

# Housing & New Homes Committee

Date:           **19 June 2019**

Time:           **4.00pm**

Venue           **Council Chamber, Hove Town Hall, Norton Road, Hove, BN3  
3BQ**

Members:   **Councillors:**Allcock (Chair), Brennan (Deputy Chair), Gibson  
(Opposition Spokesperson), Mears (Group Spokesperson),  
Atkinson, Barnett, Fowler, Heley, Hugh-Jones and Osborne

Contact:      **Shaun Hughes**  
Democratic Services Officer  
01273 290569  
shaun.hughes@brighton-hove.gov.uk

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# AGENDA

## 1 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.*

## 2 MINUTES OF THE PREVIOUS MEETING

7 - 24

To consider the minutes of the meeting held on 13 March 2019.

## 3 CHAIRS COMMUNICATIONS

## 4 CALL OVER

- (a) Items (7 - 13) 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.

## 5 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 13 June 2019;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 13 June 2019.

## 6 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.

## 7 CONSTITUTIONAL MATTERS

25 - 30

Constitutional Matters

Contact Officer: Shaun Hughes

Tel: 01273 290569

Ward Affected: All Wards

## 8 YOUTH SERVICE UPDATE AND USE OF HOUSING REVENUE ACCOUNT FUNDING

31 - 94

Report of the Executive Director, Families, Children & Learning

Contact Officer: Caroline Parker

Tel: 01273 293587

Ward Affected: All Wards

## 9 USE OF RIGHT TO BUY RECEIPTS FOR APPROPRIATION OF PROPERTIES TO THE HRA AND GRANT TO HOMES FOR BRIGHTON & HOVE LIMITED LIABILITY PARTNERSHIP (LLP)

95 - 102

Report of the Executive Director of Neighbourhoods, Communities & Housing

Contact Officer: Robert Crossan

Tel: 01273 291442

Ward Affected: All Wards

- 10 ANNUAL REPORT 2019** **103 - 114**
- Report of the Executive Director Neighbourhoods, Communities & Housing
- Contact Officer: Ododo Dafe Tel: 01273 293201  
Ward Affected: All Wards
- 11 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 4 AND END OF YEAR 2018/19** **115 - 150**
- Report of the Executive Director of Neighbourhoods, Communities & Housing
- Contact Officer: Ododo Dafe Tel: 01273 293201  
Ward Affected: All Wards
- 12 PURCHASE OPTIONS FOR SHORT TERM TEMPORARY ACCOMMODATION** **151 - 162**
- Report of the Executive Director of Neighbourhoods, Communities & Housing
- Contact Officer: Sylvia Peckham Tel: 01273 293318  
Ward Affected: All Wards
- 13 FUTURE REPAIRS AND MAINTENANCE DELIVERY – UPDATE** **163 - 174**
- Report of the Executive Director Neighbourhoods, Communities & Housing
- Contact Officer: Sharon Davies Tel: 01273 121295  
Ward Affected: All Wards
- 14 ITEMS REFERRED FOR FULL COUNCIL**
- To consider items to be submitted to the 25 July 2019 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*

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### **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)

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**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING & NEW HOMES COMMITTEE**

**4.00pm 13 MARCH 2019**

**COUNCIL CHAMBER, HOVE TOWN HALL, NORTON ROAD, HOVE, BN3 3BQ**

**MINUTES**

**Present:** Councillor Hill (Chair); Councillor Mears (Opposition Spokesperson), Gibson (Group Spokesperson), Atkinson, Barnett, Cattell, Meadows, Moonan, Page and Wealls

**PART ONE**

**64 PROCEDURAL BUSINESS**

**64a) Declarations of Substitutes**

64.1 Councillor Meadows substituted for Councillor Lewry, Councillor Page substituted for Councillor Druitt and Councillor Wealls substituted for Councillor Bell.

**64b) Declarations of Interests**

64.2 There were none.

**64c) Exclusion of the Press and Public**

64.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

64.4 **RESOLVED** - That the press and public not be excluded from the meeting during consideration any items on the agenda.

**65 MINUTES OF THE PREVIOUS MEETING**

65.1 Councillor Gibson referred page 34, Paragraph 58.9 where it stated in relation to Councillor Bell's question "Some time ago it was agreed to reduce the EDB budget to around £180,000...." Councillor Gibson did not believe the Committee had agreed to do that. He was interested in the process of how this was agreed. The Chair asked for clarification on that issue to be circulated to Committee members.

65.2 **RESOLVED** - That the minutes of the Housing and New Homes Committee meeting held on 16 January 2019 are agreed and signed as a correct record.

**66 CHAIRS COMMUNICATIONS**

66.1 The Chair stated the following:

**PRS Bid**

“We are very happy to report that we have been successful in our funding bid to Government for expanding access to private rented accommodation for homeless people and reducing reliance on Temporary Accommodation.

We will be receiving just over £728k in total to the end of the next financial year (19/20). We are aiming to support 300 households by enhancing the offer we make to private sector landlords and tenants while targeting the crucial areas of single homelessness and the Reduction of Temporary Accommodation.

We have a proven track record in linking with private rented sector landlords to acquire properties & prevent homelessness. However, access to private rented accommodation is becoming harder and we are still a high user of Temporary Accommodation.

However, we need to do more and this grant will help us build upon our strategic work with landlords under Trailblazer.

**Housing Estates Services Hard Surfaces team**

Towards the end of last year Housing Estates Services Hard Surfaces team were formed. They are improving our estates by removing weeds, moss and shrubs on hard areas. This makes them look nicer but makes them safer for residents, as they are less slippery. The feedback from residents has been very positive. The visuals circulated to members of before and after pictures are very impressive.

**Field Officers' work with Housing**

Housing officers are currently reviewing estate inspections before handing this function over to the Field Officers in a new format in spring 2019.

A Project Group is looking at innovative ways in which to deliver neighbourhood improvements, including looking at how this work can link in with Neighbourhood Action Plans.

Residents will be involved through an online survey and through community meetings to look at the survey outcomes (planned for summer 2019).

Field Officers have already been supporting Housing by carrying out tasks such as intelligence gathering about anti-social behaviour, investigation of noise complaints, and developing relationships with police prevention teams.

We will be monitoring all the developments and we anticipate being able to report back to tenants and members on progress from Q1 19/20.



### **Awards for Seniors Housing Schemes**

I am pleased to be able to let you know that we have won a regional award in the Elderly Accommodation Counsel Older People's Awards. This is a Gold Award for Hazelholt and Bronze for Churchill House. The award is based on resident feedback. Further to this Hazelholt has also been selected as one of 27 schemes in the UK for a national award.

We're particularly pleased given some of the challenges we've seen in the city to be recognised by our residents in these schemes. Scheme manager, Kathy Boyce has done a fantastic job of developing this scheme and community into the vibrant one it is today."

- 66.2 Councillor Barnett commented that she had never seen the Field Officers in Hangleton. They appeared to be based in the centre of the city and the outside areas were neglected. She asked where the Field Officers were based and requested that contact information for the Field Officers could be sent to councillors in order for members to be able to directly get in touch with them. She also asked for information on how many hours the Field Officers were putting into other areas of the City. The Chair agreed that information could be circulated to members. Councillor Atkinson added his congratulations to Hazelholt which was in Chalky Road, Portslade and to Kathy Boyce the scheme manager. Councillor Page asked if the awards could be presented at full council. The Chair confirmed that the awards could be presented at the next Full Council meeting.

### **67 CALL OVER**

- 67.1 It was agreed that all items be reserved for discussion.

### **68 PUBLIC INVOLVEMENT**

#### **(a) Petitions**

- 68.1 There were no petitions.

#### **(b) Questions**

- 68.2 Sam Zubaidi asked the following question:

*"Objection Plans for Hollingbury Library Site*

"What consideration has been given to the fact that the home will be built next to a pub, and within 100 metres of a primary school, and what plans are in place to mitigate issues that may arise as a consequence? And can I please have data which shows drug and alcohol related crime statistics in areas that have homeless housing?"

- 68.3 The Chair replied as follows:

"Thank you for your question.

Our report on proposals for a Homeless Move On scheme on the former Hollingbury Library site seeks permission to commence extensive neighbourhood consultation

before any planning application is made. This will include consultation on the proposed use of the building as well as the building itself. We are very clear that feedback from neighbours is vital and our proposed development will be informed by the results of this consultation.

The proposed scheme will not be suitable for those with high level complex support needs. The proposed service will be a small medium needs service for people who are recovering from homelessness and are able to manage their accommodation with a lower level of support. Prospective residents will be assessed via an Allocation Panel as able to live independently with medium support. Resident compatibility for the service is considered as a key part of the referral process.

Specific support will be commissioned to meet residents' needs. This will be mindful of supporting them to live positively in the community. Adult Social Care will commission a service provider who will manage the support package. It is proposed that the service will be staffed during office hours and will offer an on call service over night for emergencies.

We would be happy to share information on drug and alcohol-related crime statistics across the city. That could be broken down in a number of ways. However, this will not necessarily relate back to areas that have 'homeless housing' because of the wide range of homeless housing needs we meet from families who we house requiring no support to those with high level complex support needs who may require 24 hour support."

- 68.4 As a supplementary question Mr Zubaidi asked if there was anyone on the Committee who lived near a shelter similar to the one that was being proposed and if so, what their experience had been of living near to something like this.
- 68.5 The Chair replied that that was not a question she could answer, but she did know that within her ward there were a number of supported housing schemes of various types and she had not necessarily as a Ward Councillor come to know about them because of any issues that had arisen. Sometimes she found out about them by accident. The Chair did not think it was necessarily inevitable that a supported scheme of this type caused problems for the local neighbourhood. However, the consultation with residents would be a very important part of the proposals, and the Council was very keen to discuss with residents what their concerns were and to ensure that the scheme was managed in such a way that their concerns were taken into account.
- 68.6 **RESOLVED-** That the Public Question be noted.
- 68.7 Max Scott asked the following question:
- "The Brighton & Hove City Council Housing Allocations Scheme currently offers 10% of all lets to Council Interest Queue nominations, i.e. households nominated by Family Children & Learning, and Health and Adult and Social care. In 2017/2018 what was the actual percentage allocation to this group of all lets?"
- 68.8 The Chair replied as follows:

“The percentage lets to the council’s interest queue during the period January 2017 to March 2018 was 6%. The Council’s interest queue was currently performing to the expected 10% of properties being let to that group.

- 68.9 As a supplementary question Mr Scott asked that if it was currently 10% allocated in full, would the Committee consider allocating an additional 1% to the Housing First model.
- 68.10 The Chair replied that the council were committed to expanding Housing First and would like to expand it by another 10 units. It was currently working through the options for the expansion of Housing First, working through sourcing where these 10 units might come from. The queue was used for a variety of different reasons such as moving applicants out of supported accommodation, and move-on for Care leavers. There was constantly pressure on accommodation but Housing First was something the council was committed to expanding and it was actively working on achieving that at the moment.
- 68.11 **RESOLVED-** That the Public question be noted.

### **(c) Deputations**

There were no deputations.

## **69 ISSUES RAISED BY MEMBERS**

- 69.1 The Committee considered a letter from Councillor Wares and Councillor G Theobald as set out on the addendum to the agenda. The letter related to the Homeless Move On Scheme – Hollingbury Library Proposals. The letter requested that the recommendations be reduced to paragraph 2.1 only, and that recommendations 2.2, 2.3, 2.4 and 2.5 should not be progressed until the public consultation in 2.1 was completed and the results informed back to Committee.
- 69.2 Councillor Wares attended the meeting to speak to his letter.

### **69.3 RESOLVED:**

That the letter be noted.

## **70 HOMELESS MOVE ON - HOLLINGBURY LIBRARY PROPOSALS**

- 70.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which concerning a final viable scheme for the Hollingbury Library site. The report would also be presented to the Policy, Resources & Growth Committee and the Estate Regeneration Members’ Board. The report was presented by the Estate Regeneration Manager and the Commissioning & Performance Manager – Rough Sleeping & Homeless Support Services.
- 70.2 In answer to questions from Councillor Page it was confirmed that there would be secure cycle parking and that the site was near to bus routes. No disabled parking spaces were currently planned.

- 70.3 Councillor Wealls commented that he was finding it difficult to define 'medium support'. He referred to a scheme in Seafield Road which had not been trouble free. He asked about the difference between this proposal and Equinox. Equinox had been surprised at the need of the clients. How could anyone who had experience of such schemes have confidence that what was proposed was medium support? The Commissioning & Performance Manager stated that officers had learnt a great deal from the experience with Equinox. The Allocations Panel process would be used and there would be a Move-On Co-ordinator. The flats would be self-contained and residents would need to manage their accommodation. They would still need some support but would be looking to branch out and live independently.
- 70.4 Councillor Gibson asked if there would be a lift in the accommodation and asked about the impact that the facility would have in providing services for people in this pathway. How would it impact on and release other accommodation? Officers confirmed that there would be one lift in the accommodation and that the accommodation would be supplied for people who were ready to move on, thereby releasing accommodation for people with higher support needs.
- 70.5 Councillor Mears proposed the following amendment which was seconded by Councillor Barnett.

To delete recommendations 2.3, 2.4 & 2.5 as shown below in ~~strikethrough~~.

### RECOMMENDATIONS

- 2.1 That Housing & New Homes Committee approves commencement of resident consultation on proposals to provide a Homeless Move On scheme on the Hollingbury Library site.
- 2.2 That the Policy, Resources & Growth Committee be recommended to:  
*Approve an indicative budget of £2.750m financed by HRA borrowing and Homes England funding to form part of the HRA capital programme for 2019/20.*
- ~~2.3 Housing & New Homes Committee approves the procurement by tender for a medium support accommodation service for homeless adults.~~
- ~~2.4 That Housing & New Homes Committee grants delegated authority to the Executive Director of Health & Adult Social Care (HASC) to undertake the procurement of a medium support service to the value of £150,000 per annum, and to award the contract for Five (5) years.~~
- ~~2.5 That Housing & New Homes Committee delegates authority to the Executive Director of HASC to extend the contract at the end of the five year term for a further period of up to two years if it is deemed appropriate and subject to available budget."~~
- 70.6 Councillor Mears stated that she could not support recommendations 2.3, 2.4 and 2.5. Paragraphs 2.4 and 2.5 would be taking money from the HRA and the HRA would not be receiving rents for the property. The recommendations were asking the committee to delegate authority to the Executive Director, Health & Adult Social Care, and Housing & New Homes Committee would have no control over the scheme. The Housing

Allocations Policy would not be used. There was no recommendation to bring back a report.

- 70.7 Councillor Atkinson thanked officers for the report which he considered was a good news item. Although he could understand the concerns of residents he stressed that this type of accommodation was crucial and he hoped that the local community could be reassured. The scheme was aimed at move on individuals that did not need high level support. They were not the sort of people who were likely to cause problems.
- 70.8 Councillor Moonan concurred with Councillor Atkinson and stressed that moving people on through services was a challenge. The scheme would provide desperately needed move on accommodation and she hoped it would be approved. Councillor Moonan understood the issues with Seafield Road. One issue was about density. She stressed that it was important to spread these services across the city. Residents would be unaware of the schemes if they were managed properly. Consultation was vital.
- 70.9 Councillor Gibson supported the scheme and stated that he understood that the intention was for the proposal to be cost neutral for the HRA and that there was no question of tenants' rents being used to subsidise the project in any way even though it was being built through the HRA. This was confirmed by the Lead Regeneration Programme Manager. Councillor Gibson responded to the points made by the letter submitted by Councillors Wares and G Theobald. The council had a budget in place and a government grant. Councillor Gibson acknowledged that it was hard to find a building but the key for residents was that the consultation was meaningful and thorough.
- 70.10 Councillor Meadows stated that she was not against the scheme in principle; however, she was against giving a blank cheque to Adult Social Care for a service which was their responsibility. Paragraph 2.4 stated that they would have £750,000 for the five year contract. Paragraph 2.5 gave them another £300,000 to spend on something that was essentially an Adult Social Care service. Page 46 – Service Provision - Paragraph 4.3 mentioned that prospective residents would be assessed via an Allocation Panel. Councillor Meadows stressed that the government grant was for people at the end of the homeless process. It was not for new people coming off the homeless route. The Allocation Panel was adhering to the Allocation Policy in Adult Social Care. It was not adhering to the Housing Allocation Policy. An EIA would show that this would be totally unfair to those residents who were waiting on the housing register for a home. No report back was mentioned in the report. There was no mention of how the HRA was to be spent. Paragraph 8.9 on page 49 stated that "Health & Adult Social Care have allocated a budget of £0.150m...." Paragraph 8.6 stated that "the balance of funding would be met by HRA borrowing...". The report went on to say the building would be handed over to Adult Social Care. There was no best value and no best consideration to the scheme.
- 70.11 Councillor Page supported the scheme and stressed that Adult Social Care was another important service in the council and was working with the most vulnerable residents in the city. The scheme would provide homes and support to vulnerable people. The residents would require medium support and would be carefully assessed.
- 70.12 Councillor Mears stated that the Conservative Group would not support the recommendations in the report. The Committee were being asked to give delegated powers to the Executive Director of Health & Adult Social Care. There was no

accountability regarding the budget, no mention of a report back to committee and no accountability over contracts. Councillor Mears had never known the Housing & New Homes Committee to give delegated powers to another Executive Director. The recommendation would take away responsibility from Housing Services.

70.13 The Senior Lawyer confirmed that the Committee were being asked to make a decision that fell under the terms of reference for the Housing & New Homes Committee which had overall responsibility for the council's housing functions. The fact that the committee were delegating powers to another director was irrelevant. The Committee could make that director accountable for any monies spent and the committee could ask for reports back from the director. The council did not operate a system where one director was only responsible to one committee.

70.14 The Committee voted on the Conservative Group amendment as set out in paragraph 70.5 above. Members voted by 4 votes in favour of the amendment and by 6 votes against the amendment. The amendment was not carried.

70.15 The Committee voted on the substantive recommendations and these were agreed by 6 votes in favour and 4 votes against the recommendations. The recommendations in the report were carried.

70.16 **RESOLVED:-**

- (1) That Housing & New Homes Committee approves commencement of resident consultation on proposals to provide a Homeless Move On scheme on the Hollingbury Library site.
- (2) That the Policy, Resources & Growth Committee be recommended to:  
Approve an indicative budget of £2.750m financed by HRA borrowing and Homes England funding to form part of the HRA capital programme for 2019/20.
- (3) That Housing & New Homes Committee approves the procurement by tender for a medium support accommodation service for homeless adults.
- (4) That Housing & New Homes Committee grants delegated authority to the Executive Director of Health & Adult Social Care (HASC) to undertake the procurement of a medium support service to the value of £150,000 per annum, and to award the contract for Five (5) years.
- (5) That Housing & New Homes Committee delegates authority to the Executive Director of HASC to extend the contract at the end of the five year term for a further period of up to two years if it is deemed appropriate and subject to available budget.

## **71 PRIVATE RENTED SECTOR SELECTIVE LICENSING UPDATE**

71.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which reminded members that proposals to introduce a Selective Licensing Scheme in 12 wards in the city received cross party support from the Committee in November 2017. The scheme aimed to improve management and housing conditions across the private rented sector. An application was made to the

Secretary of State to confirm a designation for selective licensing on the grounds of poor property conditions and anti-social behaviour. The Secretary of State declined to grant the council's application in relation to anti-social behaviour. Officers still believed the scheme was the best way to improve management and housing conditions across the city's private rented sector. Given the withdrawal of Secretary of State's approval officers proposed to reconsider the extent and scope of any future Selective Licensing Scheme and report back to Committee on proposals at the earliest opportunity. The report was presented by the Housing Strategy and Enabling Manager.

- 71.2 Councillor Mears stated that she did not agree with the recommendations. She referred to the financial implications in paragraph 7.1 regarding one-off costs. Councillor Mears was concerned with paragraph 3.7 as the HRA would be paying for a private sector stock condition survey. She asked if and when there had been consultation on this issue. The Assistant Director, Housing explained that the HRA Stock Condition Survey was agreed by members as part of the budget setting process. Officers had sought to improve some of the qualitative data and as part of the stock condition process ask for expressions of interest in possible prices to look at private sector stock at the same time. Officers had not got a price back but the indicative financial comments stated that the cost would be covered by the Housing General Fund under the TBM process. Councillor Mears stated that she wished to see in writing that the money would not be coming out of the HRA.
- 71.3 Councillor Page referred to paragraphs 3.2 to 3.4 in the report and asked if the Government had given any technical specific reasons why the scheme was no longer approved. The Assistant Director, Housing explained that the report outlined that officers felt it was more productive and cost effective to look at how the council might make any information it had more robust. If the Council did ask for a judicial review of the Government's decision there would be no guarantee that the decision would be changed in the Council's favour. Officers would review options and report back to the committee.
- 71.4 The Chair asked if officers were sure that the action to be taken would be approved by the Government. The Assistant Director, Housing replied that the Government had withdrawn consent. Officers considered that the Government should have looked at anti-social behaviour. Officers wished to work with members and the Government to achieve the scheme required.
- 71.5 Councillor Moonan raised the issue of the sample. She assumed that this would be representative of all areas of the city, and all types of housing tenure. Councillor Moonan was keen to have a stock condition survey of the private rented sector. She stressed how fundamental housing was to the health and wellbeing of a family. A great deal of housing was in a shocking condition. Without stronger national legislation the council needed to use all the levers possible to improve the stock in the city.
- 71.6 Councillor Gibson made the point that the scheme was not funded by the HRA. He echoed Councillor Moonan's comments. He considered that a stock condition survey was essential. The council would then be able to discriminate between different types of property and quantify differences in accommodation. Councillor Gibson stated that he would like to see a report back to committee.

71.7 The Chair stated that it should be recorded that there was a desire to see a report back as soon as possible.

71.8 **RESOLVED:-**

(1) That the Housing & New Homes Committee note the contents of the report and request a report be brought back to Housing & New Homes Committee detailing future options for selective licensing.

**72 PROCUREMENT OF AN ASSESSMENT SERVICE FOR ROUGH SLEEPERS & HOMELESS ADULTS**

72.1 The Committee considered a report of the Executive Director, Health & Adult Social Care which sought approval for a competitive procurement by tender for an assessment support service for rough sleepers and homeless adults. The report was presented by the Commissioning & Performance Manager, Rough Sleeping & Homeless Support Services.

72.2 Councillor Mears stated that the Conservative Group could not support the recommendations to grant delegated authority to the Executive Director of Health & Adult Social Care. Once again, the committee was seeing the impact of not having an Adult Social Care Committee and the need for a committee decision. Housing & New Homes Committee had no control over that directorate. She asked who would be using the 10% of allocation under the control of Adult Social Care. The Housing Allocation Policy was very clear on local connections which did not apply to Adult Social Care.

72.3 Councillor Mears referred to paragraph 10.2 – Legal Implications. This stated that Housing & New Homes Committee was the appropriate decision making body. Councillor Mears stated that she had never before been asked to give delegated powers to another Executive Director that did not have a committee. Paragraph 10.3 spoke about the estimated total cost of the contract. Councillor Mears was very interested to know what “light touch” meant (paragraph 10.3). Meanwhile, no EIA was attached to the report (paragraph 10.8). Councillor Mears asked when it would be available.

72.4 The Commissioning & Performance Manager explained that the EIA for the new service was ongoing and could be completed quickly. It would be circulated to members. She would be happy to bring back any outcomes to Housing & New Homes Committee.

72.5 The Senior Lawyer referred to paragraph 10.3. She stated that where there was a local government function it was subject to a lesser procurement advertisement regime. Publishing a notice was all that was necessary to engage the regulations. The Senior Lawyer stressed that the Committee did have control over the activities of the Executive Director. The Committee had delegated powers in relation to housing and homelessness. The Committee could delegate its powers to an officer including the Executive Director of Health and Adult Social Care. It did not have to be only to the Executive Director of Neighbourhoods, Communities & Housing.

72.6 Councillor Moonan stated that it would be helpful to explain how an assessment centre was different to a hub. Equinox had been mentioned in a previous item. This assessment centre would help. It would lead to more efficiency with regard to who was



going where. She stressed that the Housing and New Homes Committee was one of a number of Committees and was part of one council. As long as there was scrutiny it did not matter where items were considered.

- 72.7 A Chart showing Rough Sleeping Prevention and Intervention Services from March 2019 (Rapid Rehousing Pathway) was circulated to Members. Members were informed that due to the additional funding that had been secured from the Ministry of Housing Communities and Local Government there were a number of new services which had opened and were separate to the assessment centre, which were detailed on the chart. The chart showed the hub services. Hub Services were for individuals who were rough sleeping and were new to the streets. The outreach team would find them on the streets and take them to the hub where an assessment would take place. The people may or may not have a local connection to Brighton & Hove. The role of the no second night hub was to take people from the street and either put them towards supported accommodation, private rented accommodation or help to relocate them outside the city if another council had a duty to them.
- 72.8 The assessment service was different and was for those people who have been identified and assessed as having a local connection. The assessment service was the route into supported accommodation for adults. This could be low, medium or high support accommodation. There would be a six week thorough assessment to determine the best route for an individual.
- 72.9 In answer to a question by Councillor Cattell it was confirmed that a building had not yet been procured. Officers had identified a building that they were interested in procuring, and they had been in touch with the councillors in that ward to let them know. A lease had not yet been signed on a property.
- 72.10 Councillor Page stated that he understood that the Health & Wellbeing Board was the committee for Adult Social Care, in joint working with health. Reference was made to paragraph 4.4 “the role of the Assessment Service will be to undertake a comprehensive assessment of the individual...” This sounded like a social care assessment for which the council retains responsibility in law. Reference was made to paragraph 3.4 regarding local connection. The criteria stated that a person must have lived in the city for at least 6 out of the last 12 months and sleeping rough would not count. If people were sleeping rough for six months their health would be at great risk. To exclude them in this way appeared inhumane. To meet the criteria for local connection the homeless person had to have an actual relationship with their close family. Councillor Page argued that many people with complex needs feel the city is their only home because their family are here but family relationships had broken down.
- 72.11 The Commissioning & Performance Manager remarked that the support provider would deal with certain elements of the assessment. This would be about what their housing needs were, what their strengths and aspirations for the future. They would also identify what external assessments needed to be made. That might be a social care assessment, a health assessment, a mental health assessment, or using the substance misuse service. When the person moved on to the next service there would be a comprehensive understanding of what their needs were and what sort of accommodation would be suitable for them. The definition of local connection for rough sleepers in the city had been used for a number of years.

- 72.12 Councillor Gibson welcomed the offer to report back on this issue. He hoped that there would be a progress report. He referred to national guidelines regarding local connection and asked for an estimate of how many people did not have a local connection. The Commissioning & Performance Manager explained that 50% of rough sleepers did not have a local connection. If a person did not have a connection anywhere they could access services.
- 72.13 Councillor Wealls mentioned that some of the terminology in the report was hard to follow. There needed to be a clear and sensible pathway. Meanwhile the fragmentation of these services across three committees was a problem.
- 72.14 Councillor Meadows noted that the report was by the Executive Director for Health and Adult Social Care who was not in attendance. It was not a housing services report. The recommendations would be taking money from the HRA and caused much concern. Paragraph 3.7 referred to New Steine Mews which was owned by Adult Social Care and was their responsibility. This was another report asking for more money from tenants. She considered that the report was full of contradictions and asked if it was only the HRA that would be funding the Assessment Service. The financial implications in paragraph 10.1 showed that it was clearly not a housing related project. Councillor Meadows asked why housing services was picking up the bill and stated that the report was talking about people who were coming into the city and who had been here a short while, who could override people who had been on the housing waiting list for years. The Housing & New Homes Committee had agreed a period of five years or over for people on the housing register. The report demonstrated no accountability and no monitoring.
- 72.15 The Executive Director, Finance & Resources confirmed that the £5.4m quoted in the report was in the general fund. He would provide more specific information to members on how that money was split.
- 72.16 The Commissioning & Performance Manager referred to a question about “Safe Place to Stay”. “No First Night Out” and “No Second Night Out” were national terms. “No First Night Out” meant preventing people spending their first night out. The local term was “Safe Place to Stay”. The “No Second Night Out” hub meant people not spending a second night out. In terms of the discussion about the allocations policy, the assessment service was about allocation to supported accommodation. It was not part of the allocation to general needs. It was about people with support needs in the city. Every contract that was let was thoroughly monitored and officers could provide data around how many people come into services and what their outcomes are and where they go to. The Chair stated that some of that information might be of interest.
- 72.17 Members voted on the recommendations which were approved by 6 votes to 4.
- 72.18 **RESOLVED:-**
- (1) That the Housing and New Homes Committee grants delegated authority to the Executive Director of Health & Adult Social Care (HASC) to take all necessary steps to

(i) procure and award a contract for Five (5) years for the provision of an Assessment Service for homeless adults with a local connection requiring supported accommodation to the value of £360,000 per annum,

(ii) to approve an extension to the contract referred to in 2.1(i) for a period or periods of up to two years in total if it is deemed appropriate and subject to available budget.

### 73 CONTRACT AWARD FOR THE PROVISION OF A “SAFE SPACE TO STAY” SERVICE FUNDED FROM THE MINISTRY OF HOUSING COMMUNITIES AND LOCAL GOVERNMENT

73.1 The Committee considered a report of the Executive Director, Health & Adult Social Care which sought authority to direct award of a contract to St Mungos for the provision of a “Safe Space to Stay” service which would provide accommodation and a rapid assessment service for homeless persons and those at risk of rough sleeping. The funding for the contract was being made available to the Council by the Ministry of Housing Communities and Local Government (“MHCLG”) following a successful bid by the Council for funding to establish a Rapid Rehousing Pathway. Final confirmation of funding was received on 20 February 2019. The report was presented by the Commissioning Manager, Health & Adult Social Care.

73.2 Councillor Gibson proposed the following amendment which was seconded by Councillor Page.

To amend the recommendations as shown in ***bold italics*** below:

***2.2 Grants delegated authority to the Executive Director of HASc to approve an extension to the contract term for a further period or periods of up to two years in total subject to performance and subject to the availability of funding. That the committee receives a report on the initial effectiveness of the safe space to stay service after 9 months of its operation and in the light of this report, considers options for continuation.***

73.3 Councillor Gibson explained that his main concern was that the proposed extension in recommendation 2.2 was for a further two years. This did not seem appropriate. He also wanted to remove the reference to delegated authority. The Government would be determining progress. It seemed appropriate to review the contract after 9 months.

73.4 Councillor Wealls asked what powers were possible in asking for future reports to committees following the local elections. The Senior Lawyer explained that future committees could not be bound but reports could be added to the committee timetable.

73.5 Councillor Mears stated that the Conservative Group would not be supporting the Green amendment. Not enough information was supplied. She could not agree the recommendations that asked to give delegated authority to the Executive Director of Health & Adult Social Care. Councillor Mears disagreed with Councillor Moonan’s previous comments about a joined up council. To be fully informed committee members would also need to read the agendas from the Health & Wellbeing Board and the Neighbourhoods, Inclusion, Communities and Equalities Committee. Councillor Mears did not believe that the council was joined up and considered it was dysfunctional.

Timelines were a concern. Councillor Mears referred to paragraph 3.6 and stated that there had been no briefing for members or a brief update regarding successful bid. The graph was not clear. The report was last minute and Housing & New Homes Committee was being asked to implement the recommendations by the end of March.

- 73.6 Councillor Meadows was astounded that the report had been submitted to the Committee. No figure had been placed anywhere in the report, yet the Committee were being asked to delegate authority with a blank cheque. Councillor Meadows stated that the Green amendment was weak and that there should definitely be a report back to the Committee. There was no mention of monitoring the recommendations and no value for money for tenants. The financial implications did not say where the money was coming from. There was no EIA. Adult Care & Health were using a six month allocation policy, whereas the Housing & New Homes Committee had agreed a 5 year Allocations Policy. There were inequalities for people who lived in the city. She could not support a report that gave delegated powers to the Executive Director, Health and Adult Social Care for an unspecified amount of money.
- 73.7 Councillor Moonan thanked the Adult Social Care Commissioning Team for their hard work on commissioning services. Money was being spent in an accountable way. Funding was coming from the Government and not a penny would come from council tax payers in Brighton & Hove. There was an efficient team in Adult Social Care and the pilot service could be implemented quickly. The service had nothing to do with council tenants. People who used supported accommodation were very vulnerable people in the city. The way to support them was not to give them a council property. They were put through a carefully commissioned pathway. It was a different service for different people. It was stressed that there had been a councillor briefing session on this subject.
- 73.8 Councillor Meadows commented that if Housing Services were not paying for the service why was the Committee being asked to delegate authority to the Executive Director, Adult Social Care? She wanted to be reassured that there was nothing in the report that was housing funded.
- 73.9 The Executive Director, Finance & Resources confirmed that money for the service was not HRA money but was money that arrived in the General Fund as a grant from the Government.
- 73.10 In answer to a question from Councillor Mears the Assistant Director, Housing stressed that there was one housing allocation policy, however the service outlined in the paper was not operating through that policy.
- 73.11 Councillor Atkinson stated that the report should be celebrated as good news. These types of arrangements were commonplace and made perfect sense to him. He fully supported the recommendations.
- 73.12 Councillor Gibson welcomed the service and the report. He stressed that the proposals had nothing to do with value of money for tenants and nothing to do with the HRA. This was about funds that came into the housing general fund. The amendment had been submitted to achieve some monitoring. 9 months seemed to be the best time to review the service.

- 73.13 The Committee voted on the Green amendment as set out in paragraph 73.2. Members voted in favour of the amendment by 6 votes in favour and 4 against. The amendment was carried.
- 73.14 The Committee voted on the substantive recommendations as amended and these were agreed by 6 votes in favour and 4 against.
- 73.15 **RESOLVED:-**
- (1) That the Housing & New Homes Committee: Grants delegated authority to the Executive Director of Health and Adult Social Care to enter into a contract with St Mungos for the provision of an accommodation and rapid assessment service for homeless people at risk of rough sleeping for a period of 13 months; and
  - (2) That the committee receives a report on the initial effectiveness of the safe space to stay service after 9 months of its operation and in the light of this report, considers options for continuation.

#### **74 HRA BORROWING CAP**

- 74.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which updated on progress on removing barriers to accelerate delivery of new homes. In response to the Notice of Motion to full council in December 2018 the current report provided information on capacity and resources to expand delivery of housing following the lifting of the HRA cap. The Government launched a consultation regarding the options for reforming the rules governing the use of RTB receipts. The council responded to the consultation, welcoming both an increased flexibility on the amount of RTB receipts that can be used and also an extension of the deadlines for when existing receipts must be spent. The Government had not yet announced the outcome of this consultation or any changes to the current rules. The report was presented by the Lead Regeneration Programme Manager and the Housing Strategy & Enabling Manager.
- 74.2 Councillor Cattell stated that she was pleased to see the report which was an example of two lead officers working well together. Councillor Cattell was pleased to see the chart on page 82, paragraph 3.12 which confirmed that there would be additional resources. This was a good example of one council working.
- 74.3 Councillor Mears expressed concerns about the report. She referred to paragraph 3.24 on page 86. This stated that "Part of this capital strategy update would need to factor in a full stock condition survey to assess what work is required to existing homes to keep them maintained to the required decent homes standard." Councillor Mears referred to Budget Council where a decision was made to take over £7m from the HRA. By taking that money away from the HRA the council were potentially depriving the housing stock of investment. Councillor Mears stressed that at this moment in time there were no changes to the Right to Buy receipts. Paragraph 7.2 highlighted that the council needed to be mindful about reserves. Paragraph 7.3 stated that "the expectation is that there would still need to be a 10% margin maintained between actual borrowing and the cap to ensure that is a contingency of funding in place to use in case of emergencies." It was stressed that the committee was the freeholder of the council's housing stock and

had a duty as landlord to maintain the property. Taking money from the HRA would have consequences.

- 74.4 The Assistant Director, Housing confirmed that with regard to the HRA budget, there had been investment in the existing stock. Investment had been increased to reassure members with regard to fire health and safety. Any scheme coming forward in terms of new homes would need to be submitted to Housing & New Committee and Policy, Resources & Growth Committee to see if the schemes were viable and to consider the impact of the scheme on the HRA budget before any approval was given.
- 74.5 Councillor Gibson stated that it was not right to suggest tenant's rents were being raided. Budget Council had restored the budget to its previous level. Councillor Gibson welcomed the paper as the council moved towards greater ambition. There was a need to be building more homes and a need to get ahead of the game in terms of using Right to Buy receipts. Meanwhile Right To Buy receipts were already being used for temporary accommodation with no resulting problems. Councillor Gibson hoped that the council could double or treble its council housing accommodation.
- 74.6 Councillor Page stated that he had hoped that all parties would welcome the wider opportunity to invest and provide homes for all residents of the city.
- 74.7 The Chair commented that the report was excellent.
- 74.8 **RESOLVED:-**
- (1) That the committee note the contents of this report.

## **75 UPDATE ON PROCUREMENT OF THE MAIN IT SYSTEM FOR HOUSING**

- 75.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which updated members on progress made on the procurement of, and project to implement, a new housing management IT System for Housing Services. The contract for the new system had now been awarded to Northgate Public Services (NPS). The aim was for the first phase deliverables to go live in September 2020. The second phase deliverables target date was in December 2020 (depending on how well the initial phase had bedded in), and the third and final phase deliverables was March 2021. The report was presented by the Head of Income, Involvement & Improvement.
- 75.2 Councillor Mears thanked officers for the report and commented that the IT system would take a long time to implement. She asked if the committee could be reassured that by the time the IT System was in place it would not be out of date. The Head of Income, Involvement & Improvement confirmed that officers could not guarantee that the system would be completely up to date when fully implemented. However, if there were updates they would be added to the system. Officers were confident that the company were keeping up to date with developments in this field.
- 75.3 Councillor Cattell was pleased to see the work being carried out and commented that a brand new system in the Planning Team had made a significant difference. A company such as Northgate Public Services would provide updates to the system.

**75.4 RESOLVED:-**

- (1) That the Housing & New Homes Committee notes the contents of this report.

**76 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 3 2018/19**

76.1 The Committee considered a housing management performance report of the Executive Director, Neighbourhoods, Communities & Housing which covered Quarter 3 of the financial year 2018/19. Members were informed that a draft version of the report was submitted to the Area Panels in February 2019. As a result of resident feedback, the tables in section 6.6 and 7.5 had been amended to include the council housing stock in each ward. Following a councillor query, future reports would also include performance information about Field Officers' work with Housing from Quarter 1 2019/20. The report was presented by the Head of Income, Involvement & Improvement.

76.2 Councillor Atkinson referred to pages 97/98 - rechargeable debt collected. It was stated that the target of 20% was aspirational. He asked if this was a national target. It was confirmed that when officers set targets they looked at the performance of other similar local authorities. It was recognised that it had become increasingly difficult to collect money from people. This would be reviewed next year.

76.3 Councillor Mears referred to page 109 – Lifts - Average time to restore service when not within 24 hours – Target 7 days. She was pleased to see the recent changes to the lift contract. How would this impact on whether there would be a better response time? Councillor Mears also referred to a recent visit to Spain by tenants. She asked if feedback on that visit would be made to the Area Panels or to the Committee. It was confirmed that officers hoped that the new arrangement with lift engineers would make a difference, and shorten the response time and improve the service. The initial work on the visit to Spain would be fed to the Service Improvement Group and would then be submitted to the Area Panels.

76.4 Councillor Gibson welcomed the report and the targeted support tenants received from officers when transferring to Universal Credit.

**76.5 RESOLVED:**

- (1) That the report and comments of the Committee be noted.

**77 ITEMS REFERRED FOR FULL COUNCIL**

77.1 Councillor Mears referred Item 72 – Procurement of an Assessment Service for Rough Sleepers & Homeless Adults to full Council for information. (She later requested that Item 73 – Contract Award for the Provision of a “Safe Space to Stay” Service Funded from the Ministry of Housing Communities and Local Government should also be submitted to Council for information).

The meeting concluded at 6.47pm

Signed

Chair

Dated this

day of



<b>Subject:</b>	<b>Constitutional Matters</b>		
<b>Date of Meeting:</b>	<b>19 June 2019</b>		
<b>Report of:</b>	<b>Monitoring Officer</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Shaun Hughes</b>	<b>Tel: 01273 290 569</b>
	<b>Email:</b>	<b>Shaun.hughes@brighton-hove.gov</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

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

- 1.1 To provide information on the committee's terms of reference and related matters including the appointment of its Urgency Sub-Committee.

**2. RECOMMENDATIONS:**

- 2.1 That the committee's terms of reference, as set out in Appendix A to this report, be noted; and
- 2.2 That the establishment of an Urgency Sub-Committee consisting of the Chair of the Committee and two other Members (nominated in accordance with the scheme for the allocation of seats for committees), to exercise its powers in relation to matters of urgency, on which it is necessary to make a decision before the next ordinary meeting of the Committee be approved.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 Article 6 of the constitution, incorporates a schedule of all the Committees/Sub-committees established in the new constitution together with a summary of their respective functions.

**The Housing & New Homes – Terms of Reference**

- 3.2 A copy of the terms of reference for the committee is attached in Appendix A. These should be read in the context of the 'Introduction and General Delegations' included in the Scheme of Delegations to Committees and Sub-Committees at part 4 of the constitution.

**Membership**

- 3.3 The membership of the committee is set at 10 Members of the council.
- 3.4 The arrangements for substitute Members to attend meetings of Committees/Sub-Committees, as set out in the Council Procedure Rules 18 to 24.

## **Programme Meetings**

- 3.5 Ordinary meetings of the Housing & New Homes are scheduled to take place on the following dates during 2019/20:

18 September 2019

13 November 2019

15 January 2020

11 March 2020

29 April 2020

- 3.8 Meetings of the Committee will normally be held at Hove Town Hall and will start at 4.00 p.m.

## **Urgency Sub-Committee**

- 3.9 The Constitution states that each Committee of the Council except the Audit & Standards Committee may appoint an Urgency Sub-Committee to exercise its powers. The membership of such Urgency Sub-Committee shall consist of the Chair of the Committee, and two other Members nominated by the Group Leader or Leaders as appropriate to meet the requirements for the allocation of seats between political groups. Under current allocations this would mean an urgency sub-committee will consist of one Member from each of the three political groups on the Council.

- 3.10 Such Urgency Sub-Committees may exercise their powers in relation to matters of urgency on which it is necessary to make a decision before the next ordinary meeting of the Committee. Every decision of each Urgency Sub-Committee shall be reported for information to the next ordinary meeting of the Committee as appropriate.'

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

- 4.1 The council's constitution provides for the appointment of the sub-committees and urgency sub-committees and it is for the Committee to determine this action and it could decide not to make such appointments. However, this would be contrary to the wishes of the council and is not therefore regarded as a viable alternative option.

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

- 5.1 All Members considered and approved the constitution and the changes therein on the 13 December 2018.

## **6. CONCLUSION**

- 6.1 The recommendations are being put forward in line with the requirements of the constitution.

## 7. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 7.1 There are no direct financial implications arising from this report. Any associated costs with the Urgency Sub-committee arrangements would be met within existing resources.

*Finance Officer Consulted: Peter Francis*

*Date: 11/06/19*

### Legal Implications:

- 7.2 'The Council's constitution complies with the legal framework set out in the Localism Act 2011, the Local Government Act 2000 and other relevant legislation.'

*Lawyer Consulted: Elizabeth Culbert*

*Date: 11/06/19*

### Equalities Implications:

- 7.1 There are no equalities implications arising from the report

### Sustainability Implications:

- 7.2 There are no sustainability implications arising from the report.

### Any Other Significant Implications:

- 7.3 None

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Housing & New Homes Terms of Reference

### **Documents in Members' Rooms**

1. None

### **Background Documents**

1. The Constitution



## **HOUSING & NEW HOMES COMMITTEE**

### **Explanatory Note**

This Committee has overall responsibility for the Council's housing functions, including Council housing, homelessness, allocations and standards of housing in the area.

### **Delegated functions**

1. To discharge the Council's functions as a housing authority and, without prejudice to the generality of this paragraph, to discharge the specific functions set out in the following paragraphs.

2. **Strategic and Private Sector Housing**

To discharge the Council's functions in relation to:

- (a) The Council's housing strategy;
- (b) Homelessness and the allocation of housing;
- (c) Private sector housing, including taking action to remedy overcrowding, disrepair, unfitness and statutory nuisances; to promote fire safety in private sector housing and the Council's functions in relation to houses in multiple occupation;
- (d) Tenancy relations and the provision of housing advice;
- (e) Housing loans and grants.

3. **Housing Landlord Functions**

To discharge the Council's functions as a housing landlord including the management (including demolition) of property within the Housing Revenue Account and associated properties.

4. **Housing Related Support Services**

To exercise the Council's functions for the commissioning of housing related support services.



<b>Subject:</b>	<b>Youth Service Update and Use of Housing Revenue Account Funding</b>		
<b>Date of Meeting:</b>	<b>19 June 2019</b>		
<b>Report of:</b>	<b>Executive Director of Families, Children and Learning</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Caroline Parker</b>	<b>Tel: 01273 293587</b>
	<b>Email:</b>	<b>caroline.parker@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 purpose of this report is to provide members with an update on youth services including the use of the Housing Revenue Account's (HRA) annual £250,000 contribution to the budget. The report includes information on performance from April 2018 to March 2019 including outcomes for Council tenants and their families. The report also includes information on the Youth Led Grants and the work of the Council's Youth Participation Team. This report was discussed by the Children, Young People and Skills Committee on 17 June.

**2. RECOMMENDATIONS:**

2.1 That the Committee notes the report.

2.2 That this report is presented to the next round of Area Panels.

2.3 That Housing & New Homes Committee agrees in principle to include a minimum of £0.125m for youth services in the HRA Budget for 2020/21 in order to extend existing contracts for 6 months to October 2020. This will be subject to Policy, Resources & Growth Committee (PR&G) approving this as part of the HRA budget in February 2020.

2.4 That a progress report is considered by the Committee in June 2020.

**3. CONTEXT/ BACKGROUND INFORMATION**

3.1 The Housing Revenue Account contributes £250,000 to the Youth Services budget to help maintain services for young people. The total Youth Service budget of £886,000 for 2019/20

Youth Grants Programme

3.2 The Youth Grants Programme runs from 1st October 2017 to 31st March 2020 with an annual budget of £400,000. The Youth Grants Programme is based on four areas of the city and three citywide specialist equalities services, with a focus on young people living in council house tenancies (see appendix 1).

Providers are commissioned to promote positive changes for young people based around both short and long term outcomes. The focus of the programme is the impact on young people's lives and their experience of the services that they use rather than processes such as numbers of service users or opening hours.

- 3.3 In order to align the programme more closely to HRA objectives, the service specifications were revised to reflect the geographical location and density of council properties within the city to maximise opportunities and improve outcomes for council tenanted households.
- 3.4 Three key priorities for council tenants were identified as:
  - The reduction in anti-social behaviour in communities with council house tenancies:
  - Improving the social inclusion of young people in communities with council house tenancies
  - Supporting young people in communities with council house tenancies to improve their readiness for employment
- 3.5 The youth grant providers have developed relationships with housing colleagues and other agencies through the housing clusters and casework to work preventatively to identify and address any anti-social behaviour issues (ASB). Feedback from the housing teams has been very positive, with fewer reports of ASB relating to young people coming up at the cluster meetings, and some good examples of joint case working between housing officers and youth workers.
- 3.6 In order to maximise the impact on HRA tenants, the delivery of both detached youth work and centre based activities has been targeted in areas of high density council stock to improve engagement levels and outcomes for young people living in council housing.
- 3.7 The area based providers use a central ICT (Aspire) system to manage their casework and report on outcomes for young people. The equalities providers record their data separately. Quarterly service review meetings are held with providers in conjunction with housing colleagues to ensure that council house tenants benefit from the funding.
- 3.8 A summary of performance information on work with young people is attached at Appendix 2. Around 2200 different young people accessed services with an average of eight visits each. In total 36% of visits were from Council tenants. The youth providers are using this information to look at how to increase the participation of council tenants. The report also includes information about the take up of different activities. It is important to note that services vary in intensity ie. a large open access group attended by lots of young people compared to small group or one to one support. In the case of detached work it can be difficult for youth workers to get the full names of the young people they are working with which can impact on the accuracy of the of young people from HRA properties taking up services in the performance monitoring reports. For the first time this report also includes information on contacts by the numbers of outcomes achieved with 71% of contacts achieving at least one outcome. A trial of Progress Star outcomes began in July 2018. The report includes results for 53 young people. Initial (baseline) assessment scores are compared to the



most recent assessment scores over five assessment elements.

- 3.9 Each of the lead providers have completed a narrative monitoring report to address how their services have:
- included young people in the development and delivery of services;
  - enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported;
  - supported communities with council house tenancies, particularly around anti-social behaviour, social inclusion and improving readiness for employment;
  - delivered a particular project that demonstrates good youth work practice and evidences positive impact.
- 3.10 Copies of the monitoring reports are at appendix 3 and also include case studies to show the detail of the work. The reports describe the work of each area in detail and explain the contacts the providers have had with the local Housing Cluster meetings and Local Action Teams.
- 3.11 The Youth Grants were due to end in March 2020. The proposal is to extend the grants for six months to the end of September 2020 to allow more time for the re-commissioning process. This will include taking account of a wider review of preventative services.

#### Youth Led Grants

- 3.12 In the 2018/19 budget a further £90,000 was agreed to fund the voluntary sector to deliver youth work. The Cross Party Youth Group (CPYG), which included young people representing various organisations, developed proposals for how this investment should be allocated to improve outcomes for young people across the city. The funding has been used for a small grants programme for projects lasting up to a year. The young people led evaluation panels and made decisions on what was funded. The Brighton and Hove Youth Led Grants were winners of the British Youth Council, London, South East and East Regions Award for best Youth Led Project.
- 3.13 The young people reviewed the process and recommended changes to the framework for the 2019/20 bidding round. Further applications were considered in April 2019. A summary of the successful bids is at appendix 4.
- 3.14 The proposal is to bring a progress report on the Youth Led Grants to the Children, Young People and Skills Committee in November 2019.

#### Youth Participation Team

- 3.15 The Council's Youth Participation Team deliver advocacy for children in social work, youth participation targeted at vulnerable young people and an independent visitors service for children in care. More information about the work of the Youth Participation Team can be seen at <https://www.youtube.com/watch?v=Gibal7N8d3U>.

- 3.16 The team delivers the Youth Advocacy Project which supports children and young people aged 8 to 21 who are cared for by the authority and care leavers ensuring their rights are respected. In 2018/19 they supported 147 children and young people.
- 3.17 The Independent Visitors team support a buddy system for young people in care and care leavers. Independent Visitors undergo a rigorous vetting and training procedure. They are all volunteers who commit to a minimum of 2 years to buddy-up with a young person. Ten new Independent Visitors were trained and accessed in 2018/19. A training day for 23 potential new IVs was held in April.
- 3.18 The Team supports the Children in Care Council which represents the views of children in care and care leavers to improve support for these young people. Meetings are held monthly and the number of young people attending increased over the year. The team also reintroduced the Ask, Report, Change (ARC) programme with 5 new assessors trained and one residential assessment visit completed. The Young Ambassadors programme recruits and trains young people who are looked after, care leavers and those supported by Social Work, to be used to support recruitment of Families, Children and Learning staff including all new social workers.
- 3.19 The Youth Participation Team support young people across the city to present their views to key decision makers to influence change on both a local and national level. The Youth Council sent their UK Youth Parliament representative to the national Youth Parliament sitting in the autumn. A partnership of young people from across the city including the Youth Council, voluntary sector youth providers, and Children in Care Council have fed into the Youth Cross Party Working Group and the Youth Led Grants process. The young people are considering options to reach a wider group.
- 3.20 The Team supports young people facing multiple barriers to education to gain formal accreditation outside school through the Youth Arts and Duke of Edinburgh (DoE) awards. The team supported 41 targeted young people to work towards Duke of Edinburgh Awards and 44 young people to achieve Arts Awards. This work was partly funded by National Collaboration Outreach Programme (NCOP) which ended in September 2018. Support for the DoE awards is now available from the Duke of Edinburgh organisation following an increase in the number of DofE licences in the city. Support for young people to access Arts Awards is now partly funded by the national Troubled Families Initiative and is focussing on young people whose mental health issues are preventing them from attending school.

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

- 4.1 The alternative option considered as part of the budget process was a greater reduction in funding for youth services which would have led to less commissioned services.
- 4.2 The funding arrangements were changed to a grant process rather than a contract following feedback from the market and a change in commissioning requirements.



how to integrate all services around young people and decide what facilities are needed and how to make these available and accessible, wherever possible maximising the utilisation and potential of all local partners' assets.

*Lawyer Consulted: Natasha Watson*      *Date: 4/06/2019*

The HRA is primarily a landlord account, containing income and expenditure arising from the council's housing functions. Department of Environment Circular 8/95 gives advice in relation to the operation of that account. It provides that where amenities benefit the wider community, costs should be shared between the HRA and General Fund. Items specifically mentioned include amenities such as play and other recreational areas, grassed areas and gardens, community centres and play schemes. In each case it is for the local authority to form its own judgment on whether provision should be charged to the HRA or General Fund. In 2017, budget council determined that the HRA should contribute £250,000 to Youth Services. Budget council in 2019 approved a further contribution of £250,000 from the HRA to Youth Services. A further contribution as proposed in the report is within the council's powers, but is subject to the budgetary approvals process outlined in paragraph 7.2.

*Lawyer Consulted: Liz Woodley*      *Date 23/05/19*

Equalities Implications:

- 7.5 The Youth Participation Team focus support on vulnerable young people including children in care and care leavers. Monitoring information from the Youth Grants providers includes details of the take up by young people from protected groups. The reports from the Youth Grants Providers include information on how services have enabled young people with Protected Characteristics, or with multiple disadvantages to feel safer and supported.

Sustainability Implications:

- 7.6 The Youth Grants Programme has been designed to reflect the geographical location and density of council properties within the city to reduce the need for travel and maximise the sense of community for council tenanted households.

Any Other Significant Implications:

- 7.7 One of the intended outcomes of the Youth Grants programme is to decrease young people's antisocial behaviour in the targeted areas. Both the Council and commissioned services aim to increase the engagement of young people and help ensure young people feel they have a voice in their community.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Youth Grants Programme Service Areas
2. Youth Grants Performance Summary
3. Youth Grants Narrative reports
4. Youth Led Grants awards for 2019/20

### **Background Documents:**

None

## Appendix 1 - Youth Grants Programme 2017 – 2020

Service Area	Providers	Wards	Budget 2017/18 (1/2 year)	Budget 2018/19 & 2019/20
Hangleton, Portslade and West Hove	<b>The Hangleton &amp; Knoll Project (lead)</b> YMCA (partner)	<ul style="list-style-type: none"> <li>• Hangleton and Knoll</li> <li>• Hove Park</li> <li>• North Portslade</li> <li>• South Portslade</li> <li>• Westbourne</li> <li>• Wish</li> </ul>	£39,500	£79,000
Whitehawk and The Deans	<b>The Trust for Developing Communities (lead)</b> The Deans Youth Project, Impact Initiatives (partners)	<ul style="list-style-type: none"> <li>• East Brighton</li> <li>• Rottingdean Coastal</li> <li>• Woodingdean</li> </ul>	£30,500	£61,000
Moulsecoomb & Patcham	<b>The Trust for Developing Communities (lead)</b> Impact Initiatives, Albion in the Community Extratime, Friends, Families and Travellers, Bevendean Activities Group (partners)	<ul style="list-style-type: none"> <li>• Hollingdean and Stanmer</li> <li>• Moulsecoomb and Bevendean</li> <li>• Patcham</li> </ul>	£44,000	£88,000
Central Hove and Brighton	<b>Brighton Youth Centre (lead)</b> Young Peoples Centre, Turner Project, Youth Advice Centre (partners)	<ul style="list-style-type: none"> <li>• Brunswick and Adelaide</li> <li>• Central Hove</li> <li>• Goldsmid</li> <li>• Hanover and Elm Grove</li> <li>• Preston Park</li> <li>• Queen's Park</li> <li>• Regency</li> <li>• St. Peter's and North Laine</li> <li>• Withdean</li> </ul>	£49,500	£99,000
Equalities: LGBTU	<b>Allsorts Youth Project Ltd</b>		£9,500	£19,000
Equalities: BME	<b>Black and Minority Ethnic Young People's Project</b>		£9,500	£19,000
Equalities: Disabilities	<b>Extratime</b>		£9,500	£19,000
Aspire			£8,000	£16,000
		<b>Total</b>	<b>£200,000</b>	<b>£400,000</b>







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# YOUTH GRANTS PROGRAMME

## Monitoring Report

1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

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## 1. PROVIDER OVERVIEW

- **Contacts** are defined as the number of individuals unique to each provider.
- **Visits** are the total number of young people attending activities.
- **Tenants** are young people living in Brighton & Hove Council housing.

On average, young people attend an activity eight times over the year.

36% of visits by young people living in Brighton & Hove are made by council tenants.

	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
BH BYC - Brighton Youth Centre	810	5,291	7	1,318	25%
BH Hangleton and Knoll	249	2,935	12	1,485	51%
BH Tarnerland	232	1,666	7	271	16%
BH The Deans Youth Project	66	790	12	301	38%
BH The Trust for Dev. Communities	382	2,343	6	1,312	56%
BH YAC	230	347	2	47	14%
BH YPC	92	541	6	124	23%
<b>Overall</b>	<b>1,833*</b>	<b>13,913</b>	<b>8</b>	<b>4,858</b>	<b>35%</b>
<b>Brighton &amp; Hove residents only</b>	<b>1,680</b>	<b>13,370</b>	<b>8</b>	<b>4,851</b>	<b>36%</b>

In addition to the information recorded on the ASPIRE case management system (above), the following groups provided support for 536 young people, who made more than four thousand visits to these services over the year.

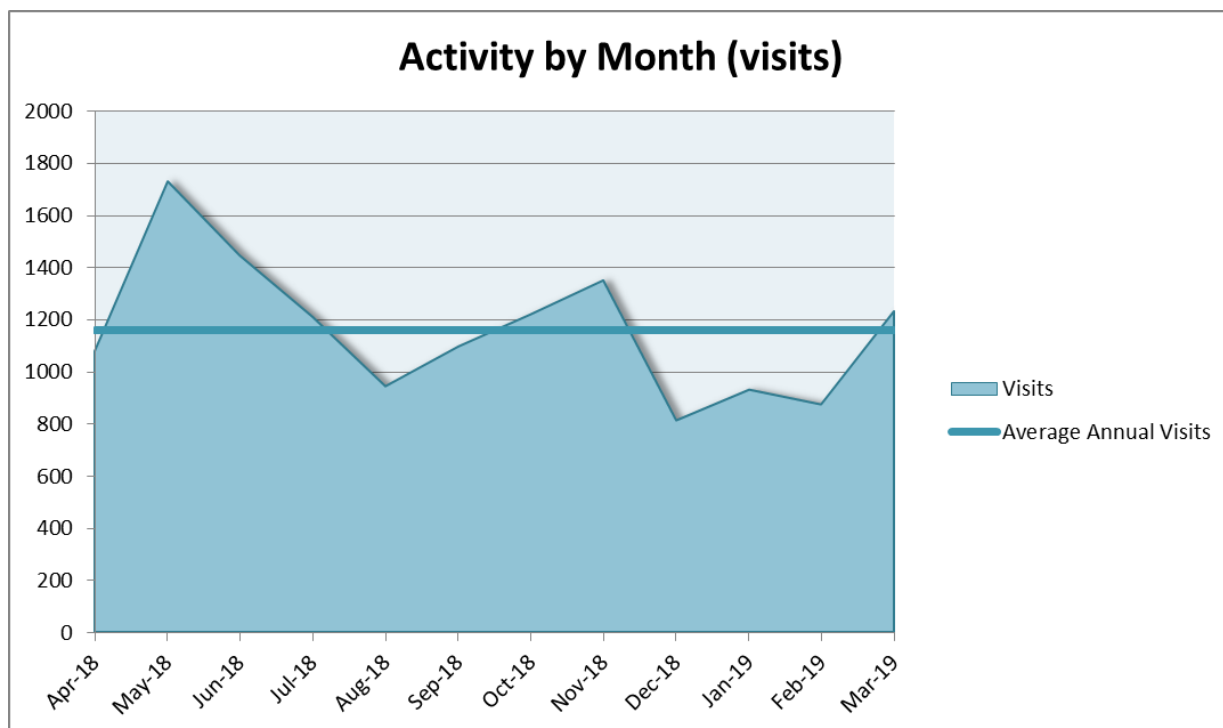
	Unique Contacts	Number of Visits	Average Visits per Contact
Allsorts	193	1,614	8
BMEYPP	133	1,429	11
Extratime	19	461	24
TDC Young Travellers	101	404	4
YPC Global Social	90	432	5
<b>Total</b>	<b>536<sup>†</sup></b>	<b>4,340</b>	<b>8</b>

\* Total unique contacts for all services are less than the sum of unique contacts for each provider as young people attend more than one service.

† As these groups do not share a client database, there may be some double-counting of YP attending more than one group.

## 2. ACTIVITY BY MONTH

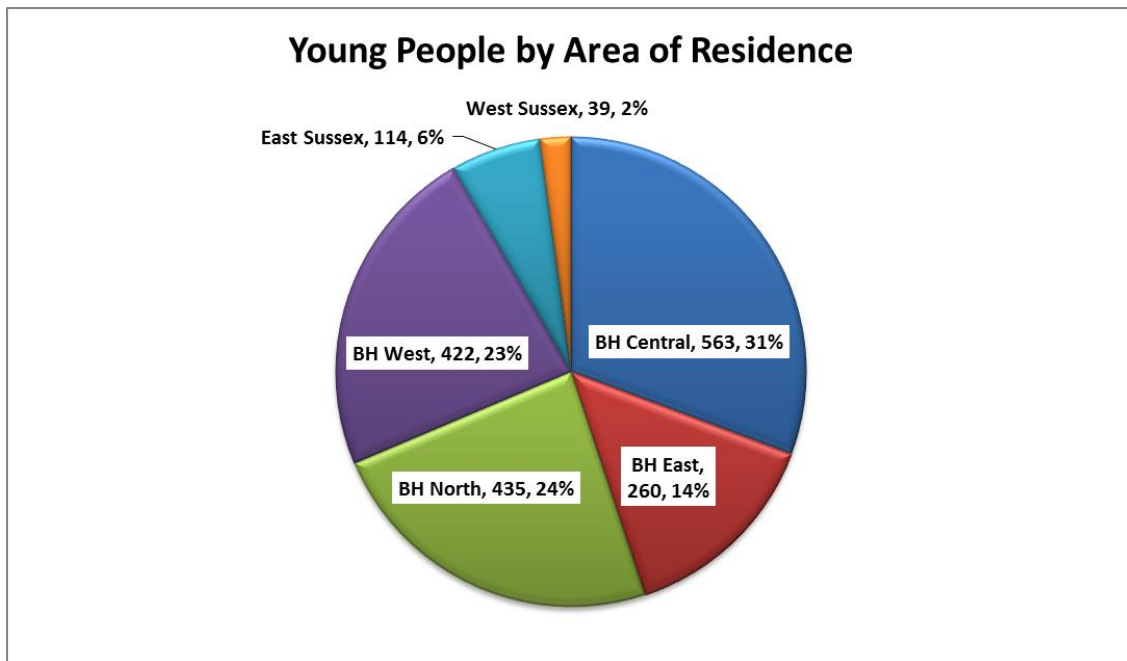
The number of visits to Youth Services each month is seasonal with fewer numbers in December to February and peak numbers in May/June.



- Brighton Youth Centre was the largest contributor to the peak in May, with 761 visits, their highest of the year.
- The Hangleton & Knoll Project had the next highest numbers in May, at 375, but their busiest month was August, with 426 visits. This peak is hidden in the chart above as most other providers see some of their lowest numbers in August.
- The peak in November is only slightly above the annual average (+189 more visits in November against a monthly average of 1,159) but seems higher when viewed against a dip in visitor levels of a similar scale (-215 against the average) in August.

### 3. YP'S AREA OF RESIDENCE

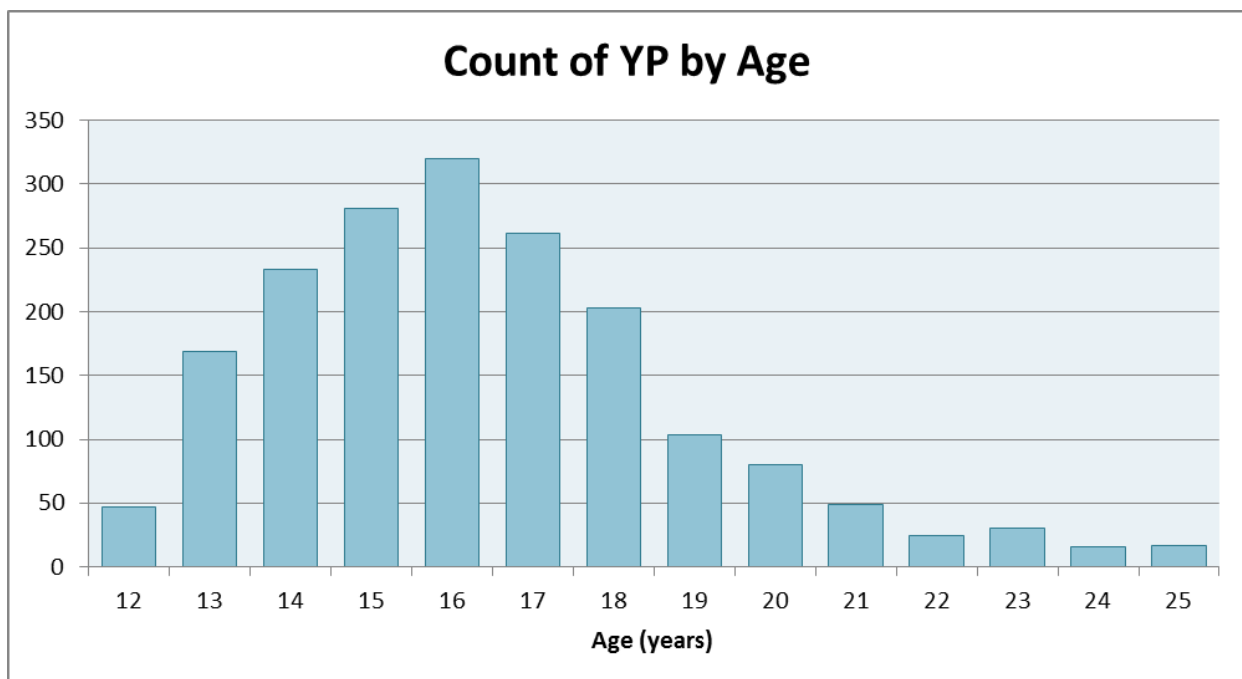
The chart below shows the number of young people living in each area of the city.



*Note: it is currently not possible to report on the area of service delivery, but this has been noted for future development.*

### 4. AGE PROFILE

72% of young people worked with are under the age of 18.



## 5. SPECIAL EDUCATIONAL NEEDS

49% of contacts were successfully matched to the January 2019 schools census in order to find their SEN status (YP were not matched where they live out of area, do not attend mainstream provision or are school leavers). This is compared to the percentage of children and young people with SEN provision across the entire census.

	Contacts	% Contacts	% Jan'19 Census	Difference
EHCP	95 <sup>‡</sup>	10%	3%	+7%
SEN Support	247	27%	14%	+13%

## 6. ETHNICITY

As above, 49% of contacts were successfully matched to the January 2019 school census in order to find their ethnicity; this is compared with the percentage of each ethnicity across the entire census. The comparison indicates that Youth Services work with a greater proportion of ethnic minority groups than the city average.

Ethnicity	Contacts <sup>§</sup>	% Contacts	Jan'19 Census	Difference
White -British	733	65.0%	72.0%	-7.0%
White -Irish	2	0.2%	0.6%	-0.4%
Traveller of Irish heritage**	101	9.0%	0.1%	8.8%
White Eastern European	11	1.0%	2.0%	-1.0%
White Western European	6	0.5%	1.6%	-1.0%
White other	16	1.4%	3.8%	-2.4%
Gypsy/Roma	0	0.0%	0.1%	-0.1%
White and Black Caribbean	24	2.1%	1.7%	0.4%
White and Black African	34	3.0%	2.1%	0.9%
White and Asian	28	2.5%	2.8%	-0.4%
Any other mixed background	26	2.3%	3.3%	-1.0%
Indian	4	0.4%	0.7%	-0.4%
Pakistani	11	1.0%	0.2%	0.8%
Bangladeshi	4	0.4%	1.1%	-0.8%
Any other Asian background	8	0.7%	1.3%	-0.6%
Black Caribbean	25	2.2%	0.1%	2.1%
Black -African	55	4.9%	1.6%	3.3%
Any other Black background	12	1.1%	0.3%	0.7%
Chinese	0	0.0%	0.6%	-0.6%
Arab other	3	0.3%	1.3%	-1.1%
Iranian	2	0.2%	0.2%	0.0%
Kurdish	0	0.0%	0.1%	-0.1%
Other ethnic group	12	1.1%	1.0%	0.1%
Refused	11	1.0%	1.2%	-0.2%

<sup>‡</sup> Includes 19 young people with EHCPs supported by Extratime

<sup>§</sup> Includes BMEYPP and Young Travellers (TDC)

\*\* As the specific ethnicity of travellers worked with is unknown, they are all recorded here as 'Traveller of Irish Heritage'.

## 7. ACTIVITIES

The table shows activities recorded on Aspire, provided to young people over the year and grouped by provider. Unique contacts are unique to each activity, that is, if a young person attended more than one activity they will be counted under both (see page 3 for unique contacts by provider). Coloured shading and data bars show a comparison across all provider activities. More detail on activities can be found [here](#).

Activities by Provider	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
<b>BH BYC - Brighton Youth Centre</b>					
Art In Mind	25	113	5	29	26%
B.fest 2018	129	172	1	26	15%
B.fest Board	7	70	10	10	14%
B.Game	21	55	3	16	29%
BYC Events Team	140	499	4	156	31%
Football-Mixed	28	71	3	47	66%
Fridays PRU	29	203	7	63	31%
Gig Nights	215	244	1	17	7%
Holiday Activities	40	91	2	9	10%
Junior Club	6	44	7	7	16%
Live Lounge - 2017-8	152	836	6	257	31%
Mascot	22	226	10	26	12%
Miss Represented	16	261	16	138	53%
Music Sessions	30	98	3	14	14%
NCS	11	22	2	0	0%
Photography Club	12	168	14	0	0%
Sexual Health Drop in Longhill	42	87	2	36	41%
Skateboarding	139	442	3	22	5%
Windmill Theatre	15	180	12	0	0%
Youth Clubs - Tuesday and Wednesday	189	1409	7	445	32%
<b>BH Hangleton and Knoll</b>					
Community events	74	113	2	39	35%
Detached - 2015-2020	99	430	4	186	43%
Education Training and Employment	24	33	1	12	36%
Health and well being project 2017-2020	31	225	7	136	60%
HKP Arts Work	10	57	6	47	82%
Hove Park Health Drop-ins	11	12	1	3	25%
Kidz Krew	39	148	4	102	69%
Knoll Drop-In - 2014-2020	40	63	2	28	44%
Office Drop in	60	222	4	106	48%
PACA Health Drop-in	5	5	1	3	60%
Participation Work - 2014-2020	35	201	6	129	64%
Positive Activities - 2014-20	64	341	5	162	48%
Social Media Intervention	15	30	2	10	33%
Step Out 2018-2019	21	138	7	97	70%
Table Tennis Hangleton Community Centre	32	115	4	61	53%
Ustudios Music Project	48	253	5	110	43%
Young Mens work 2018 onwards	27	306	11	95	31%
Young Women's Group - 2014-2020	35	243	7	159	65%
<b>BH Tarnerland</b>					
Detached Work - 2014-18	111	254	2	21	8%
Detached 2019	26	30	1	4	13%
Holiday Projects - 2014-18	43	84	2	5	6%
Phoenix Youth Club - 2014-18	43	139	3	5	4%
Tarner Football - 2014-18	38	351	9	96	27%
Tarner Girls Group - 2014-18	18	193	11	23	12%
Tarner Youth Club 2018	51	206	4	53	26%
Thursday Night Football 2019	34	152	4	34	22%
Thursday Youth Club 2019	29	108	4	24	22%
Tuesday Night Football 2019	10	33	3	0	0%
Young Men's Group 2019	11	41	4	5	12%
Young women's group 2019	11	75	7	1	1%

Activities by Provider	Unique Contacts	Number of Visits	Average Visits per Contact	Visits by Council Tenants	% Visits by Council Tenants
<b>BH The Deans Youth Project</b>					
Saltdean Youth Friday 2018-19	3	5	2	0	0%
Woodingdean Friday Youth 2018-19	49	416	8	172	41%
Woodingdean Juniors - Tuesday 2018-19	13	109	8	10	9%
Woodingdean Senior Drop-in Session	22	32	1	19	59%
Woodingdean Seniors Wednesday 2018-19	35	228	7	100	44%
<b>BH The Trust for Developing Communities</b>					
1-2-1s	15	20	1	12	60%
67 Centre Young Womens Group 18-19	48	344	7	249	72%
BACA young womens	3	6	2	5	83%
Bevendean and Moulsecoomb Detached 18-19	8	8	1	7	88%
Bike Club	5	49	10	15	31%
Bike Club Whitehawk	1	3	3	0	0%
Coldean Craft Sessions ALL	6	12	2	4	33%
Coldean Youth Sessions ALL	41	384	9	186	48%
Detached All areas	14	26	2	16	62%
Detached East Brighton April 2018 - 2019	23	26	1	11	42%
Events 18 -19	59	80	1	37	46%
Health and well being project 2017-2020	30	171	6	81	47%
Holiday activities 2018 -19	45	69	2	20	29%
Kit Car Project	4	5	1	0	0%
Look Sussex Session April 2018 - 2019	6	54	9	39	72%
Moulsecoomb Football	34	399	12	258	65%
Moulsecoomb Young Mens group 19	6	7	1	5	71%
QPCV COL Intergenerational activities	1	1	1	1	100%
Saltdean & Rottingdean Youth Club	11	11	1	4	36%
SoundCity Drop-In Whitehawk	13	44	3	11	25%
Tantrum Dance Sessions April 2018 - 2019	5	30	6	18	60%
Thursday Club 18-19	79	430	5	262	61%
Whitehawk Creative Project	2	5	3	2	40%
whitehawk Youth Cafe	34	97	3	41	42%
Yoga for Teenagers. Moulsecoomb 18	27	62	2	28	45%
<b>BH YAC</b>					
YAC Support & Advice drop-in 2018-2019	230	346	2	47	14%
YAC Support & Advice Drop-in 2019-2020	1	1	1	0	0%
<b>BH YPC</b>					
1 to 1 Work - 2018-19	6	72	12	0	0%
Girls Group	15	160	11	23	14%
Global Social Drop in (YPC) - 2018-19	12	48	4	11	23%
Health & Wellbeing Project 2018-19	28	70	3	31	44%
Power Group	7	59	8	3	5%
Thursday Moulsecoomb Session - 2017-18	4	4	1	2	50%
Young Carers Drop In - Wednesday	24	122	5	53	43%
YPC Daytime Drop in & Telephone & Email Enquiries	5	6	1	1	17%

## Other Activities

A further 112 young people that do not have ASPIRE records were supported by the Trust for Developing Communities at the activities listed above.

In addition, TDC supported 984 young people at the 2018 Pride and LoveBN1 festivals. 605 (61%) of these YP were female and 379 (39%) male.



## 8. YOUTH GRANT OUTCOMES

<b>Unique contacts by number of outcomes achieved</b>	<b>Contacts</b>	<b>% of 1,833 Contacts</b>
Achieving at least 1 outcome	1308	71%
Achieving 2 or more outcomes	1150	63%
Achieving 3 or more outcomes	897	49%
Achieving all 4 outcomes	584	32%

<b>Unique contacts achieving each outcome category</b>	<b>Contacts</b>	<b>% of 1,833 Contacts</b>
Community Cohesion and Civic Society	998	54%
Greater Self-Awareness, agency, confidence	1189	65%
Raised and Positive Aspirations	761	42%
Skills	991	54%

<b>Total outcomes by category</b>	<b>Outcomes</b>	<b>% of 10,388 Outcomes</b>
Community Cohesion and Civic Society	3254	31%
Greater Self-Awareness, agency, confidence	4056	39%
Raised and Positive Aspirations	1130	11%
Skills	1948	19%

<b>Outcomes by YP's area of residence</b>	<b>Contacts</b>	<b>% Contacts by area</b>	<b>Outcomes</b>	<b>% of Outcomes by area</b>
BH Central	563	31%	2576	25%
BH East	260	14%	1400	13%
BH North	435	24%	3068	30%
BH West	422	23%	2727	26%
East Sussex	114	6%	426	4%
West Sussex	39	2%	191	2%

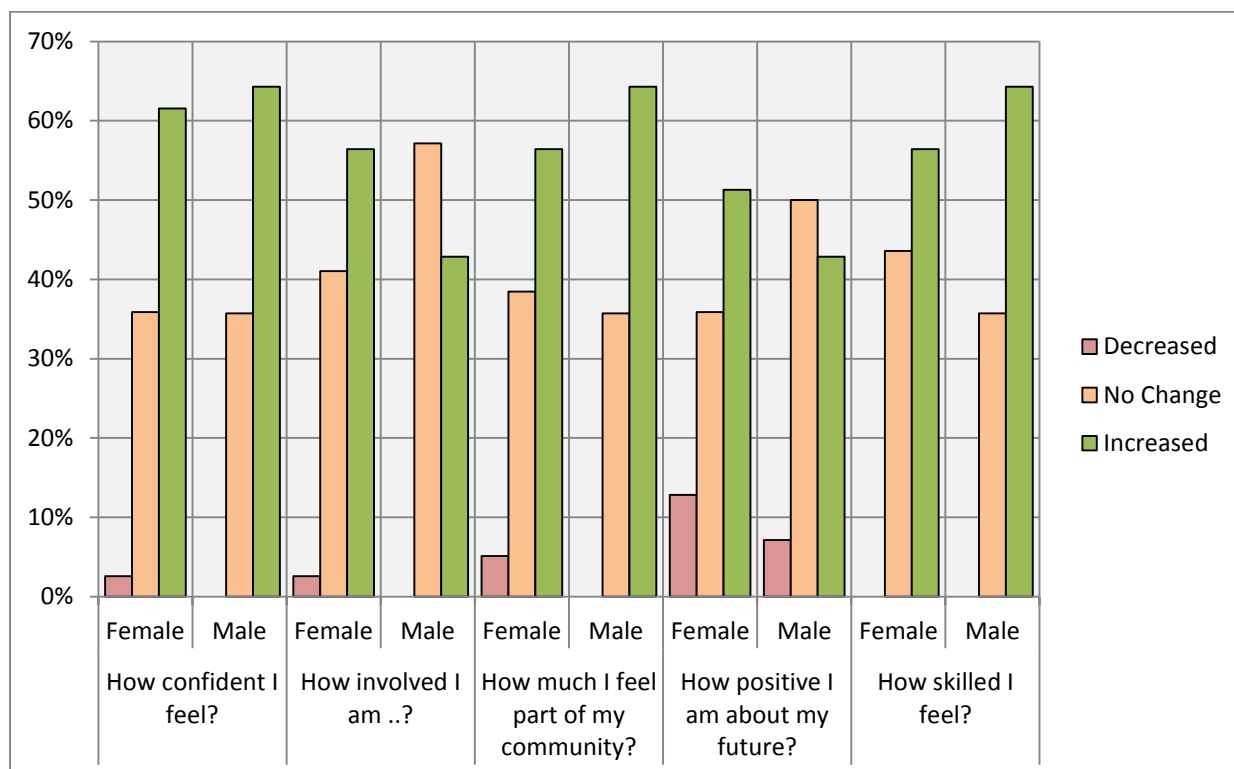
<b>Outcomes by Youth Service Provider</b>	<b>Contacts</b>	<b>% Contacts by provider</b>	<b>Outcomes</b>	<b>% of Outcomes by provider</b>
BH BYC - Brighton Youth Centre	810	39%	3488	34%
BH Hangleton and Knoll	249	12%	2198	21%
BH Tarnerland	232	11%	345	3%
BH The Deans Youth Project	66	3%	281	3%
BH The Trust for Developing Communities	382	19%	2856	27%
BH YAC	230	11%	703	7%
BH YPC	92	4%	517	5%

*Note: comparisons between % contacts and % outcomes are given as an approximation of cohort sizes; outcome goals vary greatly between activity types and several YP are supported by multiple Youth Providers.*

## 9. PROGRESS STAR

A trial of Progress Star outcomes began in July 2018 and we now have results for 53 young people. Initial (baseline) assessment scores are compared to the most recent assessment scores over five assessment elements.

The chart below shows the percentage of scores which have decreased, remained static, or increased for each element, and is split by gender.



- Confidence has the largest increase with 62% of YP reporting improvements.
- This is followed by 'community' and 'skills', both with 58% increases.
- The element with least change is 'involvement', which also has the largest gender gap with 57% of males not feeling more or less involved, compared to 41% of females.
- 'Feeling positive about the future' stands out as having the largest % of dipped scores. 11% of YP now feel less confident about the future and there is a 6% gap between females and males (13% female, 7% male).
- Involvement and positive future are the only areas with more static scores than improvements, and this is only for males.
- 'How skilled I feel' is the only area without any decreasing scores.



**Brighton & Hove  
Youth Service  
Grants Programme**

**2017 - 2020**

**AREA NARRATIVE  
REPORTS**

**1<sup>st</sup> April 2018- 31<sup>st</sup> March 2019**

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## Central Area

### Lead Organisation - Brighton Youth Centre

#### **How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

Young people are embedded in the development and delivery of our services across our organisations.

At BYC, there is a weekly meeting where members decide on upcoming events, activities and groups and discuss matters of relevance to the group. Following issues at the youth centre, we worked with members to reshape the sessions on offer and make changes to improve engagement and participation. B.fest, Brighton's only youth-led creative festival, is managed by a steering group of 12 young people, who have been meeting weekly to decide on individual events, curate the programme and design the publicity.

At TCP, young people have been involved in the design of regular sessions, holiday activities and events through the year. The dedicated young women's group decide the programme as do the young men's group which was formed at the request of TCP's male participants. Young men were supported in contributing to the 'Young Men Matter' research project for Brighton University looking into the barriers for young men accessing services in the city. Turner young people also led a restorative justice public art project in collaboration with the Phoenix Gallery and BHCC.

The Fresh G's Girls Group at YPC now has a member run steering group, made up of young people who have been members of the group and have now developed a leadership role.

Young people designed 3 sets of skills-based psychoeducational workshops – including learning manuals, posters, content and feedback forms - at YAC and BYC, in which over 40 young people took part. At YAC, in response to feedback groups of young people accessing the Support & Advice drop-in, they are expanding their offer to include LGBTQ+ Sexual Health interventions, awareness raising events and community events.

YP are invited to participate in central area meetings and sit on board of trustees/attend trustee meetings within our organisations. We support young people to attend the Cross Party Working Group and have been heavily involved in the development and delivery of the Youth-Led Grants Process.

#### **How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

We run a number of specific groups for young people with Protected Characteristics or multiple disadvantages. There are two weekly young women's groups, a young

women's skateboarding session, a young carers' group, Global Social Club (an open club, working particularly with young asylum seekers/refugees), two weekly clubs for young people with an Autistic Spectrum Condition, a termly 'Go Skate' project supporting at risk or isolated young people to improve their mental well-being through skateboarding, 3 arts sessions offering support for young people experiencing mental health issues, and a monthly youth club for adopted young people. In total these targeted groups have been attended by 251 individuals. We also create a culture where all young people feel safe and supported within our universal sessions. For example at BYC youth clubs, 1 in 4 young people who attend are LGBTQ+ and this is reflected in a high percentage of the youth work team.

Global Social Club has consolidated its position as a 'youth club of sanctuary' and continues to support young people in finding a voice, finding community and making positive connections. Tarner has high numbers of BAME residents and have followed on from a collaborative event with BMEYPP to develop engagements with the local community.

YAC drop-in now offers case work to young people with complex needs who require practical support around an issue such as debt, benefits, poverty. 17 young people were supported over an average of 6 sessions to prevent escalation of their situation and reduce stress around managing finances.

When parents were asked what their child had enjoyed or gained from coming along to mASCot, replies included:

- "Being part of a community. Meeting lovely people....having a social life where she is in the middle of things!"
- "My teen was feeling lonely after finishing his GCSEs and has really perked up since joining the Club. He said he loved club as he was able to be himself"
- "She has made brilliant friends and her self-esteem has soared"
- "The chance to be part of a group, where no-one judges him".

All organisations have carried out 1-to-1 work with YP facing multiple issues and living in challenging circumstances, including liaising with and referrals to families, schools, social workers, adolescent, youth offending and other specialist services.

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

We have carried out at least weekly outreach and detached sessions, with a focus on the Level and other areas identified as affected by youth anti-social behaviour: including May Road, Pankhurst Avenue, Tarner Park, Queen's Park. Detached teams have developed relationships to support young people at risk of exploitation and those suspected of being involved in County Lines.

Over the year we have worked with Albion Hill Residents Association, the Phoenix Residents Association, Amex Area Neighbourhood Action Forum, The Hanover, Elm Grove and Tarner Hub, and Tyson Place Residents Association to support youth voice in neighbourhood issues and deal with emerging issues, specifically in areas with high levels of council house tenancies.

TCP's Thursday session was initially established in response to community concerns around antisocial behaviour (ASB) and teenage drug use within Tarner Park. Since the group's inception incident reports have dramatically declined. Now they are operating in the park four nights a week ASB occurrences are rare.

BYC works in partnership with PRU to provide activity sessions on a Friday morning. 13 of the young people are from council house tenancies. The head teacher described the importance of these sessions: "it provides a space where can learn how to get on with each other and to socialize, and where they get to try lots of different things, without the pressure that they normally face. This is essential if they're to integrate back into mainstream". BYC also continue to support Miss Represented, the Dome arts project with young women, including supporting two older young women to deliver satellite sessions in Hove Park and the Connected Hub. 53% of young women who attend Miss Rep live in council houses.

The Support and Advice drop in at the Youth Advice Centre now includes a 'Positive Placements' drop- in service, which is a YMCADLG project providing vulnerable young people who are NEET with a mentor from the local community, to meet up with once a week for up to a year, to support them along their journey into work.

### **Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

B.Game is a young people's gaming group – open to all young people - who meet regularly to play games of all types, put on gaming events, meet people and make friends. It specifically attracts YP who are more socially isolated, have higher levels of social anxiety and mental health needs, and those who are on the autistic spectrum. It aims to bring these YP together, to build social networks, support and community, through the medium of gaming. At the beginning of the year, B.Game would happen monthly and had a small group of about 5-6 young people regularly attending. During B.fest (BYC's youth arts festival), there were activities taking place through the week, which young people could just come along to. New young people heard about B.fest and came along to the gaming activities. One young person said "it's weird that I find events I like". Another said: "I get nervous meeting new people, but it's easier when I'm playing games". Over the course of the week, the membership of the group grew. Following B.fest, about 12-15 young people made up the core B.fest group, who started to meet on a weekly basis. Young people started coming along to other youth work sessions. One young man, 17, who on first meeting said "I don't go out of my house" is now a regular attendee at youth club and took part in a 2 day residential over the summer. The group identified that gaming enables them to build skills and knowledge and to build community, around a shared interest. The difference it makes is best summed up in a young person's words:

"I spend too much time on the screen on my own. I was really miserable before I came here today. I come down here and be sociable and I feel really good now".

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

A young woman (aged 16) who has learning difficulties and a profound speech impediment attends weekly. At the start, this person was withdrawn, introverted, typically didn't speak to her peers and barely spoke to staff during sessions - constantly engrossed in her phone. Regardless, she continued attending and building positive relationships with the adults and the other young people and slowly she began to talk to staff and her peers. One-to-one sessions took place with her and a female worker over the months and slowly she opened up and shared her worries and insecurities. Through building trust with the worker, the YP was able to make disclosures about her issues at home and started to make increasingly frequent allegations. TCP workers made referrals to the relevant agencies and supported her with additional one-to-one opportunities as and when needed, as well as facilitating workshops to improve day-to-day skills and provide an informed understanding of social media, consent and positive relationships. Workers have attended a range of professional meetings involving the police, social services, her college and other relevant adults in her life. Despite the issues surrounding her home life, the young woman has gained in confidence, started to join in with group activities and try new things (including healthy new foods) all of which were previously outside of her comfort zone. The group has provided a support network for her and has been instrumental in developing this young person's social skills, confidence and self-esteem by giving her the space and time to grow accordingly. She now speaks up, joins in at all levels and has a solid friendship group, as well as knowing she has external adults in her life she can trust and consult.

**Collage created for Youth Work Week 2018 about why youth work is important to young people**





## West Area

### Lead Organisation - Hangleton and Knoll Project (HKP)



*Photo montage of table tennis, Ustudios 2 music, gardening and cookery projects*

### **How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

Participation is key to **all** of HKP Youth work delivery. During 2018-2019 **ALL** Young People we have worked with have been involved at various levels to have a voice and influence over, what is, their youth programme. For example, during 2018 HKP acquired the BHCC Youth Bus. Young people were central in setting up a group agreement and designing projects that could be delivered from the bus. These include arts activities, sexual health promotion and basic cooking.

HKP has worked with 35 individual Young women this year through the Young Women's Project. This group identified that they would like to plan and run their own female music gig. This involved singing tuition, design and a performance with over 40 residents attending. These young women, all of whom are referrals from Social Care/ Camhs/ Social Prescribing/Schools teams commented on how this project had 'given them something positive to focus on' YW14yrs, 'make them feel good about themselves' YW16 and 'singing has really helped me manage my stress and express some difficult stuff' YW15yrs.

A significant piece of work has been the development of our Youth Volunteering Step Out Project. It has supported 21 Young People to plan and run their own community events and co deliver monthly Kidz Crew session for local 8-12yrs olds with youth workers.

We have supported 6 Health Champions to design a health questionnaire in partnership with Right Here and 3 local surgeries. This has been sent out to over 600 YP to help surgeries develop their provision with and for local young people. We have recruited 1 new Youth Trustee during 2018, who undertook digital apprenticeship placement with HKP and wants to remain involved. There are now 3 Youth Trustees on our Board of 10.

We have supported 1 young person, with complex MH needs, to present at the Children and Young People's Committee and the City-Wide Community Building Network Meeting. This YP states that 'A year ago I would have not been able to talk out loud in front of people. But going to the Hangleton and Knoll Project and doing volunteering with them has increased my confidence and helped me start to have faith in myself' YP15yrs.

HKP have supported 3 young people to take part in the Youth Grants Adur Away Day and 3 to participate in the X Party Youth Working Group. These YP simply would not attend or have a voice without Youth Work Support and this work has enabled a growth of confidence and control.

**How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

A high percentage of young people that engage with the HKP Youth team face multiple disadvantage and are involved with social care/ CAMHS/ or attending pru and disengaged from School.

UStudios2 is a weekly music session that rotates between Hangleton and Knoll 15-25 young people regularly attend with 48 attending over the year. This is a dedicated space, where YP, many of whom display high levels of anxiety and stress, are able to express themselves through rapping and singing all whilst receiving support from Youth Workers in an informal, relaxed environment. Issues addressed, include substance misuse, relationships, family breakdown and personal aspirations. YP are actively involved in the development of this Project and say 'This is my weekly escape. I come here and spit bars and get stuff of my chest' YM 16yrs and 'The Knoll needs this, somewhere YP can come and get away from all the chaos' YW 15yrs. This Project engages some of the most vulnerable Young people in the West and music can be a tool to gain trust in YP who are not interested in other activity. In this period we ran an Arts project, also targeted YP with MH issues to help them express themselves. This was a partnership the Library service and was attended by 10 YP of whom 82% were BHCC council tenants.

We have supported 8 YP, who are identified 'at serious risk' within social care into our positive activity programme and music project, a major success. These are YP where Social Work can struggle to make relationships and we work closely w SW teams. One young woman, who is 'very concerning' (social worker) attended, with a lot of support and encouragement from the Youth Team, our community garden

project and commented on 'It's really good here, because it's peaceful and calming and I really need that' YW15yrs. This Young Woman is now attending HKP's weekly young women's group and accepting support as trust and relationship has been established.

We have carried out intensive work with a young person who is questioning their gender identity. We have supported them to identify a pronoun they want use and provided some advocacy at school around this, plus discussed interventions at school to enable this young person to remain engaged with their lessons. This YP has commented 'If it wasn't for the youth workers helping me, I would be in a really dark place right now' YM 15yrs. We have supported 3 young people to apply to BHCC Youth Grants scheme for two LGBTU awareness sessions to be delivered by Allsorts to YP who attend the HKP Youth Project to address wider issues of acceptance and inclusion.

A high percentage of YP involved in our Youth Volunteering Step out Programme have SEN needs and struggle to achieve in a mainstream environment. These young people have required additional support to help them engage but have succeeded in taking a leadership role in our Kidz Crew (8-12yrs sessions) and acting as role models for younger children. By taking on these levels of responsibility, they have developed many social and personal skills and tracked their progress of learning through tailored personal passports.

I have learnt how to lead on activities for 8-12yr olds and I have enjoyed making a difference ' YM15yrs and ' I didn't have confidence to take on volunteering opportunities at school, but with the youth workers support I have really enjoyed getting involved in Step Out YW 14yrs.

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

Overall, 51% of Young People we have worked with have been BHCC Council Tenants. However within specific targeted sessions this figure is as high as 82% as we move from wider engaged into more intensive youth work group programmes.

HKP UStudios2 Music Project has worked with 43% YP who are BHCC Council Tenants. Through the project workers have established relationships with vulnerable young people to help them progress towards employment. We have supported 6 young men and 1 Young woman to write their CV's and have referred an additional 6 YP to Youth Employability Service for further support and 1 into the Health and Wellbeing service for counselling.

HKP weekly Young Women's group works with 65% who are BHCC Council Tenants. These Young women are offered an inclusive space where they can share their experience and support a positive peer network. Feedback from Social Workers include ' It is a relief to know that \*Ruth\* is coming to a safe space every week where she has something hot to eat and confides in the Youth Workers about things she needs some help with'.

Kidz Crew, which is our monthly 8-12yrs session run by local Youth Volunteers (13+) works with 69% BHCC Tenants. This project works with some of the most vulnerable

in the community helping them feel included and valued. It is a free club to ensure it is accessible - as is all our targeted provision.

HKP taken an extremely active approach in supporting St Richards Church and Community Centre to tackle the anti-social behaviour they have experienced from local Young People. We have facilitated meetings between Young People involved in ASB and St Richards to help open up lines of communications, helping each other understand their concerns and needs/wants from their Community Centre. We have supported 3 young people who were involved in vandalising a room at St Richards to re-paint it and repair it and apologise to the Centre Manager. We have facilitated a meeting between Young People and Rethink Mental Health Charity) based at St Richards where YP were unfortunately verbally abusive to one of the workers. The Re- think Manager was 'amazed' that the Young People attended the meeting, stating 'it is so evident that these young people have a lot of trust with the youth workers as this was key in them attending the meeting. Youth Workers facilitated the meeting excellently so young people could see where their actions had caused offence and there have been no issues since' Re-think Manager.

### **Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

HKP Youth Volunteering 'Step Out' Project is an excellent example of good youth work practice. It has worked with 21 individual YP over the past year, 70% of whom are BHCC tenants.

This Project works with YP to take up local volunteering opportunities. The YP we work with have often been 'overlooked' (YW15yrs) from these opportunities in the School setting due to a range of factors including challenging behaviour, SEND, low self-esteem and confidence. Youth Workers are able to offer the intense support (that teachers cannot often provide) to ensure that YP can stay engaged in volunteering and that it is a meaningful experience for them.

Key opportunities have included supporting young people to plan and run local community activities in the holidays, deliver a monthly session for 8-12yr olds who live on the Knoll called 'Kids Crew' and support YP to voice Young people's views at various local community and city-wide meetings, a big step for many of them.

One Young Woman who has a very challenging home life and relationship with School has become involved and through her hard work has received a certificate of excellence from the Head Teacher at Hove Park at her 'local activism within her local community', a major boost for this young women's self-esteem and confidence. This work has led to a partnership with Hove Park School this year as the School seeks closer ties with the community it serves. This has included a fundraiser run by year 9 pupils for HKP. In partnership with YP, the HKP Youth Team developed a passport to track YP's learning; this may be developed into a digital badge over the next year.

YP involved have recently written a (successful!) Step Out 2 bid for the BHCC Youth Grants Scheme to develop this work.

***HKP have secured Sussex Police and Crime Commissioner (PCC) funding (as part of a REBOOT partnership with YMCA, TDC and Audioactive) to deliver one to one coaching to YP to help them into positive activities and away from behaviour damaging to themselves and their communities. This is a full time post for West Area.***

***During this period, we have worked in partnership with Sussex Community Foundation Trust in Hove Park and PACA Schools to deliver intensive one to one support to vulnerable YP as identified by School nurses, linking them into the community offer. This service is delivered in the rest of the City by YPC and TDC. This is a half time post funded by public health.***

The above work compliments the open access youth offer and doubles the BHCC open access investment in the youth contract, ensuring that YP most in need get additional support and the synergies provided by joined up services in their communities.

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

#### Case Study 1

The HKP Youth Team has worked with a young woman over the last year, who was experiencing severe difficulties being moved around different foster homes and who was not in education. After building a relationship with her, she felt confident to attend the weekly young women's group. Over time this work led to the young woman consistently attending singing practice sessions in the group and performing in a community gig which she said 'massively boosted her confidence'. Attending the weekly Young Women's sessions have enabled her to see the Youth Office as a safe space and build relationships with the rest of the youth team. After a trip to Brighton Marina, the young woman experienced a very worrying and upsetting incident at home, but was able to come back to the youth office to seek support alone. We have seen her self-esteem grow as her angry and chaotic outbursts become less frequent and more easily controlled by her. She has begun to access other projects such as the weekly youth music Ustudios session and is beginning to nurture talents such as rapping. She has also started to lead the "good news bad news" check in at Young women's club. She is proud to be involved in a lot of the youth sessions and says "it's cool that I come to almost everything here now, I did nothing before." She is now in a place where she feels able to access City provision and we have supported her into the Miss Rep project at BYC to enable her to further develop her artistic talent as an outlet for her emotions and a positive enhancement to her life.

#### Case Study 2

The project's health and wellbeing worker met a 17-year-old SEND young man who struggles a great deal socially. He is extremely shy, finds it hard to speak to people and wasn't going out **at all** to anything social.

This young man then started to attend the weekly HKP open access table tennis session, with his mum in attendance for support. He developed a relationship with one of HKP's male youth workers who supported him in to identify some positive

steps forward. Themes explored included exercise, educational activities and hopes for the future. After 3 months, the young man felt comfortable to attend HKP's UStudios 2 Music Project that has 15-20 YP regularly attending, a big step forward for him to be able to be in a group. His mum has said "He doesn't normally go out ever, it's often just the two of us. It's been a real boost in his confidence. Previously he has accessed other services in the city as well as speech therapy but hasn't gained a great deal from these'. Mum has said of his time at the music project "It's been the biggest change in him that I've seen."

In the sessions, after attending for only a few weeks, Youth Workers have observed the young man speaking to other young people and youth workers. Although these may seem like small things for the young man in question they are HUGE steps for his confidence, self-esteem and independence.

## North Area

Lead Organisation – Trust for Developing Communities

**How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

**Embedded Youth Participation** – Young people across all of our sessions are meaningfully involved in designing their provision. This ranges from deciding the food for the following week to running a social enterprise, raising unrestricted activities funding. Examples include:

- **Thursday night Youth Clubs** – 67 Centre and Coldean – Where programming is co-designed all year round
- **Moulsecoomb Skate Park** – Over 300 people (majority young people) responded to our consultation around the need for a new skate park in Moulsecoomb. An intergenerational group is taking this work forwards by engaging in Moulsecoomb Hub development work and organising ‘skate jam’ events locally.
- **The Bevendean Activities Group** – This group have their own bank account, officers elected at their AGMs and an award-winning social enterprise to raise funds for their work in addition to grant funding they apply for.

**Cross-Party Working Group** – Young people have been supported to join this meeting, offering insight of their lived experience of youth work provision. The aim of the meeting is to join Council Officers, Elected Members and Young People to further the agenda of Youth (Work) Services for Brighton & Hove.

**Youth Led Grants Programme** - 14 young people were involved in the writing and submission of applications to the Youth Led Grants Programme, successfully bringing in over £19,000 for local projects, as chosen by young people. In round one, pertaining to the reporting year, these projects included:

- **Enhanced Drug and Alcohol training** for staffing and increased presence at all youth work sessions. As a result, nine TDC staff members have attended training by RUOK? Brighton & Hove’s Young People’s Substance Misuse Service. The TDC have been invited to provide youth work support at this year’s Green (cannabis) Pride Festival.
- **Summer activities** – for both the young Traveller community and other, geographical areas as covered by the ‘Bevendean Activities Group’.

**How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

- **Young Travellers** – This highly marginalised group have been supported with two regular weekly gendered sessions in partnership with Friends, Families and Travellers (FFT).
- **Lesbian, Gay, Bisexual and Trans young people** - The TDC once more co-ordinated a Youth Work response to youth welfare at Pride festival weekend. Thirteen youth workers enabled the support of **984 teenagers** across the two days to stay safe and well through informal counselling, distribution of water, food, condoms and sun cream (further details outlined below). Pride and Sussex Police reported a reduced rate of youth-related incidents this year.

CATEGORY	PRIDE 2017	PRIDE 2018	LOVEBN1	TOTAL 2018
Total YP worked with	396	741	243	984
Total young men	163	287	92	379
Total young women	233	454	151	605
Average age	16.8	16.6	17	
using alcohol	248	344	76	420
Alcohol use as % of total no	62.6	46.4	31.3	
Using substances	71	73	12	85
Substance use as % of total no.	17.9	9.8	4.9	
Managing sickness	9	12	2	14
Sickness as a % of total no.	2.3	1.6	0.8	
Water bottles	168	505	218	723
Water as a % of total no	42.4	68.1	89.7	
Food given	85	237	92	329
Food as a % of total no.	21	32	38	
Suncream given	52	116	28	144
Suncream as a % of total no.	13.1	15.6	11.5	
Condoms given	67	106	40	146
Condoms as a % of total no.	16.9	14.2	16.5	

- **Disabled Young People** – In addition to funding Extratime to work with the severely disabled, the TDC run the Look Sussex Club for blind and visually impaired young people each Wednesday from the 67 Centre in Moulseccomb.
- **Health & Wellbeing Youth Work** – sees the TDC employ a Youth Worker dedicated to Health & Wellbeing of young people and using referrals through School Nurse teams to affect positive outcomes for those most at risk of social, emotional and health issues. **30 young people** were supported intensively this year by TDC across our areas.
- **Youth-Friendly Community Spaces** – In Spring 2019, the TDC supported a group of **10 young people** to produce an audit for managers of community spaces to use to improve their accessibility to young people. This work intended to reduce youth loneliness and isolation – a topic that has received national attention and cited as a cause of poor mental health. A video about the project with a link to the interactive audit is available here: <https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>



**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

**56% of young people** worked with by TDC in the last year were Council Tenants and much of the wider community work we do is supportive of Tenants and Residents Associations/Forums in areas of high Council tenure.

The TDC has sought to be responsive to emerging concerns regarding anti-social behaviour (ASB). This is particularly demonstrable in relation to the following:

- **Local Action Team Meetings attendance**– in Bevendean, Moulsecoomb and Patcham
- **10 Regular Youth Clubs** and sessions across the North area, including:
  - **67 Centre Youth Club** (Thursdays) – Meeting the needs of gang affiliated young people
  - **Coldean Youth Group** (Thursdays)
  - **Moulsecoomb Young Men’s Group (My G)** (Thursdays)
  - **Look Sussex club** for young people with blindness or visual impairment (Wednesdays)
  - **Football sessions with Traveller young men** (Wednesdays)
  - **Young Women’s sessions for Traveller girls** (Wednesdays)
  - **Young Women’s sessions at the 67 Centre** (Tuesdays)
  - **67 Centre Bike Club** (Tuesdays)
  - **Moulsecoomb Sports Hub** (Fridays)
  - **Detached Youth work** (Mondays)
- **Youth Coaches** – The TDC is part of a partnership that has brought £165k to the city to engage and coach young people who are on criminal trajectories.



- **Special Projects** – A partnership piece of work with Sussex Police and St Giles Trust has seen TDC recruit young people at risk of ASB and criminal engagement, engaging them in focussed group work.



Figure 1- Teen preparing to race a car she had built with her peers

- **Events** – We supported a range of local events this year, including our own ‘Youth Sports and Activities Day’ in June.



Figure 2 - Some attendees of our Sports Day with their MP

**Employment readiness** - the combined (all-service) results of self-reported progress on an outcome star, demonstrate that young people felt an 18% improvement in their skill levels through the youth work they received.

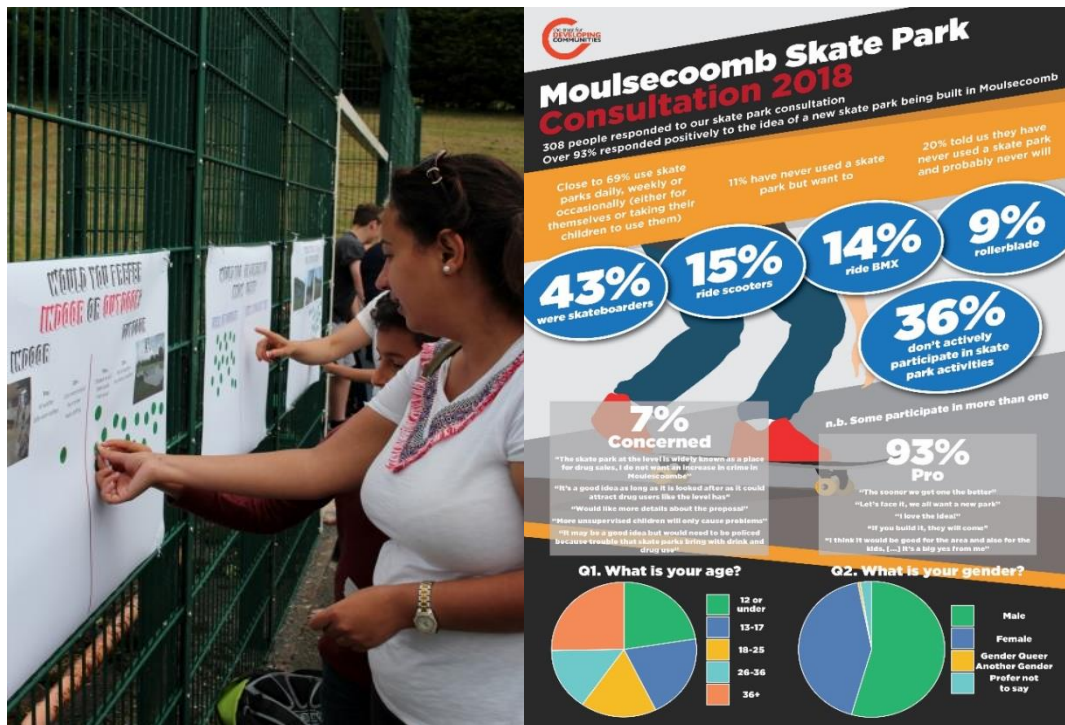
Assessment Element	Initial Average	Recent Average	Change
How confident I feel?	6.0	7.9	<b>+1.9</b>
How involved I am ..?	6.5	7.9	<b>+1.4</b>
How much I feel part of my community?	5.7	7.2	<b>+1.5</b>
How positive I am about my future?	5.8	7.3	<b>+1.5</b>
How skilled I feel?	5.2	7.0	<b>+1.8</b>
<b>Average</b>	<b>5.8</b>	<b>7.5</b>	<b>+1.6</b>

**Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive**

Working together with the TDC’s Community Development Worker in Moulsecoomb, youth workers have been actively pursuing the development of a new skate park for the estate.

Anecdotal need for a skate facility has been present since the TDC began working in the area in 2012, but in recent formal consultation with young people to inform their [Neighbourhood Action Plan](#), this need emerged strongly; The TDC committed to produce a feasibility study.

Following the establishment of an intergenerational steering group, young people were consulted as part of the [Moulseccomb Youth Sports and Activities Day](#) (meeting 55 young people) and at a 'Skate Jam' (meeting 33 young people) we organised with the Council's Skate Park Development Officer, Ricardo Magee Atxukarro.



A subsequent online consultation demonstrated overwhelming support for a new skate park in the area. The results were discussed with the intergenerational steering committee.

In early 2019, the TDC supported the group to apply to both the [Youth-Led Grants Programme](#) and to the [Chalk Cliff Trust](#) – not for a new park, but for more skate jam events and the opportunity for local young people to work with youth workers and professional carpenters to build temporary, moveable skate ramps for the area. Unfortunately, both bids were unsuccessful.

Despite funding set-backs and ambiguity about support through the Moulseccomb Hub development programme, the process that the young people in the steering group have been on is one that has taught them that their community cares what they think and will support them in affecting positive change locally.



*Figure 3 - Members of the intergen steering group with Council skate workers and their MP*

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

'Nathan' is a white British, 14 year old young man who lives in Moulsecoomb. He is a regular attendee at a weekly youth club at the 67 Centre in Moulsecoomb. Nathan readily admits he struggles with school and as a result attends an alternative education school. He has been identified as having some emotional and behavioural difficulties, which at times have been difficult to manage in the youth club.

Youth Workers struggled to see what Nathan was getting out of the youth club. He had no trust in the workers and although had friends, did not seem that close to anyone. He only really seemed to come in to get food. He was mixing with other young people that were involved in Anti-Social Behaviour around Moulsecoomb, including at the Leisure Centre where police had been called because of abuse towards staff and customers.

As a team, we undertook training on working with challenging behaviour and decided to change our approach towards the regular behaviour. As the youth work staff became more prepared and skilled at working with challenging behaviour we noticed that the atmosphere in the youth club improved. We started to see a noticeable, positive change in in Nathan. He started coming to sessions early and talking to staff about his interests. He started contributing ideas in regards to food he wanted to cook in the session. When other young people were disruptive he did not get involved and even complained about it, noting that he would once have been the instigator. Nathan has since co-written a successful £5,000 bid to the Youth Led Grants Programme to start his own young men's group. His relationships at home and school have improved, which he credits to our community work with him.

## East Area

Lead Organisation – Trust for Developing Communities

**How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

**Embedded Youth Participation** – Young people across all of our sessions have been meaningfully involved in designing aspects of their provision. This ranges from deciding the food for the following week to writing bids for increased funding.

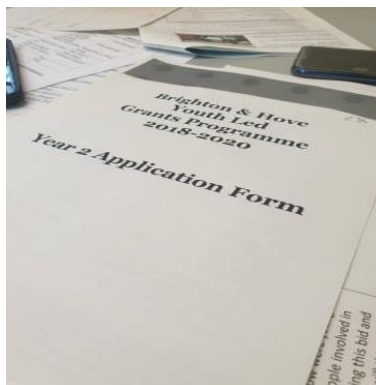
Sessions where this work happens includes:

- **Whitehawk Youth Café** where #iwill Social Action funding has enabled young people to assume responsibility for running the café.
- **Woodingdean Youth Centre** has been supporting young people to challenge rules and policies, both at youth club and at Longhill School.
- **Our Future City**, a new programme where young people from the Whitehawk area have been supported to create a social action project in order to influence services and provision in their community.

**Cross-Party Working Group** – Young people have been supported to join this meeting, offering insight and the benefit of their lived experience of youth work provision. The aim of the meeting is to join Council Officers, Elected Members and Young People to further the agenda of Youth (Work) Services for Brighton & Hove.

**Youth Led Grants Programme** - Nine young people were involved in the writing and submission of applications to the Youth Led Grants Programme from the East of the City, successfully bringing in £8,500 for local projects, as chosen by young people. In round one, pertaining to the reporting year, these projects included:

- **Enhanced Drug and Alcohol training** for staffing and increased presence at all youth work sessions. As a result, nine TDC staff members have attended training by RUOK? Brighton & Hove's Young People's Substance Misuse Service. This improved offer to young people has already started to demonstrate benefits and the TDC have been invited to provide youth work support at this year's Green (cannabis) Pride Festival.
- **Whitehawk Music Hub** – Providing youth work support to enable the project to be more youth-led.



**How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

The TDC is an organisation that has a central mission around the active and purposeful inclusion of all citizens. We, as a city, cannot thrive whilst some are marginalised and suffering. Some of the ways that we have explicitly manifested these goals are in the following projects:

- **Lesbian, Gay and bisexual young people** - The TDC once more co-ordinated a Youth Work response to youth welfare at Pride festival weekend. 13 youth workers enabled the support of 984 teenagers across the two days to stay safe and well through informal counselling, distribution of water, food, condoms and sun cream (further details outlined below). Pride and Sussex Police reported a reduced rate of youth-related incidents this year. We use the weeks building up to Pride festival to do work across all sessions on inclusivity, respect and tolerance.

CATEGORY	PRIDE 2017	PRIDE 2018	LOVEBN1	TOTAL 2018
Total YP worked with	396	741	243	984
Total young men	163	287	92	379
Total young women	233	454	151	605
Average age	16.8	16.6	17	
using alcohol	248	344	76	420
Alcohol use as % of total no	62.6	46.4	31.3	
Using substances	71	73	12	85
Substance use as % of total no.	17.9	9.8	4.9	
Managing sickness	9	12	2	14
Sickness as a % of total no.	2.3	1.6	0.8	
Water bottles	168	505	218	723
Water as a % of total no	42.4	68.1	89.7	
Food given	85	237	92	329
Food as a % of total no.	21	32	38	
Suncream given	52	116	28	144
Suncream as a % of total no.	13.1	15.6	11.5	
Condoms given	67	106	40	146
Condoms as a % of total no.	16.9	14.2	16.5	

- **Disabled Young People** – The TDC financially supports the work of Extratime for work with more severely disabled children and young people. This work has taken place this year at Woodingdean Youth Centre.
- **Health & Wellbeing Youth Work** – sees the TDC employ a Youth Worker dedicated to Health & Wellbeing of young people and using referrals through School Nurse teams to affect positive outcomes for those most at risk of social, emotional and health issues. 30 young people were supported intensively this year by TDC across our areas.
- **Youth-Friendly Community Spaces** – In Spring 2019, the TDC supported a group of 10 young people to produce an audit for managers of community spaces to use to improve their accessibility to young people. This work intended to reduce youth loneliness and isolation – a topic that has received national attention and cited as a cause of poor mental health. A video about the project with a link to the interactive audit is available here: <https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

**56% of young people** worked with by TDC in the last year were Council Tenants and much of the wider community work we do is in the supporting of Tenants and Residents Associations/Forums in areas of high Council tenure.

The TDC has sought to be responsive to emerging concerns regarding anti-social behaviour (ASB). This is particularly demonstrable in relation to the following:

- **‘Housing cluster’ and ‘Safe & Sound’ meetings for East area** at the Whitehawk Hub – Information sharing, especially issues from Council Tenants regarding ASB hotspots.
- **Street-based youth work** - focussed in these areas/times to build relationships with in-need young people and feed them into positive youth offers.
- **Saltdean & Rottingdean Youth Club** - When anti-social behaviour spiked in Saltdean and Rottingdean this year, the TDC were invited to join the Local Action Team to hear residents’ concerns. An immediate response of street-based youth work sessions preceded support for the establishment of a new weekly youth club on Friday nights at Saltdean Football club, reaching up to 62 young people per week.



- **Special Projects** – A partnership piece of work with Sussex Police and St Giles Trust has seen TDC recruit young people at risk of ASB and criminal engagement to build and race a kit car. This targeted activity is intended to divert these young people away from criminality using positive, focused group work.

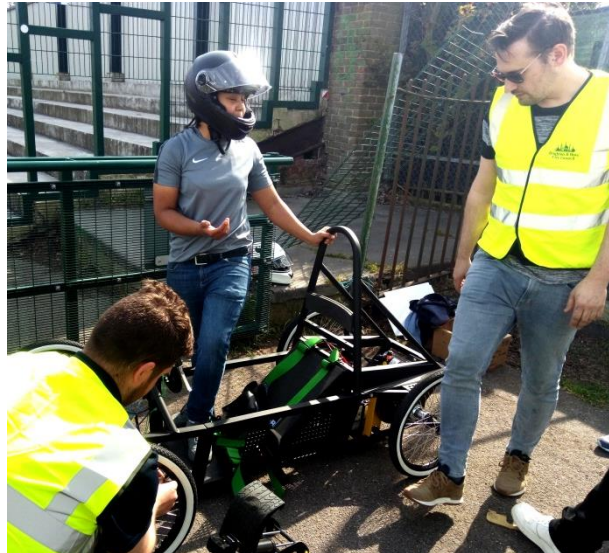


Figure 4 - Teen preparing to test drive the kit car she and others had built

- **REBOOT Youth Coaches** – The TDC is part of a partnership that has brought £165k to the city to engage and coach young people who are on criminal trajectories. This is as a response to needs presented by the community and the Police.



**Employment readiness** - the combined (all-service) results of self-reported progress on an outcome star, demonstrate that young people felt an 18% improvement in their skill levels through the youth work they received over the reporting period.

Assessment Element	Initial Average	Recent Average	Change
How confident I feel?	6.0	7.9	<b>+1.9</b>
How involved I am ..?	6.5	7.9	<b>+1.4</b>
How much I feel part of my community?	5.7	7.2	<b>+1.5</b>
How positive I am about my future?	5.8	7.3	<b>+1.5</b>
How skilled I feel?	5.2	7.0	<b>+1.8</b>
<b>Average</b>	<b>5.8</b>	<b>7.5</b>	<b>+1.6</b>

**Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

**Youth-Friendly Community Spaces** - Informed by mounting evidence of need on the subject of youth loneliness nationally, including reports from:



- UK Youth - <https://www.ukyouth.org/2018/08/09/aplacetobelong/>
- BBC & Wellcome Trust - <https://www.bbc.co.uk/mediacentre/latestnews/2018/loneliest-age-group-radio-4>
- Action for Children - [https://www.actionforchildren.org.uk/media/9724/action\\_for\\_children\\_it\\_starts\\_with\\_hello\\_report\\_november\\_2017\\_lowres.pdf](https://www.actionforchildren.org.uk/media/9724/action_for_children_it_starts_with_hello_report_november_2017_lowres.pdf)

...the TDC sought resource to take local young people on an exploratory journey into their own understanding of loneliness and how physical spaces in communities can be enhanced to become places that are welcoming and inclusive of their needs. The group had weekly sessions, using arts activities to explore the theme of loneliness for young people. They then worked on criteria to inform an audit that could be used to help managers of community spaces improve their centres for young people. The group presented at the Community Buildings Network and visited five spaces across the city, working with centre managers to look at aspects to be celebrated and where improvements could be made.

The final interactive **audit** is available to download here:

<https://www.trustdevcom.org.uk/what-we-do/young-people/making-community-spaces-youth-friendly/>

The 8-minute **film** documenting the process is available here:

[https://www.youtube.com/watch?time\\_continue=358&v=InW6CWVevUI](https://www.youtube.com/watch?time_continue=358&v=InW6CWVevUI)

The film captures some of the group's thinking on the subject of youth loneliness and demonstrates impact upon them for having been involved. One very happy story from the project was a young woman who presented to the (adult) Community Buildings Network. She was scheduled to do a GCSE exam the next day but had made up her mind that she wasn't going to do it. Following the presentation, she disclosed that she was given the courage to do her exam, "cos if I can do that [present to adults], I can do a poxy exam!".



*Figure 5 - Group Presenting to the Community Buildings Network*

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

M.S is a 14-year-old young woman, who was struggling with anxiety that was causing her to be off school. She had not attended school for over a year and was not receiving home education. M.S was in emergency accommodation out of the City with her mum and younger siblings due to domestic violence at home. Although keen to go to school, she had many worries about leaving mum and feeling sick.

Following a referral to the TDC Health & Wellbeing Youth Worker, weekly meetings helped M.S. to explore triggers of her anxiety, identifying physical symptoms, looked at strategies for helping her cope when she is away from mum or at other times when she felt herself becoming anxious.

Once the family could move back to Brighton, a meeting was arranged with BACA and it was agreed that M.S could come back on a part-time timetable. However, M.S. was extremely anxious at the idea of going straight into lessons, especially being a year behind in her studies.

The Youth Worker:

- Contacted the school, M.S's social worker, school nurse, attendance officer, child protection lead, and year-head to arrange a meeting to try to implement more support for M.S' school transition.
- Worked with M.S on assertiveness and being able to express what she really means.
- Met with M.S to discuss what she wanted the other agencies to know about her barriers to attending class.
- Met M.S. weekly on a Tuesday for an hour as part of her new timetable.

MS has still has trouble re-engaging at school. These are in part due to unmet needs in her mother. Links with schoolmates are now being bridged outside of school through connecting M.S. to community-based youth clubs.

## Equalities - LGBTQ

Lead Organisation – Allsorts

### **How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

We deliver a six monthly survey and wellbeing diary to all young people who attend our groups. This is a significant opportunity for young people to have space to share their opinions, thoughts and feelings about Allsorts specific services. This also enables us to hear and appreciate incredible insights into how Allsorts benefits them.

In the under 16's group TAG we ran a small group consultation session about what they would like to do in the next six months. We had a very successful session and the key ideas included; making a resource about 'coming out' specific for the under 16's age range as well as planning and taking part in a sports day and taking part in drama workshops.

Sam Beal and a member of staff from the Community Safety Team attended TAG to do a consultation session to gather the opinions of our LGBTU young people on the Council's Pronouns Campaign for National Trans Day of Visibility. The outcome was that the young people informed the decision making process resulting in different slogans which the young people suggested being used on stickers next year.

Across all of our groups we encourage and actively engage in both formal and informal consultation about what activities they would like to do. This includes activities that they might want to deliver themselves, organisations that they would like us to connect with or in house delivery from the Allsorts staff team. This is particularly in regards to what matters to them most as LGBTU young people.

We've recently introduced a quarterly 'clinic' run by our Youth Presidents which gives our young people an opportunity to tell the Youth Presidents anything that they would feed back to the chair of trustees & one of the co-directors.

### **How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

As part of our commitment to supporting young people with their health and wellbeing we invite specific workers to attend our groups as well as delivering our own designed and tailored workshops catering for the specific needs of our young people. At our weekly 16-25 youth group, we have had;

- Monthly visits from THT to carry out STI testing & general information about sexual health
- Visits from a team of community nurses who are there to discuss general health. They recently ran a smoking cessation session
- Monthly visits from Rise and delivery of workshops related to consent and healthy relationships

Allsorts has delivered activities and one-to-one support which has included:

- Support around exam stress and strategies to manage this.
- Support around living on a student budget and trying to have a balanced health aware diet.
- Managing and adapting to socialising/alcohol consumption/ good sleep hygiene and potential peer pressure.

At TAG (our 11-15 group) we have had visits from:

- A Life Coach who runs a Young Person's Life Coaching Service in Brighton and Hove. This session focussed on stress management and goal setting with a focus on managing the pressures of school.
- The LGBT worker from RU Ok? delivered a workshop focussing on age appropriate safety and education around drugs and alcohol
- A LGBT inclusive sports session focussing on the benefits of exercise and the opportunity to try boxing in a safe and inclusive environment.
- As an organisation we have led activities that includes:
- Group games, team building and the value of being 'active'
- Group discussions about managing pressures and stress from school e.g. the importance of good sleep hygiene, balanced diet, taking time out for fun and seeking support if needed. The same issues have been an area of support in one-to-one sessions.

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

As we run groups and one-to-one support from a centralised location in Brighton, we are easily accessible from all areas of Brighton and Hove enabling young people to connect with others outside of their localised communities.

We have a group agreement, which enables young people to feel safe and supported in our youth groups and gives a clear expectation of behaviour whilst they are attending sessions. Although we have a small number of young people who are exhibiting anti-social behaviour, the group agreement is in place to not only help young people feel safe, but also challenges any anti-social behaviour in the groups. Staff are able to model effectively how to positively challenge anti-social behaviour whilst giving strategies and guidance to those who experience those behaviours in their communities.

Within our groups, we provide volunteering opportunities to improve young people's readiness for employment, which includes Peer Role Models and Peer Educators. During the last six months we have had four young people volunteer at our under 16's group TAG as Peer Role Models. The experience of being a Peer Role Model is something that in the present or in the future can be used to support job applications and help with employment opportunities or future volunteering opportunities, as well as building on skills such as creating activities and being a positive role-model. In addition, young people who engage in Peer Education are building their confidence, learning time management, improving public speaking skills and contributing to planning workshops to deliver in school settings.

As well as providing direct volunteering opportunities for young people, we have strengthened our links with representatives from BHCC apprenticeship schemes, we sign post young people to the service as options for their career development as, and when this is appropriate. We continue to remind young people of the fantastic opportunities that the organisations can provide with helping young people get into work.

**Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

For LGBT History month, we had several projects running throughout February in groups across the project. We made an LGBT Timeline to illustrate the significant events that have occurred in the past 20 years including legislation, culturally important milestones, such as TV or film representation of LGBT people, and coming out as LGBT.

This was an affirming piece of work and important for all of our young people. Young people participated in workshops and shared what from the timeline helped them to validate their identity. Young people fed back that they feel that there is a lack of LGBT representation in their worlds on a daily basis so the activities were significant in addressing this. Making an LGBT time line was also affirming to the young people because it was used at as an interactive display at the Brighton Museum LGBT History month open day.

We also had an art project to celebrate LGBT history month- this was across all of the groups. Young people made 3D decorations in the colours of the rainbow flag. Many young people got involved; it was particularly successful as it reached out to young people who do not usually get involved with art projects.

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

In September, R (Year 7) received one-to-one support in school to have space and support to come out to himself and others as gay. At the time of one-to-one support, R and his family had social services involvement; we have recently found out that social services are no longer involved. R has accessed the under 16's group on a regular basis and whilst he has some additional needs due to having ADHD, he has settled in really well. R has made strong connections with several of the young people at TAG and with the workers. R spoke to a worker about how he had felt confident enough to ask 'a boy out'. When R started attending the under 16's group he presented as shy and nervous, he now comes across as confident in himself, eager to communicate with his peers and gets involved with the activities. R at times needs additional support with his behaviour and is good at seeking this out. We provide activities that R can use to manage his behaviour such as one-to-one time outside or art activities that he can settle into. R is a well-respected and valued young person in the group and all of the staff and young people benefit hugely from his happy outgoing enthusiastic personality and energy.

## Equalities – Disabilities

Lead Organisation – Extratime

**How have the services in your area, over this period, included young people in the development and delivery of your and other services?**



**Thumbs up from R, who loves the sessions at Monster Studios where the Youth Club try their hand at drumming, guitar, and playing lead singer at the mic.**

We consult with both young people (YP) and parent/carers on a regular basis to ensure their views are at the heart of the club's day to day activities and Extratime's operational and strategic plans.

This means YP are supported to take ownership and have a level of control of their youth club by making decisions and contributing to activities and planning. For some YP, communication can be challenging, but with appropriate support and the use of alternative communication methods as such as PECS and Makaton, all YP people have a voice in their clubs and schemes and the development of services in the city.

We consult regularly with parent carers and other key stakeholder who represent the views of YP. In October 2018 we commissioned an independent stakeholder consultation. Results from an online survey (194 parent carers) and a series of in-depth telephone interviews to capture the views of 'harder to reach' families (17) have informed Extratime's forward plans. They are also contributing to the development of the broader 'extended day' as part of the reorganisation of the specialist school 'hubs' in the city.

Young people and their parent carers are also at the centre of our plans to develop Extratime's new home at Portslade Village Centre. This includes repairs and essential maintenance to bring the Centre up to the appropriate legal H&S standards. With generous support from the council, local charities, companies and volunteers, Extratime is also investing in improvements to the Centre to support YP with SEND to feel valued in their new youth centre. Over the coming months the YP will be working with 'Same Sky' and 'Carousel' to express themselves through artwork to decorate the Centre.

**How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**



**Members of the Youth Club, J and R, making healthy food choices and handling money at the supermarket.**

Young people with SEND often face multiple disadvantages e.g. school exclusion / refusal, mental health issues. A recent report from B&H Disability register demonstrates; 55% of families of CYP with SEND live in or on the margins of poverty. 38% said their caring role means they can't work and 33% have had to take less senior roles or reduce their hours. 15% of parent carers skip meals as they couldn't afford to feed the whole family. (Amaze, September 2018)

Based on this data we are working towards increasing inclusion for YP with mild learning disabilities (LD), including formal volunteer opportunities for YP with SEND and subsidising user fees.

Extratime Youth Club is a city-wide project and as independent travel is not possible for the majority of participants transport support is provided.



**For best mates, R and F (age 16), Extratime is the only place they can spend time together out of school and away from their parents. They both have severe learning disabilities and autism which means they cannot travel, or access community leisure spaces and activities independently. R also needs support to manage his behaviour when he feels anxious. L needs specialist support to get around, to eat and to communicate. He loves books and spending time in the company of others his age**

Due to their learning disabilities, complex health conditions and autism, most YP at Extratime need high levels of specialist care and support to participate in youth activities. Extratime offers a rare opportunity for them to have fun with others their age in a safe and supported mainstream setting away from school or parents.

Young people with SEND tell us they feel isolated, lonely, often bullied and sometimes depressed, anxious, and using self-harming behaviour to cope and express their feelings. Without support, they can't just 'hang out' with others their age. This is backed up by national and local research (NHS, 2018, Amaze, 2016).

The youth club supports YPs to overcome feelings of difference, stigma and anxiety by

creating a sense of community, helping them feel more connected to each other within club and the wider Extratime community. Their sense of belonging and familiarity of the structured routine develop new confidence to participate in group activities. The importance of diversity, equality and tolerance is reinforced in this safe environment where individuals are celebrated for what they can achieve, and not judged for what they can't.

Participating in group check-in, physical, creative and cookery activities alongside unstructured time to 'hang-out' each week builds their confidence and self-esteem. This facilitates development of stronger social and interpersonal skills, and greater Self-awareness, agency, confidence.

This club is unique in Brighton & Hove, and highly valued by young people and their families.

*"Extratime is the best run club we have come across and our daughter C loves it....I don't worry at all when she is there. Lovely staff."* - Parent Carer, March 2019

Extratime has continued to work with YP schools and colleges to ensure we understand their individual needs, including accessing EHCPs, Behaviour and Communication Plans. This ensures a smooth transition between school/college and club and the team are aligned with other professionals to best support and encourage the young people. The Youth Club is especially important for young people with SEND going through transition from children's to adult services as it provides a consistent space during a challenging period of change.

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**



**Cookery sessions at Extratime help young people with SEND to build valuable healthy lifestyles, kitchen skills and interpersonal skills**



**Without support JM, who has complex needs and uses a wheelchair, is unable participate in sport other young men his age**



Council house tenancies data is not included here but the B&H Disability database shows 27% of households with a child with SEND live in council tenancies and over one third of households with SEND young people live in social housing.

All YP at Extratime are supported to develop their self-confidence, self-esteem and life skills. The club gently challenges YP with SEND to develop their potential, at whichever level is appropriate. These skills support their development, including pathways to volunteering and employment for some. YP with more severe LD and / or complex needs are unlikely to enter employment, so this work is important to support their transition from school / college to adult services.

Given the high numbers of young people with SEND accessing mainstream provision across the Youth Grants Programme (342 individuals), we are working with our youth service partners to increase inclusion for more YP with SEND, creating volunteer opportunities and subsidising user fees.

Activities at the club help develop YP education and empower them to make choices about living a healthier lifestyle. This includes cookery where YP have become more confident in healthy behaviours, understanding and participating in food preparation, using kitchen appliances and handling money.

Inclusive sport-based activities continue to be popular and fun. Football, basketball, table tennis, dancing, ball games and Boccia help support healthier lifestyles, Albion in the Community (AITC) and Brighton Golf ran workshops throughout the year. Participating in sports promotes positive interpersonal skills, including teamwork and communication.



*“Football was so fun, I know her (AITC worker) she tells me I have done a good job, it makes me happy” - Young Person after AITC workshop*

**Everyone enjoys the football workshops regularly run by Hayley from Albion in the Community (AITC) at the Extratime Youth Club**

**Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

At Extratime, the strengths and interests of each young person underpins all of our work. Their individual and complex needs mean that a person-centred approach is vital to support each young person to meet their own potential at their own pace. For young people with severe anxiety due to autism, this means taking time to understand them, communicating in a way that's right for them (including signing, PACS for non-verbal young people) and understanding challenging behaviour as a communication method.

A has been attending Extratime's youth club two years. He enjoys the mixing with his peers and staff and has grown into a sociable young man. As A has reached puberty, his behaviour and the control he has over his behaviour has become more challenging, both at school and more predominantly at home. He is incredibly anxious, repeatedly asking questions or getting stuck on things he wants to say. At home his severe anxiety can lead to physical outbursts.

The team work with A to create in an environment which is consistent and calm. He knows what to expect and knows what he can and cannot do. Extratime provides a safe space for without sudden changes or things which will cause him distress. This means A enjoys coming to youth club: he loves sports, cooking, the various workshops (especially AITC) and also playing board games. He loves interacting with the staff and young people. Recently he has supported a new young person to settle into the club, playing sports with him and teaching him games such as Operation and Monopoly.

Youth club also provides his parent carers with a much needed break from their demanding caring responsibilities, providing them with the confidence that A is safe. It is crucial for their well-being that A has this time with Extratime where he can socialise and be happy.

*"Saved my mental health" – Parent carer, March 2019*

**Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

AW has been coming to youth club for two years. She has learning disability, autism and emotional and behavioural difficulties. This includes presenting with depression, self-harm and an eating disorder. Over the last two years she has built strong and trusted relationships with the Youth Workers at club and feels secure in sharing when she has self-harmed. She knows she will not be judged but will be able to talk openly about her feelings and anxiety, helping her manage these in more positive ways. We work closely with AW's family to have appropriate support strategies in place to ensure her wellbeing is protected and supported.

## Equalities – BME

Lead Organisation – BMEYPP

### **How have the services in your area, over this period, included young people in the development and delivery of your and other services?**

The BMEYPP operates the BME Youth Champions Project. Champions are young people aged 16 to 25, who volunteer on project activities and who organise activities and events. During this period young people have volunteered at the BME youth drop in sessions.

Young people have designed the Positive Images Project and the activities are all based on young people's ideas. As a result we have applied for additional funding with the young people. Their activity ideas are: to produce a booklet about the lives of BME young people in Brighton and Hove, carrying out interviews with positive role models in the BME communities, produce posters and postcards showing positive role models in BME communities, they will also plan a launch event later in the following year.

They BME Youth Champions have led debates, discussions and workshops in writing poetry and prose, identity paintings, and collages, leading discussions as well as the activities themselves.

During the holidays the young people have organised trips. They decided on trips they wanted to do at the drop in sessions, and some young people have booked tickets, and travel supported by the workers.

### **How have the services in your area, over this period, enabled young people with Protected Characteristics e.g. BAME, disabled or LGBT or with multiple disadvantages e.g. facing school exclusion, experiencing mental health issues and/or poverty to feel safer and supported?**

The BMEYPP provides safe and supportive BME only spaces where young people are free to be themselves and discuss any issues that are important to them. This has included discussions regarding identity development, comparisons between different cultures and how they are perceived in the media and wider communities, how they feel they are treated differently due to their race and cultural identities, stereotypes, their responses to radicalisation and the impacts on them as young people.

We have been working with a young woman who is on the autistic spectrum and who is high functioning, but whose behaviour has been challenging for young people and staff. Staff have had numerous conversations with individual and groups of young people regarding the nature of difference and special educational needs, and how this impacts on people (without outing her and her situation). In most cases this has enabled young people to be and show more understanding. The staff observed that there are other young people who may have special educational needs, such as high functioning autism and ADHD but have not been identified by other professionals such as school teachers, and fear that their issues are being defined as 'bad behaviour'

We have been working with a number of young people, mainly young men, who are experiencing ongoing difficulties at school. We have been providing space where the young people can share their experiences with workers and each other. This has enabled us to share techniques for dealing with difficulties, particularly involving relationships with teachers and with their peers, and dealing with anger and residual feelings that the young people have had.

Many of the young people experience a range of issues that affect their mental health and well-being, racism, racist incidents and bullying leave young people feeling isolated and affects their confidence and self-esteem. Parental pressures, particularly in relation to academic aspirations and achievements puts pressures on young people to study hard and sometimes subjects that are not interested in, increases their experiences of stress and anxiety. We have been able to be a sounding board for young people, and pass on advice on strategies for example having frank discussions with parents, using relaxation techniques to deal with stress and anxiety. Providing opportunities for young people to develop positive self-esteem through positive Black Histories activities. Young people have told us that one of the things they like about coming to the BMEYPP is that they no longer feel that they are alone. We think this is because they meet and discuss with others common issues.

At each drop in session and events that we offer a cooking a cultural dish activity. As well as enabling the young people to explore cultures, it enables some young people to eat a meal. This is very important to some of our members who have been in temporary accommodation or those who are sofa surfing or vulnerable to homelessness.

**How have the services in your area, over this period, supported communities with council house tenancies, particularly around, anti-social behaviour, social inclusion and improving readiness for employment?**

**Highlight a particular project you have delivered that demonstrates good youth work practice and evidences positive impact**

#### Positive Images Project

During a youth drop in session, we engaged young people in a discussion about the government's Building a Stronger Britain Strategy and outcomes. We discussed ways in which 'Fewer people holding attitudes, beliefs and feelings that opposed shared values' and also how we could increase their 'sense of belonging and civic participation' in Brighton and Hove. Young people brainstormed different ideas for activities, and then prioritised to what they felt was achievable. These ideas were used to form the Positive Images Project. Young people want to make a book sharing their experiences of living in Brighton and Hove, and to organise a launch event with a multi-cultural fashion show, food and readings from their book. The project will be involved in all aspects of producing the book, including various expressive writing and arts workshops to produce pieces, interviewing techniques workshop and carryout interviews with peers and role models in the community, photography workshop. They will also plan and deliver the launch event.

## Youth Work Practice

- Educational – young people will learn new skills; learn through expressing themselves and reflection, learning soft skills such as working together in a team, communication skills. Champions will also learn leadership skills through running workshops. Young people will gain knowledge and awareness of the lives of others through interviews with role models and ways in which they achieve their own goals.
- Participative – young people have been involved in the development of the project since its inception, and continue to make decisions through the project, timetabling workshops and are currently planning interviews.
- Anti-Discriminatory – the project is designed to give a voice to BME young people from different backgrounds who do not usually have a platform. We are aiming to include young people from diverse communities and with diverse lived experiences.

Voluntary – All young people have chosen to take part in the project

### **Please submit a case study that outlines the difference that a Youth Work Intervention has made to the life of a young person you have worked with**

H is 13 years old, of dual heritage. She is an only child, lives with her mum and has very limited contact with her father who lives in London. Her mother does not work, and there are financial pressures in the household. She has been regularly attending the drop in sessions for the past three years. At first it seemed she fitted in well, was liked and seen as a joker in the group. She spoke openly and frankly about experiences at school, being bullied, having racist comments directed at her, teachers not listening to her, but she would usually end up being punished. On occasions her behaviour appeared 'odd' and other members complained about her actions, staff challenged her about her behaviour, but no sooner had she been spoken to, she would carry on as before and the message did not seem to get through. Her behaviour became more erratic, she seemed to have 'melt downs' where she would end up screaming, shouting and in tears. However she did continue to come to the sessions each week, so we felt that she enjoyed coming to the sessions which was confirmed by her mother. During a cinema trip worker observed her behaviour and demeanour and we felt that maybe there was more going on for this young woman than we first thought. We did research about her behaviour and felt that she may be on the autistic spectrum or suffering ADHD. We arranged to meet with her mother, who confirmed that H was indeed on the autistic spectrum and had an EHCP in place at school. She had not informed us of this because she wanted her daughter to be treated as 'normal'. She did not want the project to tell other members about her daughter's condition, although the information was shared within the staff team meeting.

H has a good relationship with one of the staff team who spoke to H and asked her how we could support her to take part in the sessions easier, where she could feel safe (and how we could keep other young people safe) and enjoy her experiences at the BMEYPP. We have put a plan in place where a member of staff are responsible for checking in with H at the start of the session, that they spend most of the session

supporting her during activities. She is encouraged to state how she is feeling and if she starts to feel any form of stress or distress during the session and we make arrangements for her to be picked up earlier if she wants or feels she needs to.

As well as working with H and her mum, we have also spoken to members at the Drop in regarding issues of diversity and difference, particularly in relation to people with learning disabilities. Some young people have responded well and have shown a more sympathetic approach when dealing with H and other members at the sessions.

As well as this the staff team have prioritised training for staff in dealing with different aspects of working with young people with learning and physical disabilities.

## Appendix

### Youth Grants Programme 2017 – 2020

Service Area	Providers	Summary of activities, projects and support	Budget 2017/18 (1/2 year)	Budget 2018/19 and 2019/2020
Hangleton, Portslade and West Hove	<b>The Hangleton &amp; Knoll Project (lead)</b> YMCA (partner)	<ul style="list-style-type: none"> <li>• Family Mediation</li> <li>• Group work activities/programmes / project work</li> <li>• Detached youth work</li> <li>• Open access sessions</li> <li>• Safe spaces</li> <li>• Healthy relationships and lifestyle work</li> <li>• Peer support</li> <li>• Participation</li> <li>• Young Leaders programme</li> <li>• Pathways to education/ accreditation</li> <li>• Volunteering opportunities</li> <li>• Targeted individual work</li> <li>• Mediation and Housing advice</li> <li>• Counselling</li> <li>• Activity based therapies</li> </ul>	£39,500	£79,000
Whitehawk and The Deans	<b>The Trust for Developing Communities (lead)</b> The Deans Youth Project Impact Initiatives (partners)	<ul style="list-style-type: none"> <li>• Open-access youth clubs</li> <li>• Detached youth work</li> <li>• New and challenging activities</li> <li>• Sports</li> <li>• User led activities</li> <li>• Work with young people with disabilities</li> <li>• Targeted work</li> <li>• Project work</li> <li>• Drop-ins</li> </ul>	£30,500	£61,000

Service Area	Providers	Summary of activities, projects and support	Budget 2017/18 (1/2 year)	Budget 2018/19 and 2019/2020
Moulsecoomb & Patcham	<b>The Trust for Developing Communities (lead)</b> Impact Initiatives, Albion in the Community Extratime, Friends, Families and Travellers, Bevendean Activities Group (partners)	<ul style="list-style-type: none"> <li>• Detached youth work</li> <li>• Open-access youth clubs</li> <li>• New and challenging activities</li> <li>• Special needs clubs</li> <li>• High participation activities</li> <li>• Sports</li> <li>• BME work</li> <li>• Individual targeted work</li> </ul>	£44,000	£88,000
Central Hove and Brighton	<b>Brighton Youth Centre (lead)</b> Young Peoples Centre, Turner Project, Youth Advice Centre (partners)	<ul style="list-style-type: none"> <li>• Detached youth work</li> <li>• Open-access youth clubs</li> <li>• Participation and project-based work</li> <li>• Special needs support</li> <li>• Sports</li> <li>• Targeted work</li> <li>• Girls group</li> <li>• Young Carers sessions</li> <li>• Weekday drop-in advice service</li> <li>• Activity and youth work session (PRU students)</li> <li>• Adopted Young People's Group</li> <li>• Specialist health work</li> <li>• Casework, inc brief interventions and group work around risk</li> <li>• Arts Workshops and events (gigs)</li> </ul>	£49,500	£99,000



		<ul style="list-style-type: none"> <li>• B.Fest</li> </ul>		
Equalities: LGBTU	<b>Allsorts Youth Project Ltd</b>	<ul style="list-style-type: none"> <li>• Group work</li> <li>• Individual support</li> <li>• Staff liaison</li> <li>• Joint projects</li> <li>• Training</li> </ul>	£9,500	£19,000

<b>Service Area</b>	<b>Providers</b>	<b>Provision</b>	<b>Budget 2017/18 (1/2 year)</b>	<b>Budget 2018/19 and 2019/2020</b>
Equalities: BME	<b>Black and Minority Ethnic Young People's Project</b>	<ul style="list-style-type: none"> <li>• Weekly drop-in</li> <li>• BME youth engagement</li> <li>• BME Youth Champions</li> <li>• Leadership programme</li> <li>• Holidays and summer activities</li> <li>• Black History Month</li> <li>• Sports development project</li> <li>• BME Communities Collaboration Project</li> <li>• Schools work</li> </ul>	£9,500	£19,000
Equalities: Disabilities	<b>Extratime</b>	<ul style="list-style-type: none"> <li>• Arts, sports and cultural activities</li> <li>• Participation</li> <li>• Drop-in</li> </ul>	£9,500	£19,000
Aspire		<ul style="list-style-type: none"> <li>• Contribution to the recording system for voluntary sector projects</li> </ul>	£8,000	£16,000
		<b>Total</b>	<b>£200,000</b>	<b>£400,000</b>



## Youth Led Grants Programme 2019/20 – Successful Projects

Project name	YP Benefited	Lead Provider	Activity	Area	Amount allocated
Team Domenica	50	Extratime	An enrichment Project which helps young people with learning disabilities in Brighton and Hove access new activities. It will run each afternoon and allows young people to try new activities including drama, art, drumming, table tennis, dance, cricket, cycling and yoga.	Citywide	£4,000.00
Young Carers Project	120	HKP	A programme of fun and exciting activities for young carers, the aim of developing peer relationships, that give young carers a vibrant social life whilst also developing broader friendships. Includes respite ti that develop skills and aspirations.	Hangleton and Knoll	£3,564.00
Art in Mind	60 plus 500 indirectly	BYC	A diverse peer-led group run by young people aged 13 – 25 who have all experienced mental health issues themselves. The group uses art therapy techniques to help people cope with mental health problem. They will make a book called 'Never Judge a Book by its Cover', which would be curated and filled with pieces of art by the YP to campaign to change how society views mental health	Citywide	£3,230.00
Youth Club Residential	14	BYC	Trips for Brighton Youth Club, including a residential to the Isle of Wight.	Central	£3,734.00
Step Out	165	HKP	Step Out is a volunteering programme for young people age 13 to 19 years old, who might find getting into volunteering difficult.	West	£4,620.00
B.Game	15 plus 100s more indirectly	BYC	A group of young people who meet to play games and socialise. They will build an arcade machine from scratch which will then we used by the club and other youth groups.	Citywide	£2,725.00
Brighton Table Tennis Club	40	HKP	A Friday night table tennis club at Hangleton Community Centre. This money is to continue this Project and to have an intergenerational weekend tournament at the centre with the 50+ teams that play.	Hangleton and Knoll	£4,000.00

The Deans Youth Project Summer holiday programme	50	TDC	A summer holiday programme for YP in Woodingdean. The programme would be made up of a range of Youth Club sessions, local activities (such as football sessions, zorbing, picnics, beach sessions and cooking sessions) and at least one trip outside of Brighton	Woodingdean	£4,000.00
Fresh G's Young People's Centre	10 plus more indirectly	BYC	A safe space from women to come together at the young people's centre. A 6 weeks course that will celebrate its diversity, encourage development and motivate purposeful action towards fulfilling potential. The second stage of the project will entail the young women drawing on the skills and experiences they gained from the previous 6 weeks programme to create and deliver a separate programme, which they will deliver themselves to other youth groups in Brighton and Hove and the wider community.	Central	£2,400.00
Grub Club	15	Extratime	A cookery project for SEND young people	Citywide	£1,747.00
The Hangleton and Knoll Project – LGBTU workshops	20	HKP	Two workshops delivered by youth group AllSorts around LGBTU issues.	Hangleton and Knoll	£705.00
Amaze – Amazing Futures	20 plus more indirectly	HKP	A workshop to give YP with SEND an opportunity to discuss their future and their hopes and fears for getting a job	Citywide	£995.00
Amaze - Gaming Club	17	Extratime	A monthly 'Friday Gaming Club' that will provide technical expertise, gaming stations, screens, games, consoles etc. for SEND YP.	Portslade	£4,750.00
Ustudios	60	HKP	A music production project with Audio Active that helps YP make music and learn about music production	Hangleton and Knoll	£3,720.00
Tarner Community Project - employment	40	BYC	Providing young people with volunteering opportunities: <ul style="list-style-type: none"> <li>Initially at a community festival in June 2019</li> </ul> Throughout the summer the TCP will work alongside the young people to arrange specialists to	Tarner District and Central Brighton	£4,500.00

			<p>lead a number of workshops in activities and skills they wish to develop</p> <ul style="list-style-type: none"> <li>• Young people involved will be subject to health and safety and first aid training</li> <li>• Skills learned will then be presented by the young people at a future community event in the autumn</li> </ul>		
BMEYPP Young Adventurers	88	BMEYPP	Trips and adventures for YP at BMEYPP including cultural trips that will enable them to explore their cultural identities and promote positive sense of identity.	Citywide	£4,266.00
BME Identities, Histories and Self Care Project	159	BMEYPP	Various events and activities for BAME YP to explore their cultural identities through learning more about Black Histories and information that they do not get taught in mainstream education, schools and colleges. Includes workshops on drumming, dancing, fashion, arts and a citywide Black History Event	Citywide	£3,450.00
Youth Club holiday activities	40	BYC	holiday activities for YP including comic con, volleyball and paintballing	Citywide	£805.00
Make up for trans YP	115 plus 100 more indirectly	BYC	Make up workshops specifically for trans or gender questioning YP. These workshops will support young people to design and create make-up and body paint looks for the BYC Drag Race, as well as for young people participating in the YMCADLG Pride Parade float in August 2019.	Central	£4,325.00
BYC Skatepark members	15	BYC	A skateboarding trip to Cornwall	Central	£2,205.00
Whitehawk Bike Workshop	400	TDC	Drop-in bicycle workshops at St David's Hall in East Brighton every Thursday. Young people can work on their own bikes, help others, get tuition in bike mechanics or have their bike fixed by one of the mechanics.	Whitehawk	£4,500.00
Allsorts Youth Project	30 plus 100s more indirectly	Allsorts	Workshops and support for LGBTU YP including: <ul style="list-style-type: none"> <li>• The creation of a resource such as a booklet and poster to help others</li> <li>• Music workshop to create listening and teambuilding skills</li> </ul>	Citywide	£780.00
B.fest Board	14 plus 250	BYC	Support funding the documentation for the festival.	Central	£2,070.00

	indirectly		<ul style="list-style-type: none"> <li>• Promotional films to send to funders for the next B.Fest</li> <li>• Artists and performers to have high quality film and photography to their work for their professional portfolios.</li> <li>• Support young film makers to capture the event, shadowing and supporting professional film maker.</li> </ul>		
Djing sessions	50	BYC	DJ-ing sessions run at BYC.	Citywide	£960.00
Young People's Centre	70	BYC	Global Social Club provides opportunities for young people to come together at the YPC and make friends with people different to themselves. Funding for; young people to cook and share food from their countries, going on trips and sharing new experiences together and getting a simple camera and printer to use at GSC and on trip.	Central	£4,500.00
Coldean Youth Group	42	TDC	Residential at an activity centre with focus on drug topics. Because lots of people smoke cannabis and doing other drugs. Youth Worker to help create workshops on drugs. First aid training for everyone in case they are with someone who overdoses.	Coldean	£4,000.00
Saltdean and Rottingdean Youth Club	100	TDC	Football training on the pitches outside and digital activities, such as blogging, photography and film-making are things that the group were most interested in.	Saltdean, Rottingdean, Newhaven and Peacehaven	£4,392.00
TDC – activities	50	TDC	Activities for young people the Whitehawk, Manor Farm and Bristol Estate communities over the summer and half term holidays. The focus will be mostly on free local community based activities such as sports sessions, BBQs and art activities	Whitehawk, Manor Farm and Bristol Estate	£2,880.00
The Deans Youth Project	50	TDC	Music, song writing and production workshops. The hope is that this can become a free-standing session at the youth club where young people can come and learn, create and produce music	Woodingdean	£3,799.00

<b>Subject:</b>	<b>Annual Report 2019</b>		
<b>Date of Meeting:</b>	<b>19 June 2019</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafe</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. PURPOSE OF REPORT AND POLICY CONTEXT**

1.1 The Annual Report has been provided to council tenants and leaseholders since 2010. The regulatory framework for social housing in England from the Regulator for Social Housing, sets out the requirements for the areas that must be covered in the report, these include:

- Information on the repairs and maintenance budget
- Timely and relevant information
- Support for tenants to build capacity and be more effectively involved.

**2. RECOMMENDATIONS:**

2.1 That the Housing & New Homes Committee approves the draft Annual Report 2019 to council tenants and leaseholders (attached as Appendix 1). The final version of the report will be sent to all residents with the summer edition of Homing In and will also be available to view on the council's website.

**3. CONTEXT/ BACKGROUND INFORMATION**

3.1 The annual report contains key performance and other information for the financial year 2018/19. We have included performance figures for how we have been doing in key areas such as building new homes, gas safety compliance, rent collection, your carbon footprint and improving our housing website.

3.2 The style of the 2019 report is similar to the previous year's, with some changes to keep it fresh. Each section highlights developments over the past year, and looks ahead to plans for the coming year.

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

4.1 An easy to view video will also be produced to provide residents with an alternative way of accessing the annual report.

## 5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 A draft text version of this report went to Area Panels in June 2019. Any feedback from these meetings will be incorporated into this year's report if possible, or will be noted for future editions.
- 5.2 A draft designed copy of the annual report was discussed at the Homing In Editorial Board on Friday 31 May.

## 6. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 6.1 All costs of producing and delivering the annual report are met from current budget resources within the HRA. As this is sent out with Homing-In, costs are kept to a minimum. Most of the cost relates to staff time with some extra print and design costs estimated at £1,500.

*Finance Officer Consulted: Monica Brooks*

*Date: 28/5/2019*

### Legal Implications:

- 6.2 The Tenant Involvement and Empowerment Standard imposed by the Regulator for Social Housing, previously the Homes and Communities Agency, requires the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets. The Annual report satisfies this requirement.

*Lawyer Consulted: Liz Woodley*

*Date: 29/05/2019*

### Equalities Implications:

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

### Sustainability Implications:

- 6.4 There are no direct sustainability implications arising from this report.

### Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report.

### Risk and Opportunity Management Implications:

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

### Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.



Corporate or Citywide Implications:

6.8 There are no direct corporate or city wide implications arising from this report.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Draft Annual Report 2019

**Background Documents:**

None



# Annual report

to council tenants  
& leaseholders

2019

DRAFT

**Welcome to the 2019 annual report for all council tenants and leaseholders. It has been another busy year, in which we have made real progress in our commitment to provide you with high quality housing services.**

Inside you will find updates on how we are performing, how we use the money we get from rents and service charges, what we are doing well and where we need to improve. We are always looking at ways to improve your homes to ensure they are safe, warm and secure, while searching for opportunities to build more homes to meet the needs of the city.



Brighton & Hove  
City Council

## Improving our webpages

We have improved our housing webpages to a style similar to the 'gov.uk' website. The aim is to make the webpages more user-friendly to help you find the information you need quickly and easily.

You can now also apply for council parking spaces or a garage online, and check the availability of the nearest space or garage to you.

At Bartholomew House, we offer support sessions three days a week to help visitors use the council's website. Residents are finding this a useful service in helping them access council services at a time that suits them.

Our Seniors Housing Team has run 'gadget drop-in sessions' across the city helping people become more comfortable using computers and smartphones. We are also installing free wi-fi to all communal lounges in our seniors schemes to help residents access the internet.

We promise to work hard to improve our housing service even further. We want to make it as easy as possible for you to find information or contact us. Here is a quick guide to some of the different ways to stay up-to-date and get in touch.


- **[brighton-hove.gov.uk/council-housing](http://brighton-hove.gov.uk/council-housing)** – you will find easy ways to request services and answers to common questions on our website. You can make rent payments at [brighton-hove.gov.uk/pay-rent](http://brighton-hove.gov.uk/pay-rent).
- For 24 hour access to your account information, sign up to the Housing Customer Online system at [www.brighton-hove.gov.uk/housing-online-account](http://www.brighton-hove.gov.uk/housing-online-account).
- **[www.facebook.com/BHHousing](https://www.facebook.com/BHHousing)** – follow our Facebook page for news, photos and information. You can also make enquiries by directly messaging us.
- **[twitter.com/bhhousing](https://twitter.com/bhhousing)** – Twitter is a direct way to connect with people, with updates on everything from what our teams are doing on your estates to events like the Citywide Conference. We retweet and share the news we think could be interesting to you. Ask us questions, get in touch, tell us about exciting things happening in your area and what you think of what we are doing.
- Sign up to read Homing In online at **[www.brighton-hove.gov.uk/homing-in](http://www.brighton-hove.gov.uk/homing-in)**. You can help us reduce paper and postage costs and we'll email you when it's available on our website.

## 2 Annual report to council tenants and leaseholders

## Customer service

### The difference we've made

- We've answered your calls in an average of one minute. The Customer Service Team responded to 32,000 phone queries last year, 12,000 emails, and 9,000 reception enquiries.
- We have three staff taking phone calls, four working on reception and two answering emails every day.
- We've let 363 car parking spaces and garages in the last year.
- We've had 100% gas safety compliance record now for three years.



**“Excellent customer service – going above and beyond.”**  
Resident feedback

### Looking ahead

- We're introducing a new housing computer system to improve the service we provide to you - this will include being able to access the system yourself from 2020. We're still in the early stages of setting it up and will keep you updated through Homing In.
- We will be introducing a new, improved customer portal on our website so you can do more online.

## Supporting you

### The difference we've made

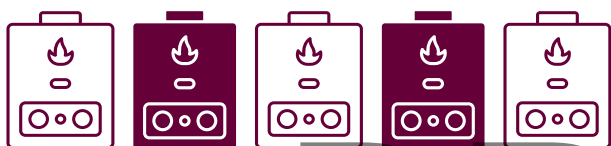
- Since the untidy garden project began in January, we've dealt with 122 (45%) of the 273 untidy garden cases.
- We've changed how we do mutual exchanges, with all applications now made online. During 2018/19, we helped 127 households move through a mutual exchange.
- We've helped 330 households through the discretionary decorating scheme and given out decorating packs to a further 80 residents to help them improve their homes.
- With our partners Mears and K&T Heating, we provided 11 new apprenticeship opportunities - five in administration and six in a trade.

## Your home

We invested £9.131m for repairs and maintenance in the following areas:

- £3.848m on responsive repairs to complete 29,758 emergency and routine repairs in your homes - an average of 118 every working day. The repairs helpdesk answered an average of 301 calls every working day.
- £2.034m on empty properties, to prepare 555 re-let homes for new tenants. Of these, 45% had major works carried out while empty.

**£3.249m on servicing and other repairs including lifts, door entry systems and safety checks to over 9,900 gas boilers in tenants' homes.**



**9,900 gas boiler safety checks**

The capital investment programme sets out how we spend money on improving your homes. We invested £21.815m in the following areas:

- £9.004m on planned maintenance programmes, including replacing almost 400 kitchens, 100 bathrooms, 400 windows and 200 doors.

**£5.247m on mechanical and electrical programmes, including upgrading six lifts.**

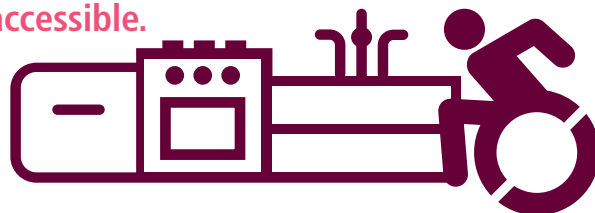


- £7.564m on major projects, such as external improvements to blocks of flats.

For residents with mobility issues, we have also:

- Helped 208 households by funding major adaptations to meet tenants' needs and to promote independent living and wellbeing.
- Improved access into and out of homes by installing ramps or regrading steps.

**Made it easier to get around indoors by, for example, installing level access showers and providing height adjustable work surfaces to make kitchens accessible.**



We currently operate a 10 year partnering contract with Mears to deliver the following work to your homes:

- Responsive repairs and empty properties maintenance
- Planned maintenance and improvement programmes
- Major capital works projects

This contract ends on 31 March 2020 and we've been working with residents, councillors and staff to consider how best to deliver these services in the future. We have engaged residents by:

- Running workshops for tenants and leaseholders to share their views on what does and doesn't work well with the current service, and what we

**Carrying out over 1,000 door-to-door surveys of tenants and leaseholders across the city.**



should change in the future.

- Having an online survey available to all tenants and leaseholders.

### Looking ahead

We have set up two new groups to work alongside the current resident engagement group to engage new volunteers, and a residents' group to help shape and design the new repairs and improvement service.

## Fire safety

We continue to work closely with East Sussex Fire & Rescue Service (ESFRS) on the safety of your homes.

Fire risk assessments for council tower blocks take place every year and fire precaution work is carried out whenever required. The assessments are published on our website.

We are monitoring all information on the Grenfell Tower fire and will continue to review our properties and practices in line with official government advice following the outcomes of the investigation.

- We've fitted 10 new dry risers to blocks in Hove to improve access and fire fighting for the fire service.
- We're consulting with residents of eight blocks on installing sprinkler systems.
- We're carrying out work to remove some bins from around blocks and some internal storage areas.
- We will be carrying out a high rise block exercise to help ESFRS train fire fighters in tackling fires on high rise blocks.

You can find more information on fire safety at [www.brighton-hove.gov.uk/fire-safety-in-flats](http://www.brighton-hove.gov.uk/fire-safety-in-flats).

## Your carbon footprint

### The difference we've made

#### Water saving project

- We've been working with Southern Water and 500 homes have benefitted from free water saving home advice visits.

#### SHINE project

The European Union (EU) funded Sustainable Housing Initiatives in Excluded Neighbourhoods (SHINE) project has continued, with benefits including:

- Over 140 residents received free home energy advice visits and been helped to switch energy tariffs, supported to claim winter home discounts or had small energy saving measures installed.
- 16 resident volunteers have been trained to become energy experts.
- Over 100 improvements have been made to heating systems through either weather compensators or installing smart thermostat controls.

For more information contact the Hosing Team

#### Ty-foam project

- We are replacing Ty-foam, a very inefficient form of insulation used in the 1970s, in council homes. We've started in the Freshfield Road area and have completed 80 homes so far, with more in the pipeline this summer.

### Looking ahead

**We have successfully bid for funds to deliver innovative solar photovoltaic installations on three housing blocks. The aim is to reduce resident fuel bills by using our roof spaces. Feasibility studies were carried out in spring 2019, with the first installations due to take place later in the year.**



## Involvement and empowerment

### The difference we've made

- Our Housing Employment Support Team has worked with around 160 households. They've helped 88 people into employment, volunteering, learning or training, and helped tenants bring in a total of around £200,000 of additional income through benefit claims and appeals, charitable donations and grants.

**Helped 88 people into employment, volunteering, learning or training**



- Resident Inspectors are continuing to feedback on empty property work before homes are let, as well as looking at agreed Estate Development Budget projects. The inspectors can now shadow Mears Project Managers viewing repairs and survey tenants about their experience of the repairs.

### Looking ahead

- We are setting up a new Community Engagement Team. This team will bring together engagement and involvement officers from both Housing and the Communities, Equality & Third Sector services. The new team will continue to support residents to engage with the council to improve the services they receive and the neighbourhoods they live in. Having a single team will allow residents to meet as a community, regardless of tenure, and communicate with any of the community engagement officers across a range of council services.

## Building new homes

### The difference we've made

- In order to increase the pace of new affordable homes, we've put additional resources into a council-wide Housing Supply Team. This includes project managers, legal and planning support.
- Completed six new council-rented houses and two flats in Salehurst Close.
- Completed the conversion of ten houses for use as council-owned temporary accommodation in Stonehurst Court.
- Started development of 25 new homes at Tilbury Place and Oxford Street for council-owned temporary accommodation.
- Brought back 14 ex-council homes sold under the Right to Buy as part of our Home Purchase Policy.

### Looking ahead

- Nine new council-rented flats and three houses in Kensington Street, in the North Laine area, are nearing completion. These will be let through the council's Homemove scheme.

**Starting work on 30 flats on the former housing office site in Selsfield Drive, Brighton, and 12 flats in Buckley Close, Hangleton.**



- Increasing our housing through the Home Purchase Policy with a budget to purchase a further 28 homes this year.
- Increasing resources to progress our hidden homes and conversions programme – we're planning to deliver 19 new homes this year with further units in the pipeline.

## Welfare reform

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### The difference we've made

- Introduced new training for over 100 staff to spot the signs where tenants are struggling with benefits.

**Increased specialist training for staff providing advice and support to tenants claiming Universal Credit.**



- Launched the Better Start Guide at [www.betterstartguide.co.uk](http://www.betterstartguide.co.uk) to provide important information to people on the housing waiting list.

### Looking ahead

- We will be offering tenants a new independent search engine, and improving our own online offer, to help tenants find a mutual exchange.

## Leaseholders

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### The difference we've made

- We've listened to leaseholders and are now engaging with them at a much earlier stage when major work is proposed for their block.
- We're keeping leaseholders involved by providing regular updates and easy to access information through various stages of the project.

### Looking ahead

- We're recruiting to a new post of Senior Leaseholder Liaison Officer, following feedback from the Leaseholder Action Group. They will be able to meet leaseholders to discuss concerns earlier and improve overall communication.
- Updating the Leaseholder Handbook.
- Undertaking a leaseholder satisfaction survey.

## Seniors Housing

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### The difference we've made

- Won Older People's awards from the 'Elderly Accommodation Counsel', gold for Hazelholt, and bronze for Churchill House.
- Worked with Age UK to deliver visiting advice and information sessions so residents and people living nearby can easily get specialist information
- Worked with the council's fall prevention co-ordinator and circulated information to all residents on how to stay strong and prevent a fall. Some schemes have set up regular exercise classes to support people with their health and mobility.
- Worked with The Paley Trust, a local charity who funded a successful art club at Lindfield Court, to create a mosaic for the communal lounge.
- Agreed with residents to set aside a proportion of the Estate Development Budget for seniors housing, with decisions made by the Seniors Housing Action Group.

**"It just goes to show how much help is out there as long as you ask the right (lovely) people. Many thanks to all."**

Feedback to Seniors Housing

### Looking ahead

- We'll be completing the review of Seniors Housing to help us plan where we can invest and improve the service.
- We want to make it easier for people to know about and to apply for Seniors Housing.



## Your neighbourhood and community

### The difference we've made

- Our Estates Services have had more involvement with new build projects, providing advice on types of locks to increase security and floor finishes.
- Set up the Hard Surfaces Team to improve estate areas by removing weeds, moss and overgrown shrubs.

**We've passed over 400 items of recycled furniture to tenants giving them much needed help to furnish their homes.**



- Ended the tenancies of three households causing a nuisance, making a big improvement to the lives in the neighbourhood.
- Worked with Brighton & Hove Independent Mediation Service (BHIMS) to help resolve resident disputes. Over 80% of clients felt they had benefitted and seen an improvement as a result of the referrals.
- The council's new Field Officer Team are supporting Housing by gathering intelligence about anti-social behaviour within and outside office hours. The team is also responsible for carrying out initial investigation of noise complaints and have been developing strong relationships with police prevention teams (formerly known as neighbourhood policing teams).

**"I've always considered our Estates Team to be a service that just keeps on giving."**  
Resident feedback

## Tenancy fraud update

Tackling tenancy fraud remains a key priority for the council. During 2018/19, we took back 18 properties following fraud investigations and a 'tenancy fraud amnesty'. Getting these homes back helps us provide secure homes for people on our waiting list.

If you suspect someone got their council tenancy fraudulently, is illegally subletting their home, or keeping their tenancy while living elsewhere, please contact our Fraud Team in confidence by calling 01273 291847 or emailing [anti-fraud@brighton-hove.gov.uk](mailto:anti-fraud@brighton-hove.gov.uk).

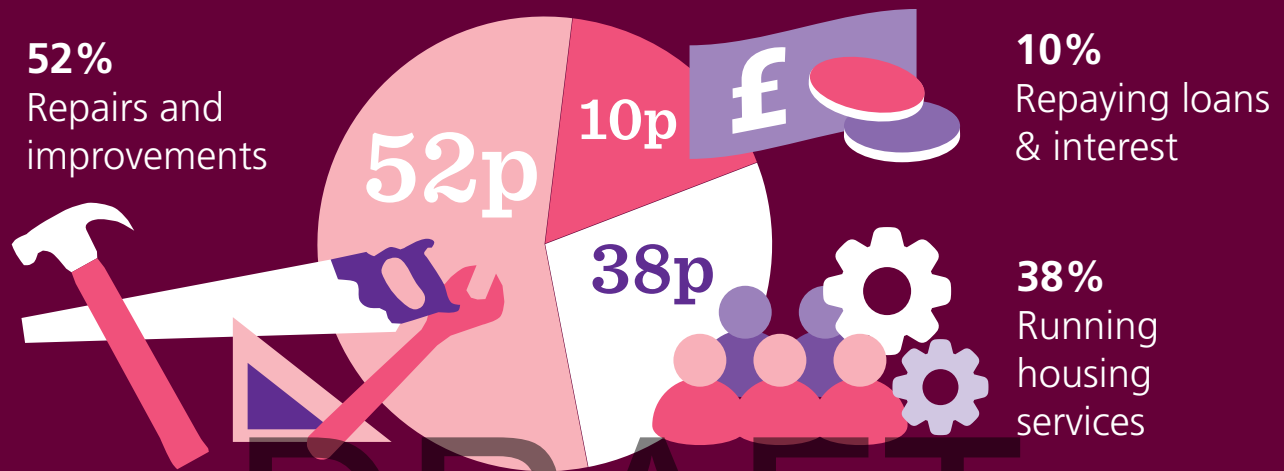
### Looking ahead

- Launching an online survey in May 2019 to gather more resident ideas for neighbourhood improvements.
- Holding estate improvement community meetings during the summer to focus on setting priorities from the results of the survey.
- Increasing security to the main entrance doors to 20 blocks of flats where there are concerns about anti-social behaviour (ASB), with more to follow.
- Delivering workshops for residents to raise awareness of the ASB service, how to report ASB and the type of action we can take. This will include the need for evidence and reporting.
- Introducing one phone number for residents to report all ASB in the city.

# How we spend our income?

## Income and expenditure

Each £1 of rent and service charge income pays for



Total income: **£60.5 million**  
Total expenditure: **£59.5 million**

The difference in income of £1 million has been added to reserves in the Housing Revenue Account to fund future investment in your homes.

**You can find more information on our performance at [www.brighton-hove.gov.uk/hsg-performance](http://www.brighton-hove.gov.uk/hsg-performance)**

If you have any comment on this annual report or if there is anything you'd like to see in future editions we would welcome your feedback. Please contact us at:

**[housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk)**

**[twitter.com/bhhousing](https://twitter.com/bhhousing)**

**[facebook.com/BHHousing](https://facebook.com/BHHousing)**

<b>Subject:</b>	<b>Housing Management Performance Report Quarter 4 and end of year 2018/19</b>		
<b>Date of Meeting:</b>	<b>19 June 2019</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods Communities &amp; Housing</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 The housing management performance report covers Quarter 4 of the financial year 2018/19 alongside end of year results. The report is attached as Appendix 1 and notable results from Quarter 4 include:

- **Rent collection and current arrears** – 97.81% of rent collected.
- **Customer services and complaints** – 91% of calls answered and 90% of stage one complaints responded to within 10 working days.
- **Empty home turnaround time** – 142 homes re-let in an average of 33 days (or 51 days including time spent in major works).
- **Repairs and maintenance** – routine repairs took an average of 12 days to complete and 97% of appointments were kept.
- **Estates service** – 78% of bulk waste jobs completed within 7 working days.
- **Anti-social behaviour** – 85% of people surveyed were satisfied with the way their anti-social behaviour complaint was dealt with.
- **Tenancy management** – 25 people helped to keep their tenancies which were at risk.
- **Seniors housing** – 96% of residents have had their annual review.

**2. RECOMMENDATIONS:**

2.1 That the Housing & New Homes Committee notes the report.

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

3.1 The report uses of 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 A full copy of this report has been to Area Panels, and feedback from the panels related to the reasons for the increase in both time taken to let empty properties and rent arrears. Discussions were held at Central Area Panel about the different elements of the lettings process and where delays can occur; and about the difficulties experienced in letting some seniors housing properties. At the North Area Panel there was a discussion regarding the experiences of some tenants claiming Universal Credit and the steps taken by the council to support such tenants while seeking to stabilise and then reduce their rent arrears.

## 5. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 5.1 The area of performance with the most significant financial impact is re-let times and the ability to collect rents from tenants. Indicator 1.14 shows that during the year 2018/19, arrears for current tenants have increased by £0.422m to £1.116m, largely as a result of tenants moving on to Universal Credit. The Income Management team is undertaking targeted work with tenants who are transferring to Universal Credit, and the 2019/20 HRA budget report allows for an extra 2 full time equivalent (FTE) posts to assist tenants into work and learning in light of the changes to the welfare benefits system. The impact of this work on arrears recovery will be closely monitored to ensure that these measures are effective. During 2018/19, the income management team had a high level of vacancies which also had an impact on the level of arrears recovery. The current recruitment drive is hoping to address.
- 5.2 The average re-let time for the year 2018/19 has increased from 20 days in 2017/18 to 26 days in 2018/19. This also impacts on the amount of rent income for the Housing Revenue Account. Again the current recruitment drive is hoping to address this issue.

*Finance Officer Consulted: Monica Brooks*

*Date: 28/05/19*

### Legal Implications:

- 5.3 The Housing and New Homes Committee has delegated powers to discharge the Council's functions as a housing landlord including the management of property within the Housing Revenue Account and associated properties. It is therefore appropriate for it to receive this Housing Management Performance report..

*Lawyer Consulted: Liz Woodley*

*Date: 28/05/19*

### Equalities Implications:

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

### Sustainability Implications:

- 5.4 The energy efficiency rating of homes has increased from 66.6 to 67.7 over the past year, and contributes towards the council's sustainability commitments and helps 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 appropriate 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 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

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

## **SUPPORTING DOCUMENTATION**

### **Appendices:**







1. Housing Management Performance Report Quarter 4 and end of year 2018/19
2. HouseMark cost and performance benchmarking 2017/18

### **Background Documents:**

None

## Housing Management Performance Report Quarter 4 and end of year 2018/19

This housing management performance report covers Quarter 4 of the financial year 2018/19 alongside end of year results. It 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, and the previous year.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

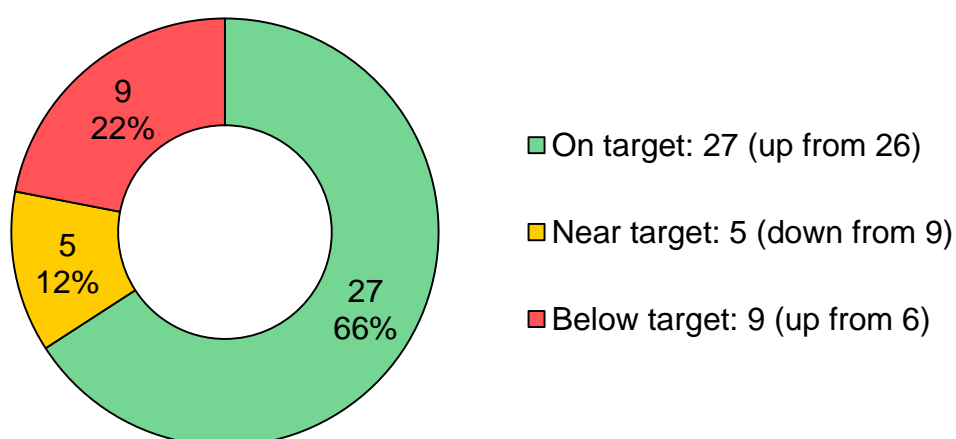
Comments on performance are given for indicators which are near or below target.

### Quarterly performance indicators

A total of 41 performance indicators are measured against a **quarterly** target:

- 27 are on target (of which 23 were on target and 4 were near target last quarter)
- 5 are near target (3 were on target and 2 were near target)
- 9 are below target (3 were near target and 6 were below target).

### Quarterly indicators



In terms of movement since the previous quarter:

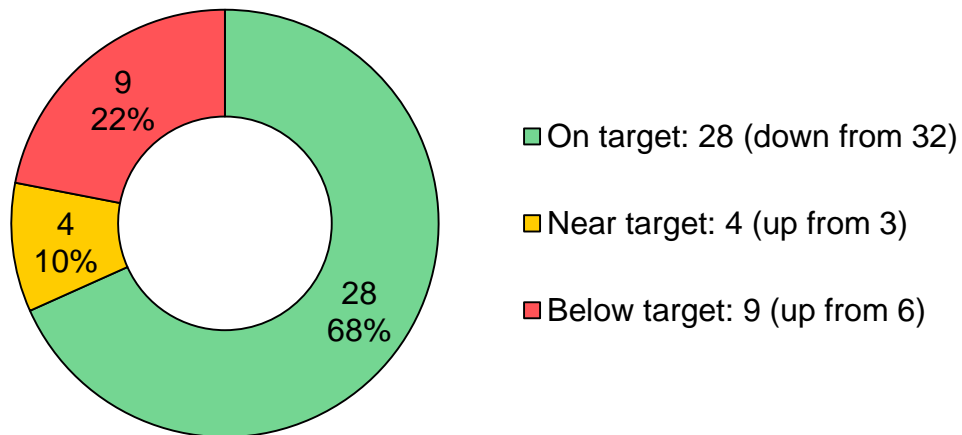
- 16 have improved
- 8 are the same and are on target
- 17 have declined, of which 8 are on target, 4 are near target and 5 are below target.

### Annual performance indicators

A total of 41 performance indicators are measured against an **annual** target:

- 28 are on target (of which 26 were on target, 1 near and 1 below target last year)
- 4 are near target (3 were on target and 1 was near target)
- 9 are below target (3, were on target, 1 near target and 5 below target).

### Annual indicators




















In terms of movement since the previous year:

- 12 have improved, of which 10 are on target
- 10 are the same and are on target
- 19 have declined of which 8 are on target.

## 1. Rent collection and current arrears

Rows 1.1 and 1.4 give end of year forecasts and the others are cumulative.

 Rent collection and current arrears indicators	Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
1.1 Current tenants' rent collected as proportion of rent due for the year	98.00%	98.10% (£50.0m of £50.9m)	97.81% (£49.9m of £51.0m)			98.66% (£49.9m of £50.6m)	97.81% (£49.9m of £51.0m)		
1.2 Former tenant arrears collected	25%	18.58% (£122k of £654k)	20.71% (£136k of £661k)			25.01% (£149k of 595k)	20.71% (£136k of £661k)		
1.3 Rechargeable debt collected	20%	4.27% (£5k of £109k)	5.35% (£6k of £108k)			12.44% (£15k of £121k)	5.35% (£6k of £108k)		
1.4 Rent loss due to empty dwellings*	Under 1%	0.77% (£388k of £50.6m)	0.74% (£375k of £50.7m)			1.06% (£537k of £50.5m)	0.74% (£375k of £50.7m)		
1.5 Tenants served a Notice of Seeking Possession	For info	369	456	n/a	n/a	635	456	n/a	n/a
1.6 Tenants evicted because of rent arrears	For info	2	2	n/a	n/a	2	2	n/a	n/a

\* Row 1.4 is based solely as a proportion of current rent due in the year, and excludes arrears brought forward from the previous year.



## Rent collection and current arrears

### Current tenants' rent collected as proportion of rent due for the year – 0.19% below target

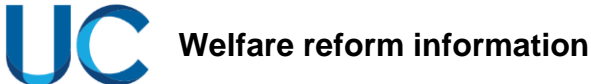
- **Contributory factors** - increasing challenges posed by Universal Credit; increase in tenants on Universal Credit and their arrears have almost tripled; staff vacancies within the team.
- **Improvement actions** - recruitment drive to achieve a full complement of staff and continue to support tenants.

### Former tenant arrears collected – 4.29% points below target

- **Contributory factors** - focussing staff resources on current tenants in arrears.
- **Improvement actions** - staff recruitment drive.

### Rechargeable debt collected – target 20%

- **Contributory factors** - focussing staff resources on current tenants in arrears; rechargeable debt is challenging to recover.
- **Improvement actions** - staff recruitment drive.

		Q2 2018/19	Q4 2018/19	Year end 2017/18	Year end 2018/19
1.7	Universal Credit – known affected tenants*	948 (8% of tenants)	1,005 (9% of tenants)	498 (4.4% of all tenants)	1,005 (9% of tenants)
1.8	Universal Credit – arrears of known affected tenants	£368k (38% of total arrears)	£470k (42% of total arrears)	£160k (23% of total arrears)	£470k (42% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	552 (5%)	537 (5%)	580 (5%)	537 (5%)
1.10	Under occupiers – arrears of affected tenants	£55k (6%)	£79k (7%)	£45k (6%)	£79k (7%)
1.11	Benefit Cap – affected tenants	42 (0.4%)	43 (0.4%)	47 (0.4%)	43 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£6k (0.6%)	£10k (0.9%)	£5k (1%)	£10k (0.9%)
1.13	Total current tenants	11,423	11,429	11,396	11,429
1.14	Total current tenant arrears	£967k	£1,116k	£694k	£1,116k

\*Of the 1,005 tenants known to be affected by Universal Credit, 314 (31%) have Alternative Payment Arrangements (APAs) in place, including direct payment of the housing cost element to the council as a landlord. These are arranged with the Department for Work and Pensions (DWP) for claimants who can't manage the standard Universal Credit payment.

### 1.15 Area breakdown of rent collected

The figures below are end of year forecasts.


















Rent collection area	Q3 2018/19	Q4 2018/19
North (includes Seniors housing)	98.52% (£14.3m of £14.5m)	98.28% (£14.2m of £14.5m)
West	97.86% (£10.1m of £10.3m)	97.41% (£10.0m of £10.3m)
Central	97.77% (£8.8m of (£9.0m)	97.49% (£8.8m of (£9.0m)
East	98.05% (£16.8m of £17.1m)	97.82% (£16.8m of £17.2m)
All areas	98.10% (£50.0m of £50.9m)	97.81% (£49.9m of (£51.0m)

### 1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q3 2018/19	Q4 2018/19
No arrears	78% (8,877)	76% (8,671)
Any arrears	22% (2,546)	24% (2,758)
... £0.01 to £99.99	8% (917)	9% (1,008)
... £100 to £499.99	9% (1,048)	10% (1,099)
... £500 and above	5% (581)	6% (651)
Total tenants	11,423	11,429

## 2. Customer services and complaints

 <b>Customer services and complaints indicators</b>		Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	85% (7,343 of 8,658)	91% (8,102 of 8,940)			95% (33,864 of 35,728)	89% (32,667 of 36,801)		
2.2	Stage one complaints responded to within 10 working days	80%	87% (93 of 107)	90% (93 of 103)			82% (294 of 360)	80% (343 of 429)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	15 days	15 days	n/a	n/a	n/a	19 days	n/a	n/a
2.4	Stage one complaints upheld	For info	47% (50 of 107)	32% (33 of 103)	n/a	n/a	39% (141 of 360)	40% (173 of 429)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	17% (18 of 107)	15% (15 of 103)			12% (42 of 360)	14% (62 of 429)		
2.6	Stage two complaints upheld	18% or under	28% (5 of 18)	20% (3 of 15)			24% (10 of 42)	23% (14 of 62)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 3)	n/a	n/a	11% (1 of 9)	0% (0 of 6)	n/a	n/a

## Customer services and complaints

### **Calls answered by Housing Customer Services Team (HCST) – 1% below annual target**

- **Contributory factors** - increased focus on other contact channels like email.
- **Improvement actions** - reduce need for phone contact by providing quicker response through other channels.










### **Stage one complaints escalated to stage two – 5% off target**

- **Contributory factors** - escalated complaints are mostly to do with repairs issues.
- **Improvement actions** - contractor recruiting new customer care officer to deal with complex repairs; joint working strategy across housing to support overcrowded households with repairs and other issues.

### **Stage two complaints upheld – 2% off target**

- **Contributory factors** - three complaints upheld as changes needed to policies and procedures.
- **Improvement actions** - make changes to policies and procedures (eg contractors' compensation policy); ensure notices for gas safety checks are not sent out too early.

### 3. Empty home turnaround time and mutual exchanges

 <b>Empty home turnaround time and mutual exchange indicators</b>		Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	24 (127 lets)	33 (142 lets)			20 (538 lets)	26 (555 lets)		
3.2	... as above for general needs properties	For info	21 (113 lets)	28 (119 lets)	n/a	n/a	16 (446 lets)	21 (460 lets)	n/a	n/a
3.3	... as above for Seniors housing properties	For info	48 (14 lets)	61 (23 lets)	n/a	n/a	40 (92 lets)	51 (95 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	45 (127 lets)	51 (142 lets)	n/a	n/a	46 (538 lets)	50 (555 lets)	n/a	n/a
3.5	New properties let (for first time)	For info	4	2	n/a	n/a	75	74	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (29 of 29)	100% (16 of 16)			100% (132 of 132)	100% (142 of 142)		
3.7	Total empty dwellings at end quarter (general needs and Seniors)*	For info	101	78	n/a	n/a	94	78	n/a	n/a

\*Total stock is 11,518 of which 11,429 are let, 78 are empty and 11 are leased to housing associations.

## Empty home turnaround time and mutual exchanges

Average re-let time, excluding time spent in major works – 12 days off target

- **Contributory factors** - difficult-to-let Seniors homes; other long term empty properties were let.
- **Improvement actions** - continue review of Seniors housing service and act on staff / resident feedback; decorating and providing carpets in empty seniors homes on a trial basis.






























### 3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 April 2019)

































Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	3	109	44-184	£1.2k	£3.6k	1 flat in major works; 1 flat ready to let; 1 bungalow ready to let.
Hangleton and Knoll	1	65	65-65	£0.9k	£0.9k	1 house ready to let.
Hanover and Elm Grove	3	144	135-156	£2.0k	£6.0k	3 houses to undergo major works.
Hollingdean and Stanmer	1	44	44-44	£0.5k	£0.5k	1 seniors flat ready to let following major works.
Moulsecoomb and Bevendean	5	194	51-429	£1.9k	£9.4k	3 seniors studio flats, 1 house in major works, 1 house ready to let following major works.
Patcham	2	104	58-149	£1.1k	£2.1k	2 seniors flats ready to let.
Preston Park	2	454	324-583	£5.3k	£10.7k	2 flats in major works (adjoining properties undergoing health and safety works).
Queens Park	6	76	44-121	£1.1k	£6.4k	3 Seniors flats ready to let, 1 flat in major works, 2 flats ready to let.
South Portslade	1	191	191-191	£2.6k	£2.6k	1 house in major works.
St Peters and North Laine	1	51	51-51	£0.9k	£0.9k	1 flat ready to let.
Westbourne	1	44	44-44	£0.5k	£0.5k	1 flat ready to let.
Withdean	1	79	79-79	£0.7k	£0.7k	1 studio flat ready to let.
Total	27	140	44-583	£1.6k	£44.4k	Of 27 properties, 15 are ready to let (56%).


















\*Snapshot of historic rent loss for whole time since these properties became empty: of the £44.4k total rent loss, £41.1k occurred during 2018/19 to date and £3.3k during 2017/18.



#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.1	Emergency repairs completed in time (within 24 hours)	99%	100% (3,025 of 3,026)	99.9% (2,649 of 2,652)			99.8% (11,517 of 11,545)	99.9% (11,025 of 11,039)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.6% (5,029 of 5,049)	99.4% (4,640 of 4,640)			99.6% (26,847 of 26,948)	99.6% (18,644 of 18,719)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	100% (254 of 254)	99.4% (154 of 155)	n/a	n/a	100% (588 of 597)	99.8% (647 of 648)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	12 days	12 days			13 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.2% (11,280 of 11,721)	97.4% (11,694 of 12,011)			98.0% (47,701 of 48,693)	96.8% (46,286 of 47,815)		
4.6	Tenants satisfied with repairs	96%	96.9% (1,438 of 1,484)	98.9% (1,225 of 1,239)			97.4% (5,801 of 5,957)	97.0% (5,440 of 5,610)		
4.7	Responsive repairs passing post-inspection first time	97%	92.7% (281 of 303)	94.4% (518 of 549)			94.4% (2,945 of 3,121)	91.4% (1,867 of 2,043)		
4.8	Repairs completed at first visit	92%	91.9% (7,423 of 8,075)	91.6% (6,704 of 7,321)			87.6% (33,709 of 38,493)	92.5% (27,512 of 29,758)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,536 of 11,536)	100% (11,518 of 11,518)			100% (11,551 of 11,551)	100% (11,518 of 11,518)		
4.10	Energy efficiency rating of homes (out of 100)	67	67.1	67.2			66.6	67.2		
4.11	Planned works passing post-inspection	97%	99.2% (125 of 126)	100% (168 of 168)			99.7% (1,128 of 1,131)	99.7% (783 of 785)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,982 of 9,982)	100% (9,977 of 9,977)			100% (10,006 of 10,006)	100% (9,977 of 9,977)		
4.13	Empty properties passing post-inspection	98%	100% (70 of 70)	99.2% (132 of 133)			99.4% (516 of 519)	98.7% (464 of 470)		
4.14	Lifts – average time taken (hours) to respond	2 hours	2.4 hours	2.5 hours			3.0 hours	2.7 hours		
4.15	Lifts restored to service within 24 hours	95%	96% (143 of 149)	96% (167 of 173)			95% (552 of 579)	96% (583 of 607)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	9 days (46 days, 5 lifts)	5 days (31 days, 6 lifts)			7 days (195 days, 28 lifts)	8 days (189 days, 24 lifts)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.17	Repairs Helpdesk – calls answered	90%	96% (20,672 of 21,479)	90% (19,907 of 21,479)			96% (80,207 of 83,569)	94% (75,913 of 80,822)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	72% (14,931 of 20,672)	53% (10,488 of 19,907)			77% (61,461 of 80,207)	65% (49,037 of 75,913)		
4.19	Repairs Helpdesk – longest wait time	5 mins	7m 57s	21m 35s			13m 17s	21m 35s		
4.20	Estate Development Budget (EDB) main bids – quality checks (year to date)	90%	100% (50 of 50)	100% (50 of 50)			98% (118 of 120)	100% (50 of 50)		
4.21	EDB main bids – completions (year to date)	For info	75% (79 of 105)	85% (91 of 107)	n/a	n/a	92% (79 of 86)	92% (91 of 107)	n/a	n/a
4.22	EDB main bids – average duration of work (year to date)	For info	28 days	43 days	n/a	n/a	18 days	43 days	n/a	n/a

## Repairs and maintenance

### Responsive repairs passing post-inspection – 2.6% below target

- **Contributory factors** - 31 of 549 inspected jobs failed because more work was needed to address poor quality and/or to correct how jobs were recorded.
- **Improvement actions** - contractor recruiting to vacant supervisor post.

### Appointments kept by contractor as proportion of appointments made – 0.2% below annual target

- **Contributory factors** - mostly due to appointments late by one or two hours; contractor staff shortage.
- **Improvement actions** - closely monitor to ensure improved performance in Q4 is maintained.

### Repairs completed at first visit – 0.4% below target

- **Contributory factors** - only slightly below target but possibly impacted by contractor staff shortage.
- **Improvement actions** - end of year performance improved and annual target met.

### Lifts – average time taken (hours) to respond – 30 minutes off target

- **Contributory factors** - changes agreed with contractor to ensure engineers focus on more localised areas have yet to impact performance.
- **Improvement actions** - issue above has been escalated for resolution by contractor.

### Lifts – average time to restore service when not within 24 hours – 1 day off annual target

- **Contributory factors** - difficulties diagnosing faults; time spent waiting for parts.
- **Improvement actions** - back on target in Q4, monitor to ensure this continues.

### Repairs Helpdesk – calls answered within 20 seconds – 22% below target

- **Contributory factors** - loss of contractor staff; issues with recruitment process.
- **Improvement actions** - short term issues with recruitment process resolved; three new members of staff starting in mid-April.

### Repairs Helpdesk – longest wait time – target 5 minutes

- **Contributory factors** - as above.
- **Improvement actions** - as above.

## **Asbestos safety**

As part of the Housing Asbestos Management Strategy, a specialist contractor carried out 1,535 safety inspections of areas containing asbestos-based materials during 2018/19:

- 375 to communal areas
- 1,160 to dwellings.

The strategy also covers the eventual removal of these materials, and making sure residents, staff and contractors are informed about and protected from risks associated with asbestos.

## **Legionella safety**

Before any work is carried out in a tenant's home or in communal areas, the council's contractor is responsible for checking the council's asbestos register, and/or carrying out an asbestos survey if there is any risk that the work could expose any existing asbestos. These requirements are a statutory obligation, and are contained within the council's Asbestos Management Strategy for Brighton & Hove City Council Home and Communal Ways 2016 to 2020.

A detailed inspection programme covers communal hot and cold water systems across the council housing stock, including 113 blocks during 2018/19 which contain 2,827 council flats:

- 22 Seniors housing (3,000 tasks)
- 74 with communal cold water tanks (146 tasks)
- 17 with communal boilers (748 tasks).

Additional actions by Housing and contractors include:

- Promoted awareness of legionella safety among Seniors housing residents by sending them handouts about what to do when returning from holiday or a stay in hospital
- Replaced cold water storage tanks with smaller hygienic tanks at high rise blocks.

#### 4.23 Major projects programme summary 2018/19

Project	Original Budget	Latest Budget	2018/19 Actuals	2019/20 Budget	Status	Number of dwellings		Leaseholder costs range (estimated)
						Council	Leasehold	
Holmstead – structural repairs	£678k	£632k	£576k	-	Complete	12	3	£42k to £54k
Tyson Place / St Johns Mount – structural repairs	£2,657k	£1,130k	£915k	£1,325k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£1,290k	£1,142k	£1,005k	-	Complete subject to utilities finishing works	26	6	£29k to £48k
Park Court – external repairs	£381k	£381k	£322k	-	Complete	7	2	£37k to £44k
Ingram Crescent – structural repairs	£600k	£317k	£289k	£570k	On site	130	24	£4k to £5k
Sylvan Hall – external repairs	£520k	£262k	£135k	£638k	On site	30	19	£14k to £25k
Ellen Street – structural repairs	-	-	£20k	£950k	On site	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£990k	£1,210k	£1,345k	£750k	On site	24	0	n/a
Saxonbury – structural repairs	£1,510k	£516k	£300k	£1,694k	On site	29	16	£33k to £37k
Hidden Homes – new dwellings	£520k	£653k	£436k	£1,498k	On site (3 projects)	n/a	n/a	n/a
Oxford Street conversion	£1,064k	£500k	£311k	£1,125k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£108k	£72k	£492k	On site	4	11	£31k to £54k
Unity Housing (condensation and damp works)	£208k	£130k	£16k	£256k	On site	6	0	n/a
Leach Court – structural repairs	-	£107k	£329k	-	Complete	108	0	n/a
Citywide conversions & extensions	£598k	£598k	£698k	£323k	On site (6 projects)	6	0	n/a
St James' House car park	-	£235k	£79k	£479k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	-	£200k	£77k	-	Complete	10	3	£14k to £18k
Somerset Point – windows and external decoration	-	-	-	£500k	On site	71	0	n/a
<b>Total</b>	<b>£11.6m</b>	<b>£8.1m</b>	<b>£6.9m</b>	<b>£10.6m</b>	<b>13 projects on site</b>	<b>595</b>	<b>132</b>	<b>£4k to £54k</b>

#### 4.24 Details of major projects on site (as of April 2019)

Project	<b>Tyson Place / St Johns Mount – structural repairs</b>						
Exp. Start	22/10/18	Finish	15/11/19	2018/19 Budget	£2,657k	Latest budget	£1,325k
Act. Start	22/10/18	Current Status	On site	Council dwellings	109	Leasehold dwellings	39
<p>Major external repairs including concrete repairs, roof replacement, replacement of windows and external wall insulation. Window installations at Tyson Place will commence in April. An underspend was caused by time taken to get on site compared to what was originally expected when the budget was set. Also, once on site periods of wet weather disrupted completion of works carried out at height on scaffolding. A budget of £1,640k has been set for 2019/20 to complete the works.</p>							

Project	<b>Ingram Crescent balconies – structural repairs</b>						
Exp. Start	03/07/18	Exp. Finish	TBC	2018/19 Budget	£600k	Latest Budget	£570k
Act. Start		Current Status	On site	Council dwellings	130	Leasehold dwellings	24
<p>Replace balcony timber handrails. There was an underspend this year due to seeking further planning permissions and some elements of the external works being weather dependent. A budget of £570k has been set for 2019/20 to complete the works.</p>							

Project	<b>Sylvan Hall Estate – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)</b>						
Exp. Start	07/01/19	Exp. Finish	Aug 2019	2018/19 Budget	£520k	Latest Budget	£638k
Act. Start	07/01/19	Current Status	On site	Council dwellings	30	Leasehold dwellings	19
<p>Major external works to include brickwork and concrete repairs, window renewal, cavity wall insulation and balcony and communal walkway waterproofing.</p>							

Project	<b>Ellen Street low rises – structural repairs</b>						
Exp. Start	02/01/19	Exp. Finish	Dec 2019	2018/19 Budget	-	Latest Budget	£950k
Act. Start	02/01/19	Current Status	On site	Council dwellings	23	Leasehold dwellings	9
Works to install external wall insulation and lightweight pitched roof conversion. A budget of £950k has been set to completed the works in 2019/20.							

Project	<b>Freshfield Estate – extraction of Tyfoam wall insulation)</b>						
Exp. Start		Exp. Finish	TBC	2018/19 Budget	£990k	Latest Budget	£750k
Act. Start	03/04/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation to the cavity of the properties, rebuilding of outer skin of blockwork and facings with an external wall insulation system. Work to insulate remaining properties is due to commence in April 2019.							

Project	<b>Saxonbury – structural repairs</b>						
Exp. Start	22/10/18	Exp. Finish	15/11/19	2018/19 Budget	£1,510k	Latest Budget	£1,694k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels. Unforeseen design changes following the removal of brickwork has resulted in delays to works. A budget of £1,094k has been set for 2019/20 to complete the works.							



Project	<b>Hidden Homes</b>						
Exp. Start		Exp. Finish	31/03/20	2018/19 Budget	£653k	Latest Budget	£1,498
Act. Start	30/04/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme of works to transform neglected or redundant spaces into quality homes. There are currently 3 conversion projects underway at Elwyn Jones Court (2 dwellings – due to complete in May 2019), Woods House (1 dwelling – due to complete in May 2019) and Swallow Court (3 dwellings – due to complete in April 2019). Planning permission has also been granted and detailed designs prepared for 10 new dwellings at the Bristol Estate. A further conversion at Manor Hill for a house and 2 flats is at the planning stage. The £217k underspend this year mainly due to the projects not costing as much as was budgeted for.</p>							

Project	<b>Oxford Street conversion</b>						
Exp. Start		Exp. Finish	01/12/19	2018/19 Budget	£1,064k	Latest Budget	£1,125k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Now part of the Hidden Homes programme. This project is to redevelop and convert old office space into 10 family dwellings for temporary accommodation. Although some enabling work has been undertaken there are delays relating to need for additional lighting surveys to be carried out.</p>							

Project	<b>St Aubyns Gardens – external repairs</b>						
Exp. Start	18/03/19	Exp. Finish	01/12/19	2018/19 Budget	£600k	Latest Budget	£492k
Act. Start	TBC	Current Status	On site	Council dwellings	4	Leasehold dwellings	11
<p>Further external repairs following previous structural works. The underspend in 2018/19 was due to delays getting on site. A budget of £600k has been set for 2019/20 to complete the works.</p>							


























Project	<b>Unity Housing (Condensation and damp works)</b>						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£208k	Latest Budget	£256k
Act. Start	TBC	Current Status	On site	Council dwellings	6	Leasehold dwellings	0
<p>Start times are to be confirmed (TBC) for external repairs, external walls and cavity wall insulation works. Scaffolding has been set up and work has commenced on concrete repairs. There was an underspend this year caused by delays getting on site due to additional time required for consultation on party walls and contract awards.</p>							

Project	<b>Citywide loft conversions and extensions</b>						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£598k	Latest Budget	£520k
Act. Start	tbc	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme comprising works at 12 properties including two new builds.</p>							

Project	<b>St James' House car park</b>						
Exp. Start		Exp. Finish	17/12/19	2018/19 Budget	-	Latest Budget	£323k
Act. Start	04/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Improvements to security at the undercroft car park at St James' House. There have been delays caused by additional stakeholder engagement and a traffic flow management study which had not been anticipated.</p>							

Project	<b>Somerset Point – windows and external decoration</b>						
Exp. Start		Exp. Finish	01/10/19	2018/19 Budget	-	Latest Budget	£500
Act. Start	29/04/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Works started to include window renewal, repainting and external wall insulation.</p>							

## 5. Estates service

 <b>Estates service indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
5.1	Cleaning quality inspection pass rate	99%	100% (207 of 207)	100% (210 of 210)			99.8% (571 of 572)	99.9% (760 of 761)		
5.2	Estates Response Team quality inspection pass rate	99%	99% (119 of 120)	97% (129 of 133)			100% (624 of 624)	99% (611 of 619)		
5.3	Cleaning tasks completed	98%	99% (9,575 of 9,669)	98% (13,110 of 13,356)			98% (53,796 of 54,713)	98% (50,091 of 51,143)		
5.4	Bulk waste removed within 7 working days	92%	87% (608 of 696)	78% (644 of 824)			95% (3,599 of 3,772)	81% (2,563 of 3,153)		
5.5	Lights replaced or repaired within 3 working days	99%	99.7% (351 of 352)	98% (308 of 313)			99.9% (1,276 of 1,279)	99% (1,147 of 1,155)		
5.6	Mobile warden jobs completed within 3 working days	96%	99.7% (1,468 of 1,473)	98% (1,438 of 1,469)			99% (5,149 of 5,224)	99% (6,120 of 6,196)		

## Estates service

### Estates Response Team quality inspection pass rate – 2% below target

- **Contributory factors** - high workload; some staff shortage in Q4
- **Improvement actions** - end of year performance improved and annual target met

### Bulk waste removed within 7 working days – 14% below target






- **Contributory factors** - specialist bulk waste removal truck out of service for part of the year; new truck delayed by manufacturer; smaller van limited in amount of rubbish able to collect daily
- **Improvement actions** - regular contact with truck supplier, seeking assurance of delivery date.

### Lights replaced or repaired within 3 working days – 1% below target

- **Contributory factors** - staff shortage in Q4
- **Improvement actions** - staffing issues resolved and overall annual target achieved.

## 6. Anti-social behaviour (ASB)

All indicators below give cumulative year to date results. Results for Quarter 4 are therefore also for the whole financial year.

 <b>ASB indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
6.1	Victim satisfaction with way ASB case dealt with	82%	86% (18 of 21)	85% (23 of 27)			83% (29 of 35)	85% (23 of 27)		
6.2	Tenants evicted due to ASB	For info	3	3	n/a	n/a	5	3	n/a	n/a
6.3	Closure orders obtained	For info	3	4	n/a	n/a	4	4	n/a	n/a
6.4	ASB cases resolved without need for legal action	For info	93% (215 of 230)	94% (276 of 294)	n/a	n/a	n/a	94% (276 of 294)	n/a	n/a

## 6.5 New antisocial (ASB) cases by type

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Type of ASB incident / case	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2018/19
Verbal abuse / harassment / intimidation	48% 82	46% 76	-6	43% 341
Noise	10% 17	9% 14	-3	14% 112
Drugs	9% 16	10% 16	No change	12% 94
Crime	10% 17	12% 20	+3	8% 64
Domestic violence / abuse	8% 14	8% 13	-1	8% 61
Physical violence	5% 8	6% 10	+2	5% 42
Pets and animal nuisance	4% 7	4% 7	No change	6% 44
Hate incident	4% 6	3% 5	-1	3% 24
Alcohol related	2% 4	2% 3	-1	2% 14
Prostitution / sexual acts	1% 1	0% 0	-1	0% 3
<b>Total</b>	<b>100%</b> <b>172</b>	<b>100%</b> <b>164</b>	<b>-8</b>	<b>100%</b> <b>799</b>










## 6.6 New ASB cases by ward

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Ward name	Q3 2018/19	Q4 2018/19	Change between quarters	Council dwellings	Year end 2018/19
Brunswick and Adelaide	0	0	No change	4	0
Central Hove	1	4	+3	57	11
East Brighton	34	37	+3	2,248	179
Goldsmid	4	3	-1	326	20
Hangleton and Knoll	12	18	+6	1,176	68
Hanover and Elm Grove	9	4	-5	465	30
Hollingdean and Stanmer	26	19	-7	1,263	94
Hove Park	0	0	No change	10	0
Moulsecoomb and Bevendean	15	8	-7	1,515	85
North Portslade	11	9	-2	398	53
Patcham	6	10	+4	532	32
Preston Park	1	0	-1	62	4
Queen's Park	34	29	-5	1,717	131
Regency	0	0	No change	28	0
Rottingdean Coastal	0	0	No change	25	0
South Portslade	4	4	No change	368	23
St. Peter's and North Laine	6	7	+1	367	27
Westbourne	2	2	No change	116	11
Wish	2	5	+3	345	10
Withdean	1	0	-1	44	2
Woodingdean	4	5	+1	452	19
<b>Total</b>	<b>172</b>	<b>164</b>	<b>-8</b>	<b>11,518</b>	<b>799</b>

## 7. Tenancy management

The first two indicators below give cumulative year to date results. The last one gives an end of quarter result. Results for Quarter 4 are therefore also for the whole financial year.

	Tenancy management indicators	Target 2017/18	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	17	18	n/a	n/a	20	18	n/a	n/a
7.2	Tenancies sustained following difficulties	98%	100% (84 of 84)	99% (109 of 110)			99% (132 of 133)	99% (109 of 110)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	93% (9,461 of 10,155)	93% (9,349 of 10,101)			92% (9,361 of 10,154)	93% (9,349 of 10,101)		



#### 7.4 New tenancy management cases by type

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.














Type of tenancy management case	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2018/19
Abandonment	2% 5	2% 9	+4	4% 49
Assignment request	1% 4	0% 1	-3	1% 14
Boundary issues	10% 28	8% 34	+6	11% 150
Caretaking	0% 0	0% 1	+1	1% 9
Court of Protection	1% 3	1% 3	No change	1% 14
Death of a tenant (including succession)	25% 70	21% 88	+18	20% 270
Decants and temporary moves	1% 3	2% 9	+6	2% 31
Fraud	1% 3	0% 0	-3	1% 13
Leaseholder breach	2% 5	1% 4	-1	2% 26
Tenancy breach	11% 30	8% 31	1	10% 141
Unsatisfactory interiors	8% 24	6% 23	-1	6% 78
Untidy gardens	23% 65	38% 157	+92	28% 390
Use and occupation	1% 4	1% 4	No change	1% 16
Vulnerable adult and safeguarding	13% 36	12% 49	+13	13% 172
<b>Total</b>	<b>100%</b> <b>280</b>	<b>100%</b> <b>413</b>	<b>+133</b>	<b>100%</b> <b>1,373</b>

## 7.5 New tenancy management cases by ward

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Ward name	Q3 2018/19	Q4 2018/19	Change between quarters	Council dwellings	Year end 2018/19
Brunswick and Adelaide	0	0	0	4	1
Central Hove	6	3	-3	57	18
East Brighton	62	54	-8	2,248	199
Goldsmid	10	5	-5	326	28
Hangleton and Knoll	30	39	+9	1,176	145
Hanover and Elm Grove	11	31	+20	465	57
Hollingdean and Stanmer	31	60	+29	1,263	184
Hove Park	0	0	0	10	0
Moulsecoomb and Bevendean	29	96	+67	1,515	246
North Portslade	8	14	+6	398	57
Patcham	13	18	+5	532	66
Preston Park	0	0	0	62	9
Queen's Park	28	45	+17	1,717	155
Regency	1	0	-1	28	3
Rottingdean Coastal	0	0	0	25	0
South Portslade	16	7	-9	368	54
St. Peter's and North Laine	12	11	-1	367	40
Westbourne	4	3	-1	116	17
Wish	12	6	-6	345	39
Withdean	2	0	-2	44	8
Woodingdean	5	21	+16	452	47
<b>Total</b>	<b>280</b>	<b>413</b>	<b>+133</b>	<b>11,518</b>	<b>1,373</b>

## 8. Seniors housing

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
8.1	Residents with up to date annual review	96%	94% (848 of 902)	96% (871 of 903)			96% (838 of 875)	96% (871 of 903)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	95% (21 of 22)	100% (22 of 22)			100% (23 of 23)	95% (21 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	91% (20 of 22)	100% (22 of 22)			96% (22 of 23)	91% (20 of 22)		

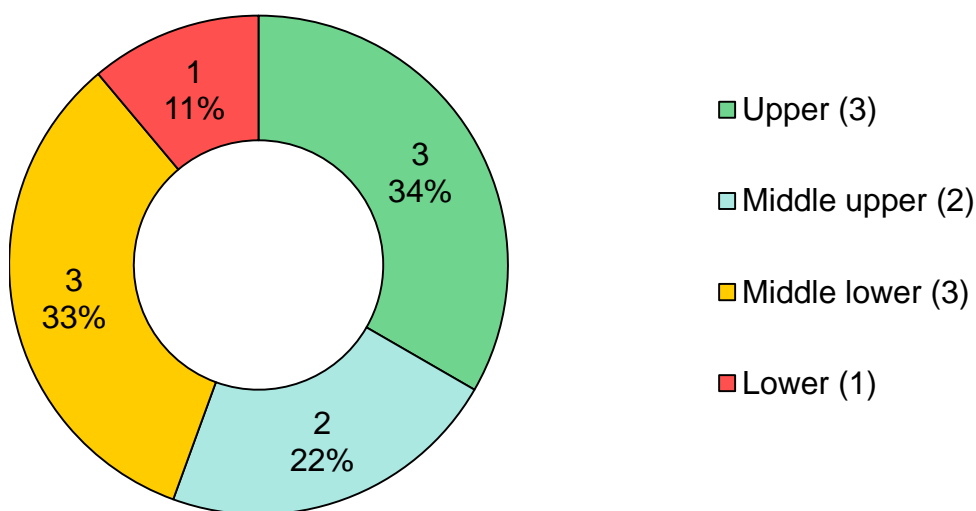
# Appendix 2

## HouseMark cost and performance benchmarking 2017/18

This appendix compares Brighton & Hove landlord services with 64 other housing stock retaining local authorities, using independent benchmarking data from HouseMark for 2017/18. The first page ranks 9 cost indicators and the second ranks 15 performance indicators.

### Cost indicators

(% of indicators within quartile groups, from cheapest to most expensive)



### Cost indicators by group

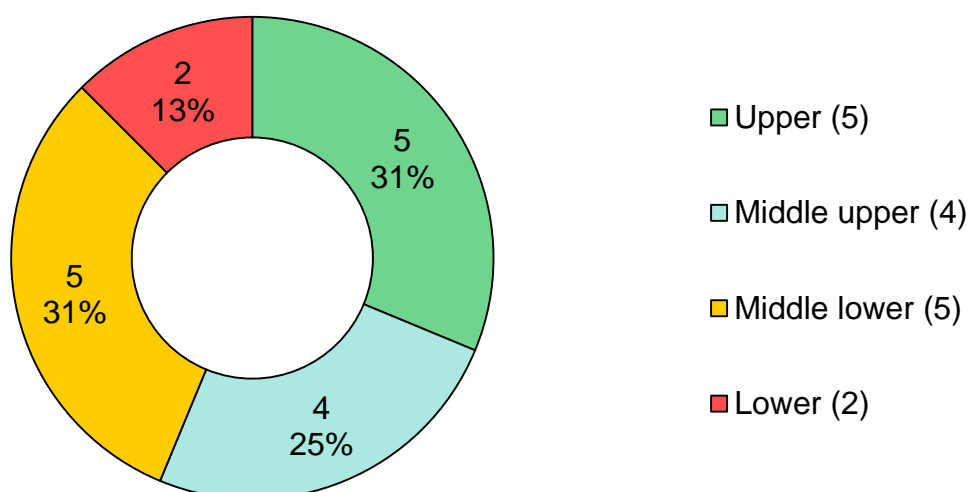
The figure in brackets is the median average across all 64 authorities

<p><b>Upper quartile</b> within cheapest 25% of local authorities</p> <ul style="list-style-type: none"> <li>Responsive repairs and void works costs per property – <b>£628</b> (£737)</li> <li>Average cost of a responsive repair – <b>£105</b> (£133)</li> <li>Major works management costs as a % of service provision costs – <b>5%</b> (6%)</li> </ul>
<p><b>Middle upper quartile</b> cheaper than average but not among cheapest 25%</p> <ul style="list-style-type: none"> <li>Responsive repairs management costs as a % of service provision costs – <b>24%</b> (28%)</li> <li>Cyclical maintenance management costs as a % of service provision – <b>16.7%</b> (16.8%)</li> </ul>
<p><b>Middle lower quartile</b> higher costs than average but not among most expensive 25%</p> <ul style="list-style-type: none"> <li>Void works management costs as a % of service provision costs – <b>31%</b> (23%)</li> <li>Estate services costs per property – <b>£176</b> (£154)</li> <li>Housing management costs per property – <b>£443</b> (£378)</li> </ul>
<p><b>Lower quartile</b> results rank among most expensive 25% of local authorities</p> <ul style="list-style-type: none"> <li>Major works and cyclical maintenance costs per property – <b>£2,466</b> (£1,682) *</li> </ul>

\* Major works and cyclical maintenance are usually the largest area of expenditure for social landlords. About 80% (£23m) of these costs were capital investment which adds to the value of the council housing stock. 31% of dwellings (3,572 of 11,551) underwent capital works.

# Performance indicators

(% of indicators within quartile groups, from best to worst performance)



## Performance indicators by group

The figure in brackets is the median average across all 64 authorities

### Upper quartile results within highest performing 25% of authorities

- Calls answered – **95%** (86%)
- Current and former tenant arrears as % of annual rent due – **2.42%** (3.85%)
- Tenants evicted for rent arrears – 0.02% (0.25%)
- Tenancy turnover – **4.7%** (6.9%)
- Dwellings with a valid gas safety certificate – **100%** (99.98%)

### Middle upper quartile (better performance than average but not among highest 25%)

- Vacant dwellings – **0.9%** (1.1%)
- Responsive repairs per property – **3.33** (3.35)
- Responsive repairs appointments kept – **98%** (96.5%)
- Satisfaction with ASB case handling – **83%** (75%)

### Middle lower quartile (lower performance than average but not among lowest 25%)

- Staff turnover – **9.9%** (9.8%)
- Rent loss from empty properties – **1.05%** (1.04%)
- Average re-let time including time spent in works – **6 days** (44 days)
- Average time to complete repairs – **9 days** (8.9 days)
- Repairs were completed at the first visit – **87.6%** (90.8%)

### Lower quartile (results rank among lowest performing 25% of local authorities)

- Average time lost to sickness per employee – **14.7 days** (11.6 days)
- Average energy efficiency rating – **66.6** out of 100 (70)



<b>Subject:</b>	<b>Purchase Options for short term Temporary Accommodation</b>		
<b>Date of Meeting:</b>	<b>19<sup>th</sup> June 2019</b>		
<b>Report of:</b>	<b>Executive Director for Neighbourhoods, Communities &amp; Housing</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 Wards);</b>		

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

- 1.1 Improving housing supply in the City, in particular the supply of affordable homes for rent is a key element of our citywide Housing Strategy. In particular, we are committed to provide more council owned Temporary Accommodation (TA). In line with this, Budget Council in February 2019 agreed a budget of £2.1m to purchase short-term Temporary Accommodation to be managed in-house subject to detailed report of the full revenue and capital financial implications to demonstrate its viability and value for money. This is to be funded by prudential borrowing in the General Fund. Separately to this the Housing Revenue Account (HRA) Capital Programme for 2019/20 includes £3.5m capital budget funded by borrowing (70%), and Right to buy Receipts (30%), again subject to a detailed viability report.
- 1.2 This report sets out options and considerations to achieve the delivery of short-term temporary accommodation by the council. We are already providing council owned temporary accommodation as part of our overall Housing, HRA Asset Management and Budget strategies, contributing to existing supply and are committed to expanding this. To date this has been through: buying back properties previously sold under the Right to Buy; refurbishing and converting office accommodation; purchasing other accommodation; and, refurbishing existing accommodation. We are currently reviewing purchase options for short term TA with future business cases to be considered by our cross-party Estate Regeneration Board (Housing Supply Board) and Housing & New Homes and Policy Resources & Growth Committees for approval.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing and New Homes Committee notes the contents of the report and that business cases will be developed to assess available properties as being potentially suitable for Short term Temporary Accommodation for consideration at future Committee.

### 3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Improving housing supply in the City, in particular the supply of affordable homes for rent is a key element of our citywide Housing Strategy. This includes increasing the supply of council owned temporary accommodation as a proportion of overall TA, which as outlined below, we are seeking to reduce. In addition, Neighbourhoods, Communities & Housing (NCH) Budget Strategy has included savings against costs of procuring more expensive accommodation from the private market either (through existing dynamic purchasing frameworks or spot purchase) to be achieved through the development of new council owned Temporary Accommodation (TA). This has been taken forward through commissioning a council housing stock review to deliver conversions of existing under-used or unused buildings or spaces into TA. In addition, Housing & New Homes Committee has also agreed the purchase and refurbishment of two properties at Tilbury Place in Queens Park ward, Brighton to provide 15 homes for future use by the council as temporary accommodation and delivery of additional council owned TA as part of our Home Purchase Policy.
- 3.2 Over the years, spend on temporary accommodation that we use in the short term i.e. where we can place people in an emergency, which is furnished ready for quick access and has management on-site, has increased from a net cost of £1.2m in 2015/16 to a net cost of £2.8m in 2018/19 due to the increased demand for temporary accommodation. The intention was that people remain for a short term e.g. average 6 – 12 months as opposed to longer-term temporary accommodation, which is unfurnished apart from white goods, and is more akin to what you would expect in the private rented sector, and has been more suitable for people to remain for several years. However, the length of time people have remained in accommodation intended for short term use has increased and while average stay is around 5 months, there are some residents who have been in situ much longer due to shortage of other alternatives.
- 3.3 Four years ago, we undertook a large procurement activity in the market to acquire short-term temporary accommodation that would be managed on our behalf, at the best rates and specified the standards that were to be achieved. This increased costs albeit they were fixed for the duration of the contracts. The standards that were specified at the time were to achieve good quality accommodation reflecting the short-term use. This was because under the Homeless legislation accommodation has to be suitable for a household's needs, which reflects the short-term nature of the accommodation. In addition, it was unlikely that the private sector would have been able to deliver accommodation to Decent Homes standard in the timeframe we were procuring in, or within the overall agreed budget. The Procurement Framework has now ended and the contracts that were called off are due to end over the next 18 months.
- 3.4 The number of households in temporary accommodation has remained stable and not increased over the last year due to our prevention focus following the Prevention Trailblazer project. Our strategy is to build on this and reduce our use of temporary accommodation through:
- early intervention and prevention;
  - increased use of private rented accommodation and
  - Moving people on through the Housing Allocation policy.



- 3.5 We are also providing more Council owned temporary accommodation as follows, although it remains a small proportion of the overall stock of Temporary Accommodation at this time:
- buying back properties previously sold under the Right to buy;( 10 homes for TA out of a total of 20 homes bought);
  - refurbishing and converting Oxford Street accommodation subject to planning consent (10 homes for TA);
  - purchasing other accommodation e.g. Tilbury Place, (15 homes for TA), and;
  - Refurbishing an old sheltered scheme back into family houses i.e. Stonehurst Court (10 homes in use as TA).
- 3.6 The majority of our temporary accommodation is individual flats and houses leased from owners and managed by the council. This accounts for approximately 900 units and in addition, we have 499 units of Brighton & Hove Seaside Community Homes. For short-term temporary accommodation we have approximately 420 units which are managed on our behalf by the providers. Appendix 1 sets out the modelled number of units in April 2019 and models the planned reduction over the years.
- 3.7 We will be changing the model to have less short term/emergency accommodation and more long-term accommodation. This is because people are staying for longer in short term accommodation and so we actually need more long term, which is better set up for a longer-term stay, and it reduces the risk of relying on the few providers who are in the market which restrains our ability to negotiate terms. In addition, we can more easily convert longer term leased accommodation back into private rented accommodation if or when we reduce the need for temporary accommodation, which will enable Housing to manage within budget resources.
- 3.8 Council purchases of short-term temporary accommodation would make the council less reliant on the need to procure from the private sector. In the short term, it is unlikely that it would be possible for us to purchase sufficient short term temporary accommodation to mean we could end the need to procure TA from the private sector.
- 3.9 SWOT ( Strengths, Weaknesses, Opportunities and Threats) Analysis**
- Strengths.
- More control to set and achieve property and management standards.
  - Achieve and maintain consistent quality of accommodation.
  - Social Value – sense of security and improved wellbeing through being managed by the council.
  - Negate the risk of private sector providers withdrawing from providing accommodation.
- Weaknesses
- More expensive due to terms & conditions for council staff.
  - Inexperience of managing short-term temporary accommodation leading to higher costs and /or anti-social behaviour.

### Opportunities:

- Flexibility to change provision to reflect changing priorities.
- Council gaining and retaining the asset.

### Threats:

- Council taking on the financial risks of managing property turnaround times, maintenance costs and the collection of service charge income. If costs are not managed within current resources, this will create a budget pressure.
- Reputational damage should there be any property management issues such as anti-social behaviour or repairs not being completed in a timely manner.

## **Purchasing short term accommodation**

- 3.10 We are currently working with colleagues across the council to identify and explore options to purchase accommodation so we are less reliant on private sector providers. This is being undertaken in conjunction with Property & Design and Finance colleagues to identify potential properties that might be suitable, including exploring properties for sale via auction as that is often a route where blocks of flats are disposed of. We are looking at opportunities and will develop a business case for each potential purchase and bring it to cross party Estate Regeneration Board Housing and New Homes Committee for approval. In some cases, there may be a benefit in considering or need for the use of Urgency Powers to be able to respond to opportunities arising in the market, particularly if they arise at auction. If, due to urgent timing, committee approval could not be sought in advance, the Executive Director Neighbourhoods, Communities & Housing in consultation with Executive Director for Finance & Resources, may use their Chief Officer Urgency Powers in order to meet a deadline. Consultation must take place with the Chairs of Housing & New Homes Committee (NHN) and Policy Resources & Growth Committee (PRG). Any decisions taken under Urgency Powers are reported to Housing & New Homes Committee and Policy, Resources & Growth Committee in accordance with the procedure outlined in the Scheme of Delegations..
- 3.11 The agreed capital budget will likely enable the purchase of a small block, if viable, including on costs. However, as stated in paragraph 1.2, we already have a programme of providing council owned temporary accommodation and so this will enable expansion and upscaling.
- 3.12 Current gross costs of short-term accommodation with external providers is on average £282 per property per week, with average income of £157 giving a net cost to the General Fund of £125 per property per week. This includes a small amount of management time at the council and the management and maintenance by the provider. The amount payable to the provider has been fixed since the start of the lease in April 2015. Upon re-procurement it is expected that costs would increase to reflect inflationary uplifts since 2015 and in addition as the needs of clients have become more complex there are likely to be additional management and maintenance costs.
- 3.13 If the council purchases short term accommodation, the viability of the scheme will depend on whether the new on-going revenue costs in the General Fund are

less than or equal to the current revenue costs for this type of property, allowing for the fact that this will be subject to a price increase by suppliers on re-procurement. The scheme will also need to be cost neutral to the HRA. Appendix 2 estimates the potential management and maintenance costs of owning and operating short term TA and estimates the funding available for the borrowing costs given estimates for income levels.

- 3.14 Any future viability model would also need to assess that the accommodation could work as general needs accommodation to offer a flexible use in the future in case we cease to have a need for temporary accommodation or if the revenue no longer supports use as temporary accommodation.
- 3.15 A business case for each potential building will go to the cross Party Estate Regeneration Board, then to either:
- i) Housing & New Homes Committee and Policy Resources & Growth Committee for approval, or;
  - ii) Use our Urgency Powers where the Executive Director for Neighbourhoods, Communities and Housing will consult with the Chair of Housing & New Homes Committee and the Executive Director for Finance and Resources will consult with the Chair of Policy Resources & Growth Committee. Any decisions taken under Urgency Powers are reported to Housing & New Homes Committee and Policy Resources & Growth Committee in accordance with the procedure outlined in the Scheme of Delegations;. or;
  - iii) A very urgent PR&G Sub-Committee could be called which would provide more public scrutiny but needs to be able to respond quickly so that we do not lose opportunities that might come up at auction.

#### Capital costs

- 3.16 In addition to the purchase of the building the capital budget will cover the valuation and survey, Stamp Duty if applicable, the cost of repairs and/or refurbishment to achieve and maintain consistently good quality of accommodations, and any works to ensure fire, health and safety standards are met. This will also take into account the option of lift installation to meet the needs of households with mobility issues in addition to families with young children.

#### Revenue Costs.

- 3.17 Considerations need to reflect the needs of the client group and nature of the accommodation as follows:
- **Staffing.** Rather than procure B&B style accommodation, self-contained flats would be preferable that would not require 24/7 on site staffing but staff available during office hours to book people in and out and manage the accommodation. However, it would be prudent to provide security to undertake regular checks on properties out of hours and to be called in an emergency. In addition, the current housing support service would be able to support residents and help them settle into accommodation.

- **Repair and maintenance.** Short-term accommodation is subject to more wear and tear than longer-term accommodation. Additionally there is evidence of regular significant damage and so an adequate repair budget is required. Appendix 2 assumes the same level of repairs as for leased TA plus 20%.
- **Furniture.** In order for properties to be used quickly, they would likely need to be furnished. This would be basic furniture, white goods, floorcovering, and basic kitchen amenities e.g. kettle, pans, crockery and cutlery, bedding and towels. This would need replacing regularly as goods are damaged, wear out, or go missing. Electric goods supplied by the council would all need to be PAT (Portable Appliance Test) tested on an annual basis. In addition, consideration for the provision of a furniture storage facility and arrangement for regular removals to accommodation would be required so that it could be replaced quickly.
- **TV licences and/or Wi-Fi** - if required this would be an additional cost. The council could charge a service charge for this.
- **Voids (empty properties).** Current providers are required to turn properties around within 2 working days and if this is not achieved the council do not pay for the accommodation until it is ready. Should the Council be unable to achieve these turnaround times, this would affect income collection and impact on the cost and time spent in spot purchase accommodation\_while waiting for a unit to be ready for occupation. Appendix 2 assumes income will remain at current levels with a further 6 week void period in a year.
- **Lift/ mobility access.** Many single people who are vulnerable have mobility issues that render stairs difficult and hence a property that has either a lift or is easily accessible is more attractive. In addition, households who have young children often experience issues if the property is accessed via many stairs e.g. if they have to manage a buggy and shopping. Any lift will need to be fully maintained and serviced. Appendix 2 does not include the cost of a lift.
- **Utilities and Council Tax**– In order for properties to be available\_at short notice, we will need to provide utilities and then raise a service charge to recover costs. If households were required to arrange their own utilities this would delay them being able to move in. The tenants will be responsible for their own council tax but the council will incur council tax while the property is vacant.
- **Service contracts** - Annual gas servicing and safety testing and 5 yearly electric safety testing will need to be undertaken. These can be aligned with management of other council housing stock. Properties will require a wired-in fire alarm that will need regular testing. If a block had communally provided hot water this will require undertaking legionella testing. Electrical items used in the properties would require annual PAT testing. It is likely that the council could use current council contractors for these services such as those used for HRA properties and/or council office buildings.

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

- 4.1 The council could continue to procure all short term Temporary Accommodation from the private sector. However, this does expose us to risks, as there are only a few providers in the market able to deliver the accommodation of the scale required and provide responsive management. We are likely to still procure some short term temporary accommodation from the private sector initially as we build up a stock of council owned short term accommodation.

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

- 5.1 None

#### **6. CONCLUSION**

- 6.1 Purchasing accommodation so it is council owned and controlled will enable us to better plan and ensure the standards we aspire to for our homeless households can be met and maintained. It will enable flexibility if the council wished to reconfigure accommodation or the way it is provided. However, as outlined in this report, there may be extra revenue costs associated with the running and management of short-term temporary accommodation. This will depend on the cost of purchasing and refurbishing the property, the levels of borrowing required and the associated capital financing costs.

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

##### Financial Implications:

- 7.1 Budget Council in February 2019 agreed a budget of £2.1m to purchase short-term temporary accommodation managed in-house subject to detailed report of the full revenue and capital financial implications to demonstrate its viability and value for money. This is to be funded by prudential borrowing in the General Fund. Separately to this, the Housing Revenue Account (HRA) Capital Programme for 2019/20 includes £3.5m capital budget funded by borrowing (70%), and Right to buy Receipts (30%), again subject to a detailed viability report.
- 7.2 Paragraph 4.4 explains that the viability of the scheme will depend on whether the new on-going net revenue costs in the general fund are less than or equal to the current revenue costs for this type of property, allowing for the fact that this will be subject to a price increase by suppliers on re-procurement. It also needs to be cost neutral to the Housing Revenue Account (HRA). The main costs that may affect viability are the cost of purchase and refurbishment of a property and the management and maintenance of the property e.g. the level of staffing required, voids related costs, repairs and maintenance as well as basic furniture and equipment costs.
- 7.3 If the property is purchased and refurbished by the HRA, this will be funded 30% by RTB receipts with the balance funded through borrowing. To ensure this is cost neutral to the HRA, borrowing costs will need to be paid for by the General Fund from the current budget for this type of accommodation held within the Temporary Accommodation and Allocations budget. The net unit cost to the

General Fund for this type of short term accommodation is currently £125 per unit per week or £6,500 per year. So, for example, if the council were to purchase a 24 unit property, it would need to cost £0.156m or less per year after rent income is taken into account, in order to be cost neutral to the General Fund.

- 7.4 Appendix 2 gives an estimate of the management and maintenance costs associated with operating this type of accommodation and shows that this is currently estimated as £7,400 per unit of accommodation. This cost could however change significantly as the current assumptions makes modest estimates on levels of staffing, maintenance and voids (empty properties). The actual staffing ratio will be driven by the needs of the clients housed, the number of units of accommodation purchased, how much work can be absorbed by current staff as well as where the properties are in the city. Managing property turn around to reduce the time a property is empty will be key to keeping costs to a minimum. If a property is empty the council receives less rental income, it is also liable to pay council tax at £24 per week per week for a band A property as well as the costs of potentially housing a homeless person in spot purchase accommodation while waiting for the property to be ready. This could cost an estimated £430 per week. Therefore, there is a need for good, steam-lined property turn-around processes and a price and service level agreement with the in-house repairs team including a turnaround time of a few days.
- 7.5 Rental Income collected for this type of property is currently on average £157 per property per week or £8,164 per year and the assumption is that this would reduce to £7,200 per year, allowing for a further 6-week void period. This assumes an average stay of 5-6 months, so assumes each property will have 2 void periods of 3 weeks on average.
- 7.6 Given these assumptions, Appendix 2 estimates that in order for costs to remain as now for the general fund, there would be £6,300 per property per year to contribute towards borrowing costs and administrative procedures. This would fund borrowing of approximately £0.146m per unit at current interest rates. Adding RTB receipts, this would allow for a total cost per unit of £0.210m for the provision of a building for short-term temporary accommodation.
- 7.7 Without an actual building or group of properties to cost in detail, it is very difficult to say at this stage whether a scheme would be viable (i.e. costs would be the same or less than currently). However, the illustration at Appendix 2 indicates that there is a possibility of funding a viable scheme. However, by owning and operating such accommodation the council would be taking on the financial risks of managing property turnaround times, maintenance costs and the collection of service charge income. All of these risks currently sit with the providers and therefore, if not managed within current resources, could create a budget pressure. Officers will continue to work to identify robust estimates for the council purchasing and operating short-term temporary accommodation with a view to bringing a further report back to committee once a property is identified with more detailed costings and full financial implications.
- 7.8 If a project is agreed by committee at a later date, consideration to handing back other units of temporary accommodation or reducing the use of spot purchase would be necessary to avoid additional costs to the general fund.

*Finance Officer Consulted: Monica Brooks*      *Date: 7/06/19*

Legal Implications:

- 7.9 Under section 17 of the Housing Act 1985, for the purpose of providing housing accommodation, local housing authorities such as the council, are authorised to acquire houses or buildings which may be made suitable as houses. The proposals outlined in the report are therefore within the council's powers.

Under the council's constitution, any proposal for the acquisition of land must be referred to Policy, Resources and Growth Committee for determination, unless the acquisition falls within officers' delegated powers. However, the constitution also sets out Urgency Powers for use in cases of urgency, where it is not reasonably practicable to obtain prior Committee or Sub-Committee approval. The exercise of these powers requires consultation with the Chair of the relevant committee and a report back to Committee.

*Lawyer Consulted: Liz Woodley*

*Date: 23/05/19*

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Modelled number of Temporary Accommodation (TA) units 19/20
2. Estimated Costs of Short Term Temporary Accommodation - Illustration

**Background Documents**

1. None

**APPENDIX 1 – Modelled number of Temporary Accommodation (TA) units 19/20**

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>Total Units of Leased</b>	900	899	886	884	884	881	881	880	879	878	878	872
<b>Total Units of Short Term TA</b>	420	420	415	415	415	410	410	410	407	405	405	405
<b>- Total Units of Spot Purchase</b>	45	41	37	33	33	30	25	21	18	18	18	18
<b>B&amp;H Seaside community Homes</b>	499	499	499	499	499	499	499	499	499	499	499	499
<b>- Total Units</b>	1,864	1,859	1,837	1,831	1,831	1,820	1,815	1,810	1,803	1,800	1,800	1,794



## Appendix 2 – Estimated Costs of Short Term Temporary Accommodation - Illustration

Assume block of 24 Units

24

Note	Cost Type	Block Cost	Cost per unit per year £ rounded
1	Staffing	£75,300	£3,100
2	Revenue Maintenance	£29,800	£1,200
3	Capital Maintenance	£45,710	£1,900
4	Council Tax for periods of empty property	£3,500	£100
5	Furniture, white goods bedding etc	£13,300	£600
6	Service charge shortfall (including heating and light)	£12,500	£500
	<b>Management and Maintenance Costs</b>	<b>£177,600</b>	<b>£7,400</b>
7	Income - assume same as now at average £157 per unit for 46 weeks	<b>-£173,300</b>	<b>-£7,200</b>
8	Allowance for financing costs - balancing figure	£151,700	£6,300
	<b>Net Revenue Costs of council operating short term TA</b>	<b>£156,000</b>	<b>£6,500</b>
9	<b>Current costs of 24 units of short term TA (net)</b>	<b>£156,000</b>	<b>£6,500</b>

Note 1 Assume 2 x lettings officers + average 5 hours shared security at night

Note 2 Assume current average for leased properties + 20% to reflect extra turnover

Note 3 Assume current average in HRA for capital expenditure

Note 4 Assume 6 weeks empty per year per property

Note 5 Assume cutlery, bedding and crockery new every 6 months. Assume beds, floor, fridge, cooker last 3 years,  
Assume 20% of households will bring their own bedding and household equipment.

Note 6 Add £9 per week for other service contracts such as TV aerials, fire alarm and maintenance, PAT testing, communal clean etc

Note 7 £157 is average income per week received in 18/19 from short term accommodation less 6 weeks void

Note 8 Difference between current net costs and new net costs which can be used for capital financing costs

Note 9 This is the average unit net cost of £125 per week for 24 units, 52 weeks.



<b>Subject:</b>	<b>Update on the Programme for future delivery of responsive repairs and empty property refurbishments, planned maintenance and improvement programmes and major capital projects to council housing stock</b>		
<b>Date of Meeting:</b>	<b>19<sup>th</sup> June 2019</b>		
<b>Report of:</b>	<b>Executive Director for Neighbourhoods, Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>David Canham</b>	<b>01273 293165</b>	
	<b>Name: Martin Reid</b>	<b>Tel:</b>	<b>01273 293321</b>
	<b>Sharon Davies</b>		<b>01273 291295</b>
	<b>Email:</b>	<a href="mailto:David.Canham@brighton-hove.gov.uk">David.Canham@brighton-hove.gov.uk</a>	
		<a href="mailto:Martin.Reid@brighton-hove.gov.uk">Martin.Reid@brighton-hove.gov.uk</a>	
		<a href="mailto:Sharon.Davies@brighton-hove.gov.uk">Sharon.Davies@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 This report updates committee on the progress of the programme for the future delivery of responsive repairs, empty property refurbishments, planned maintenance and improvement programmes and major capital projects to council housing stock post April 2020 (the 'Programme') when the current contractual arrangements expire.
- 1.2 A report recommending options for delivery of the works and services from April 2020 onwards was taken to Housing & New Homes Committee and Policy, Resources & Growth Committee ('PRG') in October 2018. Following PRG's decisions in October 2018 a programme team has been set up and the actions required to deliver a successful transition have been mapped out.

**2. RECOMMENDATIONS**

That Housing & New Homes Committee notes the progress with the Programme for the future delivery of responsive repairs and empty property refurbishments, planned maintenance and improvement programmes and major capital projects to council housing stock which is outlined in the body of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The council (Housing department) currently operates a ten year partnering contract with Mears Limited ('Mears') under which the following services and works are provided for the council's housing stock:

- Responsive repairs and empty properties refurbishments
- Planned maintenance and improvement programmes
- Major capital projects

#### Decisions for future delivery

3.2 PRG made the decisions set out below on 11<sup>th</sup> October 2018 following detailed debate at Housing & New Homes Committee on 26<sup>th</sup> September 2018.

That:

- Customer service and quality assurance services are brought in house
- Responsive repairs and empty property refurbishments works to council housing stock are brought in-house
- Planned maintenance and improvement programmes are procured through at least one contract for a term of five years with the option to extend for up to a further two years
- A multi-contractor framework agreement is procured for major capital projects with a term of four years
- That specialist works will continue to be delivered through individual contracts, with reports coming back to committee in accordance with the council's Constitution
- Affirmed its intention to review whether further elements of the services and works may be brought in-house in such a way that any timescales would ensure thorough preparation and a smooth transition

For a full list of decision please see Appendix 1.

#### Strategic objectives for the future delivery

3.3 Feedback from all stakeholders enabled the programme team to develop clear strategic objectives for the future delivery of the services and works as follows:

- Excellent customer service including the ability to self-serve and greater direct customer access to repairs and maintenance services
- A strong focus on investment in pro-active maintenance of existing assets
- Increased transparency, control and accountability around cost and programme information and quality assurance
- Clear demonstration of value for money
- A social value offer that reflects priorities around work opportunities and skills building for the construction sector, and maximised local investment

#### **KEY AREAS OF PROGRESS**

3.4 There are many areas of activity currently taking place in the programme through various projects and work streams. The main areas that are of note at this time are detailed in this paper.

### Tenant and leaseholder engagement

- 3.5 The programme team has carried out a range of engagement actions with tenants and leaseholders following committee decisions. These have included:
- Providing an update to all Area Panels in October 2018
  - Presenting at the Citywide Conference on 19<sup>th</sup> October 2018
  - Providing regular updates to the Home Service Improvement Group
  - Presenting at the Leaseholders Annual General Meeting on April 6<sup>th</sup> 2019
  - Regular updates in Homing In
- 3.6 Recently the programme has been setting up and working with a specific ‘task and finish’ group to support the Programme. This group is made up of representatives from our existing resident engagement structure as well as recruiting two new volunteers.
- 3.7 This task and finish will focus on working with council officers through the period of change for the repairs service to represent the views of tenants and leaseholders. The group will use the feedback that residents gave through the consultation period before the future service options were decided in October 2018 (this includes survey data from both on-line and face to face and feedback from workshops) to refer to when making key decisions.
- 3.8 Four representatives from the group attended a market engagement day that was held on 1<sup>st</sup> May to engage with suppliers interested in works that will be delivered through the major capital projects framework agreement.
- 3.9 The programme team also presented to the Leaseholder Action Group Annual General Meeting in April 2019 to update on the progress of the Programme. Leaseholders fed back the following points:
- A proactive maintenance programme is vital to leaseholders to be evidenced in the new arrangements
  - Leaseholders want to be able to sign post contractors to work opportunities to work with the council
  - Leaseholders want to see the council accountable for the specification, design and quality assurance of works.
- 3.10 All of the above has been fed into the delivery of projects within the Programme by the methods we use to procure contracts and how we work with leaseholders throughout the process.

### Procurement update

- 3.11 The project team for the major capital projects framework agreement are working on the draft procurement documentation which is due to be advertised to the market in the summer of 2019. The framework will cover five key work types:

- Loft conversion and extensions
- Conversion of use, alteration or refurbishment of existing property
- Hidden homes projects
- New build projects – car parks, garages and infill
- Major works projects – to our medium and high rise blocks

3.12 The framework will be split into two lots for works based on the value of projects. After evaluating feedback from the market engagement day (discussed below) and in order to invite interest from Small to Medium Enterprises (SMEs) the values of the lots will be works above and below 300k.

#### Market engagement

3.13 On 1<sup>st</sup> May 2019 the programme team carried out a market engagement day to talk to interested organisations about the council's proposals for the major capital projects framework agreement. The day was well attended with over 27 organisations attending. Tenant and Leaseholder representatives from the task and finish group also attended. Officers will be taking the feedback provided from the day in order to help to appropriately shape the framework arrangements by feeding them into the specification and tender process.

3.14 Some of the areas of discussion with suppliers who attended the session included:

- Value of projects
- Types of projects
- Working with residents and leaseholders
- Delivering social value and apprenticeships
- Contractual terms and types

#### Stock information review

3.15 The council are currently procuring a consultant to undertake a stock review and survey a sample of our properties to help inform the council's investment plan for its stock moving forward. This is currently at the award stage and the surveys will be completed through the summer. This will help to inform what maintenance and improvement programmes to council housing stock the council takes forwards from April 2020 onwards.

#### Social Value

3.16 The programme team is committed to driving social value through all project streams within the Programme, including through procurement processes or the in-house delivery team. The council's in-house service will have great opportunity to develop, own and increase its social value over time.

3.17 Social value will be delivered through the following areas:

- Keeping tenants homes warm, safe and in good condition
- Investing in the local economy and support the local supply chain
- Supporting services in tackling fuel poverty
- Provide a high quality and trusted service to residents
- Providing targeted employment or training opportunities
- Reducing the environmental impacts in service delivery
- Community involvement
- Working in partnership with local services and charities

### Apprentices

3.18 Apprentices who TUPE transfer into the council will be supported to complete their courses. The council will also support other work place training developments and opportunities for staff through the process of bringing services in-house. This will include:

- Apprenticeships for existing staff to develop skills
- Opportunities for secondments and internal job opportunities in other areas of the council

3.19 The council will also enhance its current apprentice programme for the delivery of the new in-house repairs and empty property refurbishments service. In addition to the development of the apprentice scheme we will also be looking to offer other educational training opportunities, for example T-level training placements.

3.20 Currently the apprenticeship scheme delivered through the contract with Mears includes the following areas:

- Carpentry
- Plumbing
- Electrical
- Painting and Decorating
- Administration (for delivering housing services)

### Staff and union engagement

3.21 The programme team has carried out a range of engagement actions with staff and union representatives. These have included:

- Regular updates for Property & Investment staff and unions
- Drop-in sessions for other housing staff
- A presentation for stakeholders impacted by service changes
- Two sets of workshops for Mears staff and unions
- Attendance at various team meetings
- Regular updates through the council's Departmental Consultative Group meetings with union representatives

- 3.22 The Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended (TUPE) protects the terms and conditions of employment of transferring staff and the programme team are working closely with Mears management and staff to support those affected by the changes in service delivery through the transfer process.
- 3.23 Following the decisions being made for the delivery of future services the programme team has held two sets of workshops with Mears staff and unions in November 2018 and April 2019. There is a positive working relationship with Mears and regular management meetings are in place to ensure staff are supported through the TUPE process.
- 3.24 Mears have provided two sets of TUPE information and the council is committed to ensuring that staff have all the support they need to continue to carry out their roles safely and with the correct tools and equipment required from 1<sup>st</sup> April 2020.
- 3.25 Following formal TUPE processes, approximately 150 Mears staff will transfer to the council with their current terms and conditions protected. These include apprentices, operatives (tradespersons), supervisors, administration staff, branch management, call centre staff and others.
- 3.26 Headline feedback from staff transferring into the council highlights the following as key areas of focus:
- Ensuring staff have the right equipment required to complete their jobs
  - Support with parking issues when on site
  - Confirmation of Out Of Hours (OOH) procedures
  - Confirming ICT equipment and software arrangements
- 3.27 Council officers who are affected by the changes in service delivery attended a stakeholder presentation to start to scope the impacts on other teams/areas of the organisation. This exercise has informed the outcomes of projects within the Programme.
- 3.28 The programme team is near to being fully resourced, with the key positions as follows:
- Senior Programme Manager – David Canham
  - Programme Manager – Sharon Davies
  - Project Manager Communication and Culture Change – Fran Hodgson
  - Project Manager Planned Maintenance and Major Projects Framework – Peter Mustow
  - Project Manager – (interviews being held in June 2019)
  - Project Support Officer – Nick Austin



## Orbis Support

3.29 Colleagues in Orbis and Orbis Public Law have been supporting the programme team to scope and deliver the following vital programme areas:

- HR, pay, training and support for transferring staff
- Procurement arrangements
- Financial arrangements
- Health and Safety requirements of the new in-house service
- Payment and invoicing for new suppliers
- Office space, ICT hardware and software requirements
- Customer service and customer experience objectives

## Peer Engagement

3.30 In order to develop market knowledge on the delivery of the works and services, the programme team has continued engagement with the following housing providers to gain insight and best practice advice:

- Royal Borough of Greenwich Council
- Stoke-on-Trent City Council
- Islington London Borough Council
- Southern Housing Group

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

4.1 As this report is intended to update committee on the progress of the Programme alternative options are not required.

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

5.1 Extensive engagement with stakeholders was undertaken alongside the development of the options presented to committee on 26<sup>th</sup> September 2018. Full details are included in the report to that committee.

5.2 Formal leaseholder consultation will also be taking place throughout the programme. We are working with the Leaseholder Action Group (LAG) to plan this and support leaseholders throughout the process.

5.3 Further engagement with stakeholders is set out in the body of this report.

## **6. CONCLUSION**

6.1 This report updates committee on the progress on key areas of preparation that the programme team are focused on to ensure that the works and services are in place, staff are effectively supported and procurement processes are successfully delivered to provide the best works and services

that we can to residents and achieve the councils objectives for the Programme.

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

### Financial Implications

- 7.1 The HRA budget for 2019/20 includes a budget of £0.250m for the costs associated with supporting the Programme and a further earmarked reserve of £0.982m for mobilisation and set up costs associated with the Programme.
- 7.2 The costs of the stock information review will be managed within the HRA budget for 2019/20.
- 7.3 All costs will be monitored as part of the council's Targeted Budget Management (TBM) process. Any significant forecast variances at month 2 for the HRA will be reported to PR&G on 11<sup>th</sup> July 2019 as part of the council's overall budget monitoring report.

*Finance Officer Consulted: Monica Brooks*

*Date: 22/05/19*

### Legal Implications

- 7.4 There are no legal implications arising directly out of this report for noting other than those covered in the body of the report.

*Lawyer Consulted: Isabella Sidoli*

*Date: 28/05/19*

### Equalities Implications

- 7.5 None of the changes in works and services involve reducing or altering the nature of service provided to residents. It is therefore not anticipated that the options would have a detrimental impact on any group with a protected characteristic. An equalities impact assessment will be carried out and a further report will be presented to this committee if any detrimental impacts are identified.
- 7.6 The Programme will involve transfer of staff from the existing contractor to the council. An equalities impact assessment is being undertaken to consider the impact of the transfer on various groups.

### Sustainability Implications

- 7.7 As part of the procurement process potential providers will be assessed on their ability to deliver works in a sustainable and energy efficient manner in line with the council's HRA energy strategy.
- 7.8 As part of the setting up of the in-house repairs service the council will look to implement initiatives to deliver the council's HRA energy strategy where possible.

Risk and Opportunity Management Implications:

- 7.9 A detailed risk management plan and register is being maintained to cover the Programme.

Corporate / Citywide Implications

- 7.10 A number of Corporate, Citywide and Housing strategies are relevant to this Programme. These are set out in full in the reports to Housing & New Homes Committee on 14<sup>th</sup> March 2018 and 26<sup>th</sup> September 2018.
- 7.11 Key strategies aligned to this Programme include: the Housing Strategy, the Housing Asset Management Strategy and the Housing Revenue Account Energy Strategy.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Decision record Policy, Resources & Growth Committee 11 October 2018

**Documents in Members' Rooms**

None

**Background Documents**

None

Appendix 1:

**BRIGHTON & HOVE CITY COUNCIL  
POLICY, RESOURCES & GROWTH COMMITTEE  
4.00pm 11 OCTOBER 2018  
COUNCIL CHAMBER, HOVE TOWN HALL  
DECISION LIST**

**OPTIONS FOR FUTURE DELIVERY OF HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS**

*Contact Officer:* Sharon Davies *Tel:* 01273 121295  
*Ward Affected:* All Wards

**RESOLVED:** That the Committee –

Customer service and quality assurance

(i) Agreed that the customer service and quality assurance services are brought in-house and delivered by the council following the expiry of the current contractual arrangements;

Responsive repairs and empty property refurbishments

(ii) Agreed that responsive repairs and empty property refurbishments works to council housing stock are brought in-house and delivered by the council following the expiry of the current contractual arrangements;

(iii) Approved a 'set-up and mobilisation' budget of £0.112m for 2018/19 funded by an in-year virement transferring this budget from the capital financing costs budget in the Housing Revenue Account (HRA) and the creation of an earmarked 'set up and mobilisation' reserve of £0.982m for use in 2019/20 funded from HRA general reserves;

Planned maintenance and improvement programmes

(iv) Approved the procurement of at least one contract for the provision of planned maintenance and improvement programmes to council housing stock with a term of five years with the option to extend for up to a further two years;

Major capital projects

(v) Approved the procurement of a multi- contractor framework agreement for major capital projects with a term of four years;

Specialist works

(vi) Noted that the specialist works will continue to be delivered through individual contracts, with reports coming back to committee for authority to

procure and award such contracts if required in accordance with the council's Constitution;

#### Delegation

(vii) Granted delegated authority to the Executive Director Neighbourhoods, Communities & Housing to:

- (1) Commence the procurements and award the contracts required to implement the recommendations;
- (2) Use the 'set-up and mobilisation' budget to create and appoint to new roles to enable these recommendations to be delivered;
- (3) Award call-off contracts under the major capital projects framework agreement;
- (4) Take any other steps necessary to implement the recommendations in this report.

(viii) Affirmed its intention to review whether further elements of the services and works may be brought in-house in such a way that any timescales would ensure thorough preparation and a smooth transition.

