bidder's reference when completing applications.</p> <p>Bids for projects which benefit council residents on land owned by other parts of the council are considered for EDB funding, providing they have permission from the relevant directorate.</p> <p>Four Neighbourhood Action Plans (NAPs) have been published (East Brighton, Hangleton and Knoll, Moulsecoomb and Bevendean, and Portslade). Where appropriate, information from Neighbourhood Actions Plans will be used to inform residents when designing EDB projects, and will be taken into consideration when deciding upon EDB bids.</p>
2.	<p>Offer applicants who want to know more about EDB and how to make bids appointments with officers.</p>	<p>Residents can have appointments in person or over the phone with their local Community Engagement Officer (CEO) or the EDB Assistant to discuss EDB generally, to receive information on how to make bids, and to find out information on local community groups/associations which can offer further support in their application.</p>
3. 1	<p>Set up a separate EDB budget from the citywide allocation for Seniors' housing, to be trialled for one year.</p>	<p>EDB panel review meeting in March 2020, it was agreed that EDB would not be split between citywide and Seniors' Housing for the following reasons:</p> <ul style="list-style-type: none"> <li>a. A new clear process and criteria for bidding and evaluating bids has been developed and all bidding needs to remain in line with this for equity.</li> <li>b. The budget split for Seniors' Housing based on the proportion of properties would be £26,500 per annum (8% of £320,000). This would limit the number of main bids to two per year for Seniors' Housing city-wide.</li> <li>c. The issue of age being a protected characteristic under the Equality Act 2010 was considered at our last meeting, and questions raised as to the extent to which if Seniors' receive a separately controlled part of the budget, then</li> </ul>
3. 2	<p>Decisions on Seniors' bids to be made by the Sheltered Housing Action Group.</p>	

		<p>why would this not be available to other protected groups across the city.</p> <p>d. It was also raised that people with protected characteristic may have greater needs than others, so to split the budget by population data did not seem a sophisticated method.</p>
4.	Bids for fencing to be restricted to communal areas.	<p>This has been implemented.</p> <p>Individuals in need of fencing need to contact Housing Customer Services and will be advised on a case-by-case basis.</p>
5.	Introduce an improved online EDB application form.	<p>An online application form was introduced in June 2019, however, the application form had several issues.</p> <p>Most notably, the questions on the online application form did not require bidders: to outline how their bid will improve the quality of life of council tenants; to detail thoroughly how they have consulted with other residents; or to consider how they will evaluate success of their project.</p> <p>This meant that many of the applications did not appropriately meet key social value and evaluation criteria, which was highlighted as a crucial element in the EDB Audit 2017-2018.</p> <p>It was also requested that residents can use the form as a 'work in progress' as they complete different stages of the application. However, this was not an available feature which led to some confusion and frustration.</p> <p>Therefore, the online application has been closed until the questions can be changed to adequately reflect the social value criteria.</p>
	Defining the clear differences between spend from the Environmental Improvement Budget (EIB) and the EDB.	<p>The two funds are complimentary we have implemented a process to link any unsuccessful EDB bids to be passed to EIB if appropriate.</p> <p>To also look at funding separate parts of a single project using both funds to provide both capital and revenue.</p> <p>We will be producing communications to promote both funds and how to use them either separately or jointly.</p>
6.	Review the value of main bids. Increase the maximum value	<p>As the amount of money available for EDB has not significantly reduced, the main bid maximum value will remain at £10K.</p> <p>The maximum value of quick bids has been raised to, and remains at, £1,000 per bid.</p>

	of quick bids from £750 to £1000.	
7.	Reduce the number of EDB Panel meetings from 10 to 6 per year.	This has been implemented. The panel now meets on the last Wednesday of May, July, September, November, January, and March.
8.	Improve communications between the council and applicants at each stage of the EDB cycle.	Bidders are now notified and acknowledged when their application is received, they are informed on the outcome of their bids, and they are given a follow-up on reasons for the outcome of their bid by the Community Engagement Team.
9.	Decision making – how are bids decided upon?	The review group felt that the way of deciding on EDB bids encouraged ‘Eurovision Syndrome’ where residents voted for bids based on familiarity rather than the quality of bids.  Community Engagement Team have now introduced an evaluation framework that the EDB panel, and those who attend the end of year EDB Area Panel, will use to judge bids.  This will help to mitigate the possibility of residents voting on bids due to familiarity with the bidder, it will offer a ‘paper-trail’ of how decisions were made, and will act as further guidance for bidders when completing their application.
10.	Evaluation of EDB	From April 2021, an end of financial year report will be produced.  This will involve all stakeholders of the year’s program and will include: the number of bids, what was funded, impact, and changes needed to the guidelines for the following financial year. This evaluation will also include qualitative information on how residents have measured the social value of their projects.

### Changes requiring implementation

3.1 There were further changes discussed during the EDB review that have yet to be made.

1.	Changes to capital only EDB projects	EDB funding is not restricted to capital work. Allow for revenue projects, to be funded from EDB.
----	--------------------------------------	--

4.	Review the decision-making body for EDB	<p>Further work is needed to develop methods of widening the decision-making processes of EDB.</p> <p>It is proposed that the EDB panel with co-opted reps from the current task and finish group continue to work on options that form part of wider consultation e.g. through Homing-In and the Council's online consultation portal to move towards a wider 'participatory budgeting' style voting system, to be approved by Housing Committee before implementation.</p>
----	---	--

Table 3: Changes to the use of funds which require Area panel approval

1.	A clear definition between an 'improvement' and 'repair/redecoration'	<p>The EDB stipulates that the fund is to be used for an 'improvement' to estates.</p> <p>Area Panel we define the definition between a repair, maintenance and an improvement to elevate the current confusion.</p>
2.	Review how EDB funding is split between areas and/or property types	<p>The annual EDB fund is split between the 4 areas according to the number of properties in each area. This does not take into account the amount of common land, property types, the need for improvements, and historic spend.</p> <p>The EDB panel, with the current task and finish group need to continue to work of options for the funding split, which will be reviewed and approved by Area Panel.</p>
3.	Increase the number of bid cycles	<p>The review group have advised that the long timescale between a bid being approved, and the project delivery has led to a loss of faith in the council.</p> <p>To mitigate this, the main bid cycle should be increased to two per year (with the main bid funding for the financial year being split into two rounds). The deadlines for applications would be January to be voted on in April, and July to be voted on in October.</p> <p>There was a significant underspend in the West and North areas on main bids for the financial year 20/21 and having a second bidding round in October 2020 to spend the remaining funds would be beneficial as a 'test-run'.</p>

4.	Ongoing costs	<p>The current EDB guidelines stipulate that an EDB bid cannot incur ongoing costs. However, this creates limitations to certain projects, such as the installation of Wi-Fi in community rooms.</p> <p>A review of this would allow groups to bid for an amount of money which could be split over a period of time in order to facilitate a broader range of projects.</p>
5.	Evaluation process	<p>Work needs to be done on reinstating the 'Resident Inspectors' programme to tie in with the end of year evaluation report, reviewing the delivery of some projects and meeting with residents who have engaged with the EDB process.</p> <p>This needs to be designed by the EDB panel, with the current task and finish group, and reviewed and approved by Area Panel.</p>



<b>Subject:</b>	<b>Next steps - Rough Sleeping and Accommodation during Covid 19 Pandemic and Recovery</b>		
<b>Date of Meeting:</b>	<b>17<sup>th</sup> March 2021</b> 18 March 2021 – Policy & Resources Committee 25 March 2021 – Full Council		
<b>Report of:</b>	<b>Executive Director of Housing, Neighbourhoods and Communities Relevant Executive Director</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sylvia Peckham</b>	<b>Tel: 01273 293318</b>
	<b>Email:</b>	<b>Sylvia.peckham@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 At the outset of the pandemic and in line with advice from Public Health and Government guidance under the 'Everyone In' approach, the council acquired self-contained emergency accommodation in hotels to house: verified rough sleepers (those seen bedding down by our commissioned street out-reach services); clients from commissioned rough sleeping prevention services (including Somewhere Safe to Stay and No Second Night Out) who were in congregate accommodation which did not enable social distancing; and, those who had become homeless and were at risk of rough sleeping.
- 1.2 The council subsequently successfully bid for Government funding under the Next Steps Accommodation Programme (NSAP) to support the costs of accommodation and move on for those we had housed under the 'Everyone-In' initiative. The council received the largest funding allocation of any single local authority in the country. However, grant conditions limited support to those accommodated before 30 September 2020, while also supporting a continued accommodation offer for those subsequently verified as rough sleepers. Given the ongoing pandemic Housing Committee and Policy and Resources Committee agreed to the continuation of the council's accommodation offer for those people assessed as at risk of rough sleeping, not covered by NSAP provisions, presenting after 30<sup>th</sup> September 2020 during the on-going pandemic at a maximum cost of £0.986m.
- 1.3 Following consideration of NSAP progress and risks at earlier Housing Committees (18<sup>th</sup> November 2020 and 20 January 2021) and Policy & Resources Committee (3<sup>rd</sup> December 2020), this report provides a further update on key areas of action and issues arising up to 31st March 2021. This includes seeking the extension and acquisition approval for emergency hotel accommodation for those verified rough sleepers and those at risk of rough sleeping we continue to accommodate and support pending move on beyond 31 March 2021.

- 1.4 As the Government moves toward easing and removal of lockdown measures and ending of Covid-19 restrictions, this report also outlines a route map for the council to continue to support an accommodation offer for verified rough sleepers while ceasing the current offer of accommodation for those at risk of rough sleeping made for the duration of the pandemic by the ending of restrictions by June 21<sup>st</sup>. This will be aligned to the return of our usual customer facing homeless prevention and housing options services to support those who may be in insecure accommodation and / or facing homelessness.
- 1.5 We will also continue to work closely with Government on securing further funding and support for verified rough sleepers in the City through future NSAP, Rough Sleeper Initiative and other funding routes. In addition, we will continue to actively engage with Government and neighbouring authorities to better understand and seek to address homelessness pressures on south coast towns and cities.
- 1.6 The report also updates on: Cold Weather & Protect Funding; Severe Weather Emergency Protocol; Government Rough Sleeping Snapshot; and Homeless Bill of Rights.

## **2. RECOMMENDATIONS:**

- 2.1 That Housing Committee note the progress to date.
- 2.2 That Housing Committee note the continued role of the Homeless Reduction Board in monitoring progress on meeting the conditions of NSAP funding and next steps.
- 2.3 That Housing Committee note the move on projections outlined in the report for those clients covered by Next Steps Accommodation Funding (Covid-1 in the report) and the continued emergency accommodation requirements for this cohort beyond 31<sup>st</sup> March 2021.
- 2.4 That Housing Committee note the move on projections for those assessed as at risk of rough sleeping who we have continued to accommodate (Covid-2 in the report) and the ongoing emergency accommodation requirements of those we have housed during the on-going pandemic into the new (2021-22) financial year.
- 2.5 That Housing Committee agree that by 21<sup>st</sup> June 2021, the accommodation offer to those assessed as at risk of rough sleeping made for the duration of the pandemic (Covid-2 in the report) is ended where no accommodation duty is owed by the council as outlined in paragraphs 3.11 – 3.13. This to be reviewed if there is a further increase in the pandemic.
- 2.6 That Housing committee note the low number of verified rough sleepers (para 3.23) and that the Council will continue to seek to offer accommodation to all verified rough sleepers to whom the duty is owed to consolidate this achievement
- 2.7 That Housing Committee agree Homeless Reduction Board oversee progress with the recovery of homelessness services, including face to face services, income recovery, move on and reconnections with a report on progress to the next Housing Committee

- 2.8 That Housing Committee recommend referral to Full Council the use of the Homeless Bill of Rights, as outlined in paragraph 3.24, as a standard against which the Council and its partners judge our policies and practices. Appendix 2.

**That Housing Committee recommend to Policy & Resources committee:**

- 2.9 That the Executive Director of Housing, Neighbourhoods & Communities be granted delegated authority to secure accommodation up to the 31st October 2021, by entering into contracts to extend existing arrangements or alternative arrangements where necessary to extend the provision of shorter-term/interim accommodation acquired in response to the Covid 19 pandemic, including a building to deliver the No Second Night Out service up to the beginning of October 2021
- 2.10 Agree to continue to support people in the accommodation secured as para 2.9 which includes security, support and food where necessary estimated to cost £2.900m to 1<sup>st</sup> October 2021.
- 2.11 Note that if Contain Outbreak Management Fund (COMF) funding is not available, this could create a service pressure of £2.043m.

**That full Council be recommended to:**

- 2.12 Agree to the use of the Homeless Bill of Rights, as outlined in paragraph 3.24, as a standard against which the Council and its partners judge our policies and practices. Appendix 2.

**3. CONTEXT/ BACKGROUND INFORMATION**

**Next Steps Accommodation Programme**

- 3.1 The NSAP Report, considered at Housing Committee on 18<sup>th</sup> November set out in detail the specifics relating to the amount of grant awarded and the conditions associated with that grant. The Ministry of Housing, Communities and Local Government (MHCLG) have been clear that the grant funding is ringfenced to meet the needs of people accommodated as at 30<sup>th</sup> September 2020 and for those who are subsequently verified as rough sleepers as set out in the report to Housing Committee on 18<sup>th</sup> November 2020.
- 3.2 As a reminder the NSAP bid proposal included funding for:
- Ensuring current provision to safeguard rough sleepers and those assessed as at risk of rough sleeping can continue for an appropriate length of time.
  - Reconnection where safe to do so.
  - Expanding Homeless Prevention and Resolution Officers (Brighton & Hove City Council).
  - Expanding Housing First coupled with expanded Home Purchase Policy.

- Expanding provision of supported move on accommodation and increasing Private Sector Leasing via partners to provide additional supported accommodation.
- Expanding use of private rented sector accommodation.
- Provision of specialist resource to work to secure the settled status of individuals who are EEA nationals without settled status.
- Access to employment.
- Return Home reconciliation work with young people where this is a safe option.

3.3 Whilst the Council received the largest single allocation of NSAP funding nationally not all the required work was funded. Although the funding was significant it amounted to 70% of the need identified. The resources needed to move on everyone by 31<sup>st</sup> March 2021 including availability of suitable accommodation is challenging. We anticipate being able to move on 220 of the 369 accommodated by 31<sup>st</sup> March 2021. The remainder of this group, which amount to around 149 people will continue to be prioritised for move on during the early part of 2021/22.

Policy and Resources Committee on 3<sup>rd</sup> December 2020, agreed to the continuation of the accommodation offer for those people assessed as at risk of rough sleeping who present after 30<sup>th</sup> September 2020 during the pandemic To distinguish between the projects relating to the group who were assisted before 30<sup>th</sup> September or who have slept rough (Covid 1) and those after that date which are funded separately, we have termed this project Covid 2.

As at 15<sup>th</sup> February 2021 there were 191 people accommodated under Covid 1 and 207 accommodated under Covid 2.

We are continuing to focus resources on improving homelessness prevention and move on but there are still challenges with identifying suitable move on options for everyone in Covid 1 by the 31<sup>st</sup> March 2021.

3.4 The Housing Committee's Homelessness Reduction Board meets regularly and oversees this work. There are several work streams being delivered as follows with the current position against each of them:

- Identify the move on requirements of those people accommodated as at 30<sup>th</sup> September 2020 and timelines to achieve 40% move on by 31<sup>st</sup> December 2020.
- Supply of accommodation to enable 40% to move on before 31<sup>st</sup> December 2020 and then remainder to move on for 31<sup>st</sup> March 2021. Move on will also need to be identified for rough sleepers accommodated after 30<sup>th</sup> September 2020.
- Ongoing accommodation and move on requirements for those assessed as at risk of rough sleeping accommodated under the Covid-2 cohort.
- Commissioning strategy to move away from congregate accommodation for rough sleepers.
- Monitor and identify the resources and support the actions needed to ensure that more people are prevented from becoming homeless.

The move on requirements and timelines for achieving the 40% move on by 31 December 2020 were achieved. As at 31<sup>st</sup> December 2020 197 people had moved on, this equates to just over 53%, 13% over target. Full details of the various moves are contained in the weekly data spreadsheet (as at week commencing 15<sup>th</sup> February 2021) contained in Appendix 2

3.5 We are continuing to identify supply to enable the remaining Covid 1 cohort to move on as follows:

3.6 **Private rented accommodation**

We are working with landlords and agents to increase supply and offer support to both landlord and tenant to ensure the accommodation is sustained. As at 21<sup>st</sup> February 2021, 52 people had been moved into suitable private rented accommodation. This includes piloting of HMOs.

3.7 **Housing First**

Home Purchase Policy is expanded to purchase an additional 30 properties to be used as Housing first. As at 7<sup>th</sup> February 2021 we have a pipeline of purchases in place as follows:

- 10 completed purchases of which 4 are ready to let, the remainder are under refurbishment/ repair.
- 20 properties have offers accepted and are progressing towards completion; (6 have completion dates and a couple may complete after the 31<sup>st</sup> March due to delays with the sellers' ongoing purchase).

To ensure the good progress continues with the Housing First home purchases the Housing Revenue Account Budget 2021/22 includes £1.200m direct revenue funding to fund 30% of a new £4.000m budget included in the capital programme with the remainder being funded from HRA borrowing. This will enable the purchase of up to 18x1 bed properties, ensuring the borrowing required can be repaid from the new rental income. There is the potential that further Government funding will also be made available to fund the delivery of Housing First properties, where this is the case this will continue to be optimised and used to deliver these properties.

There is revenue funding in Adult Social Care budgets for this service in place already for an additional 10 homes with the remaining 8 homes subject to additional resources being sought during the year.

3.8 **Supported accommodation**

We are obtaining an average of 3 units a week. Those ready to move on from supported accommodation are being assisted to do so to facilitate this pathway. Clarion/St Mungos acquired 20 units of supported accommodation, this forms part of the NSAP grant. These units are now mobilised.

3.9 **Social Housing**

During the pandemic, due to the restrictions on being able to undertake void work, there have been relatively few properties to let. We are anticipating this improving in the coming months. We are aware that some local authorities suspended their Allocation Policies and let properties directly to homeless households, due to the exceptional challenges of the pandemic. We adjusted the Allocation Plan to increase lets to households in temporary accommodation who

we owed a statutory rehousing duty to, in order to free up those units. However, as the overall number of properties becoming available was low, it has had minimal impact. The table below provides information on the lets to the different priority groups.

Group	2017-18	2018-19	2019-20	2020-21 April to end of Dec 2020	Total	Overall percentage across all years
Homeless	306 (42%)	285 (40%)	230 (40.5%)	101 (47%)	922	41%
Transfers	190 (26%)	168 (24%)	138 (24.5%)	37 (17%)	533	24%
Homeseekers	209 (28%)	177 (25%)	126 (22%)	41 (19%)	553	25%
Council's interest *	30 (4%)	72 (10%)	75 (13%)	37 (17%)	214	10%
<b>Total</b>	735	702	569	216	2222	

\*This group is people nominated by Children's services and Adult Social Care, which also includes those for Housing First.

### 3.10 Referrals and Reconnections

A total of 15 reconnections have been achieved. There are challenges with statutory reconnections as we must ensure there is suitable accommodation for the person to be referred into and the receiving local authority require evidence that the person has a local connection with them. This can be difficult if people are reluctant to be reconnected. To improve performance on local connection, we are establishing a cross agency team, which will include Housing colleagues, located at First Base Day Centre. We are also having discussions with our advisors at MHCLG and are developing protocols with neighbouring authorities with respect to these cases. There are a potential 49 people who could be reconnected depending on establishing robust evidence to support a referral.

3.11 With regard to continuing to provide accommodation to those assessed as at risk of rough sleeping (which we have termed Covid 2), as of 15<sup>th</sup> February 2021 we were accommodating 207 people. We will focus resources on moving people accommodated under Covid 2 during the period of the pandemic in 2021/22.

3.12 This report recommends that, in line with proposed easing and ending of national Covid-19 restrictions and opening of the council's usual homeless prevention and housing options service, that Housing Committee agree that by 21<sup>st</sup> June 2021, the accommodation offer to those at risk of rough sleeping, the Covid- 2 cohort, made for the duration of the pandemic is ended where no accommodation duty is owed by the council. Neighbouring councils such as Adur/Worthing, Eastbourne/Lewes; Crawley, Chichester and Hastings have confirmed their offer of accommodation is restricted to verified rough sleepers only and for any others only in exceptional circumstances.

3.13 Our usual service for those who are at risk of rough sleeping where no accommodation duty is owed, includes action to prevent applicants from sleeping rough. In line with the Homeless Reduction Act 2017, Housing will assist applicants to retain or secure accommodation with a reasonable prospect that it will be available for occupation for at least 6 months. This assistance will last for a minimum period of 56 days and will include a personalised housing plan, taking account of the applicant's needs. Support will be provided to the applicant both directly and by engaging relevant specialist services.

3.14 Officers worked hard to reach our end of December target to move on Covid-1 clients. While this is a significant achievement, we must also acknowledge the considerable work ahead of us. Moving people on the scale necessary puts a pressure on resources both in terms of the accommodation needed initially and to move people into but also for the staffing to support such moves.

We are aiming to complete the move on for a further 50 of the remaining 191 people accommodated under Covid 1 by 31<sup>st</sup> March 2021. This will be challenging as the remaining group include a greater proportion of people with multiple and compound needs. In addition, we are still seeing new people being verified as rough sleepers who are being added to this group which totals 33 as of the 15<sup>th</sup> February 2021. In summary, we are anticipating approximately 149 people will need to be moved on after the 31<sup>st</sup> March, during the early part of 2021/22.

3.15 We are expanding the Housing First model to meet the needs for some of these people through our Home Purchase scheme. However, there will be additional people who also require more intensive help and support. We are collaborating with partners in making offers of accommodation; enabling moves and in supporting the sustainment of accommodation offered.

### 3.16 **Cold Weather & Protect Funding**

To assist with the move away from congregate accommodation, we successfully bid for grant for Cold Weather Funding, which enabled 12 units of accommodation to be available to verified rough sleepers from 21<sup>st</sup> December to 31<sup>st</sup> March 2021. We can invoice up to £0.140m for this service. This relieved pressure when the Severe Weather Emergency Protocol (SWEP) operates.

3.17 In addition we successfully bid for "Protect" funding jointly with Health partners; Mobilisation was delayed slightly due to the demands on the clinical staff, but this is now operational as follows:

- A Preventing Admissions Worker based at A&E to work with rough sleeping people.
- 4 of the 5-bed unit Step Down from hospital service operational to enable patients who are ready to be discharged but are of no fixed abode and require clinical support to be safely discharged.
- An expanded peripatetic Protect team to offer clinical support to medically vulnerable people in emergency accommodation and supported accommodation.

### 3.18 **Homeless Prevention**

Between 1st April 2020 and 31<sup>st</sup> December 2020, the council prevented 438 households from becoming homeless, For the previous full year 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 we prevented 791. Whilst numbers are projected to be lower than 19/20, conditions are more challenging. Evictions from private rented accommodation have been paused due to the Government moratorium on evictions, this has been extended until 31<sup>st</sup> March 2021.

Information from the Office for National Statistics shows an increase of people claiming benefits in Brighton and Hove rose from 5,880 in March 2020 to 8,120 as of 10th December 2021. Locally, affordability is one the biggest causes of private rented sector eviction.

The Housing Options service is preparing for post pandemic changes in service demand, especially in relation to private rented evictions leading to an increase in approaches from people at risk of homelessness. It is essential we are able to respond at the earliest stage. Preparation includes building on collaborative work such as co-location with the DWP to support people back into work, joint work with Brighton and Hove Independent Mediation Service to help with negotiation between landlords and tenants. In addition, we are communicating with landlords and agents who operate in the city requesting they contact us if they are considering eviction so that we can try and resolve matters to avoid homelessness. We will also continue to work with landlords to develop our Direct Lets scheme as an option to avoid homelessness.

We are exploring extending our commissioned mediation services to support individuals and families during this challenging time and to enable more people to leave home in a planned way, where it is safe to do so. This will build upon the mediation work currently funded through our Homeless Prevention Grant.

### **3.19 Overall increase in emergency accommodation**

Taking our usual statutory temporary accommodation placements in addition to people we have accommodated under NSAP and Covid 2, our numbers in emergency accommodation has increased significantly from approximately 500 to 800.

Whilst our outreach teams made up of Welfare Officers and some of our Homeless Prevention Officers have been going out to see people in emergency short-term accommodation, this has only been possible where it is safe to do so. Returning to a safe office environment for face to face contact with customers will be a major step forward in resuming our usual service provision.

### **3.20 Out of Area Placements**

We have accommodated around 300 people in emergency accommodation outside of the city. Whilst we are continuing to move a lot of people on, they have been replaced by others. We are exploring additional short-term accommodation options in the city including negotiating to acquire a large hotel for short term use. This will enable us to accommodate those people assessed as high priority for a move back to the city so they can more easily receive the support, including the help to move on that they may need.



We wish to actively engage with Government and neighbouring authorities to better understand and seek to address homelessness pressures on south coast towns and cities.

### 3.21 **Funding**

Aside from core funding, there are other main sources of grant as follows:

- a) Homelessness Prevention Grant – a combination of the previously called Flexible Homeless Support Grant and Homelessness Burdens Funding. These grants are awarded by MHCLG based on previous figures of homelessness and temporary accommodation. It is primarily to fund the management element of temporary accommodation that was removed from the housing benefit several years ago, and in addition to improve prevention and reduce down the need for temporary accommodation.
- b) Rough Sleepers Initiative (RSI) 4. This is bid for through submissions that aim to support people to move on from rough sleeping. For 2021/22 there is a new element for prevention and early intervention which is very welcome.
- c) Future rounds of Next Steps Accommodation Programme funding. MHCLG have just advised that new funding of £0.500m has been awarded to the council for the continuation of housing rough sleepers up to June 2021.

### 3.22 **SWEP – Severe Weather Emergency Protocol**

Although not part of Next Steps Accommodation Programme, there have been implications for how SWEP is delivered following Covid 19.

Due to the current pandemic, advice from Public Health England, local Public Health colleagues and the MHCLG, was that SWEP could not be delivered by use of congregate sleep space arrangements or by open access to a single hub.

In response we acquired 14 units of self-contained accommodation for SWEP. Referrals are made by the Street Outreach Service who carry out outreach shifts 7 days a week including bank holidays. If the 14 units are full, colleagues in Housing and St Mungo's No Second Night Out Service work together to ensure that everyone in need is offered safe accommodation during periods of severe weather.

Information on how to support people to access SWEP has been shared in local media, via social media and is on our website. All organisations working with homeless people have had this information shared with them through the Voluntary Community Sector and Operational Forums.

This winter, SWEP has operated in a way that has successfully enabled rough sleepers to move on to longer term accommodation once SWEP is no longer available rather than returning to the streets.

### 3.23 **Government Rough Sleeping Snapshot**

The Government's Rough Sleeping Snapshot in England: Autumn 2020. reported on 25.02.21 that Brighton and Hove had the third largest decrease

nationally and the highest decrease outside of London of people sleeping rough. This count was undertaken in November 2020, 27 people were reported to be sleeping rough in the city. This is compared to 88 in November 2019, a 69% decrease. The rough sleeper count undertaken on 28th January, a night when SWEP wasn't operating, suggests this has dropped further, with 9 people sleeping out.

### **3.24 Homeless Bill of Rights**

As outlined in the Homelessness & Rough Sleeper Strategy agreed at Housing Committee on 17 June 2020, the values of the Strategy align to the aspirations within the Homeless Bill of Rights as amended for Brighton & Hove by Housing Rights Watch, FEANTSA and Just Fair.

The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices. The progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board.

This report proposes that Housing Committee recommend to Full Council the use of the Homeless Bill of Rights, as a standard against which the Council and its partners judge our policies and practices.

## **4 ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 None currently.

## **5 COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 None at this time but we will be seeking feedback from customer, partners and providers next year as part of a review of the service going forwards.

## **6. CONCLUSION**

6.1 We met the target of moving on 40% of those accommodated under the NSAP provision by 31<sup>st</sup> December 2020 which was necessary to secure the withheld 30% of the awarded grant.

6.2 We are focusing on the remaining people accommodated under Covid 1 to move on as many people as possible by the end of March 2021, with the remainder during the first quarter of 2021/22.

6.3 We have made good progress reducing the numbers of verified rough sleepers and have dropped out of the 10 worst councils for rough sleeper numbers. We must seek to sustain our everyone in offer for rough sleepers and ensure no second night out efficiently assess and moves on all rough sleepers housed under this offer to consolidate this noteworthy achievement

6.4 We are making a high level of placements following the decision at Policy and Resources Committee in December 2020 to continue to provide accommodation to those assessed as at risk of rough sleeping during the pandemic. It will take much of 2021/22 to move those we have already housed under this provision This is because of the available capacity in the all sectors of the local housing

market. However, we propose to return to our normal service for this cohort of clients by 21 June 2021.

- 6.5 The pandemic has changed the landscape of homelessness and there are further changes anticipated as the full impact emerges and we see implications on loss of accommodation in different groups, particularly those who were previously employed. Future planning will continue to emphasise the prevention of homelessness through early intervention.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 The net cost (after accounting for grant and assumed Housing Benefit income) of housing rough sleepers and those at risk of rough sleeping during the pandemic is forecast to be £4.116m for 2020/21 as included in the Targeted Budget Management (TBM) Month 9 report to P&R Committee.
- 7.2 As mentioned in this report the council has been unable to move on all of those accommodated as a result of the pandemic. The body of the report suggests that by 1<sup>st</sup> April 2021, there will be 149 'Covid 1' people and 207 'Covid 2' people remaining in temporary accommodation. Therefore, a total of 356 to continue to house in hotel. Hotel accommodation is expensive. On average one person costs an estimated £18,000 for a full year. Also, all residents in a hotel need to be moved on before a hotel is handed back and costs reduce.
- 7.3 The cost of this continued provision will depend on how quickly people can be moved on to more settled accommodation during 2021/22. Currently, although some are being moved on, overall numbers in hotels are not reducing. This is because of the continued flow of those at risk of rough sleeping being accommodated. The report recommends ending this provision after the duration of the pandemic on 21<sup>st</sup> June. The report suggests that hotels will therefore be needed until at least 1<sup>st</sup> October 2021. The cost of hotel accommodation for 356 people until 1<sup>st</sup> October is estimated to be £2.900m. The likelihood is that given the time it takes to move on all residents from one hotel, there will be no hand backs in this period. However, if a hotel was handed back earlier, costs would reduce by an average of £0.072 per month for a 50-bed hotel. Similarly, if hotels need to be kept for longer, costs will increase by £0.072m for each 50-bed hotel extended beyond this date. If all hotels were extended for a month, costs would increase by an estimated £0.500m.
- 7.4 Therefore, the council will need to ensure that homelessness prevention is a key priority to stem the flow of homelessness and ensure that the current numbers in temporary accommodation including hotels reduces as the pandemic comes to an end. If not, there is a risk that the use of these hotels may need to continue longer term. This will create a significant potential ongoing cost and add substantially to the 2022/23 budget gap which is already £11m.

### Resources/Budget

Budget Council approved £0.650m for 'Ongoing use of emergency (hotel) accommodation for rough sleepers' during 2021/22. There is also further funding in the form of a newly announced grant of £0.500m from MHCLG to contribute

to additional emergency accommodation, support and move on costs during 2021/22. Total funding is therefore £1.150m for 2021/22. However, £0.293m has been earmarked for the extended lease for the 'No second night Out' venue.

- 7.5 The council has been granted £4.200m in Contain Outbreak Management Fund (COMF) grant. There is also potential to utilise this COMF grant to support these costs, however the detailed costs of supporting testing, Covid management and compliance, delivery support, etc. have not yet been finalised and are not fully understood at this time. If insufficient COMF grant is available to support these accommodation costs, this will cause a financial pressure in 2021/22 of £2.043m, assuming all are moved on after 6 months but substantially more if they are not.
- 7.6 It is therefore imperative that the use of hotel accommodation is minimised in 2021/22 by preventing homelessness and the flow into hotel accommodation and by maximising the opportunities for moving on those already there.

*Finance Officer Consulted: Monica Brooks*

*Date 05/03/2021*

Legal Implications:

- 7.7 According to the council's constitution, the " Endorsing, approving or otherwise committing the Council to any charter, alliance or pledge" is a full council function. The recommendation at 2.8 is consistent with the constitution's requirements. Otherwise, given that the actions outlined in the report are compatible with statutory and grant funding requirements, there are no legal implications that need to be drawn to Members' attention.

*Lawyer Consulted: Liz Woodley Date: 05/03/2021*

Equalities Implications:

- 7.8 An equalities impact assessment has been carried out

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

Weekly data report  
Homelessness Bill of Rights

	Target/ MHCLO bid	Cumulative moves	Week Commencing 19.02.21	Week Commencing 06.02.21	Week Commencing 01.02.21	Week commencing 25.01.2021	Week commencing 18.01.2021	Week commencing 11.01.2021	Week commencing 04.01.2021	Week commencing 28.12.2020	Week commencing 21.12.2020	Week commencing 14.12.2020	Week commencing 07.12.2020	Week commencing 30.11.2020	Week commencing 23.11.2020	Week commencing 16.11.2020	Week Commencing 09.11.2020	Week Commencing 02.11.20	Week Commencing 26.10.2020	Week Commencing 19.10.20	Week Commencing 12.10.20	Week Commencing 05.10.20	Number of EEA Nationals	Week Commencing 28.09.20 Start position
<b>Number in hotels</b>																								
Case and Protect		42	42	42	45	47	49	51	54	55	56	61	60	61	63	61	66	66	66	66	66	67		100
Other		135	139	142	152	155	160	163	168	170	178	188	201	215	220	212	223	240	246	254	259			289
Number of Verified Rough Sleepers currently accommodated by Housing (NSAP funding applied)																								
		14	14	13	12	14																		369
<b>Total</b>	<b>221 (148 to move)</b>	<b>191</b>	<b>195</b>	<b>197</b>	<b>209</b>	<b>216</b>	<b>209</b>	<b>214</b>	<b>222</b>	<b>225</b>	<b>234</b>	<b>249</b>	<b>261</b>	<b>276</b>	<b>283</b>	<b>303</b>	<b>319</b>	<b>336</b>	<b>342</b>	<b>359</b>	<b>366</b>			369
<b>Movement in Covid Related Accommodation</b>																								
<b>Total move on's &amp; Outs</b>																								
PHS		52	0	1	4	2	3	2	1	0	4	4	4	3	0	0	3	1	1	2	2	5		2
Supported		34	1	0	4	0	1	5	0	1	2	3	4	0	3	1	1	1	1	2	1	2		1
Supported - SSIS The Circle		5	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	0	1	0		0
Saf haven		4	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	1			2
Family Friends Reconciliation		10	0	0	0	0	1	0	0	0	2	0	0	0	1	2	1	1	1	0	0	0		2
Made own arrangements		15	0	0	1	0	0	0	0	0	1	2	0	1	1	1	0	1	1	2	0	2		2
Move into social housing		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1
Supported to reconnect (by St Mungo's)		9	0	0	0	1	0	0	2	0	0	2	0	0	0	1	1	1	1	0	0	0		1
S188 referrals		6	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1					2		9
Other		111	5	1	3	3	3	2	3	2	1	5	6	9	3	9	9	12	6	6	6	8		9
Of which unknown		51	1	1	3	1	0	0	1	0	0	3	1	6	2	3	3	7	4	4	3	5		3
Of which Evicted		25	1	0	0	1	1	2	1	1	1	1	4	0	0	4	1	1	1	1	1	2		1
Of which Prison/custody		9	0	0	0	0	2	0	0	0	0	0	1	0	0	1	1	0	1	1	0			2
Deceased		5	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0		1
Hospital		5	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1		1
Transfer to statutory duties		15	2	0	0	1	0	0	0	0	0	0	1	2	1	1	2	3	1	0	0	0		1
To Home Office Accommodation		1	0	0	0	0	0	0	0	0	1													
<b>Moves in</b>																								
Moves into Protect (Verified Rough Sleepers)		33	2	2	2	0	1	2	1	0	1	1	1	0	0	7	1	2	4	2	2	2		0
New at risk of rough sleepers (after 30 <sup>th</sup> September 20)		293	9	23	16	15	9	29	26	11	12	13	24	14	13	11	9	13	9	9	15	11		2
<b>104</b>																								
PHS	3050	67	67	68	72	74	77	79	80	80	84	88	92	95	95	103	106	107	108	108	110			115
Supported		44	45	45	49	49	50	54	54	55	57	60	64	64	67	68	69	70	71	73	74			76
Family Friends Reconciliation		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	6	7	8	8	8			8
Supported to reconnect/s198	50	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	50	57	57	57			70
Housing First	50/50	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4			4
Other		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3			3
Social Housing	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0
Sub Total		167	168	169	177	179	183	189	190	191	197	204	212	215	218	228		248	251	253	257			276
NSRF																			16	16	19			18
<b>Total</b>																		<b>264</b>	<b>267</b>	<b>269</b>	<b>276</b>			<b>295</b>
<b>No. of rough sleepers out on street</b>																								
<b>Housing Benefit Claims</b>																								
Number of HB claims completed		99				104		109	133	182		192	190	168	164	180	176	176			172			175
Number HB claims to be completed		9				14		15	20	20		26	25	28	31	46	48	48			77			81
Number of HB claims in payment		81				91		95	111	163		163	161	160	157	154	150	150			145			147
NRPF (of which EEA Nationals)		10				10		10	12	12		12	14	11	10	10	6	6			16			18



## Appendix 2. THE HOMELESS BILL OF RIGHTS

### The Homeless Bill of Rights

This is the English text of the document launched in Europe. We found it a poor translation of the original French text, here, and we tweaked it to make it colloquial and added two articles with FEANTSA's consent.

This is the full text of the Homeless Bill of Rights launched in Brighton in October 2018. You can download it here as a Word document and pdf. Below the text, at the bottom of this page, we provide a short commentary.

### HOMELESS BILL OF RIGHTS

In accordance with international human rights treaties and in line with domestic law and the democratic and humanist values that underpin it, we, Brighton and Hove City Council ("the Council") declare:

It is the constant concern of the Council to respect and uphold the rights of people who are experiencing homelessness, in particular their right to housing. While working towards that goal we are determined not to contribute in any way to the harsh and inhuman conditions too often experienced by people who do not have a place to live.

We believe that it is the responsibility of all individuals, businesses and organisations, and of all local authorities, including ourselves, to commit themselves to improving the living conditions of people who are homeless and to lessen the negative effects of homelessness.

To help achieve this, and in common with other cities throughout Europe, we believe that it is important to re-state that every person who is experiencing homelessness is entitled to the same treatment as any other resident in the city area. No one should be denied rights because they are homeless.

In particular we commit ourselves to making effective the following rights:

#### 1. THE RIGHT TO HOUSING

The most important right a homeless person has is to exit homelessness. Services supporting access to appropriate housing must be accessible to all homeless people. In partnership with other competent public authorities, the Council shall work to ensure that there are sufficient routes into housing to meet need.

## 2. THE RIGHT TO SHELTER

Where housing cannot be immediately provided, there must be access to decent emergency accommodation for all homeless people. The Council is committed to ensuring that there is sufficient emergency accommodation available to all, so that no one is forced to sleep rough for want of a bed.

## 3. THE RIGHT TO USE PUBLIC SPACE

People who are homeless should have the same right to use public space and to move freely within it, and to rest in it, as anyone else. This includes, but is not limited to, access to pavements, parks, public transport and public buildings on the same terms as any other member of the public.

## 4. THE RIGHT TO EQUAL TREATMENT

The Council is committed to ensuring that their staff and services uphold the right to equal treatment for all, without discriminating against the homeless.

## 5. THE RIGHT TO A POSTAL ADDRESS

The Council shall secure that homeless people who need one have an effective postal address of last resort.

## 6. THE RIGHT TO SANITARY FACILITIES

The Council commits to providing access for all homeless people to basic sanitary facilities – running water (drinking fountains), showers and toilets sufficient to allow for the level of hygiene appropriate to maintaining human dignity.

## 7. THE RIGHT TO EMERGENCY SERVICES

The right to emergency services – social services, health services, the police and the fire service – on equal terms with any other member of the public, without being discriminated against because of their housing situation or their physical appearance.

## 8. THE RIGHT TO VOTE



The right to vote, to be included on the electoral register and to be given the necessary documents to prove their identity when voting in elections, without being discriminated against because of their housing situation.

#### 9. THE RIGHT TO DATA PROTECTION

People who are homeless have the right to data protection, with their data only being shared by public and other services with their consent and only for the purposes of providing services and solutions to them. Homeless people have the same right as everyone else to exercise control over their personal details, particularly their health information, their criminal record if they have one, their housing and their private life and family history.

#### 10. THE RIGHT TO PRIVACY

The right to privacy must be respected and protected to the fullest extent possible in all types of accommodation, including communal accommodation structures and informal accommodation lived in by homeless people. The Council is committed to working to ensure that all emergency accommodation provided can deliver on this right.

#### 11. THE RIGHT TO SURVIVAL PRACTICES

The right to carry out practices necessary to survival within the law. While the Council strives for a city in which such practices are not necessary, we recognize that where people have no other option they will seek support from other people through begging or foraging for discarded food to survive. Such survival practices should not be criminalized as such, or banned, or arbitrarily confined to specific areas.

#### 12. THE RIGHT TO RESPECT FOR PERSONAL PROPERTY

People who are homeless should have their belongings, including tents and sleeping bags, respected by everyone including public servants. They should never be damaged or thrown away or be removed without compelling need, and if they are removed they should be made available for collection without charge.

#### 13. THE RIGHT TO LIFE

The right to life requires public authorities to take measures to preserve life. When people who are homeless (including people in emergency accommodation) die, the Council is committed to ensuring that their deaths are recorded as such, and that in each case there is a reasonably public investigation in order to understand the causes of death and what might have prevented it.

## Commentary

We have closely followed the text of the European document, with two additions. I'll briefly discuss the different rights, and why they are needed; I will be more thorough over Articles 12 and 13, which are our own additions to the document (although we hope other European cities may follow our lead). I will often reference the European Convention on Human Rights (hereafter "the Convention"), which is part of our law by virtue of the Human Rights Act 1998.

### THE RIGHT TO HOUSING

This is the fundamental right for the homeless: not to be homeless. It must underlie all the others. It is not contained in English law, but it is in the Universal Declaration of Human Rights (Article 25) and in the International Covenant on Economic, Social and Cultural Rights (Article 11(1)), international treaties which the UK has signed. At present it is an aspiration rather than a reality; but it cannot be forgotten.

### THE RIGHT TO SHELTER

While we work towards making the first article a reality, the entirely achievable goal for the moment is that enough emergency provision must be available to make sure that nobody is forced to sleep rough. I would argue that this is already an obligation in English law. Article 3 of the European Convention requires that public authorities take steps to prevent torture and ill-treatment; there is a breach of Article 3 when someone faces an imminent prospect of serious suffering caused or materially aggravated by a denial of shelter, food or the most basic necessities of life (*R(Limbuella) v SSHD*, [2005] UKHL 66). That applies to nearly all rough sleepers and places an obligation on public authorities to remedy the breach. There is good evidence from France that the mere provision of shelter dramatically reduces death rates.

We are familiar with the law that places limits on the Council's ability to provide for persons with no recourse to public funds. Like all human rights, this right applies to everyone regardless of nationality, immigration status or "local connection". There is no law preventing the provision of simple shelters to preserve life, as in *SWEP*.

### THE RIGHT TO USE PUBLIC SPACE

Homeless people should have the same rights to use public space as anyone else. Otherwise you are treating their desperate situation as a reason to treat them differently, to clear them away, to make them invisible. This, like the next provision, is about anti-discrimination. The legal argument for both is that it gives effect to Article 14 (the prohibition against discrimination) of the Convention, taken

with Article 11 (freedom of assembly and association) and Article 8 (the right to respect for private and family life and the home).

#### THE RIGHT TO EQUAL TREATMENT

Underlying all human rights is the right to dignity. You rob those who are homeless of their dignity when you treat them as in some way different from or inferior to their fellow citizens.

#### THE RIGHT TO A POSTAL ADDRESS

This is very important for prospects of gaining employment or housing. We have some provision already in Brighton and Hove; this right says that all homeless people are entitled to such assistance. It clearly falls within Article 8.

#### THE RIGHT TO SANITARY FACILITIES

It should be clear to everyone how important this is. Again, this is Article 8 of the Convention.

#### THE RIGHT TO EMERGENCY SERVICES

It is very difficult for homeless people to access the medical care they are entitled to, and many homeless people say that the police do not respond adequately to their complaints or protect them from crime. This is an anti-discrimination provision, see the commentary on Article 3 above.

#### THE RIGHT TO A VOTE

All citizens should be able to vote, whatever their housing situation. The proposed identity checks on voting will make it even harder for homeless people to exercise their democratic rights and it is important that there be a commitment to making it possible. This is Article 3 of Protocol 1 of the Convention.

#### THE RIGHT TO DATA PROTECTION

There have been deeply regrettable occasions when publicly funded outreach workers have passed on the private information of homeless people without their consent. These rights are protected by the Data Protection Act and by Article 8.

#### THE RIGHT TO PRIVACY

This is self-evidently important, and is protected by Article 8 of the European Convention; it is a right very hard for homeless people to access.

#### THE RIGHT TO SURVIVAL PRACTICES

While people remain actually homeless, they must survive as best as they can, and they should not be criminalized for doing so. People should not be arrested for asking for help.

It is argued that as begging is currently a crime under the Vagrancy Act we cannot adopt this article. However, this document is an aspirational document, not a legal one, as Article 1 shows. See the front page of the site for arguments as to why we should adopt it anyway.

#### THE RIGHT TO RESPECT FOR PERSONAL PROPERTY

This is one of the two Articles added to the Brighton document following consultation with homeless people, and addresses what they felt to be a major issue. It follows similar provisions in US homeless bills of rights and has the support of FEANTSA.

The belongings of a homeless person are entitled to the same respect and protection as everyone else's. Our property is protected by the English common law. Article 1 of Protocol 1 of the Convention also protects us against unjustified interference with our possessions by public authorities and requires them to take steps to ensure that they are protected. In practice, as with so many rights, this protection has seemed worthless to homeless people, who see their property confiscated or destroyed all the time.

#### THE RIGHT TO LIFE

This is the second Article added as a result of input from our members, frustrated at the lack of information and apparent investigation of the deaths of homeless people. It has the support of FEANTSA.

There is no official system in the UK for recording the deaths of homeless people, let alone for investigating them, although since we began this campaign the Office of National Statistics (ONS) has begun to collect statistics of its own accord. The ONS records that 726 people died in England and Wales in 2018 who were rough sleepers or in emergency accommodation. We see this failure to account for these deaths as a fundamental failure of our responsibilities to the homeless. It is so dangerous to life and health to be homeless that the average age at death was 45 for men, 43 for women.

Article 2 of the European Convention for Human Rights is the Right to Life, the first and most fundamental right. Under it, the UK is required to have a legal and administrative framework in place to prevent threats to the right to life; SWEP, the emergency protocol for providing shelter in extreme weather, may be taken as an expression of this. In addition, where there is a specific and urgent threat to life, the state must act. Where the right is engaged but people die, Article 2 obliges us to investigate. This article commits the Council to keeping a record of the deaths of homeless people (including those in temporary and emergency accommodation) and to ensuring those deaths are adequately investigated.

## Conclusion

Any one of us could be made homeless, or any of our friends or family. No-one is immune; for most of us it would take only one or two pieces of bad luck to put us on the street. How would we be treated then? We know only too well. It is likely that we would be abused, assaulted, spat upon; we might even be killed. We would be endlessly moved along by security or the police, or arrested for begging, or spray-painted or urinated upon as we tried to sleep by people who think it is a laugh to be cruel.

Human rights are for everyone, without exception; but it can be hard to believe that if you are homeless. What value does your fundamental right to human dignity have if you are treated as a second class citizen, or as despicable or blameworthy, through no fault of your own? So we are putting forward this Bill of Rights for the Homeless, to declare out loud what is already the law, to proclaim that we all have human rights, we all have dignity, whatever our housing situation, whatever our misfortunes.

## Appendix – Organisations involved

### BRIGHTON AND HOVE HOUSING COALITION

The Brighton and Hove Housing Coalition brings together groups of activists in the City and the surrounding area to coordinate action and spread information and news about all housing issues. We are independent of local and national government and self funding. Our aims and objectives are to provide an independent voice that supports tenants, leaseholders, homeless and people in temporary or emergency accommodation.

### FEANTSA

FEANTSA is the European Federation of National Organisations Working with the Homeless.

Maria José Aldanas, who spoke at the launch, is the policy officer at FEANTSA with special responsibility for the Homeless Bill of Rights campaign, and the co-ordinator of Housing Rights Watch.

#### HOUSING RIGHTS WATCH

Housing Rights Watch is an interdisciplinary European network of associations, lawyers and academics from different countries, who are committed to promoting the right to housing. The right to housing has been recognised as one of the most important fundamental human rights and what we seek is the realisation of every person's right to live in dignity and to have a secure, adequate and affordable place to live.

The network was set-up in Cardiff in November 2008 in order to facilitate exchange and mutual learning among housing rights experts and advocates.

#### JUST FAIR

Just Fair brings social justice and human rights together. They work to ensure that UK law, policy and practice complies with our international human rights obligations.

Jamie Burton, who spoke at the launch, is co-founder and Chair of Just Fair. He is a barrister specializing in judicial review, human rights, social and clinical care, housing, social security, criminal justice and environmental law.

#### BREAKING NEWS!

The Homeless Bill of Rights has caught the popular imagination in Greece and 35 cities have signed it so far!

10% of Greek cities have just signed the Homeless Bill of Rights





<b>Subject:</b>	<b>Moulsecoomb Neighbourhood Hub &amp; Housing Schemes: Update Report</b>		
<b>Date of Meeting:</b>	<b>17 March 2021</b> Policy & Resources Committee, 18 March 2021		
<b>Report of:</b>	<b>Executive Director: Housing, Neighbourhoods &amp; Communities</b> <b>Executive Director: Economy, Environment &amp; Culture</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ben Miles</b> <b>Sam Smith</b>	<b>Tel:</b> <b>01273 290336</b> <b>01273 291383</b>
	<b>Email:</b>	<a href="mailto:Ben.Miles@brighton-hove.gov.uk">Ben.Miles@brighton-hove.gov.uk</a> <a href="mailto:Sam.Smith@brighton-hove.gov.uk">Sam.Smith@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The report provides an update on the Moulsecoomb Neighbourhood Hub and Housing Schemes initially presented to Housing committee on 29<sup>th</sup> April 2020 and Policy & Resources committee on 30<sup>th</sup> April 2020.
- 1.2 The report seeks approval to proceed with the development of the Former Portslade Sixth Form site, which is a key dependency for the scheme, releasing the existing Moulsecoomb social work site for housing development.
- 1.3 The report shows how the masterplan has developed following feedback from local residents and community groups through a series of Planning for Real sessions, as well as review by the Design: South East panel.
- 1.4 The report also provides an update on the high-level financial position of the programme, accounting for changes to the masterplan. Progress is set out against the original timeline, with consideration for the impact of the coronavirus pandemic.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing Committee recommends to Policy & Resource Committee that Policy & Resources Committee:-
  - 2.1.1 Notes the progress made on the Moulsecoomb Neighbourhood Hub & Housing Scheme and the rationale for high-level design changes to the masterplan.
  - 2.1.2 Notes the impact that the coronavirus pandemic has had on the programme's delivery timeline.

2.1.3 Notes the current financial position of the project and the governance arrangements in place to monitor delivery.

2.1.4 Authorises officers to progress the conditions on the change of use consent for the former Portslade Sixth Form site development as set out in paragraph 3.26.

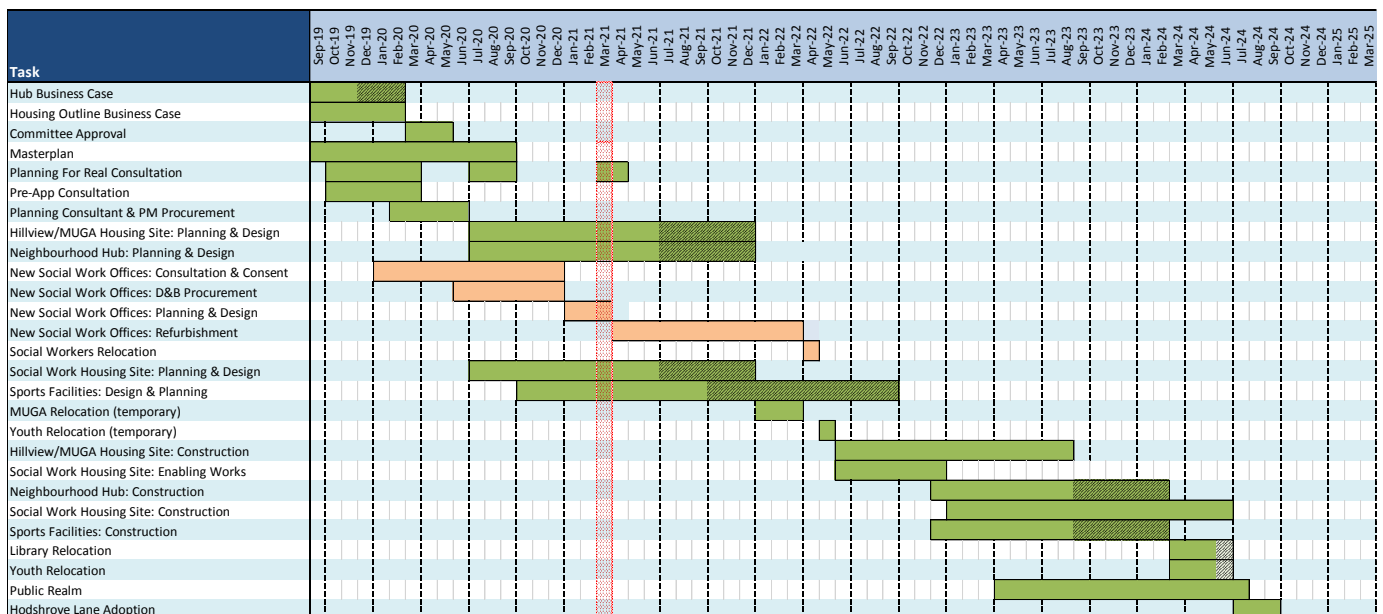
### 3. CONTEXT/ BACKGROUND INFORMATION

#### Programme Overview

3.1 Since the last committee report, the project has focussed on developing a masterplan, incorporating feedback received from residents, planning and the Design: South East panel. Feedback from these consultations have resulted in changes to all three elements of the scheme: Housing, Neighbourhood Hub, and the Public Realm (including Sports Facilities).

3.2 The updated masterplan is included as an appendix to the report. Subsequent sections of this report set out the changes within each element, and the rationale for those changes.

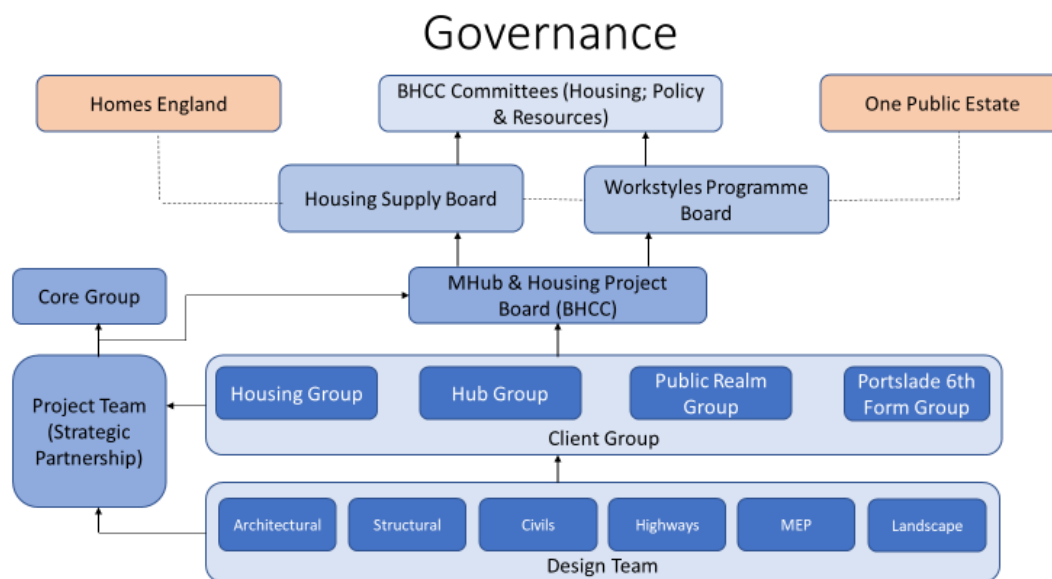
3.3 The diagram below shows the high-level timeline for the scheme. The detail of which activities take place when is still under review to identify the most efficient approach, but the overall timescales are unlikely to change significantly.



3.4 The project will be delivered in two phases which reflects the dependencies of decanting existing buildings (the orange bars in the timeline above) and ensuring existing services can be maintained throughout the build. Construction Phase 1 of the scheme is scheduled to start on site in Summer 2022, and the scheme is scheduled for completion in the Summer of 2024.

3.5 It is the intention to submit a hybrid planning application which will also reflect the phasing of the scheme. A hybrid planning application seeks outline planning permission for one part and full planning permission for another part of the same site. Moulsecomb is well-suited to this because Phase 1 is being developed in advance of, but not in isolation to, Phase 2.

3.6 The Moulsecomb Hub and Housing scheme is a complex project, requiring a governance structure that ensures a co-ordinated approach to delivery, is aligned with the priorities of multiple stakeholders, and manages the various dependencies of the construction project. An overview of the governance structure is provided below.



3.7 The table below provides a summary of the strategic risks being managed by the programme governance, and an outline of the mitigation measures in place.

Risk Description	Potential Consequences	Likelihood	Impact	Mitigating Controls & Actions
Covid pandemic is ongoing	A prolonged recovery may impact delivery timescale. Stricter controls on risk assessments may increase logistics complexity and cost. Limits the capacity of key stakeholders (particularly health) and compounds the complexity of additional risks described below	4	3	The strategic construction partnership comprises of organisations with a significant amount of experience delivering construction projects safely during the pandemic
Housing scheme viability is uncertain at LHA/social rents	Unable to deliver scheme at 100% LHA/social rents. Homes England funding levels may be reduced.	4	4	Continuing discussions with Homes England regarding development and rent levels. Review scheme costs and potential savings.
Health partnership business case is still in development	Health partners decide not to relocate into the new hub, impacting the hub's financial viability due to loss of rental income. The overall aim of an integrated hub will also not be achieved.	2	4	Council support being provided to develop and inform the health partnership business case. Letter of commitment in principle issued by SCFT's Director of Finance.
67 Centre decant during construction phase	Youth services temporarily relocated during construction phase may temporarily impact level of support available to local young people	5	2	Alternative accommodation identified and agreed as suitable in principle by youth service. Project plan in place to manage risk and dependency.

## Housing

3.8 Considerable changes have been made to the housing layout following feedback from residents, the planning authority and Design: South East.

3.9 Based on initial comments the design team have made several amendments to the housing scheme:

- Broken up the massing on blocks F, H, J to improve the visual appearance and outlook for neighbours.
- Inclusion of ground source heat pumps, electric car charging points, sustainable urban drainage strategy and full landscaping strategy.
- Play areas and private gardens introduced to housing elements where possible.
- A retail unit is located within block D along Hodshrove Lane
- Traffic calming measures included, and parking bays more clearly allocated to blocks.
- An increase in the number of wheelchair accessible homes is under design review

3.10 The revised schedule of accommodation for both phases of housing is below and subject to change:

<b>Summary</b>	
<b>Type</b>	<b>Total</b>
1 bedroom for 2 people	77
1 bedroom for 2 people (wheelchair accessible)	5
2 bedrooms for 3 people	7
2 bedrooms for 4 people	94
2 bedrooms for 4 people (wheelchair accessible)	2
3 bedrooms for 5 people	25
3 bedrooms for 6 people	11
4 bedrooms for 7 people	10
<b>Total Units</b>	<b>231</b>
Phase 1 Total	96
Phase 2 Total	135

3.11 There is high demand for all sizes and types of affordable rented homes in the city. The highest level of need on the city's Housing Register is for one and two bed homes and this project will help to meet that need. There is also pressure on larger family homes and local residents asked that larger family homes be included at the Planning for Real consultations, particularly as a large number of larger former family homes are now used for student accommodation in the area. The percentage of accessible homes is slightly lower than in the Affordable Housing Brief which is primarily due to site constraints, however the team will look to balance this across the programme that has historically overdelivered on accessible homes. The unit mix broadly reflects that defined in the council's

Affordable Housing Brief with a slightly higher percentage (35% compared to 30% in the Brief) of one bed homes, however these have most people waiting for them on the Housing Register.

- 3.12 The relocation of the Neighbourhood Hub has impacted upon the density of the housing proposals as the amount of land available for housing has now reduced. This has resulted in an increase in storey height for block K to seven storeys and block L with a stepped increase from five to six storeys. These buildings are located at the lowest point within the site to reduce their impact as much as possible. These change in heights are supported by the Design South East Panel.
- 3.13 The council are continuing to discuss the project with Homes England in order to apply for grant under the newly announced Affordable Homes Programme 2021 to 2026. Initial indications suggest Homes England may be only willing to provide grant for projects that are at either affordable or social rent levels which will exclude living wage rent options. This may cause viability concerns dependent upon the capital costs of the housing element which links with the rent levels that could be charged. However, Homes England have emphasised support for the project and are willing to engage positively with the Council as the details are developed further. An update on progress with the grant application, project costs, viability modelling and proposed rent levels will be reported to the Housing Supply Member Board and included in the September Committee report.
- 3.14 A review of the construction costs will be undertaken by the Design Team and Potter Raper who are the quantity surveyors for the strategic construction partnership once further design detail is worked up. The designs are now entering RIBA stage 2, known as concept design, and significant items such as the building frame will be decided.
- 3.15 The housing proposal responds strongly to Planning for Real feedback, as well as, developing the previous business case presented to Housing Committee. Detailed designs are being undertaken and further cost analysis will take place before the housing schemes are presented for full approval.

### **Neighbourhood Hub**

- 3.16 The Neighbourhood Hub will accommodate a new youth centre (relocated from the 67 Centre on Hodshrove Lane), a public library (relocated from the its existing site adjacent to Selsfield Drive), community space for the Trust for Developing Communities, and an integrated health offer including a GP Surgery, space for the Sussex Partnership Foundation Trust (NHS) and a Pharmacy. The design of space inside the hub is being led by representatives from each service area to ensure their needs are met, and this process is being facilitated by Property & Design.
- 3.17 The main change to the Neighbourhood Hub is its location. Under previous proposals, the hub was to be located on land adjacent to the existing community leisure centre. Feedback from residents, community groups and Design: South East suggested that the Hub should be central to the new development, and the previous location was deemed too isolated from the housing scheme.

- 3.18 The new proposed location of the Hub, shown as Block M on the masterplan (appendix 1), has been positioned more centrally to the housing development, and is adjacent to the existing Children’s Centre, proving new opportunities for collaboration, particularly between Health partners. The site allows for a more regular building structure and design, offering construction economies and improving access to natural light throughout the building.
- 3.19 The relocation of the hub allows for an increased and strengthened Health presence in the hub. The new Hub site means more internal space can be provided, presenting an opportunity to accommodate health services provided by the Sussex Community NHS Foundation Trust (SCFT), in addition to a new GP practice and pharmacy. The re-inclusion of SCFT strengthens the wider community benefits of the hub and supports the viability of the Hub’s business case through increased rental income. Despite the coronavirus pandemic understandably having an impact on Health partners’ capacity to engage with the Moulsecoomb Hub project, we have been able to positively progress discussions with these partners.
- 3.20 The relocation of the Hub has resulted in a reduction in the size of the land being appropriated. This will reduce the market value of the land but has no overall effect on the opportunity cost of the project, as reported previously. The market value and opportunity cost are similar, and this does not have an impact on the overall viability of the Hub project.
- 3.21 Other changes to the Hub based on consultation and engagement feedback include:
- A dedicated street-level entrance to Youth Facilities located on the ‘Active’ side of the building, where the new sports facilities and skate park will be located;
  - A café located on the ‘Quiet’ side of the hub, with street level access and shared public realm space with the neighbouring Children’s Centre.
  - Shared and bespoke reception and facilities to support a range of services with differing access and security requirements.
- 3.22 Floorplans showing service locations in the building are included as an appendix to this report. These are not detailed designs at this stage and are to show where services will be based in relation to each other.
- 3.23 The financial position of the hub’s business case is largely unchanged, and it remains a viable project. As previously reported, the hub will be funded through a combination of existing capital budgets, capital receipts associated with the appropriation of land from the General Fund to the HRA, and borrowing against the hub’s income. The table below shows the level of funding from each source.

Funding Source	Funding Amount
Existing Capital Budgets	£3,600,000
Appropriation Value (Opportunity Cost)	£7,320,000
Borrowing	£5,880,000
<b>Total</b>	<b>£16,800,000</b>

The existing Capital budgets are made up of £1.5m previously allocated to the project and three annual contributions of £0.7m (totalling £2.1m) from the Asset Management Fund over the next three financial years. The appropriation value is unchanged from the previous report and represents the opportunity cost of the project. Borrowing will be funded against new income from the hub.

3.24 The table below shows the initial high-level costs presented in the previous committee report, alongside the costs associated with the new masterplan.

Description	April '20 Cost	Current Cost	Difference	Variation
Neighbourhood Hub	£7,500,000	£7,750,000	£250,000	3%
Public Realm	£200,000	£200,000	£0	0%
Sports Facilities	£750,000	£750,000	£0	0%
Skate Park	£0	£430,000	£430,000	N/A
Portslade 6th Form	£4,000,000	£3,800,000	£-200,000	-5%
Professional Fees & Surveys	£1,500,000	£1,500,000	£0	0%
Relocation Costs	£400,000	£400,000	£0	0%
Risk Allowance (10%)	£1,500,000	£1,500,000	£0	0%
Project Management	£470,000	£470,000	£0	0%
<b>Total</b>	<b>£16,320,000</b>	<b>£16,800,000</b>	<b>£480,000</b>	<b>3%</b>

3.25 The difference of £0.480m results mainly from the inclusion of a skatepark adjacent to the Neighbourhood Hub, The skatepark emerged as a clear priority through the Planning For Real sessions, and is viewed as a key benefit to the local community as well as supporting council priorities to encourage active lifestyles and healthy living.

### Former Portslade Sixth Form Redevelopment

3.26 On 28<sup>th</sup> January 2021 the Council received consent from the Department for Education's Secretary of State for a change of use of the former Portslade Sixth Form site. This allows for the redevelopment of the site into council offices to accommodate the social workers currently based in Moulsecoomb, releasing the land for housing development. This has removed a significant risk and dependency from the project and is a positive outcome.

3.27 Consent included two conditions with financial implications for the scheme. These conditions are to provide a new play area for children in the local area, and a financial contribution to local schools. The cost of meeting these conditions were budgeted for in the original business case and do not create a financial pressure for the project.

3.28 The development of the former Portslade Sixth Form site will be considered as part of the wider office accommodation strategy being developed by the Ways of Working group, which supports the council's recovery from the coronavirus pandemic, creating opportunities that provide staff with more flexibility and choice over how and where they work.

## **Public Realm & Sports Facilities**

- 3.29 A range of ideas were put forward by residents and community groups as part of the consultation process in terms of public realm facilities surrounding the new Hub and Housing scheme. New 3G pitches, a gymnastics facility, a skatepark, children's play areas, and community gardens were the most popular suggestions. These suggestions have been incorporated into the masterplan (appendix 1).
- 3.30 The Public Realm working group, shown as part of the wider client group in the governance structure above, are working with an Urban Design consultant to finalise the scheme and ensure it aligns with the Hub & Housing developments, enhancing the overall area, and can be delivered within budget.
- 3.31 The proposed gymnastics facility forms a part of the Brighton & Hove Sports Facilities Investment Plan and will be developed independently of the wider scheme subject to a separate approval process and committee agreement.
- 3.32 The public realm will emphasise biodiversity and landscape enhancements which will create a variety of external spaces for use by the residents and users of the new hub building. Early design concepts include pocket parks, children's play areas, and green parking.

## **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 The previous iteration of the masterplan has been superseded following consultation and engagement with community groups, residents and the Design: South East panel. The options considered during the scoping phase of the project were set out in the previous committee report and have not changed.
- 4.2 The housing element of the scheme could be funded through Right to Buy receipts, however, these are currently allocated to other projects within the housing supply programme. Due to the construction value of the Moulsecomb project it is unlikely enough would be available to fully subsidise the scheme as proposed, and the council is not able to use them on a project in receipt of Homes England funding.
- 4.3 Potential bids for infrastructure funding to support the initial site preparation works and abnormal works to de-risk the site are also being reviewed.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Changes to the masterplan were made following an extensive consultation and engagement exercise with residents and community groups. Consultation was based on the Planning for Real model, and a series of workshops facilitated by Design: South East.
- 5.2 The Planning for Real and Design: South East recommendations are included as appendixes to this report, providing further commentary and rationale for the changes.



- 5.3 Officers are currently developing content for a project website, which will provide access to the masterplan, the engagement reports and recommendations, and provide further opportunity for local residents to engage with the process. The website will incorporate learning from the recent successful Whole Estate Plan consultation process, as well as look to similar schemes such as Preston Barracks.

## **6. CONCLUSION**

- 6.1 This report provides an update to members a year after approval was provided to proceed with the Moulsecoomb Neighbourhood Hub & Housing scheme. Changes to proposals are based on the feedback received from local residents through a series of engagement sessions, as well as a series of workshops facilitated by Design: South East.
- 6.2 The updated timeline reflects the need to re-programme changes to the new masterplan, and accounts for delays caused by the coronavirus pandemic.
- 6.3 Receiving consent for change of use of the Former Portslade Sixth Form site has removed a significant dependency risk from the project.
- 6.4 Further and separate reports detailing the individual housing schemes will be presented at a future committee.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 As approved by Policy & resources Committee in April 2020 the land appropriation between the General Fund and the HRA is based on the funding gap for the General Fund. This is currently estimated to be £7.320m, which has been tested and validated by an external valuer.
- 7.2 The appropriation of the land will be carried out over three phases. The first appropriation will be for £3.000m with the remaining amount reviewed in line with the latest funding arrangements and appropriated in line with the programme delivery timeline.
- 7.3 The appropriation of land is to be funded from HRA borrowing, the cost of borrowing will be funded from existing resources as outlined in the committee paper from April 2020. The financing expenditure has been included in the HRA's 30 year business plan, which was noted by Housing Committee on 13 January 2021 as part of the 2021/22 HRA budget paper.
- 7.4 Housing financial appraisals are being kept under review to ensure value for money is being achieved and that a viable project can be presented. Detailed financial appraisals including budget requests will be made in September 2021 when the schemes are due to be presented to Housing Committee and P&R for phases 1 and 2. These appraisals will consider the latest position with Homes

England following the discussion around a grant available to subsidise the project.

- 7.5 The cost to the General Fund, estimated at £16.8m, for the Neighbourhood Hub, refurbishment of Portslade 6<sup>th</sup> form, sports facilities and the skatepark, will be met from a combination of corporate capital funding, borrowing and the capital receipts value associated with the appropriation of the land from the HRA. The corporate capital funding will be met from annual contributions from the Asset Management Fund already approved at previous P&R Committees. The cost of borrowing will be met from new income generated at the Hub from rental of office and commercial space. Negotiations are ongoing with potential occupants of the new space.
- 7.6 The change of use consent for the former Portslade Sixth Form site development requires the provision of a new play area for children in the local area, and a financial contribution to local schools based on pupil numbers within the radius of the site. This cost has been factored into the £16.8m cost for the General Fund.
- 7.7 The annual premises running costs for the Neighbourhood Hub and the former Portslade sixth form site will be met from existing revenue budgets associated with the sites that will be vacated and appropriated to the HRA.

*Finance Officer Consulted: Rob Allen / Craig Garoghan Date: 04/02/21*

Legal Implications:

- 7.8 There are no legal implications arising from this report which notes progress of the scheme. Department for Education consent for a change of use of the former Portslade Sixth Form site is conditional upon the actions set out in paragraph 3.24 of the report and therefore these conditions must be complied with in order for the change of use to be effective.

*Lawyer Consulted: Elizabeth Culbert*

*Date: 31/01/21*

Equalities Implications:

- 7.9 Equalities Impact Assessments will be completed for all elements of this project as part of the design and planning stage of proposals. Feedback from communities and residents gathered through the Planning For Real sessions that relates to Equalities issues has been incorporated into proposals
- 7.10 The housing scheme currently delivers 7 wheelchair accessible homes. This is under review to increase the numbers further as the scheme develops. Each fully wheelchair accessible home will have their own allocated parking space.
- 7.11 The new hub and the surrounding public realm spaces will all be fully accessible and designed for people with disabilities. Careful consideration is being given to colour and material selection for people with visual impairments both inside the building and in the design of external spaces, for example in providing raised beds for growing vegetables for people in wheelchairs.

### Sustainability Implications:

- 7.12 This project supports corporate sustainability priorities by investing in sustainable construction methods and low carbon energy supply such as solar panels, and ground source heat pumps avoiding the use of gas for heating. Opportunities to promote bio-diversity are also being considered by the Design Team for example using recycled materials from the buildings which are being demolished in gabion walls to create 'insect hotels'. It is also proposed to use timber from the demolished buildings to create benches or other features in the new public realm areas.
- 7.13 A Whole Life Carbon Assessor is being appointed to the project so a full understanding of the carbon impacts of the project will be understood and strategies developed for meeting the council's draft Zero Carbon New Homes Policy. A carbon design calculator is also being used during the design process which will inform a more sustainable choice of building materials. Further examples are the aim to reduce the amount of concrete used in the scheme and if steel is used to ensure that it is sourced from suppliers using low carbon electric arc furnaces rather than traditional high carbon coal fired furnaces
- 7.14 Sustainable and low carbon elements of the existing infrastructure will be reused or repurposed. For example, the project is currently exploring the feasibility of relocating the solar panels on the roof of Moulsecomb Hub north & South to the refurbished former Portslade Sixth Form site.

### Brexit Implications:

- 7.15 Construction and labour costs may be affected by Brexit depending on the clarification of details of recent trade negotiations. This consideration is mitigated through a budget risk allowance detailed in the business case summaries of this report

### Crime & Disorder Implications:

- 7.5 Providing dedicated Community and Youth space in the new neighbourhood hub supports the local agenda to reduce antisocial behaviour.

### Risk and Opportunity Management Implications:

- 7.6 The project follows corporate guidance and practice in terms of risk and opportunity management. Risk registers are in place for all elements of the project, and project/programme governance is in place to oversee mitigation and escalation as required.

### Public Health Implications:

- 7.7 Issues relating to Public Health are aligned to priorities in the Moulsecomb Bevendean Neighbourhood Action Plan and data from the Local Insight report relating to Moulsecomb & Bevendean. Additional risk assessments are in place where relevant and in relation to the coronavirus pandemic.

The project is incorporating public realm spaces which will encourage exercise and promote a healthy lifestyle, for example the all weather 3g pitches, a skate park, children play area and various spaces for walking and cycling.

All relevant elements of the scheme are subject to full risk assessments to ensure covid-safe working environments for council staff, residents and contractors.

The design of the Health element of the new Neighbourhood hub accommodates the space required to support recovery from the current pandemic and safeguard against any potential future pandemics.

Corporate / Citywide Implications:

- 7.8 These proposals support corporate and citywide priorities relating to Housing, Carbon Neutral targets, and Community Wealth building as described in the body of the report.

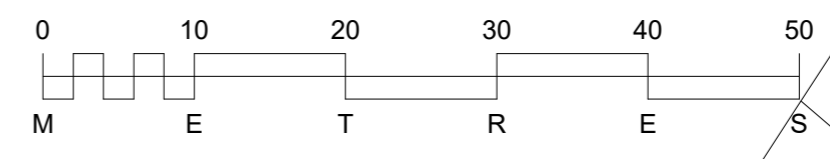
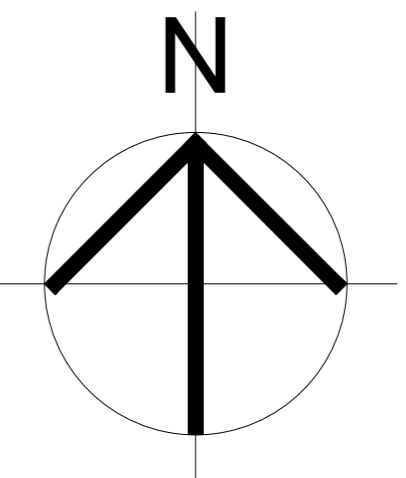
## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Masterplan: Moulsecoomb Neighbourhood Hub & Housing Scheme
2. Neighbourhood Hub: Room Adjacencies
3. Planning For Real Summary Report



SCHOOL PLAYING FIELD- include marking out to compensate for temporary loss of sports facility as a result of Housing Site 1 build until completion of Site 3 Sports Facilities Provision.



REV	DATE	DESCRIPTION

Drawing Status  
**Preliminary**



Brighton & Hove City Council  
Property & Design  
Hove Town Hall, Norton Road  
Hove, East Sussex, BN3 3BQ  
Telephone: (01273) 290000

Project  
**Moulsecomb Masterplan  
Housing and Community Hub**

Title  
**Site Layout Plan as Proposed  
Block Plans**

Drawn By PT	Check 1	Check 2	Date Dec 2020
Project No. GEN257	Scale 1:500 at A1		
Drawing No. P-S-004			Revision

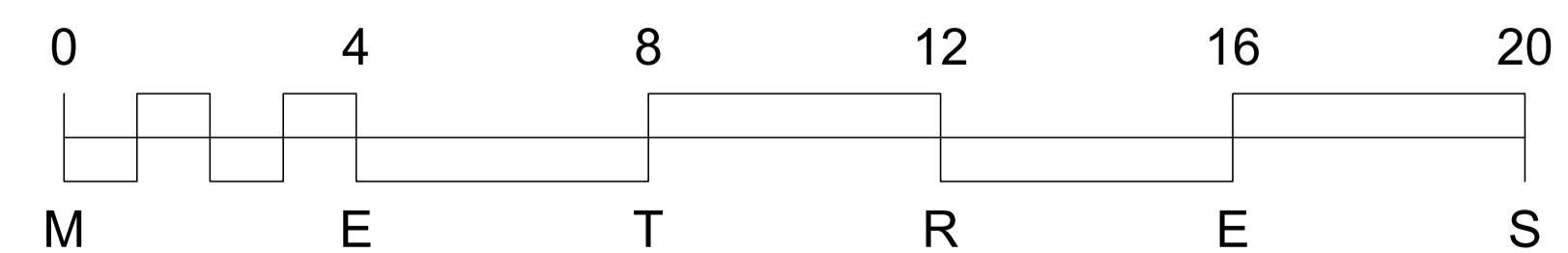
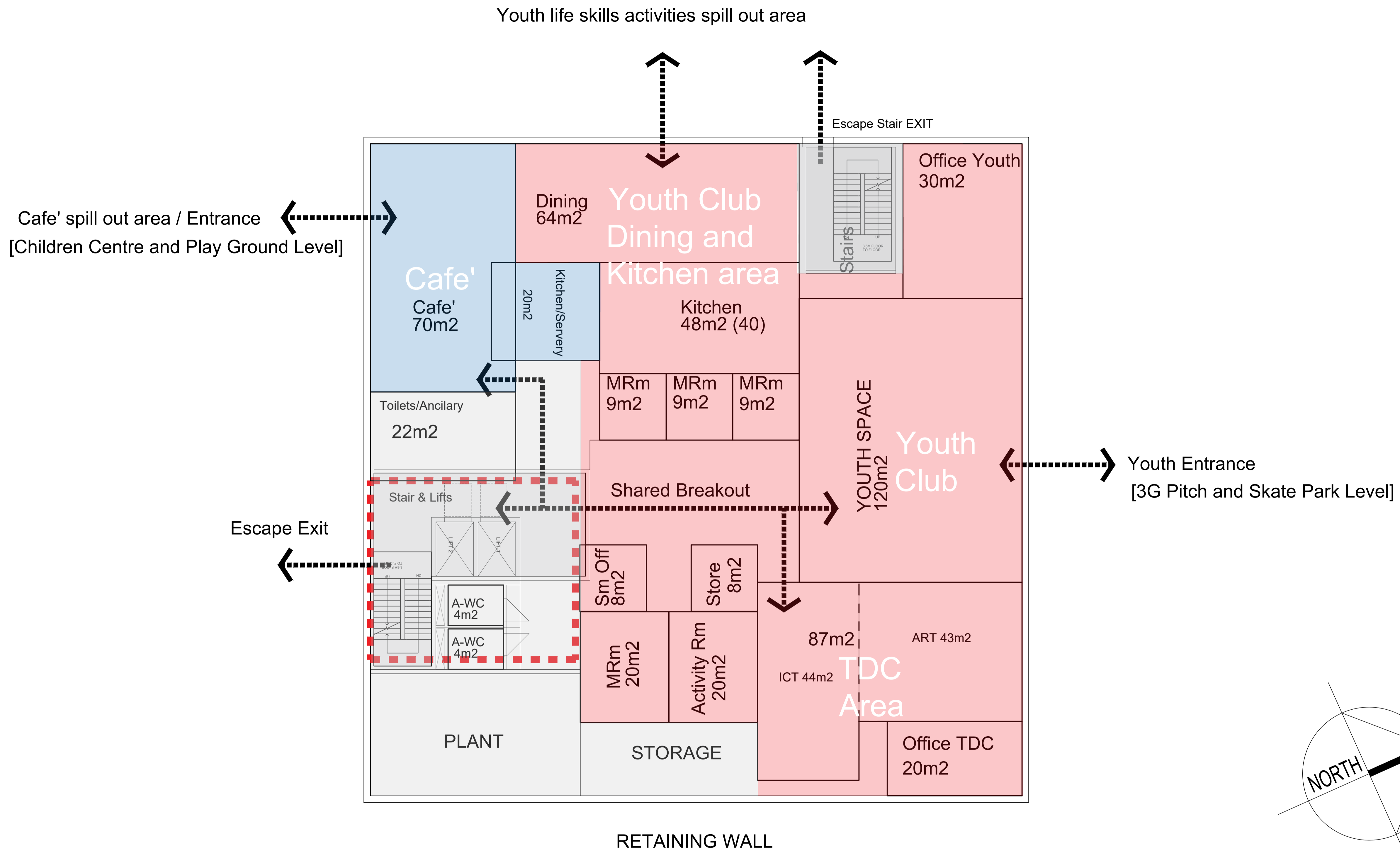
Site Layout Block Plan- As Proposed Scale 1-500 @A1

Phase 1 = Site 1 (A&B)  
Phase 2 = Sites 2, 3 & 4. Site 1C & Site 1D on completion of Hub

This drawing should be read in conjunction with all other drawings. Do not scale. All Dimensions must be site checked. Copyright © Brighton & Hove City Council.



# Youth & Adult education. Cafe'.



Level 0 - +0.0m - Lower Ground Level [+45.90 ASL]

REV	DATE	DESCRIPTION
C	10/12/20	Plan development - Hub Grp 10-12-2020
B	24/11/20	Services distribution revised - DTM1
A	24/09/20	Services distribution revised following relocation/ design of the hub building

Drawing Status  
**Preliminary**



Project  
**Moulsecoomb Masterplan**

Title  
**Moulsecoomb Hub  
Level 0 Lower Ground Floor Plan**

Drawn By	Check 1	Check 2	Date
SDM	PT	NM	March 2020

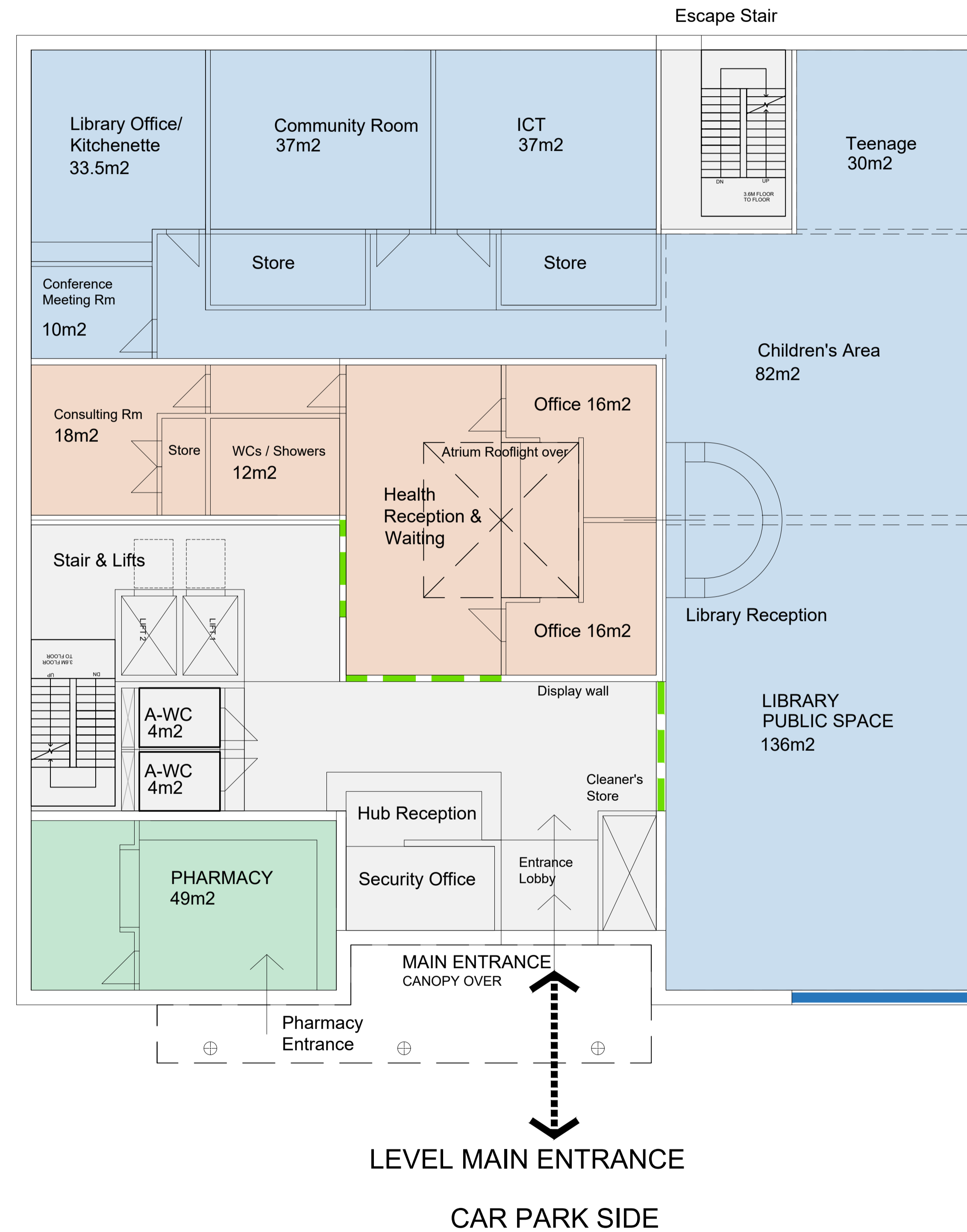
Project No.	Scale
GEN 257	1:100@A1

Drawing No.	Revision
SK 20200305-1	C

This drawing should be read in conjunction with all other drawings. Do not scale. All dimensions must be site checked. Copyright © Brighton & Hove City Council

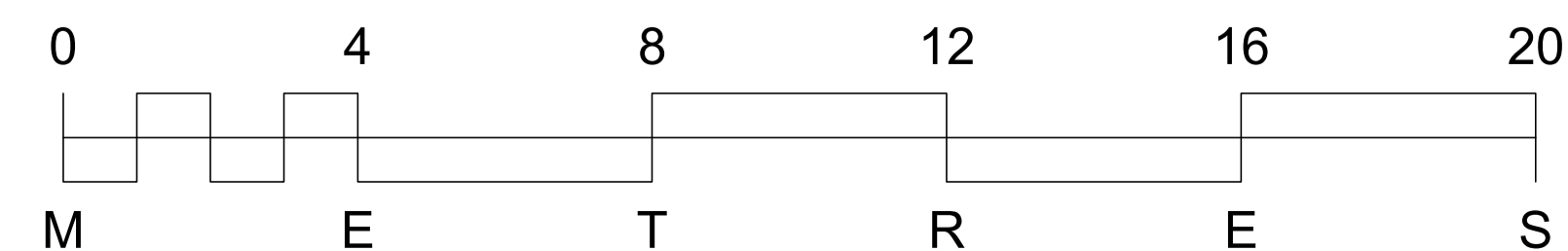
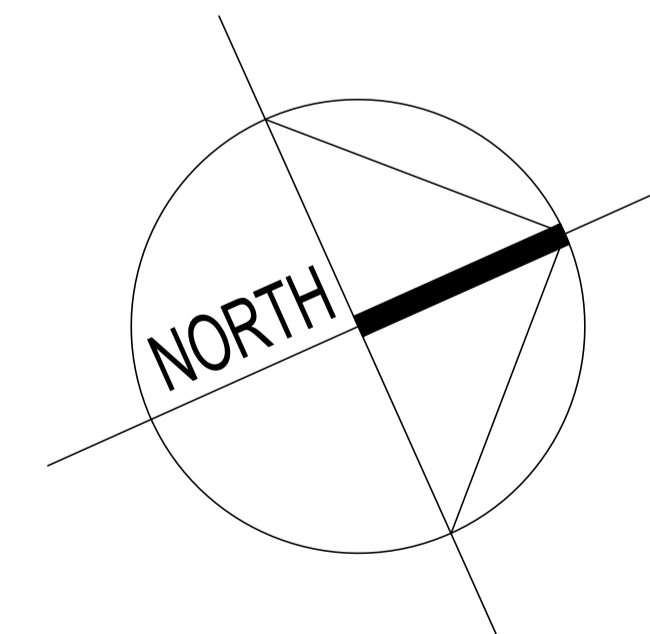
# Library & GP Entrance level

## Pharmacy



CHILDREN'S CENTRE FACING ELEVATION

HODSHROVE LANE FACING ELEVATION



Level 1 - +3.6m - Upper Ground Level [+49.50 ASL]

REV	DATE	DESCRIPTION
C	10/12/20	Plan development - Hub Grp 10-12-2020
B	24/11/20	Services distribution revised - DTM1
A	24/09/20	Services distribution revised following relocation/ design of the hub building

Drawing Status  
**Preliminary**



Brighton & Hove City Council  
Property & Design  
Hove Town Hall, Norton Road  
Hove, East Sussex BN3 3BQ  
Telephone (01273) 290000

Project  
**Moulsecoomb Masterplan**

Title  
**Moulsecoomb Hub  
Level 1 Floor Plan - Upper Grd Floor**

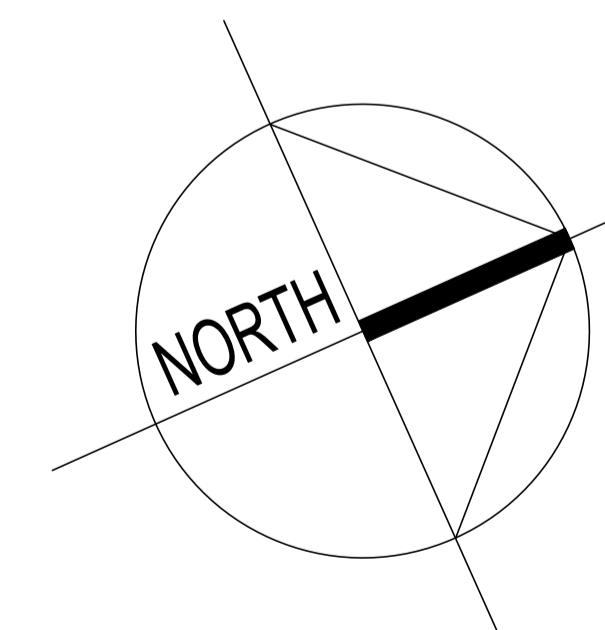
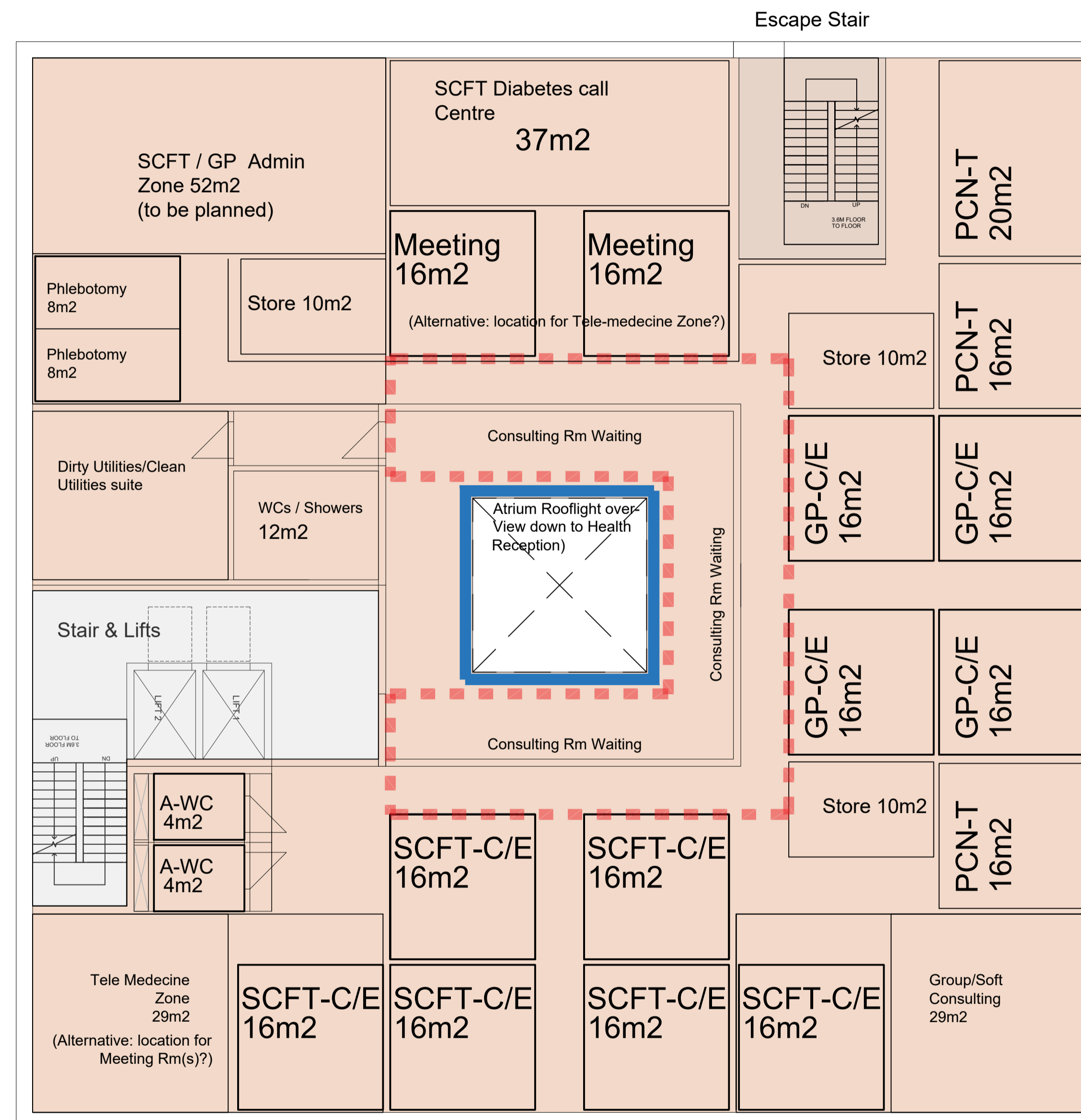
Drawn By: SDM  
Check 1: PT  
Check 2: NM  
Date: March 2020

Project No.: **GEN 257**  
Scale: 1:100@A1

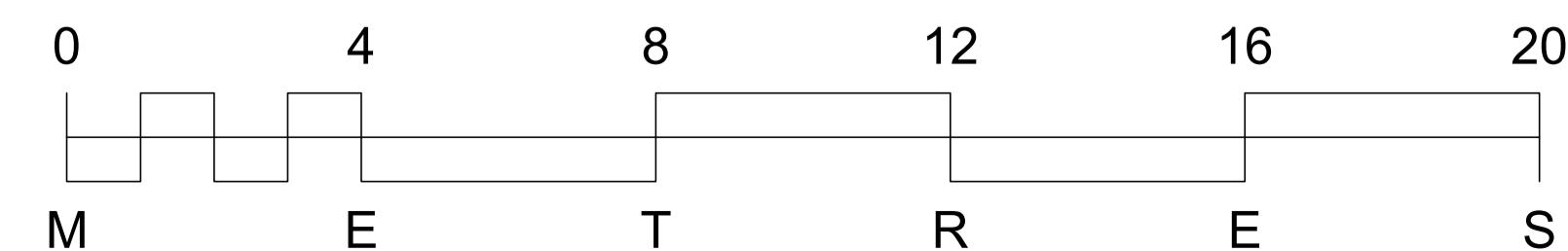
Drawing No.: **SK 20200305-2**  
Revision: **C**



# GP Surgery & SCFT.



Level 2 - +7.2m [+53.10 ASL]



REV	DATE	DESCRIPTION
C	10/12/20	Plan development - Hub Grp 10-12-2020
B	24/11/20	Services distribution revised - DTM1
A	24/09/20	Services distribution revised following relocation/design of the hub building

Drawing Status  
**Preliminary**

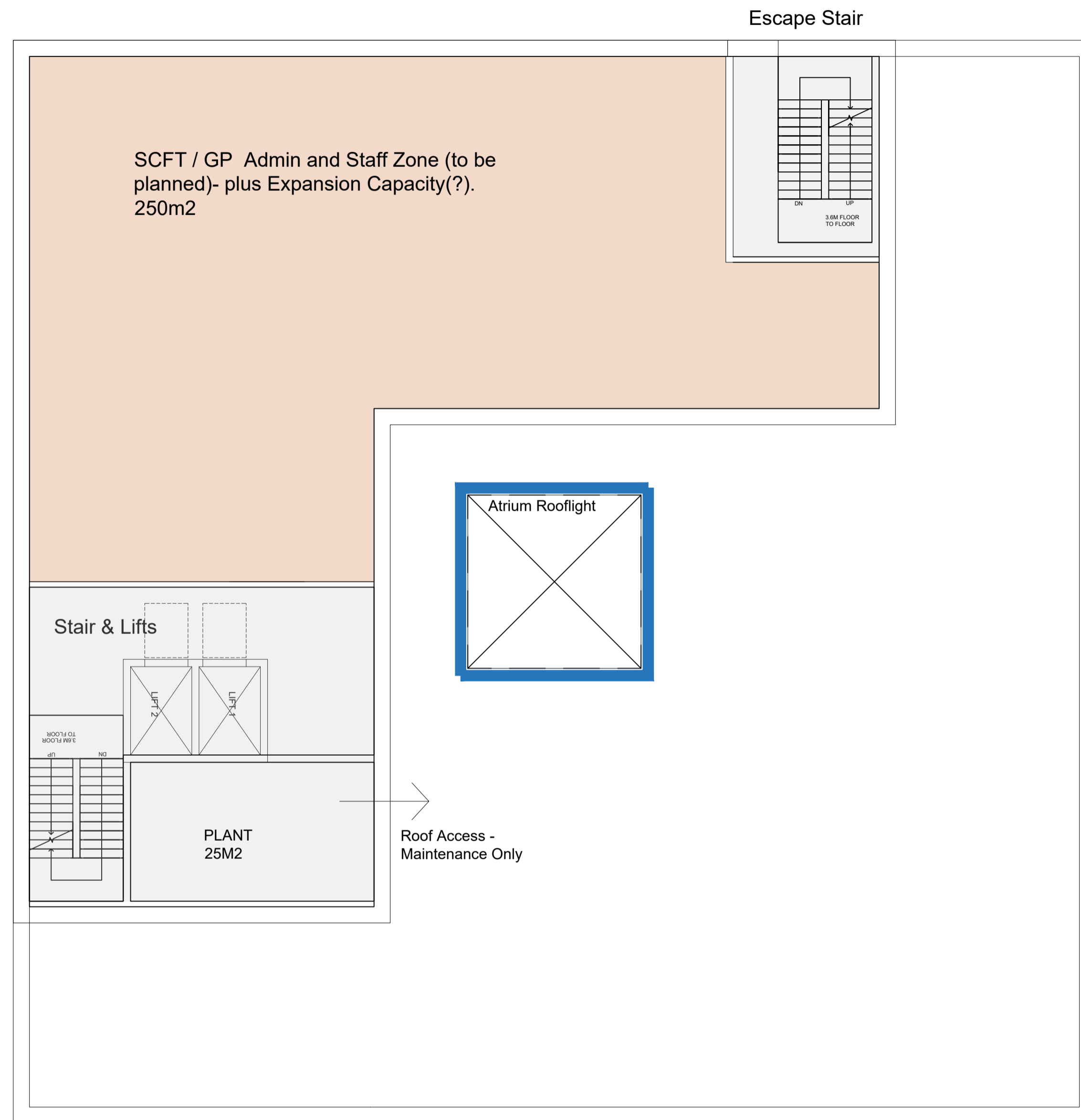


Project  
**Moulsecoomb Masterplan**

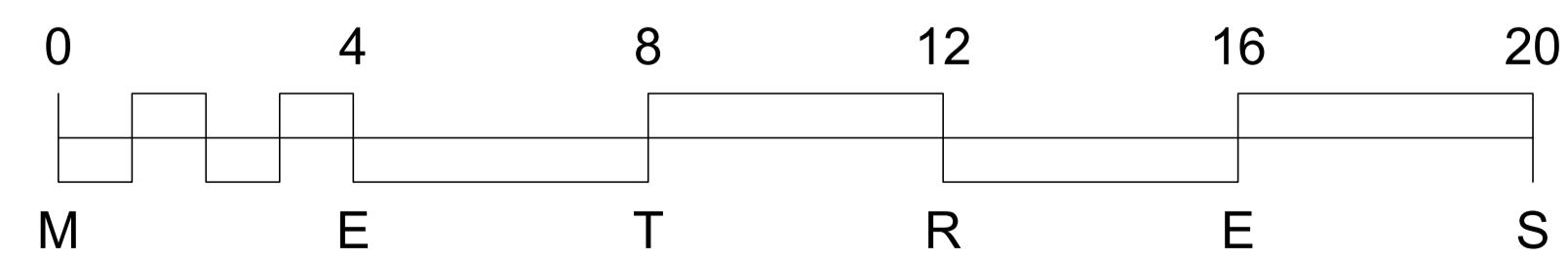
Title  
**Moulsecoomb Hub  
Level 2 Floor Plan**

Drawn By SDM	Check 1 PT	Check 2 NM	Date March 2020
Project No. <b>GEN 257</b>	Scale 1-100 @A1		
Drawing No. <b>SK 20200305-3</b>	Revision <b>C</b>		

This drawing should be read in conjunction with all other drawings. Do not scale. All dimensions must be site checked. Copyright © Brighton & Hove City Council.



Level 3 and Roof +10.8m [+56.70 ASL]



REV	DATE	DESCRIPTION
C	10/12/20	Plan development - Hub Grp 10-12-2020
B	24/11/20	Services distribution revised - DTM1
A	24/09/20	Services distribution revised following relocation/ design of the hub building

Drawing Status  
**Preliminary**



Project  
**Moulsecoomb Masterplan**

Title  
**Moulsecoomb Hub Level 3 & Roof Plan**

Drawn By	Check 1	Check 2	Date
SDM	PT	NM	March 2020
Project No.	Scale		Revision
<b>GEN 257</b>	1-100 @A1		
Drawing No.			Revision
<b>SK 20200305-4</b>			<b>C</b>

# Moulsecomb Hub & Housing Project

## Planning For Real Community Consultation

### You said - We did

### March 2021

#### What is Planning For Real?

Planning for Real is a nationally recognised community planning process which uses a 3D model of the area on which residents can register their views on a range of issues, make suggestions about what facilities and services they feel would improve their area, then work together to prioritise these suggestions.

#### When were the sessions?

We held 8 'suggestion sessions' in January and February 2020 at a variety of sites across the Moulsecomb area. These included: The Bevy; 67 Centre; Moulsecomb Primary School and St Georges Hall.

An additional 'prioritisation session' was held in March 2020, where groups highlighted which suggestions they felt should be prioritised.

#### Who took part?

- **224** individual participants recorded their attendance, but it is likely we missed recording every person who took part in the busy sessions.
- **1,700** individual suggestions were recorded

#### You said - We did

The below suggestions are those which were most popular at the 'suggestions sessions' or felt to be High or Med/High priority at the 'prioritisation session'. The 'How we are responding' sections mark ongoing work and are likely to be updated as the project progresses.

#### COMMUNITY SERVICES, FACILITIES & ACTIVITIES:

SERVICES MOST SUGGESTED	HOW WE'RE RESPONDING:
GP Surgery / GP Surgery & Pharmacy	All of these services are planned to be based in the new Community Hub building.
Youth Centre	
Library	
Community Café	

FACILITIES MOST SUGGESTED	HOW WE'RE RESPONDING:
Place to socialise & meet	Community Café in the Hub. Community Room available in the library for groups. Several outdoor meeting spaces planned, including play park, skate park, and seated areas.

Place to access Internet	The Library will provide free internet access.
Multi-purpose rentable space	The Adult Learning Space within the new Community Hub building will double as hireable multi-purpose community space.

<b>OTHER HIGH PRIORITY FACILITIES</b>	<b>HOW WE'RE RESPONDING:</b>
Teenage friendly areas	A new Youth Centre in the Community Hub will replace the 67 Centre. Several outdoor spaces suitable for young people are also planned. These include play areas, skate facilities, and new 3G pitches for sport.
Good News Centre need for new venue	As the Good News Centre's lease expires on the Hillside Centre the council's Estates Team is continuing to support them to find new accommodation in the area.

<b>OTHER KEY FACILITIES COMMENTS</b>	<b>HOW WE'RE RESPONDING:</b>
Moulsecoomb Hall should not be closed	The planned closure of Moulsecoomb Hall, is no longer a part of this project.
The Avenue GP Surgery should not be closed	The current proposal, subject to NHS approvals, is to move The Avenue GP Surgery into the new Community Hub building, approximately an 8min walk away from The Avenue. This will provide a bigger and better premises, enabling more doctors, nursing and other services. Note that more residents asked for the surgery to be based in the new Hub than to remain where it is at the moment.

<b>ACTIVITIES MOST SUGGESTED</b>	<b>HOW WE'RE RESPONDING:</b>
Tackling "food poverty" through a food bank, co-op, or Community Fridge.	A food bank is delivered from Moulsecoomb Children's Centre for families with children under 5. This being offered through a delivery service during the COVID pandemic.  The suggestions of a community fridge or co-op will be passed onto the Trust for Developing Communities (TDC) who will be managing the adult learning and hireable community spaces in the new Hub building.
Continue existing activities of the Good News Charity	As the Good News Centre's lease expires on the Hillside Centre the council's Estates Team is continuing to support them to find new accommodation in the area.
Teenagers have nothing to do	A new Youth Centre in the Community Hub will replace the 67 Centre. Several outdoor spaces suitable for young people are also planned. These include play areas, skate facilities, and new 3G pitches for sport.

## HEALTH & WELLBEING:

MOST SUGGESTED	HOW WE'RE RESPONDING:
Mental Health Support including for young people	<p>GPs are often the first point of contact for mental health support, and the new GP Surgery in the Community Hub will bring more GP provision to the area.</p> <p>Youth work will be provided from the Community Hub, this is seen by many young people as supporting mental health. The Youth Service also makes referrals to Child and Adolescent Mental Health Services (CAMHS), and the Survivors' Network when appropriate.</p> <p>The suggestion of more mental health support being delivered in the area has been passed onto colleagues in the NHS who commission these services.</p>
NHS Dentist	<p>The suggestion of an NHS Dentist being based in the area has been passed onto colleagues in the NHS who commission these services.</p>
Advice about health eating and fruit and veg box scheme.	<p>Sussex Community Foundation Trust (SCFT) will provide services from the new Hub that encourage healthy eating promotion. For example the diabetes clinic will have dietetic and nutritional health elements.</p> <p>Both the new GP practice and SCFT will have a focus on the active promotion of good health. They would look to work with other services within the new Hub and are excited about the enhanced opportunity to work with the community and other neighbourhood organisations (eg The Bevy) to support healthy eating.</p> <p>Healthy eating advice and cooking sessions for young people will continue to be delivered through Youth Services based in the new Hub building. Youth Services will also explore joint working with the Community Café also based in the Hub.</p>

## HOUSING:

MOST SUGGESTED	HOW WE'RE RESPONDING:
Housing needed for: families; people with disabilities and different levels of mobility; the elderly; flats for young people; and houses for first time buyers.	<p>The designs include a mixture of 1, 2, 3 and 4 bed homes across the development to meet a range of different needs. This includes fully wheelchair accessible homes where possible.</p>
Homes should be affordable or Council Housing / social housing for rent / social rent.	<p>All homes will be owned by the council and let through the Home move register. The project team are applying for</p>

	subsidy from Homes England to keep rents as affordable as possible.
Homes should be energy efficient incorporating renewable / sustainable energy sources.	The housing is meeting high sustainability standards and includes solar PVs on the roof, ground source heat pumps for heating and hot water as well as some electric car charging points.
Housing should be designed to meet the needs of families; older people; children and teenagers.	A range of housing is being provided to meet different needs. The whole scheme has been developed to create a mixed community.

<b>OTHER HIGH PRIORITIES</b>	<b>HOW WE'RE RESPONDING:</b>
Concerns around height of new housing	Discussions at the Planning For Real sessions led to the design team working with the level changes across the site, placing higher buildings further down the slope of Hodshrove Lane, to minimise the impact of the new buildings on residents and views. Some height is required in places to keep the project viable and improve the public realm spaces.

#### **LEISURE & RECREATION:**

<b>MOST SUGGESTED</b>	<b>HOW WE'RE RESPONDING:</b>
Gymnastics club / facility	This suggestion has been passed on to Sports & Leisure Service in BHCC.  A new gymnastics facility is under consideration as part of Sports Facilities Investment Plan. The plan is due for public release in Spring 2021.
Skate Park	An outdoor skate facility is planned.
Outdoor Keep Fit	An outdoor keep fit area is planned.
Swimming Pool	This suggestion has been passed on to Sports & Leisure Service in BHCC.  Swimming Pool provision across the city is being reviewed as part of the Sports Facilities Investment Plan. The plan is due for public release in Spring 2021.  Swimming pool provision is historically financially unsustainable alone so would need to be part of a bigger development.
Playground	Play will be incorporated into the scheme but less dedicated play spaces and more informal play with inclusive play elements that encourage children to play.

Football Area	Two new small-sided floodlit “3G” football pitches are planned.
Sprung dance floor	At the time of consultation, the closure of Moulsecoomb Hall, which has a sprung dance floor, was planned. The hall’s closure is no longer a part of this project, so the sprung dance floor remains available.

OTHER HIGH PRIORITIES	HOW WE'RE RESPONDING:
More Activities For Young People	A new Youth Centre in the Neighbourhood Hub will replace the 67 Centre. Several outdoor spaces suitable for young people are also planned. These include a play areas, skate facilities, and new small-sided 3G football pitches.
Fitness / Exercise group for all ages	An outdoor keep fit area is planned. Moulsecoomb Community Leisure Centre and Boxing Club remain open throughout this project.

## PUBLIC REALM:

MOST SUGGESTED & HIGH PRIORITY SPACES	HOW WE'RE RESPONDING:
Food Growing Space	Plans are being considered to incorporate food growing spaces particularly herb gardens.
Different types of “garden”, eg community, sensory and forest	These newly created spaces will provide a mix of both open/communal areas as well as private and semi private spaces for residents.
Area for community events	The new Community Hub would provide large and flexible spaces for community events.
Areas for young people and children	Play will be incorporated into the scheme but less dedicated play spaces and more informal play with inclusive play elements that encourage children to play.
Meeting Place	Throughout the scheme there will be places that people can meet including the Community Hub café, and many outdoor spaces.

MOST SUGGESTED & HIGH PRIORITY ENVIRONMENTAL ENHANCEMENTS	HOW WE'RE RESPONDING:
Green Roofs	A green roof is under consideration for the new Hub and this may also be appropriate for the housing.
Tree Planting	Trees will be retained where possible and new trees will be planted.
Wildflower Meadow	There are plans to incorporate a meadow bank into the scheme.
Street Flower Beds	These are being explored with consideration of low maintenance options.

<b>MOST SUGGESTED &amp; HIGH PRIORITY SAFETY ISSUES</b>	<b>HOW WE'RE RESPONDING:</b>
Improved Lighting	Lighting will be incorporated into the scheme to provide a safe environment that is not over-lit and disrupts residents.
More police foot patrols	This suggestion has been passed onto the Neighbourhood Policing Team at Sussex Police

<b>MOST SUGGESTED &amp; HIGH PRIORITY CONNECTIVITY / MOVEMENT NEEDS</b>	<b>HOW WE'RE RESPONDING:</b>
Cycle ways	Greener modes of transport are being encouraged through pedestrian and cycle friendly street design.
Footpaths suitable for people with disabilities	Accessibility is being taken into account throughout the scheme. Careful and thoughtful design has been given to include provision of generous, greened and raised safe routes that give pedestrian priority across the site including car parking and access roads, which facilitate safe movement to and from the buildings.
Link path as a means to being more connected.	Good pedestrian access is being planned throughout the site. This includes opening up a link through Hillside to provide better access to residents who live to the South of the development.

<b>MOST SUGGESTED &amp; HIGH PRIORITY APPEARANCE PROBLEMS IDENTIFIED</b>	<b>HOW WE'RE RESPONDING:</b>
More litter bins	These suggestions will be passed to the council's City Environment Service. They will be involved in the planning stages of the project.
Dog poop scoop bins	See above.
Ensuring the area is kept clean and tidy/clean up	See above.
Fly tipping / dumping predominantly in Hodshrove Wood, the area between Hodshrove Road and Birdham Road	See above.

## **TRAFFIC & TRANSPORT:**

<b>MOST SUGGESTED &amp; HIGH PRIORITY – TRANSPORT</b>	<b>HOW WE'RE RESPONDING:</b>
Getting people to the new Hub, particularly from Lower Bevendean. Also improve movement generally between Moulsecoomb and Bevendean.	<p>As Moulsecoomb rail station is some distance away the main public transport route is likely to be the bus. All the bus services in the area are run on a commercial basis.</p> <p>It would require additional council funding or developer contributions to be identified to provide a regular local service between Moulsecoomb and Bevendean. We are</p>



	<p>making enquiries with the council's Transport service about this process.</p> <p>The council is reviewing the City's bus network as part of the Post-COVID Recovery Plan which is a partnership of the Council and Transport Operators to plan the future network.</p>
Most requested transport method was a bus route between Moulsecomb and Bevendean followed by community transport.	Please see response above
Electric car charging points at the housing site and the Leisure Centre car park.	Electric car charging points are planned to be a part of the scheme.

<b>KEY PARKING CONCERNS</b>	<b>HOW WE'RE RESPONDING:</b>
If Hillside becomes an access road - concerns about extra traffic given existing parking problems. Suggestion for a resident parking scheme.	A small section of double yellow lines have recently been installed on the bend on Hillside as well as some on the junction with Lewes Rd. This area is within the 'event day' parking scheme and was recently reviewed with no changes or requests to change the parking from residents. A resident parking scheme would only be introduced if there was strong support from residents or ward councillors.
Concerns about too many parked cars around new housing site; cars / pedestrian conflict; increased pollution; need for disabled parking; new residents parking on existing residential roads.	<p>Adequate parking for the new properties, along with encouraging sustainable methods of transport are being worked into the design.</p> <p>Disabled bays are implemented on a request basis from residents within the vicinity that meet the criteria. A small number of general use disabled bays are implemented near shopping and leisure facilities which are usually time limited to encourage the turnover of vehicles.</p>
Leisure Centre / Hub car parks may require more parking provision and managed parking.	Managed parking is under consideration at the Leisure Centre.

<b>MOST SUGGESTED – PEDESTRIAN SAFETY</b>	<b>HOW WE'RE RESPONDING:</b>
New pedestrian crossing points on Moulsecomb Way & Lewes Road	This will be considered by the planners as part of the planning approval.

## **WORK, TRAINING & EDUCATION:**

<b>HIGH PRIORITY – EMPLOYMENT / TRAINING FOR EMPLOYMENT:</b>	<b>HOW WE'RE RESPONDING:</b>

Information about apprenticeships	<p>This suggestion has been passed on the Trust for Developing Communities who will offer adult learning from the new Hub.</p> <p>There will also be free internet access available in the new Hub from the Library, where library staff can assist in the use of computers if needed. This will give residents access to information on work and learning opportunities including apprenticeships.</p>
Local people to be employed and developed for local jobs	Trust for Developing Communities (TDC), who will manage community spaces and adult learning in the Hub, offer community volunteers skills & confidence through formal training and informal shadowing of community workers. In the past this has led to employment in the voluntary sector – e.g. community activists becoming social prescribers.
Job related training	The new Hub has adult learning spaces, including an IT suite. TDC offer IT training, including those who have English as a second language. This and other adult learning classes aim to improve employability.
Job Search Club	There is currently a job club project in Moulsecoomb at The Bevy, and Holy Nativity at Bevendean. The new Hub building offers another space that the job club could run from.
More opportunities to help people find work, and guidance and support for those starting work.	As well as the above, TDC are currently looking into employability support for people from Black, Asian and minority ethnic communities funded by the DWP and the European Social Fund.
Skills & Training Centre	Adult learning facilities are planned to be a part of the new Community Hub. Two multi-functional learning rooms are planned, set up to support art, IT and general learning. These spaces will be managed by the Trust for Developing Communities (TDC) who run adult learning sessions in the area.

<b>HIGH PRIORITY – ENTERPRISE</b>	<b>HOW WE'RE RESPONDING:</b>
Encourage and support new enterprises	TDC support possible social enterprises emerging from community learning & community volunteering. At the moment they are connecting them to a social enterprise support organisation: <a href="https://www.unltd.org.uk/">https://www.unltd.org.uk/</a>

<b>HIGH PRIORITY – WIDER TRAINING / EVENING CLASSES:</b>	<b>HOW WE'RE RESPONDING:</b>
Adult education courses	Adult learning facilities are planned to be a part of the new Community Hub. These spaces will be managed by the Trust for Developing Communities (TDC) who run adult learning sessions in the area.
Different types of evening classes	See above. Evening classes will be run in the area by TDC.

<b>HIGH PRIORITY – INFORMATION:</b>	<b>HOW WE'RE RESPONDING:</b>
Somewhere to access information on work, training & education	As well as the adult learning offered by TDC, there will also be free internet access available in the new Hub from the Library, where library staff can assist in the use of computers if needed. This will give residents access to information on work and learning opportunities.



<b>HOUSING COMMITTEE</b>	<b>Agenda Item 148</b>
	Brighton & Hove City Council

<b>Subject:</b>	<b>Housing Committee workplan progress update and Housing performance report - Quarter 3, 2020/21</b>		
<b>Date of Meeting:</b>	<b>17 March 2021</b>		
<b>Report of:</b>	<b>Executive Director Housing, Neighbourhoods &amp; Communities</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 01273 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. SUMMARY AND POLICY CONTEXT:**

1.1 This report illustrates progress against Housing Committee work plan 2019-23 priorities and targets, as well as other Housing service targets. The report covers Quarter 3 of the financial year 2020/21 and is attached as Appendix 1.

1.2 Information highlights from the quarter include:

- **Customer feedback** – 104 compliments received from customers, and 67% of stage one complaints responded to within 10 working days
- **Private sector housing** – 17 empty homes returned to use
- **Major adaptations** – waiting times for applications were 20.9 weeks for private sector homes, and 6.0 weeks for council homes
- **Housing needs** – at end December, 225 people sleeping rough or at risk of doing so were accommodated as part of the Council’s Covid-19 response
- **Council housing management** – re-let times continue to be impacted by Covid-19 restrictions, and 46 homes were let in an average of 87 days
- **Council housing repairs and maintenance** – 98.2% of emergency repairs were completed within 24 hours and 77.0% of routine repairs were completed within 28 days.

**2. RECOMMENDATIONS:**

2.1 That Housing Committee notes the report.

### **3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 The report uses red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

### **4. COMMUNITY ENGAGEMENT AND CONSULTATION:**

- 4.1 This report will go to Area Panels in March 2021 for residents to comment and enquire upon. Changes have been made to this report based on feedback about the previous report at January Area Panels, including the addition of a new gas safety performance indicator for Seaside Homes properties.

### **5. FINANCIAL & OTHER IMPLICATIONS:**

#### Financial Implications:

- 5.1 The financial implications are contained in the report. An area of performance with significant financial effect is the ability to collect rents from tenants as well as the impact of the length of time that properties are empty. Over the last two years the percentage of rent collected has fallen in the HRA, and although the performance still compares favourably when benchmarked against other stock holding councils around the country, this is of concern and a review is underway to identify actions that will help to improve this. Indicator 15.1 shows that during the third quarter of 2020/21, rent arrears for current tenants have increased. The percentage of rent being collected is 96.41%. This compares to a collection figure of 97.14% a year ago at quarter 3 in 2019/20. It is difficult to establish how much of this decline is due to the pandemic or other underlying factors.
- 5.2 Indicator 15.15 shows that there are 305 empty council homes and 15.3 states that the average re-let time is 87 days when major works are excluded. At an average rent of approximately £93 per week, each empty property costs on average £8,091 in lost rent. As a result the budget for lost rent due to empty properties is forecast to overspend in 2020/21 by £0.200m. Empty properties also extends the time those on the Housing Register are waiting for council housing and increases the costs incurred on temporary accommodation. These delays have been largely caused by the pandemic and it is therefore imperative re-let times are improved going forward so that the HRA can maximise its rental income, reduce waiting times and reduce the costs of temporary accommodation in the general fund

*Finance Officer Consulted: Monica Brooks Date: 04/03/21*

#### Legal Implications:

- 5.2. There are no significant legal implications arising from this report which is for noting.

*Lawyer Consulted: Liz Woodley Date: 02/03/2021*

Equalities Implications:

- 5.3 There are no direct equalities implications arising from this report.

Sustainability Implications:

- 5.4 The average energy efficiency rating of council homes stands at 67.8 (out of a maximum of 100) and efforts to increase this rating contribute towards the council's sustainability commitments and help to reduce fuel poverty.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the police and other agencies.

Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 5.7 A large number of services were stopped or significantly impacted in March 2020 in order to comply with Coronavirus (Covid-19) restrictions.

Corporate or Citywide Implications:

- 5.8 There are no direct corporate or citywide implications arising from this report.

## **SUPPORTING DOCUMENTATION**

**Appendices:**

1. Housing Committee workplan progress update and Housing performance report - Quarter 3, 2020/21

**Background Documents:**

None





# Committee workplan progress update and Housing performance report

## Quarter 3 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 8 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

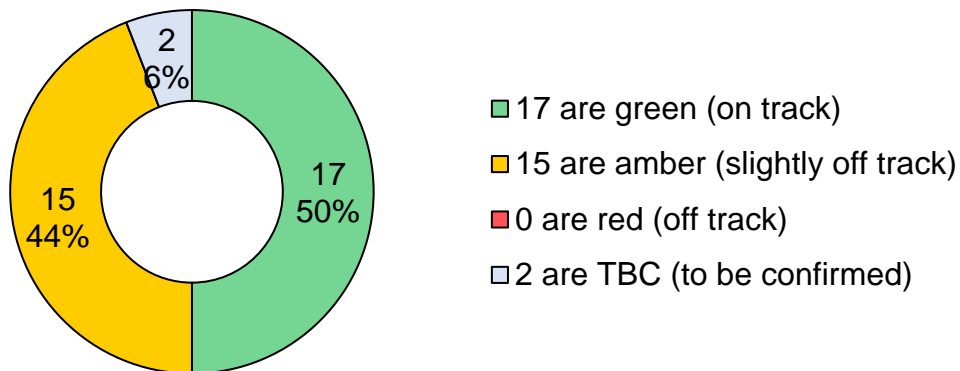
<b>Performance areas</b>	<b>Page</b>
<b>Housing Committee priorities and work plan</b>	
Additional council homes	4, 5, 8, 17
Other additional affordable homes	4
Council home buy backs	4, 8, 18
Right to Buy sales	5, 17
Sites identified for Community Land Trust development	5
Houses in Multiple Occupation (HMO) licensing	6, 15
Private sector housing 'requests for assistance' received	6

<b>Performance areas</b>	<b>Page</b>
Rough sleepers and Covid-19 placements	7, 16
Housing First placements	8
Energy efficiency rating of council homes	9, 21
Private sector empty homes returned to use	12, 15
<b>Performance indicators</b>	
<b>Customer feedback</b>	
Compliments and complaints – all Housing Services	14
<b>Housing major adaptations</b>	
Private sector housing adaptations	15
Council housing adaptations	15
<b>Housing Options and allocations</b>	
Homelessness preventions	15
Homelessness acceptances	15
Social housing waiting list	15
<b>Temporary accommodation</b>	
Households placed	16
Rent collected	16
<b>Council housing supply</b>	
Additional homes by rent level	17
<b>Council housing management</b>	
Rent collected	19
Universal Credit	19
Tenants evicted	19
Anti-social behaviour	19
Tenancies sustained	19
Empty homes and re-let times	20
<b>Council housing repairs and maintenance</b>	
Repairs completion times	20
Repairs appointments kept	20
Tenants satisfied with repairs	20
Repairs completed at first visit	20
Decent Homes Standard	21
Gas safety compliance	21
Lift breakdowns	21
<b>Leaseholder disputes</b>	
Leaseholder disputes	22







This housing performance report covers Quarter 3 (Q3) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

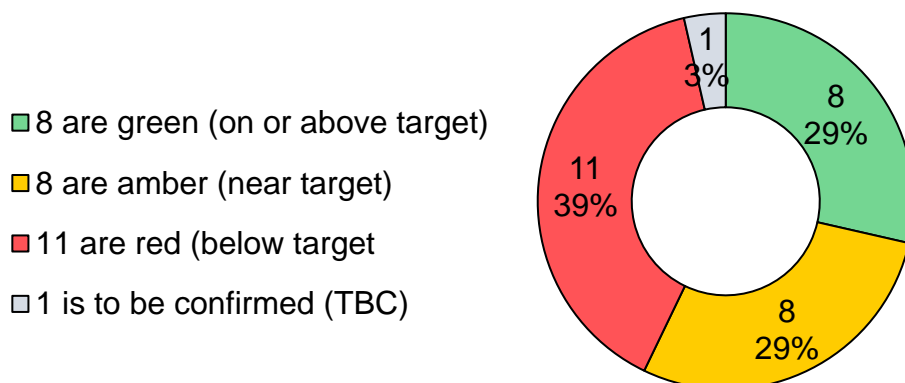
### Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- 
**Green – on or above target**  
 (8 indicators)
- 
**Improved since last time**  
 (12 indicators)
- 
**Amber – near target**  
 (8 indicators)
- 
**Same as last time**  
 (2 indicators)
- 
**Red – below target**  
 (11 indicators)
- 
**Poorer than last time**  
 (12 indicators)

### Performance indicators



## Part one: Housing Committee priorities and work plan 2019-23

### 1. Provide additional affordable homes

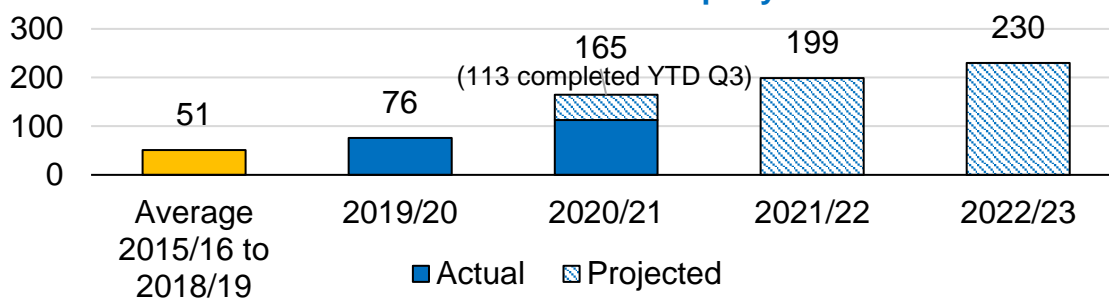
Regular updates on progress are provided to Housing Supply Member Board

**1.1 Slightly off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 670 homes projected for 2019 to 2023:

- 2020/21: 165 homes – buy backs (47), Next Steps Accommodation Programme (30), Hidden Homes (8), Buckley Close (12), Gladstone Court (38) and Hawkrigde Court (30)
- 2021/22: 199 homes – buy backs (90), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30) and Oxford Street (10)
- 2022/23: 230 homes – buy backs (50), Hidden Homes (10) and potential further schemes (180)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 168 Homes for Brighton & Hove dwellings)

**Additional council homes per year**

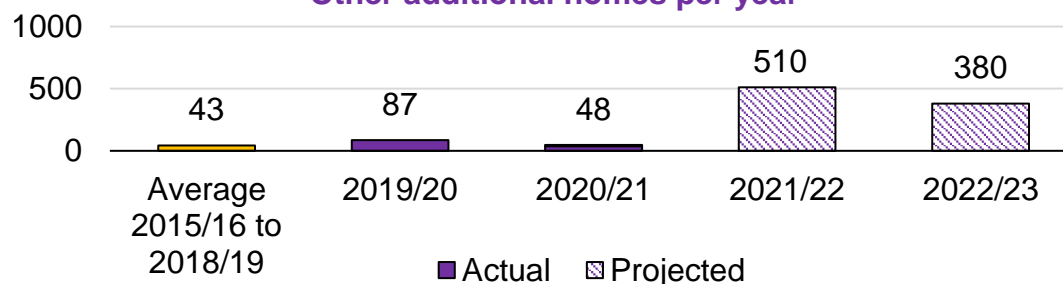


**1.2 On track:** Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,025 homes projected for 2019 to 2023 (311 rent and 714 shared ownership):

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 510 homes – Preston Barracks (245), Anston House (30), Edward Street (33), Eastergate Road (30) Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 380 homes – Dunster Close (5), Graham Avenue (125), Lyon Close (154), Hinton Close (4), and King's House (92)

**Other additional homes per year**



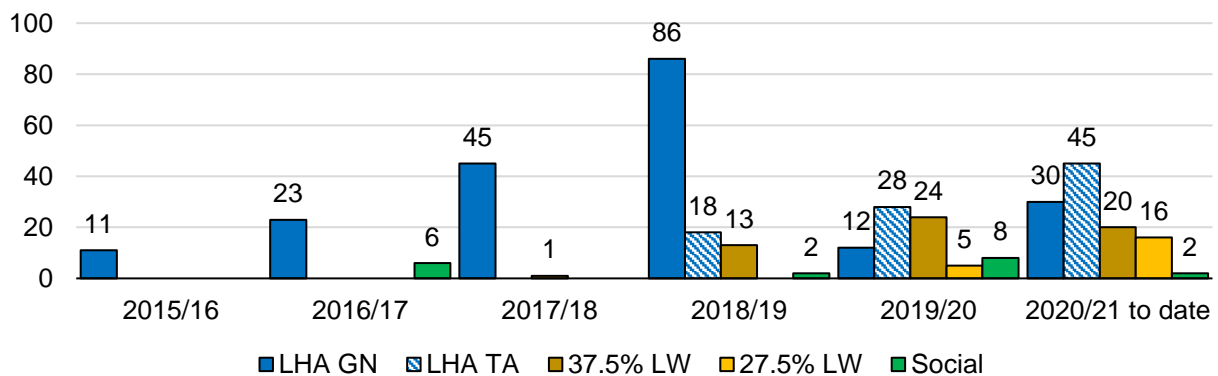
## 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

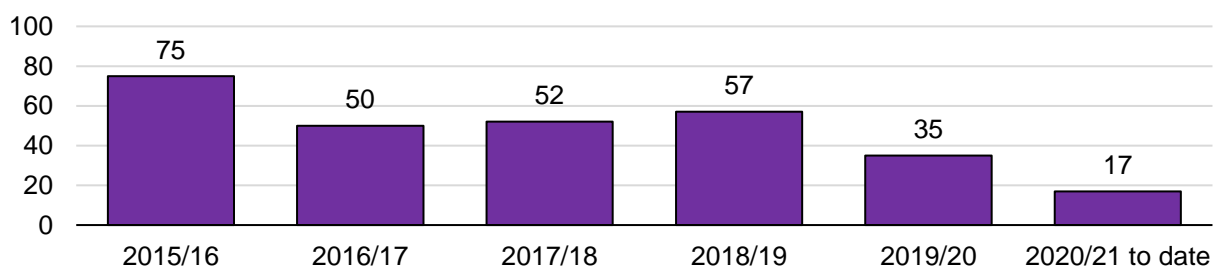
**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

56% (or 38 of the 68) new general needs council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (16) or 37.5% Living Wage rents (20). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



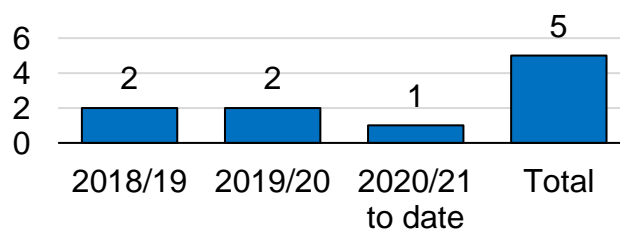
**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

**1.5 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

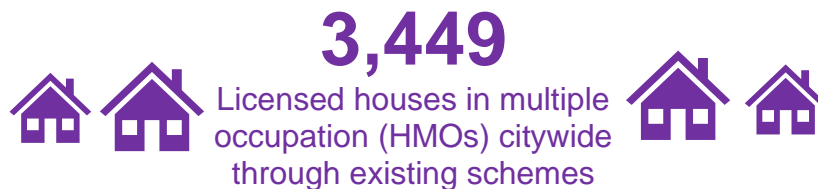
Sites identified



## 2. Improving private rented housing

**2.1 On track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for future Housing Committee



**2.2 Slightly off track:** Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

**2.3 Slightly off track:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

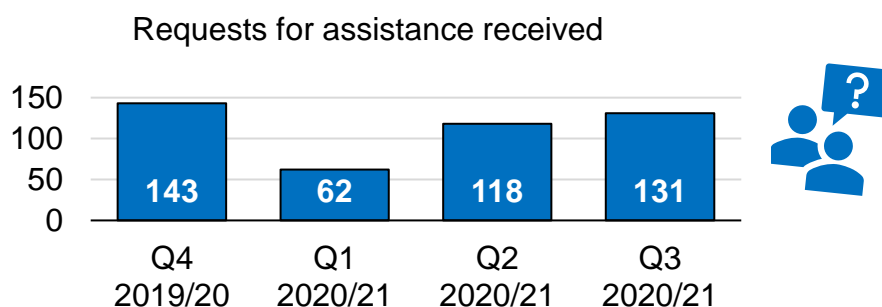
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

**2.4 Slightly off track:** Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

**2.5 Slightly off track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

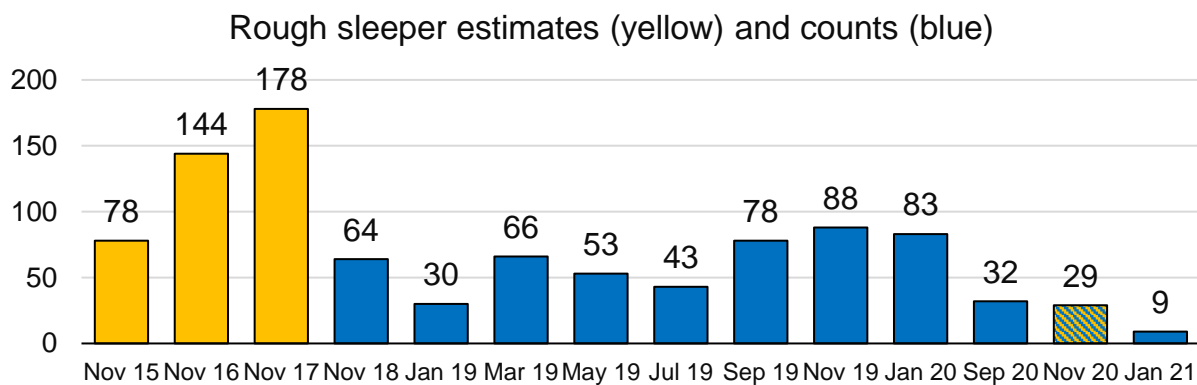
- Request for assistance top categories during Q3: disrepair (46%), dampness (16%) and neighbour nuisance (8%)



### 3. Alleviating homeless and rough sleeping

#### 3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 225 rough sleeper and Covid-19 short term placements at end December, down from 369 at end September
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in January, following detailed report approved at Housing (November) and Policy & Resources (January) committees
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compared them, staff capacity has not allowed this over the last few years.

#### 3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

#### 3.3 TBC: Provide a 365 day night shelter

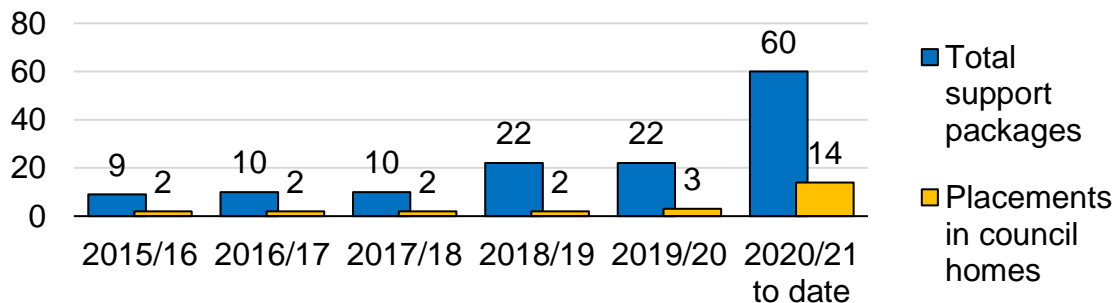
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

### 3. Alleviating homeless and rough sleeping

#### 3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

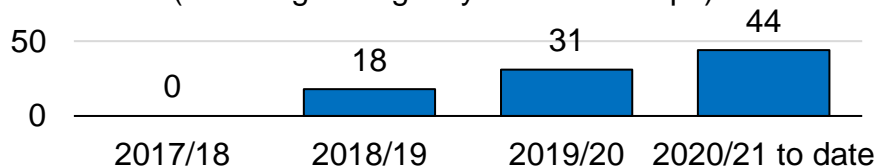
Cumulative people receiving Housing First support packages and those of which placed in council homes



#### 3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and works due for completion in February 2021
- Oxford Street refurbishment (10) – expected completion June 2021
- Buy backs – 27 of 90 are for temporary or Next Steps accommodation (9 during 2018/19, 12 during 2019/20 and 6 during 2020/21 to date)

Council owned temporary accommodation delivered (including emergency and Next Steps)



#### 3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed and the board is due to launch in spring 2021



## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021, including a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated annual tonnes  
of carbon emissions from  
council homes



**67.7**

Energy efficiency  
rating of council  
homes



**4.3 On track:** Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Solar Together Sussex collective buying scheme for private sector households auction launched October 2020 supported through council branding and promotion, including targeted mail out
- 1,183 households registered in Brighton & Hove with 221 accepting their offers. Installation of systems on these homes will take place up to May 2021

## 5. Improving council housing and community involvement

### 5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

### 5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

### 5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities
- Report to March 2021 Housing Committee

### 5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities
- Report to March 2021 Housing Committee

### 5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

## 6. Enabling more affordable home ownership

**6.1 On track:** Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units

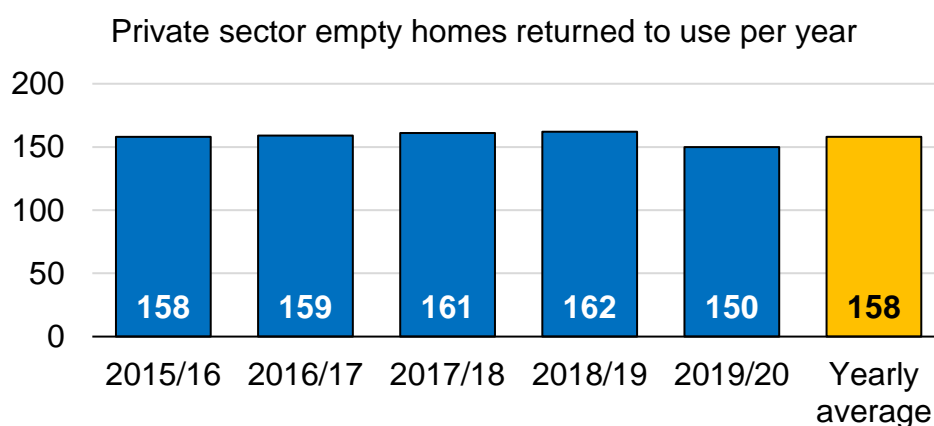
**6.2 Slightly off track:** Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde

## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 17 homes brought back into use during Q3 (or 82 during 2020/21 to date against a cumulative target of 120)



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

**7.3 Slightly off track:** Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

**8.2 Slightly off track:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort










- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues
- Council tenants' rent arrears have increased during Q3, from £1.7m at end September to £1.9m at end December







**8.3 Slightly off track:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues




## Part two: Performance indicators











The council is responsible for managing 11,673 council owned homes and 2,384 leaseholder homes, as well as providing temporary accommodation for 1,852 homeless households plus 225 rough sleeper and other households placed in hotels under Covid-19 urgency powers.

	Customer feedback – all Housing services	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
9.1	 Compliments received from customers	88	96	104		
9.2	 Stage one complaints responded to within 10 working days	80%	57% (44 of 77)	67% (64 of 96)		
9.3	Stage one complaints upheld	Info	43% (33 of 77)	48% (46 of 96)	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	38% (5 of 13)		




  Private sector housing	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	59	72	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	48.4% (996 of 2,056)	41.26% (798 of 1,934)		
10.3	Private sector empty homes returned to use	40	39	17		
<p>The Q2 figure above has increased since last reported (from 27 to 39) because Council Tax records have identified additional properties brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.</p>						

 Housing adaptations	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	20.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	7.2	6.0		

 Housing Needs – Housing Options and allocations	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
12.1	Households prevented from becoming homeless	202	158	174		
12.2	New households accepted as homeless	Info	54	42	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,771	7,123	n/a	n/a
<p>Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.</p>						

 Housing Needs – temporary accommodation	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,824	1,852	n/a	n/a
13.2 Rough Sleeper and Covid-19 short term placements	For info	369	225	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	75.15% (£2.16m of £2.87m)	75.67% (£3.29m of £4.34m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.66% (£3.60m of £3.77m)	95.02% (£5.58m of £5.87m)		
13.5  Rent collected for Seaside Homes	91%	92.86% (£2.37m of £2.55m)	91.73% (£3.30m of £3.59m)		
13.6 Empty temporary accommodation homes (all types)	For info	163	188	n/a	n/a
The indicator above previously counted only leased and Seaside homes, but now includes all types including emergency accommodation. At the end of Q3, the majority of empty homes are in block booked emergency accommodation (108) followed by leased (54) and Seaside Homes (13).					
13.7 <b>New:</b> Seaside Homes with a valid Landlord's Gas Safety Record	100%	100% (429 of 429)	98.60% (423 of 429)		
The next report will also include a gas safety indicator for leased temporary accommodation.					



 Council housing – supply		Q2 2020/21	Q3 2020/21
14.1	 Additional council homes	77	16
14.2	... at Local Housing Allowance rents	87% (67 of 77)	31% (5 of 16)
14.3	... at 37.5% Living Wage rents	1% (1 of 77)	19% (3 of 16)
14.4	... at 27.5% Living Wage rents	6% (5 of 77)	50% (8 of 16)
14.5	...at social rents	3% (2 of 77)	0% (0 of 16)
14.6	Council homes sold through the Right to Buy	6	3
Of the 17 homes sold during 2020/21 to date, 10 were flats (3 one bed, 5 two bed, 2 three bed) and 7 were houses (5 two bed, 1 three bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+71	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	+5
14.9	 Total council owned homes	11,660	11,673
Total stock includes 10,688 general needs, 877 seniors housing, 92 council owned temporary/emergency accommodation (including units not yet handed over, such as Gladstone Court), 5 Next Steps accommodation and 11 long term leases to housing associations. In addition to the 11,673 council owned dwellings there are 2,384 leaseholder and 499 Seaside Homes dwellings.			

## 14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21 to date	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>102</b>	<b>248</b>
Of which, became purchases	2	32	48	8	90
Council declined	1	13	11	11	36
Owner declined offer	1	5	11	2	19
Owner withdrew	1	3	11	9	24
Outcome pending	0	0	7	72	79

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21 to date	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>33</b>	<b>90</b>
... general needs social rent	0	0	1	2	3
... general needs 27.5% Living Wage	0	0	5	16	21
... general needs 37.5% Living Wage	1	5	24	8	38
... temporary housing at LHA rates	0	8	13	7	28










NB Performance for 2020/21 to date is 33 against an indicative target of 48 (64 for the whole year).






### Summary of all buy backs since start of programmes, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
90*	3	22	38	27	7 **	£0.249m	£163,000

\*Of which 78 are flats (4 studio, 29 one bed, 39 two bed, 6 three bed) and 12 are houses (3 two bed, 9 three bed).

















\*\*Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

	Council housing – management	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.1	 Rent collected from council tenants (end of year projection)	95%	96.68% (£51.1m of £52.8m)	96.41% (£51.4m of £53.3m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500						
15.2	 Tenants known to claim Universal Credit (UC)	For info	24% (2,674 of 11,328)	24% (2,776 of 11,309)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (699 of 1,492)	46% (719 of 1,559)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	71% (£1.2m of £1.7m)	68% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	209	155	n/a	n/a
15.8	Closed ASB cases	For info	182	176	n/a	n/a
15.9	Average days taken to close ASB cases	For info	111	112	n/a	n/a
15.10	Active ASB cases (quarter end)	For info	311	290	n/a	n/a
15.11	 Surveyed ASB victims satisfied with way their closed case was handled	85%	TBC	TBC	TBC	TBC
The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases. This work is progressing well, so the first results are expected to be available in the Q4 report.						
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (18 of 19)		

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.13	 Average re-let time (calendar days) excluding time spent in major works	21	96 (50 lets)	87 (46 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	For info	111 (50 lets)	120 (46 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	For info	230	305	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	99.1% (2,748 of 2,772)	98.2% (2,715 of 2,764)		
16.2	Routine repairs completed within 28 calendar days	92%	71.4% (1,882 of 2,636)	77.0% (2,192 of 2,847)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	33	32		
16.4	 Appointments kept as proportion of appointments made	97%	97.1% (7,149 of 7,359)	97.3% (9,395 of 9,657)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	97% (984 of 1,011)	95% 1,071 1,130		
16.6	Repairs completed at first visit	92%	93.7% (5,087 of 5,431)	90.1% (5,060 of 5,613)		
16.7	<b>New:</b> Repairs Helpdesk – calls answered	For info	96% (2,939 of 3,061)	95% (19,778 of 20,839)	n/a	n/a
16.8	<b>New:</b> Repairs Helpdesk – average call answering time (seconds)	For info	13	37	n/a	n/a

NB the Repairs Helpdesk returned to a full call answering service in September following the use of a voicemail system during the earlier part of the Covid-19 pandemic.

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.9	 Dwellings meeting Decent Homes Standard	100%	93.59% (10,912 of 11,660)	93.68% (10,935 of 11,673)		
16.10	Energy efficiency rating of homes (out of 100)	67.4	67.7	67.8		
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (9,996 of 9,996)	100% (10,004 of 10,004)		
16.12	 Lifts – average time taken (hours) to respond	2	3.3	2.6		
16.13	Lifts restored to service within 24 hours	95%	95% (143 of 151)	88% (139 of 158)		
16.14	Lifts – average time taken (days) to restore service when not within 24 hours	7	8	7		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. Contracts are now being mobilised and all contracts are due to be in place and operational from April 2021.

- **Major Capital Works framework (MCW) update**

Evaluation and moderation of bids for places on the framework have been completed and a consultation period with leaseholders will commence shortly. We anticipate the framework will be in place in April 2021.



## Leaseholder disputes

Q2 2020/21

Q3 2020/21

		Q2 2020/21	Q3 2020/21
17.1	Stage one disputes opened	3	28
17.2	Stage one disputes closed	2	14
17.3	Active stage one disputes (end quarter)	4	18
17.4	Stage two disputes opened	0	4
17.5	Stage two disputes closed	1	3
17.6	Active stage two disputes (end quarter)	1	2
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity (for example, the largest single active group dispute at stage one involves 36 leaseholders). The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this