

**STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY  
COMMITTEE**

**WEDNESDAY 18 JANUARY 2012  
7.00 PM**

**Bourges/Viersen Room - Town Hall**

**AGENDA**

**Page No**

**1. Apologies for Absence**

**2. Declarations of Interest and Whipping Declarations**

*At this point Members must declare whether they have an interest, whether personal or prejudicial, in any of the items on the agenda. Members must also declare if they are subject to their party group whip in relation to any items under consideration.*

**3. Minutes of Meeting Held on 9 November 2011**

**1 - 8**

**4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions**

*The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of a Scrutiny Committee or Scrutiny Commissions. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee or Commission.*

**5. Tackling Poverty**

**9 - 14**

**6. Homelessness Prevention - Housing at the Heart of Communities**

**15 - 44**

**7. Forward Plan of Key Decisions**

**45 - 58**

**8. Work Programme**

**59 - 64**

**9. Date of Next Meeting**

Wednesday 7 March 2012



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Paulina Ford on 01733 452508 as soon as possible.

#### **Emergency Evacuation Procedure – Outside Normal Office Hours**

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#### Committee Members:

Councillors: M Todd (Chairman), S Day (Vice Chairman), G Casey, C Burton, G Simons, J R Fox and M Jamil

Substitutes: Councillors: D Over, B Saltmarsh and S Martin

Further information about this meeting can be obtained from Paulina Ford on telephone 01733 452508 or by email – [paulina.ford@peterborough.gov.uk](mailto:paulina.ford@peterborough.gov.uk)

**MINUTES OF A MEETING OF THE  
STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE  
HELD IN THE  
BOURGES & VIERSEN ROOMS, TOWN HALL, PETERBOROUGH  
ON  
9 NOVEMBER 2011**

**Present:** Councillors Todd (Chairman), S Day (Vice Chairman), G Casey, C Burton, JR Fox, and M Jamil Cllr G Simons

**Also Present:** Ansar Ali Police Authority Representative  
Peter Godly Youth Council Representative  
Scott Westaway Director Midland Environmental Contract Ltd  
Mark Smith Director Midland Environmental Contract Ltd  
DCI Mark Alexander Cambridgeshire Police Authority  
Janette Powell Director of One Service  
Councillor J Goodwin Cabinet Advisor to the Leader  
Councillor Harper

**Officers in Attendance:** Paul Phillipson Executive Director of Operations  
Paulina Ford Senior Governance Officer  
Dania Castagliuolo Governance Officer  
Annette Joyce Head of Commercial Operations  
Amy Brown Solicitor  
David Marshall Senior Neighbourhood Enforcement Officer (South)  
Adrian Chapman Head of Neighbourhood Services

**1. Apologies**

There were no apologies received

**2. Declarations of Interest and Whipping Declarations**

Agenda Item 8 - Establishment of the Citizens Power Scrutiny Task and Finish Group

Councillor Harper declared a personal interest in that he was part of the Civic Commons Group.

**3. Minutes of the meeting held on 14 September 2011**

The minutes of the Strong and Supportive Communities Scrutiny Committee meeting held on 14 September 2011 were approved as an accurate record.

**4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions**

There were no requests for Call-in to consider

**5. Commercial Operations**

The report provided the Committee with an overview of Commercial Operations and informed them of the work being done on a day to day basis in the City along with the strategic focus to enhance the City in the long term. The Head of Commercial Operations presented the report and highlighted the following key activities that fell within the remit of Commercial Operations.

- Redevelopment of Bridge Street and Cowgate.
- The Olympic Torch 2012 which was due to pass through Peterborough on 3 July 2012.
- The Embankment would host a Euro Football event in 2012
- The BBC One Show would be coming to the City Centre to provide live coverage of Matt Baker's cycle ride for Children in Need.
- Street Trading Activity which included a review of table and chairs licensing .
- The Enterprise Centre. The course content would be redesigned to offer more generic courses whilst seeking long term funding to ensure sustainability.

The Committee was asked to consider and comment on the work of each of the following areas:

- The Enterprise Centre
- Parking Services
- CCTV
- General Market
- City Centre Management and Tourism
- Resilience Services
- Passenger transport
- Concessionary Fares
- Public Transport
- School Transport
- Community Transport
- Park and Ride
- Awards
- Events
- 2010 Christmas Lights Switch on
- 2010 New Years Eve Party
- Halfords Cycle Tour
- Italian Festival
- Perkins Great Eastern Run

Observations and Questions were raised around the following areas:

- Some Members had received comments from regular overseas visitors to Peterborough on how Peterborough had changed over the past five years and that it had looked modern, clean and more continental. Members were pleased that the changes were being noticed.
- What work was being done with side streets such as Wentworth Street where shops were empty? *Members were advised that there was still a lot of work to be done throughout the City centre to attract businesses and a City wide marketing group was being set up to work on this to attract new businesses.*
- Members complimented the Operations Team on how nice the market stalls were in Cathedral Square.
- Members were concerned with the type of planters that were put on Cathedral Square and wanted to know why they were put out so late. *The Officer acknowledged Members comments and advised that next year the planters would be put out earlier and flowers would be cascading down the sides. The Cabinet Advisor informed the Committee that she had been advised by an Evening Telegraph reporter that there had also been many positive comments made to the Evening Telegraph with regard to the planters.*
- Members commented on how successful the Jazz music had been when it had played outside of St Johns Church.

- Were there any plans to give existing general market traders the opportunity to trade in Cathedral Square? *The Head of Commercial Operations advised that they had tried to work with the general market traders when they started the farmers market in Cathedral Square. General markets were on the decline and there was a need to look at the existing market and how to make it more sustainable and prosper to generate business.*
- Members raised concerns about the lack of public toilets in the City Centre. *The Head of Commercial Operations was in agreement and advised that officers were working with businesses in the area to allow members of the public to use their facilities.*
- Members commented on the lack of activity in Cathedral Square and wanted to know if there were any plans to have more weekend and evening entertainment? *Members were advised that officers were working with businesses to try and get them to support evening events in the Square.*
- A member of the Youth Council commented on the lack of consistency in the appearance of street furniture from Bridge Street to Cathedral Square. Was anything being done about it. *The Head of Commercial Operations advised that the idea was to have some consistency; however each business had its own style of outdoor seating.*
- Members asked why Peterborough was not being advertised on the television like other towns do such as Market Harborough and Hitchin. Could this be looked into? *The Head of Commercial Operations advised that they were working to try and formulate a marketing group in the city which would look at how this could be taken forward.*
- The Cabinet Advisor acknowledged the great work that the Head of Commercial Operations and her team had done in bringing the Olympic Torch and the One Show to Peterborough.

## **ACTION**

The Committee requested that the Head of Operations keep them informed on how they go forward with television advertising.

## **CRIME AND DISORDER SCRUTINY COMMITTEE**

For items 6 and 7 only the Strong and Supportive Communities Scrutiny Committee acted as the Council's designated Crime and Disorder Scrutiny Committee.

### **6. Dog Control Orders**

The report had been requested by the Committee after receiving a request from, the Peterborough North Area Committee to consider dog control orders after having received many complaints about uncontrolled dogs and dog fouling in public places. The report informed the committee what would be involved in instigating a Dog Control Order including the legal process, evidence base, staffing requirements and potential costs.

The committee was asked to debate the subject and make any recommendations.

Observations and questions were raised around the following areas:

- How should constituents deal with a situation when out walking their dog and are confronted with a person walking 12 unleashed dogs finding themselves in a terrifying situation. Dog fouling was also an issue. How do we educate people to take responsibility for their dogs? *The Senior Neighbourhood Enforcement Officer informed the Committee that the complaints made by their constituents were not finding their way to the correct officers in order for them to deal with the issues. There had only been three reports of uncontrolled dogs in the whole year. If Dog Control Orders were to be put in place then it would need to be evidenced statistically that they were required and at present there was not sufficient evidence. A method would need to be put in place to ensure complaints reached the correct department and were recorded. The Officer advised the Committee that the following the recent press release stating that the council*

*was considering dog control orders he had received two letters from the biggest charities relating to dogs in the country. They had stated that they would oppose the decision and they had offered suggestions on other ways of working.*

- How would we crack down on the minority of irresponsible and antisocial dog owners? *The Officer advised that running educational programmes in schools would need to be considered before dog control orders were put in place. The council had adhered to its statutory obligation which was to deal with stray dogs only. If a Dog Control Order were to be installed then an additional member of staff would be needed to effectively police it and at the moment the resource level is low. The department that would be affected the most should the Dog Control Orders be put in place would be the Neighbourhood Officers who also dealt with fly tipping, abandoned vehicles and all things that were in the public eye. They did deal with dog fouling but it was hard to catch people. The officer felt it would be necessary to employ a full time person should the council go ahead with the Dog Control Orders.*
- Was it an offence for dog owners to allow their dogs to roam around freely in a fenced off children's play area while the children were playing. Could anything be done about it. *Some local councils have Dog Control Orders on specific areas like a children's play area.*
- The Head of Neighbourhoods commented that the solution to the problem was more than would be provided by a dog control order. The issue seemed to be one of criminality and anti social behaviour amongst the minority of irresponsible dog owners. He did not believe that Dog Control Orders were the right way forward at the moment but suggested the following:
  - To look at the consultation on new antisocial behaviour which was part of the government's decentralisation agenda.
  - To look at the powers that the council already had available to them within their own organisation and Cambridgeshire Constabulary focusing on antisocial behaviour elements of dog ownership and how this could be dealt with.

Members agreed to the Head of Neighbourhoods suggestion.

- Is there any way we could talk to veterinary surgeries so they could distribute literature on legislation to new dog owners. Are dog walking businesses educated on the guidelines and are they insured. *The Head of Neighbourhood Services informed Members that there had not been the environment to try these things before due to government regulations. There was now more freedom to try other things. The Head of Neighbourhoods commented that at the moment work was being done with twenty large employers across the city like Thomas Cook, Diligenta, BGL who had a lot of employees many of which may be dog owners. The Council now had a relationship with the Corporate Social Responsibility leads of those businesses. This would provide an opportunity to go in to the companies and give talks or provide them with literature to give out to their staff at induction sessions or during training sessions. This opened up a market for people to become more aware and to take on responsibility in society by looking out for things that were going wrong in their own community and to challenge people behaving irresponsibly with their dogs. This would be picked up as part of the Corporate Social Responsibility programme that was being working on.*
- Scott Westaway and Mark Smith advised the committee that they had provided the city with a dog warden service, out of hours kennelling and pest control services since September 2011. The company took a pro active approach and would take on board any requests made. The dog warden service needed to be asked for in order to maintain a level of service. There had been issues in that the council had not been instructing them on using the dog warden. Mark Smith informed the committee that they were aware of the issues that Peterborough had and offered to come and resolve them. He advised that the council needed to enforce the existing legislation they had in place and if there were issues with uncontrolled dogs then they needed to be advised in order to provide a successful service for the council. If the council wished to target areas such as strays or fouling then the officers needed to be advised of this in order for them to come up with a proposal which may require additional time. He believed that existing legislation needed to be used before looking at dog control orders as they were difficult to initiate. It was the

actual enforcement of a dog control order that was particularly difficult. Dog control orders were a very difficult route to go down when there was existing legislation and service providers in place.

- Could the service providers concentrate on the dog fouling issues in Hodgson Avenue? *The Enforcement Officer advised that Hodgson Avenue was an area that had been proactively patrolled with other areas they had received complaints about. However when the officers were present people tended to behave. The Head of Neighbourhoods asked Members to agree to work with the Officers as a pilot for testing some ideas they had to combat this problem. Scott Westaway advised that a coordinated campaign was needed to be cohesive and coherent. The issues seemed to be an internal and external communication problem. Scott Westaway informed the committee that they could help the officers come up with a coherent plan.*
- Members suggested that dog walking businesses should be educated in current legislation as this would be the key to resolving the issue.

## **RECOMMENDATION**

The Committee recommends that the Head of Neighbourhood Services work with the Safer Peterborough Partnership and Cambridgeshire Constabulary to look at an operation focusing on antisocial behaviour elements of dog ownership and how this can be dealt with. A report to be presented back to the Committee in six months time.

## **7. Update on the Integrated Offender Management (IOM) Programme**

The report was presented by Detective Chief Inspector Mark Alexander, the Integrated Offender Management Project Manager for Cambridgeshire and Annette Powell, Director of One Service. The report provided the committee with an update on developing an Integrated Offender Management (IOM) approach to offender management and its effect on reoffending within the city. The report explained how the IOM scheme was developed in accordance with joint Home Office Ministry of Justice Guidance published in the IOM Government Policy Statement June 2009. 'The IOM approach complemented Peterborough's preventative agenda by looking to change behaviour and prevent reoffending'.

The Committee was asked to endorse and support the continued development of an Integrated Offender Management scheme within the city and to suggest additions or further opportunities to the approach that will further enhance it.

Observations and questions were raised around the following areas:

- Members noted the good work being done through the IOM scheme but also wanted to know what support was being given to the victims of crimes. *The DCI informed the Committee that the victims were equally as important. There were two parts to his responsibility one being the IOM programme and the other being the Multi Agency Referral unit which consisted of police officers, staff from Children's Services and Social Services all working within one team. The victims would be referred to the unit then they would decide which service would be most appropriate to help those individuals. This scheme was very much in its pilot stage at present.*
- Members queried as to whether the officers had any contact with the members of the Citizen Power Project. *The Director of One Service advised the Committee that in the early days of developing the One Service they did meet with people from the Citizens Power Project and held some workshops. She had also spoken at some of their events to share some of the learning and compare notes. The discussions were ongoing. The Head of Neighbourhood Services informed Members that a product of the Citizens Power strand had led to a fully re-commissioned drugs treatment system.*
- Members referred to page 30 section 4.4 of the report and asked for clarification on the statement 'The scheme now manages regularly around 100 offenders. At any one time about half are in custody and half are in the community'. *This point was clarified by*

*explaining that the type of people the IOM Scheme was managing had received short custodial sentences. The problems they faced were that they returned to live with their families or friends or they slept on people's sofas or were possibly homeless. IOM and One service try to ensure that when they come out of prison they go into stable accommodation and remove them from the friends and family who encouraged their criminal activity.*

- *Members commented that they fully supported the scheme and felt that it helped to break the chain of criminality in families and helped them to get the support they needed to not reoffend. The DCI added that what Peterborough had just launched was the Family Recovery Project that would hopefully start to address the issue of offender's children who were most likely to grow up to be offenders. The scheme would work with those families and try and prevent their children progressing into the IOM scheme of the future.*
- *The Cambridgeshire Police Authority Representative asked whether there were any partnership working arrangements with colleagues across the boarder where there were some reciprocal arrangements to look after people on the IOM scheme from Peterborough. Sometimes the peer pressure locally was often too great for them to stop offending. The Director of One Service advised that they work with the offenders wherever they are in the country. A local partner had been contracted to provide volunteering and they work with Supporting Others Through Volunteer Action (SOVA) who were a national organisation to provide community volunteers for support those offenders who move to other areas. Members were informed that people had gone as far as Edinburgh and Liverpool and they had a community volunteer working with them.*
- *The Youth Council Representative informed the Committee that he also fully supported the IOM scheme. Was there a scheme similar to the IOM for youth offenders? The DCI advised that they had very strong links into the youth offending service. The Youth Offending service took the lead in working with young offenders although some individuals were identified as progressing in to adult offenders and these would be adopted into the IOM scheme. The Director of One Service advised that one of the other services she had commissioned was Ormiston Children and Families Trust who worked with key families of prisoners to help them to develop the skills they needed within their family setting to provide a stable environment for the offender and the family.*
- *People with drug related problems need support and to be taken away from their usual surroundings. Peterborough churches offer a lot of rehabilitation centres. Do you use these? Members were informed that there were currently several projects working with the churches.*

## **RECOMMENDATION**

The Committee endorse and support the continued development of the Integrated Offender Management (IOM) Programme.

### **8. Establishment of the Citizens Power Programme – Scrutiny Task and Finish Group**

The purpose of this report was for the Committee to consider and agree the Terms of Reference and membership of the Task and Finish Group which was formed at the request of the Committee on 14 September 2011 to oversee and monitor the actions and recommendations of the Citizens Power Programme Review.

## **RECOMMENDATIONS**

The Committee recommended that:

1. The Terms of Reference for the Task and Finish Group are accepted and:
2. The membership of the Task and Finish Group are agreed



## **9. Forward Plan of Key Decisions**

The Committee received the latest version of the Council's Forward Plan, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the following four months. Members were invited to comment on the Plan and, where appropriate, identify any relevant areas for inclusion in the Committee's work programme.

### **ACTION AGREED**

The Committee noted the Forward Plan and requested further information on the following key decision:

- War Memorial - KEY/02NOV/11

## **10. Work Programme**

Members considered the Committee's Work Programme for 2011/12 and discussed possible items for inclusion.

### **ACTION AGREED**

To confirm the work programme for 2011/12 and the Scrutiny Officer to include any additional items as requested during the meeting.

## **11. Date of Next Meeting**

Wednesday 18 January 2012

*The meeting began at 7.00 and ended at 8.50 pm*

CHAIRMAN

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<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 5</b>
<b>18 JANUARY 2012</b>	<b>Public Report</b>

## Report of the Executive Director of Operations

**Contact Officer(s) – Leonie McCarthy, Social Inclusion Manager**  
**Contact Details – 01733 864308**

### TACKLING POVERTY

#### 1. PURPOSE

- 1.1 The purpose of this report is to provide Members with an update on the work being undertaken within Neighbourhoods in partnership with Children’s Services to Tackle Poverty. Further detail will be delivered to the Committee via a presentation during the meeting.

#### 2. RECOMMENDATIONS

- 2.1
- To support the current work of the Tackling Poverty Partnership
  - To be mindful of our Statutory Duty to address poverty through partnership working
  - To understand the breadth of the workforce who need to be aware of tackling poverty in their work and decision-taking
  - To acknowledge the scale of the issue and give priority attention to it
  - To consider how poverty underpins all our work and commit to make this part of our core business

#### 3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1. Tackling poverty is fundamental to the whole Sustainable Community Strategy, and forms part of the Single Delivery Plan (Programme 2 – Creating Opportunities and Tackling Inequalities).

#### 4. BACKGROUND

- 4.1 In March 2011 the Child Poverty Act received Royal Assent and became effective from May 2011. This enshrines in legislation a long held government ambition to eradicate Child Poverty by 2020 and places a number of statutory duties on both Central and Local Government.
- 4.2 Statistics indicate that Peterborough has high levels of child poverty when compared to national and East of England.

The local child poverty proxy measure (formerly NI 116 proxy measure) is defined as the proportion of children living in families where at least one parent or guardian claimed one or more of the following out of work benefits: Job Seeker’s Allowance, Income Support, Employment and Support Allowance, Incapacity Benefit/Severe Disablement Allowance, or Pension Credit at 31 May 2010. The most up to date Department of Works and Pensions (DWP) data prepared for Peterborough is based on 31st May 2010 and indicated 5210 households with children, claiming some form of benefit.

Our needs assessment (March 2011) demonstrated that currently 25.3% (12,144) of our children, under 19 years old, are recorded as living in relatively low income households.

The city also has a high percentage of people earning low wages and there are high levels of debt.

4.3 In December 2011 Neighbourhood Services, Children’s Services and local Registered Social Landlords held a conference on Tackling Poverty. The conference included presentations from a wide range of stakeholders including best practice nationally. The objectives of the conference were to –

- **Identify what support to Tackle Poverty is available in local communities and where the gaps are**
- **Help people access support from local services which assist in Tackling Poverty in their community.**
- **Build partnerships across the Financial Inclusion sector**
- **Improve access to employment opportunities**
- **Produce a Tackling Poverty strategy for Peterborough building on the work to date by Children’s Services on the draft Tackling Poverty and Social Mobility**
- **Increase knowledge on new benefit and welfare reforms**

Outcomes from the conference were circulated to all partners (see appendix 1) and a strategic follow up workshop has been arranged for early January to identify leads for actions to deliver the agreed outcomes:

<b>SO1: Promotion of strong strategic leadership</b>
<b>SO2: A commissioning process with strategic intent</b>
<b>SO3: Development of instruments that measure poverty and social mobility to target resources more efficiently</b>
<b>SO4: Excellence at First Contact - Opportunities to explore family circumstance and be responsive to family need are maximised</b>
<b>SO5: A workforce sensitised to the impact of poverty and embed a think poverty approach in all our work</b>
<b>SO6: Identity risk factors and enable communities to develop resilience</b>
<b>SO7: Improve education and personal development of all children and young people to narrow the gap in achievement between the poorest children and the rest</b>
<b>SO8: Increase financial capability, employability and take-up of benefits amongst families</b>
<b>SO9: Improve health within the local population, including mental health</b>
<b>SO10: Creation of inspirational places to live and cohesive communities</b>
<b>SO11: A Decent Home for All</b>

## 5. KEY ISSUES

5.1 Child poverty is relatively high in Peterborough (25.3%), compared to 16.4% in the East of England region and 21.6% nationally, and rising year on year.

Peterborough’s population has a high proportion of children and young people compared to the rest of England.

‘In work’ poverty and low income levels impact on a significant proportion of our local families at a higher rate than the national average.

Peterborough has a higher percentage of children living in families receiving out of work benefits than the national average.

The percentage of adults qualified to Level 2 is lower than the national average.

Peterborough’s average weekly rent is much higher than both the national average and when compared to one of our statistical neighbours.

The take-up of the childcare element of working tax credits among eligible parents in Peterborough has fallen and is below the national average.

Peterborough has a higher rate of children in care per 10,000 population than both the statistical neighbour and national averages.

Peterborough has a higher number of houses of multiple occupation than the two of its statistical neighbours with the closest overall population figures.

Peterborough has a lower percentage of students achieving 5 A\*-C GCSEs with English and Maths than both the statistical neighbour and the England averages.

It is expensive to support families once poverty has taken a grip on families who go on to experience multiple and complex problems.

Welfare and Benefit reform will negatively impact on a significant number of individuals and families in Peterborough

## **6. IMPLICATIONS**

6.1 Following presentation at the Committee meeting, the views and wishes of Members will be considered and will help inform the development of the Tackling Poverty programme.

At this stage there are no known financial implications, although as proposals develop these, and other implications, may become relevant.

## **7. CONSULTATION**

7.1 Consultation has taken place with over 50 organisations and stakeholders across Peterborough including community centres, neighbourhood committees and VCS organisations.

## **8. NEXT STEPS**

8.1 A follow up workshop with key stakeholders across the City to prepare action plan for delivery of the strategic outcomes.

Increased work with Health particularly on mental health issues and GP involvement in signposting activity.

The voluntary and community sector to work with the Council and other public sector providers to recommend where appropriate funding should be targeted to deliver outcomes to Tackle Poverty in Peterborough.

## **9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None

## **10. APPENDICES**

10.1 Appendix 1 - Feedback from the conference

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## Lessons from the Conference

The next stage will be to identify some key actions. What we have learnt so far is:

- = people like us and are passionate about making a difference
- = we are our best resource to achieve change
- = we can change:
  - a. Be Optimistic - lead others to make poverty their business
  - b. Develop Thinking Systems that consider the cause and effect of poverty
  - c. Think ahead – Identifying what can go wrong and stopping it from happening
- = strengthen partnerships to deliver:
  - d. First Contact Point - sensitive approaches to identify families in poverty
  - e. Right information at the right time
  - f. City wide resources - helping people in need when they need it
- = what we want:
  - a. Lift people out of poverty
  - b. Opportunities for people to make the most of their lives
  - c. Higher Aspirations for all

Look out for an update in the New Year. For more information contact Leonie McCarthy: E [Leonie.mccarthy@peterborough.gov.uk](mailto:Leonie.mccarthy@peterborough.gov.uk)  
T 01733 864308



**To: Tackling Poverty Conference Delegate**

***Thank you for your contribution and to making the conference a success!***

***“PUTTING FINANCE AT THE HEART OF INCLUSION”***



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<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 6</b>
<b>18 JANUARY 2012</b>	<b>Public Report</b>

## Report of the Executive Director of Operations

Contact Officer – Sharon Malia, Acting Strategic Housing Manager  
Contact Details - 863764  
Head of Service - Adrian Chapman, Head of Neighbourhoods

### HOMELESSNESS PREVENTION – Housing at the Heart of Communities

#### 1. PURPOSE

- 1.1 The purpose of this report is to provide members with an update to the Homelessness Prevention report brought to Scrutiny on the 9<sup>th</sup> March 2011 and to update members on the work being carried out by the Strategic Housing Service and Housing Enforcement Officers in preventing homelessness in Peterborough.

#### 2. RECOMMENDATIONS

- 2.1 Members are asked to scrutinise the approaches taken and the progress and achievements made in relation to the homelessness prevention activity across the Strategic Housing Services and by Housing Enforcement Officers in Neighbourhood Enforcement Teams. Members are asked to provide challenge where necessary and to suggest ideas and initiatives to support further improvements
- 2.2 That the draft Homelessness Strategy, Housing Allocations Policy and Empty Homes Strategy be brought back to the committee for Scrutiny at an agreed future date.

#### 3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 Providing affordable, warm, safe and secure housing is the cornerstone of a strong society, and so the services described within this report are fundamental to the success of the Sustainable Community Strategy.

The purpose of the Strategic Housing Service is to lead and provide an excellent, holistic and seamless strategic housing service for the residents of the City to create opportunities and tackle inequalities and to deliver truly sustainable growth.

The work of the teams to promote energy efficiency of the housing stock through financial assistance, through enforcement of private sector landlords and through signposting to external funding opportunities significantly contributes to carbon savings in domestic dwellings and supports the Council's aspiration to become the UK's Environmental Capital.

#### 4. BACKGROUND

- 4.1 The Strategic Housing Service is fully committed to delivering the five key elements which comprise the strategic housing role within the local authority, and works closely with colleagues across Neighbourhood Enforcement, Planning and other Council departments to prevent homelessness by:
- Assessing and planning for current and future housing needs of the residents of Peterborough across all tenures
  - Making best use of the existing housing stock

- Planning and facilitating new supply
- Planning and commissioning housing support services which link homes and housing support services, and
- Working in partnership to secure effective housing and neighbourhood management on an on-going basis

The services and provisions that are now put in place for housing will impact on all the residents of the City for years to come and the Strategic Housing Service will lead on addressing all housing needs of all residents across all tenures in the City. It is acknowledged that access to safe, warm and affordable housing will significantly contribute to residents of the City being able to achieve good health, good employment prospects and good educational attainment for their children.

This report updates members on the work being carried out across all of the housing teams to prevent homelessness within the City. A series of case studies (attached as appendices) illustrate typical issues faced by housing officers and demonstrates how close partnership working across individual housing teams and with external partner organisations resolves the often complex housing issues of some of the most vulnerable residents of the City.

The updated Empty Homes Strategy is currently being developed, along with the draft Homelessness Strategy and draft Housing Allocations Policy, and it is proposed that these return to Committee for scrutiny at a date to be agreed.

## **5. KEY ISSUES**

### **5.1 HOMELESSNESS STRATEGY – An Update**

#### **5.1.1 Homelessness in Peterborough:**

In June this year the Housing Needs service transformed the way it delivered its front line operations. Faced with the challenge of a potential increase in homeless presentations due to the current economic climate it was decided to focus the teams attention on utilising their time, knowledge and skills on tackling this expected increase. As a result of this review, Housing Needs no longer operates the drop-in service at Bayard Place, however, all clients are able to access housing advice through our improved telephone service.

The number of telephones available for public use in Bayard Place was increased and the change in service was publicised on the council website and in the Your Peterborough publication. This service re-design has significantly improved the customer experience when visiting the Customer Service Centre at Bayard Place and has reduced customer waiting times from what was, in some cases, in excess of 2 hours down to an average of 5 minutes.

This change to the Housing Needs service has proved successful in enabling officers to prioritise clients who are threatened with homelessness and work to assist householders who are at real risk of losing their homes.

At the time of the report in the last year 12/12/2010 to 12/12/2011:

- We have received 1079 homelessness presentations
- Of the 1079 presentations, a full housing duty was accepted to 198 households

Compared to the same period over previous years:

12/12/2009 to 12/12/2010:

- We received 1100 homelessness presentations
- Of the 1100 presentations, a full housing duty was accepted to 235 households

12/12/2008 to 12/12/2009:

- We received 1356 homelessness presentations
- Of the 1356 presentations, a full housing duty was accepted to 401 households

This financial year to date (01/04/2011 to 12/12/2011) the housing needs team have been successful in preventing homelessness in 180 cases through early intervention and effective housing advice and support.

Although these statistics show a fall in the number of homelessness presentations and acceptances for this year compared to the same period last year, in recent months there has been a marked rise in both presentations and the use of hostel and bed and breakfast accommodation. This trend is expected to continue to increase, particularly when the changes to the Local Housing Allowance, explained in detail later in this report, are implemented in the New Year.

#### 5.1.2 **Rough Sleeping in Peterborough**

As we reported at the March 2011 Scrutiny Committee, in early 2010 it was highlighted that Peterborough had an increased problem with rough sleeping in the city, in particular among EEA Nationals who were unable to access public funds. The level of rough sleeping in the city had increased to the third highest in the country behind Westminster and the City of London.

The Housing Needs service continues to work closely with the UK Border Agency and the police in monitoring rough sleeper numbers in the city. The reconnections service is still in operation and the UKBA will still undertake administrative removals of Eastern European Nationals who are not exercising their treaty rights.

The Housing Needs service has worked hard to improve relationships with our voluntary sector stakeholders and have recently undertaken training sessions to improve their awareness of the services available to rough sleepers. These relationships have proved valuable as a large number of rough sleepers are identified following contact with a voluntary sector organisation.

We have recently submitted our rough sleeper estimate to the Department of Communities and Local Government and current intelligence tells us we have 17 individuals rough sleeping in Peterborough.

Please refer to Appendix 1 for a case study involving a rough sleeper

#### 5.1.3 **Repossessions in Peterborough**

In early 2010, Peterborough was highlighted as a mortgage repossession hotspot. An officer was seconded to focus solely on assisting households who were at risk of homelessness due to mortgage repossession. The Mortgage Rescue Scheme freezes repossession action through negotiation with mortgage lenders while agreements can be made with our partner housing associations to purchase their properties and rent them back to them, thus preventing homelessness and increasing the housing stock in the area.

Unfortunately the Mortgage Rescue Scheme was modified earlier this year and the level of funding we had access to significantly restricted how effective we could be. It was decided on a regional basis that the reduced level of funding allocated would be evenly distributed between all of the authorities in the regional cluster. This meant that the level of funding Peterborough City Council initially had access to limited us to just two potential clients where we could make use of the Mortgage Rescue Scheme funding.

Fortunately the decision to split the funding evenly between the authorities in the region has recently been changed and now we are able to access the funding on a 'first come first served' basis. We are currently working with four families who we hope to prevent from having to leave their homes. We are hoping that the scheme will continue in its current format next year so we can assist more families at risk because of mortgage difficulties as the difficult economic climate continues and if the potential rise in mortgage interest rates becomes a reality.

#### 5.1.4 **The Rent Deposit Scheme**

The Housing Needs service still operates the Rent Deposit Scheme. To date, this year, we have assisted 141 households with rent deposits to be used for tenancies in the private rented sector, preventing homelessness for clients who would not be able to fund the necessary deposit themselves resulting in the requirement for them to find accommodation in the social rented sector. The deposit is made direct to the landlord which is more effective than paying it to the tenant and further enhances the relationship with that landlord. This is an effective and efficient service to prevent homelessness and to re-cycle funding.

#### 5.1.5 **Single Person Homelessness**

In recent months the Department of Communities and Local Government (DCLG) offered local authorities a funding opportunity to improve the work they currently undertake to assist single people faced with homelessness, who would not normally be owed a duty under the homelessness legislation.

The Housing Needs team was successful in securing £40,000 of funding, which has been used to fund a part-time post who is working with local landlords in the private sector to increase the number of properties which are made available to clients. These clients would normally find it difficult to access such accommodation because landlords would normally be reluctant to take clients in receipt of benefits.

After obtaining a level of stock accommodation the role of the officer will then be to offer on-going support to those clients assisted in finding accommodation to sustain it effectively so the risk of them becoming homeless in the future is greatly reduced.

### 5.2 **FUTURE CHANGES AND THE IMPACT ON PETERBOROUGH**

There are many challenges facing the residents of the City which will have a significant impact on their housing situation and for which they will inevitably seek assistance from the City Council's Strategic Housing Team. It is anticipated that the number of people in the city becoming homeless in the next year will increase dramatically. The most significant impact is likely to be changes to Local Housing Allowance and Welfare Benefit Reforms.

#### 5.2.1 **Changes to Local Housing Allowance & Welfare Benefit Reform**

As we reported earlier in the year, on the 1st April 2011 Local Housing Allowance rates were reduced for all households renting in the private sector. These changes immediately affected households who were seeking accommodation in the private sector as it was made unaffordable to rent accommodation in some of the higher rent areas of the city.

For people who were already in receipt of Local Housing Allowance these changes were introduced in April 2011 but were covered by a 9 month transitional protection. This 9 months protection will no longer apply after January 2012 and we will start to see an increasing number of households who have their benefits reduced. Unless they are able to negotiate their rent down with their landlord they will accrue arrears and will be faced with the potential of becoming homeless. We are expecting to see an increase in numbers of people approaching the Housing Needs Team for advice and assistance in securing alternative accommodation in this sector or to assist them in discussions with their landlord. We will be working closely with our colleagues at Serco to forecast the impact for Peterborough and where possible we will contact and work with affected households to manage the impacts and prevent families losing their accommodation.

As well as the reduction in the Local Housing Allowance Rates for families there is also going to be a change to the age for single person room rate which will put additional single persons at risk of losing their homes.

Current regulations state that any single person who rents in the private sector would normally be awarded Local Housing Allowance at the 1 **bedroom** rate, which is currently £88.85 per week. The exception to this rule is if the single person is aged below 25. In these cases it is felt that they could share accommodation and would be awarded the much lower single person

**room rate** which is currently £54.00 per week.

On the 1st January 2012 the regulations changed. DCLG have now ruled that anyone aged below 35 could share and will only be awarded the single person room rate. There is no transitional protection for cases of this type and anyone who is renting accommodation priced higher than the shared room rate will see an immediate reduction in their benefit award on the anniversary of their claim. Again, this change has the potential for single individuals to lose their current accommodation and will also increase the demand for accommodation in Houses in Multiple Occupation.

#### 5.2.2 **The Peterborough Homes Allocations Policy**

The Housing Needs Team continues to work in partnership with the 10 Registered Providers of social housing who have significant numbers of housing stock in the city to allocate their properties through the Peterborough Homes Choice Based Lettings Scheme.

In line with our commitments in the Housing Strategy the Peterborough Homes Allocations Policy will be updated this year. One of the key areas that will be reviewed in the refresh of this policy will be the impact of operating a proposed closed housing register, a key element in the Government's Social Housing Reforms. There are currently in excess of 8500 live applications on the Housing Register. Around 40% of these applications are from people who are living in accommodation which they own and/or which has been assessed as being adequate to meet their needs.

In addition to a possible restricted register we are also looking at best practice examples across the country to see if we can structure our policy to prioritise those with the strongest local connections to the City through previous residence and family associations.

Please refer to Appendix 2 for a case study illustrating Peterborough's Housing Register and the Choice Based Letting scheme.

### 5.3 **OTHER IMPACTS ON HOMELESSNESS IN PETERBOROUGH**

There is a significant contribution to the prevention of homelessness in the City from housing enforcement activity, empty homes activity, the work of the Care & Repair Home Improvement Agency and from funding provided by the Supporting People programme.

#### 5.3.1 **The Housing Enforcement Role in Preventing Homelessness**

Housing Enforcement Officers situated within Neighbourhood Enforcement Team work with and enforce against landlords within the private rented sector to ensure they provide safe, hazard free and energy efficient housing in accordance with Housing Act 2004 and other relevant legislation. This service helps tenants within the private rented sector to remain in their accommodation and ensure it is brought up to a decent standard rather than abandoning it and presenting as homeless to the Housing Needs service.

The aim of housing enforcement is to improve housing standards within the private rented sector mainly housing those tenants who have no access to social housing, have no means of securing decent housing through lack of funds and are living in the poorest housing sometimes owned and run by unscrupulous landlords. These are often vulnerable adults and young families. Housing Enforcement work closely with Housing Needs and the Tenancy Relations Officer to prevent illegal evictions whilst taking enforcement action against landlords and helping tenants into more suitable accommodation in the worst cases.

To date since 1<sup>st</sup> April 2011 the team have received 620 requests for service regarding poor conditions within the private rented sector. It is expected that there will be increased pressure on the service once the changes introduced through the Localism Bill come into force allowing the Council's homelessness duty to be discharged into the private rented sector without requiring the applicant's agreement.

Please refer to Appendix 3 for a case study illustrating poor housing condition in the private

rented sector.

Houses in Multiple Occupation (HMOs) provide a much needed source of accommodation across the City and will become more valuable and sought after once the proposed changes to the local housing allowance and welfare benefit reforms are implemented as previously mentioned. A further increase in demand for this type of accommodation is likely as the student population of the city increases with the development of the university.

The Housing Enforcement team licence and regulate over 150 HMOs. All 3 storey 5 person HMO's are statutorily required to be licensed and controlled across the city and in addition 2 storey 3 person HMO's are required to be licensed and controlled within the Millfield and New England area of the city under the current Additional Licensing Scheme. Since the introduction of this scheme 40 properties have been licensed and 4 landlords prosecuted for failure to licence their property with fines being in the region of £15,000 per prosecution (money however that doesn't come into the local authority). It is estimated there are over 500 HMO's in the Millfield and New England area alone mainly housing the Eastern European communities who have little understanding of their tenants rights or the housing conditions they should expect which results in frequent illegal evictions, poor living conditions and overcrowding.

At the time of applying for the current Additional Licensing Scheme the Millfield and New England area was suffering from a large influx of migrant workers and concentrations of them in this area led to massive overcrowding and inappropriate housing, including the renting of outbuildings and garden sheds by some unscrupulous landlords. Alongside the ongoing problems already in the area including disrepair and poor tenancy management, the significant level of transient landlords and tenants makes raising standards especially problematic. Whilst the migration has now slowed and the amount of mass overcrowding has declined the other issues remain as significant today as they were when the original scheme was introduced.

Through licensing HMOs, the Council can raise the living standards within them, ensure fire safety controls are in place, limit the number of persons occupying them and ensure that management standards are adhered to, including waste management and anti social behaviour management. Licensing also requires the landlord to be a fit and proper person so therefore helps prevent exploitation of tenants.

However, the burden on the Housing Enforcement Officers to prove that a rented house is a HMO is extremely high. This must be proved before any enforcement action can be taken and is extremely resource intensive. The nature of HMOs is that they are transient and it often takes months of repeat visits to gather enough evidence to prosecute a landlord for not licensing a HMO, which is why only a handful of prosecutions have been taken over the 2 years the scheme has been in place.

An option currently being explored is to replace the existing Additional Licensing Scheme with a Selective Licensing Scheme. The main difference is that all rented properties within the designated area are required to be licensed whether HMO or single family let. This would give the Council greater control on all aspects of housing within the designated area being considered (initially Millfield and New England). Selective Licensing would also make the processes and investigations easier and less resource intensive which in turn would lead to increased prosecutions and improved compliance. With Selective Licensing all non owner-occupied domestic property would be subject to the scheme

The introduction of Selective Licensing would enable the Council to increase housing standards, placing tighter controls on landlords by imposing licence conditions to require them to provide tenancy agreements and rent books to give tenants a feeling of security and safety of tenure. It would also allow for landlords to take swift legal action on anti social behaviour and provide the tenants with a written agreement stating their responsibilities within their community to live in a tenant like manner and not behave anti socially.

As well as improving the physical condition and management of all rented property in this area, it could contribute to improving the community as a whole by removing the 'underground' culture that currently exists and also contribute to regenerating the area ensuring

accommodation is managed effectively and is of good quality without reducing the supply of available rented accommodation.

Councils can set their own fees for licensing and schemes should be self financing. Manchester City Council have a staged approach with the fee being reduced for all properties applying to licence within the first three months of the scheme starting, increasing between 3 and 6 months and being quite heavily penalised for applications 6 months after the introduction of the scheme. A 'prosecution amnesty' for the first 6 months could be introduced with a zero tolerance approach taken thereafter to encourage voluntary licensing.

In addition, discounts could be awarded to landlords who hand over their property to the Council for a period of time enabling them to be used to accommodate people on the Housing Register. Selective Licensing could be instrumental in ensuring high standards of property condition and management are achieved in the private rented sector. This would increase supply and allow the Council to effectively discharge its homelessness duty into good quality private accommodation.

### 5.3.2 **Empty Homes – Increasing Housing Supply**

The current population of Peterborough is estimated to be 173,100 (ONS, 2010) with an expected increase to 199,800 by 2026. The sub-regional Strategic Housing Market Assessment conducted in 2010 estimated that at the current rate of household formation and housing supply, an average of 1,008 households will fall into housing need each year in Peterborough. The Government has developed a new delivery model for affordable housing and have announced a target to deliver 150,000 new affordable homes through the Homes & Communities Agency's (HCAs) Affordable Homes Programme Framework 2011-2015. However, with overall reduced funding it is unlikely that delivery of new build, affordable properties will meet the future housing need of the City.

At the same time a significant number of homes in the city remain empty for varying reasons and for varying lengths of time. Whilst the reoccupation of empty homes is not the whole answer to the current shortage of homes in the City, they are recognised as a valuable resource with huge potential to be turned into homes and thereby increasing the supply and reducing demand. The majority of empty properties in the city are privately owned. Often owners do not know how to get their property back into use and sometimes they simply don't seem to care.

Problematic or long term empty properties which are empty for more than six months are targeted under the City Council's Empty Homes Strategy which is currently under review. As at the 1<sup>st</sup> April 2011 there were an estimated 2000 empty properties across the City, 595 of which had been empty for more than six months and an estimated 112 empty for more than two years.

A dedicated full time Empty Homes Officer has now been appointed and commenced duties in August 2011. This post is situated in the Housing Programmes Team within the Strategic Housing Service of Neighbourhoods. This appointment will increase the Council's capacity to deal effectively with empty properties across the city.

A systematic three stage approach, adopted by many local authorities has been implemented. The starting point for this approach will always be to work with the property owner wherever possible. There are many reasons why a property becomes empty. Some of those reasons may be sensitive and it is important to be understanding of the full range of different situations that may occur. However, it is also important not to lose sight of the fact that an empty home is a wasted resource and potentially a blight on any neighbourhood. Owners are made aware that although we would prefer to work with them, non-action is not an option. As owner of a property, they must take responsibility for it.

The three stage approach is:

1. Identification
  - Identify properties for action based on length of time they have been empty, the level of nuisance being caused, and the condition of the building.
  - Establish ownership and make contact
  - Decide on proportionate action
2. Encouragement
  - Work with the owner offering advice and assistance
  - The aim is to bring the property back into use through voluntary action of the owner
3. Enforcement
  - When all other negotiation and persuasion has failed, take appropriate enforcement action to ensure the property is in habitable condition and free from high risk hazards in order that it can be brought back into occupation

Please refer to Appendix 4 for a case study illustrating the negotiation with an owner to bring a long term, problematic empty property back into use. Please also refer to Appendix 5 for a case study illustrating the use of appropriate enforcement action to bring a long term, problematic property back into use.

DCLG introduced the New Homes Bonus in February 2011 which is designed to create an effective fiscal incentive to encourage local authorities to facilitate housing growth. As well as providing this bonus for new affordable homes being built the policy recognises that empty properties returned to use also provides additional accommodation. An empty property returned to use is rewarded in the same way as a new home via a “bonus” equivalent to the council tax income to the local authority for six financial years following the date it was brought back into use.

The £100 million Empty Homes Fund, administered by the HCA aims to finance returning to use 3,300 homes for affordable housing over three years commencing April 2012 covering both short-term leasing and purchasing of empty properties. Negotiations are currently in progress with a large registered provider in the City to submit a bid for this funding.

Initially this funding was only open to registered providers of housing but the Government announced at the end of September 2011 that community groups and voluntary organisations will now be able to bid for part of the £100 million funding (between £10 and £30million in total) to tackle empty properties and provide affordable housing. We will be interested in linking up with any community led organisation that may be in a position to make a bid for some of this funding.

The Council have successfully run a private Sector Leasing Scheme since April 2006 making properties available for rent through Choice Based Letting and housing families in need on the housing register. The leasing scheme guaranteed the rental income to the owner for a period of three to five years with no void losses between lettings. In recent months, the current leasing arrangements have faltered due to our partner feeling unable to guarantee the rent to new cases particularly in light of the proposed changes to local housing allowance and the welfare benefit reforms, including the proposed move to a Universal Credit.

We are currently exploring ways to modify the current private sector leasing scheme to compensate for these changes and we are also exploring the options of working with a registered provider to deliver a leasing scheme and running an “in-house” local letting agency where we can offer a fully managed property service.

This service could not only be used for empty properties but could also be used to ensure acceptable standards of accommodation are met to enable the Housing Needs Service to discharge its homelessness duty into the private rented sector and could also be used if selective licensing were introduced in areas of the city to control poor standards of HMO and single occupancy dwellings in the private rented sector with associated high levels of anti-social behaviour.



### 5.3.3 **The work of the Care & Repair Home Improvement Agency in Preventing Homelessness**

The Care & Repair Home Improvement Agency continues to be the main delivery mechanism for Repairs Assistance and Disabled Facility Grants to vulnerable elderly, disabled (adults & children) and low income families in the City. The services of the Agency are becoming more important as demographic research shows that the UK population is ageing – people are living longer often with long term conditions. The costs of caring for an ageing society are increasing at an alarming rate. To prevent Health and Social Care services being swamped it is essential to support older and vulnerable people to continue to live independently in their own homes and ensure those homes are warm and safe. Furthermore, the Agency contributes to reducing homelessness by adaptation and improving housing conditions ensuring independent living can continue.

The Care & Repair Agency has faced several challenges during 2011. Structural changes within Strategic Housing has resulted in an increased workload for surveyors and caseworkers delivering Repairs Assistance grants aimed at reducing high risk hazards within the homes of vulnerable owner occupied households. The Agency now carries out the full assessment and delivery function of this vital area of work which drastically improves the living conditions and quality of life for vulnerable residents allowing them to continue living in their own homes.

Please refer to Appendix 6 for a Case Study illustrating poor housing condition in a property occupied by a vulnerable owner.

The Handyperson Scheme continues to be one of the most effective preventative services offered by the Agency. However the service has had to be redesigned with more stringent criteria for eligibility being imposed because of financial pressures.

In the current economic climate, benefit entitlement checks carried out by the caseworkers and the subsequent income maximisation has become very important. There have been numerous cases over the last year where the weekly income of householders in this vulnerable client group has been significantly enhanced by the provision of this service.

The impact of the Agency's work can be split into the physical and mental health improvements and improved quality of life experienced by its clients. A further impact is the significant savings that can be achieved in Health and Social Care as demonstrated in the table below.

Care & Repair Intervention	Saving to Health & Social Care
Postponing Entry into residential care by just one year through an adaptation, repair or handyperson work or a combination of these.	£28,080 per person per year.  (Reference: Lang & Buisson (2008) Annual costs of Care Homes)
The average cost of a major housing disabled adaptation is £6,396 and has an average life of at least 5 years.	Savings above could be multiplied by 5.  (Reference: Foundations (2010) Adapting for Life)
Preventing a fall at home that leads to a hip fracture by a minor aids or adaptation, handyperson job, repairs or disabled adaptation.	Cost to the NHS & Social Services £28,665 per incident. This is 4.5 the costs of an average adaptation and more than 100 times the cost of a grab rail or handyperson job.  (Reference: Hayward & Turner (2007) Better Outcomes Lower Costs)
Housing adaptations reduce the need for daily visits and reduce or remove the costs of home care.	This can lead to savings for Social Services of between £1,200 and £29,000 per year.  (Reference: Hayward & Turner (2007) Better Outcomes Lower Costs)
A hospital discharge service speeds up a patients release for example by installing a key safe (Aids & Adapts) and securing looses carpets to prevent a falls (handyperson).	This equates to a saving of £120 per day – the amount charged to a local authority when patients block beds in hospital.  (Reference: Personal Social Sciences Research Unit Dept of Health 2010)
Handy person jobs preventing accidents & falls, anxiety, installing security measures, installing smoke alarms, undertaking minor maintenance and repairs.	Depending on the scheme for every £1 spent savings can be made which vary between £1 and £100s of thousands per case. A visit to casualty following a fall costs are estimated at £1,000. An avoidable crime costs the Police £100's per incident. One death or serious injury avoided due to the fitting of a smoke alarm could save £100,000s for the Police, Fire and NH services.  (Reference: Foundations Handyperson Reports 2010).

The Care and Repair Home Improvement Agency continues to deliver:

- Disabled Facility Grants for adults and children. Adapting homes to keep them living independently. This funding covers all housing tenures of housing across the city.
- Repair Assistance grants for owner occupied properties. Reducing Category 1 hazards in properties to an acceptable level.
- The Minor Aids and Adaptations programme on behalf of Adult Social Care which is for small works such as key clamps, ramps and hand rails to assist with hospital discharge, hospital at home and maintain independent living. These works are done where possible within 24 hours of the referral (from the Occupational Therapist), if urgent. All other works are completed within 7 days of the referral. On average 1200 of these are completed per year. This service has increase by over 15% in 2011/2012
- The fitting, testing and servicing of items of Assisted Technology to enable very vulnerable mentally and physically disabled people to remain living at home
- Handyperson Services where vulnerable clients can access reliable contractors to carry out small jobs, such as replacing tap washers, where they pay only for the materials, thus giving them peace of mind and negating the likelihood of them being taken advantage of by bogus contractors.
- Private work for disabled clients that wish to fund all or part fund adaptations.

- Holistic checks of the person/property to identify what assistance is required and refer on or take action as appropriate.
- Provide advice, assist or actually raise funds for building/adaptation works on the client's behalf including accessing charitable funding.
- Provide State Benefit entitlement checks in order to maximise household income.
- Undertake Fuel Poverty checks and complete SAP energy efficiency ratings of the client's property.
- Assist with relocation and relocation grants for disabled adults/children for clients whose homes cannot be adapted to meet their needs.
- Fitting of smoke alarms and carrying out fire safety audits, on behalf of the Fire and Rescue Service, for each client visited who does not have a smoke detector fitted to their property, including all clients who receive the Handyman service.
- Providing timely independent building advice, arranging and overseeing works required under the Sanctuary Scheme ensuring that clients exposed to Domestic Violence are safe in their own homes and not at risk of homelessness

Please refer to Appendix 7 for a case study illustrating the Choice Based Letting system, relocation and adaptation. Please also refer to Appendix 8 for a further case study illustrating adaptation.

#### 5.3.4 **Supporting People to Maintain Their Accommodation**

The aim of the Supporting People programme is to provide flexible housing related support services which are innovative, cost effective, high quality and fully integrated to enable people to live as independently as possible and maximise their potential in the community

Whilst the ring fenced Supporting People programme has ended, the importance of the programme in meeting the housing related support needs of vulnerable people has been recognised by the Greater Peterborough Partnership and NHS Peterborough. Peterborough City Council also recognises the important contribution housing related support makes to the preventative and re-enablement agenda by moving vulnerable people either from a position of dependence to independence or maintaining their successful independent living. The longer term financial benefits of investment of low level housing related support compared to alternatives for meeting the client groups' needs is also recognised as is the importance of this funding programme in supporting people to maintain their accommodation and prevent them becoming homeless.

The Peterborough Supporting People programme continues to provide a variety of housing related services through **accommodation based** and **floating support** services to some of the most vulnerable groups of residents in the City. The current arrangements for floating support are due to expire in March 2012. In preparation for this the Council will approach the market place with a view to establishing a framework agreement which was considered to be the most appropriate commissioning solution for floating support.

Accommodation based housing related support services that are due to expire in March 2012 will be funded by way of a grant award from the Council as the Supporting People programme contributes to the funding of a post(s) employed directly by the accommodation owner where the support service is being provided.

#### 5.3.5 **Taking Households Out of Fuel Poverty – Providing Affordable Warmth for Vulnerable Householders**

The most prevalent hazard found in privately owned and rented property in the City is Excess Cold. The Peterborough Private Sector Stock Condition Survey carried out in 2009 estimated that the total cost to remedy excess cold in both owner occupied and privately rented properties would be £17.3 million. The Survey also estimated that 13.4% of households in the private sector were in fuel poverty.

The latest projections show that up to 4.1 million households are in fuel poverty in England in 2011. Fuel poverty can damage quality of life and health as well as impose wider costs on

society. The likelihood of ill health is increased by cold homes, with illnesses such as influenza, respiratory problems, heart disease and strokes all considered to be exacerbated by the cold. The latest fuel poverty statistics for England also show that 81% of the fuel poor live in private housing tenures. Among the fuel poor in private tenures, 63% are owner occupiers and 18% are private rented housing. Ensuring vulnerable householders are able to achieve affordable warmth is an important objective for the Council to ensure they can maintain living in their existing accommodation and prevent them becoming homeless.

The Government will introduce the Green Deal and Energy Company Obligation (ECO) in Autumn 2012 which replaces the Government's Warm Front programme and schemes delivered under the Community Energy Savings Programme (CESP) and Carbon Emission Reduction Target (CERT) obligations on energy suppliers. The Department of Energy and Climate Change (DECC) released the consultation document on the Green Deal and the Energy Company Obligation on the 23<sup>rd</sup> November and the consultation closes on the 18<sup>th</sup> January 2012. It is envisaged that the first Green Deal and ECO finance packages will be available from October 2012.

The Green Deal finance mechanism will comprise a market based "Pay as You Save" model enabling the householder to receive a package of energy efficiency measures, identified by an accredited assessor, at no up front capital cost. The repayment is associated with the property and not the householder; consequently if the occupants of the property change the obligation to repay the Green Deal charge will pass to the new occupier. The Green Deal has a "golden rule" – that the repayments will be less than the savings achieved from the energy efficiency measures installed.

The Energy Company Obligation is a new obligation and will underpin the Green Deal where the "Golden Rule" cannot be met. This may be in cases where the property is hard to treat and requires significant energy efficiency measures, including solid wall insulation, or where the household is vulnerable and on low income (and most likely to be in fuel poverty).

Local Authorities can act as Green Deal providers and fund energy efficiency measures. However, it is envisaged that Peterborough City Council's role will be in a partnership capacity with Green Deal providers who come forward to work in the City with finance in place. The Council can lend its "trusted brand" to these schemes and provide valuable information on the stock condition in the city in terms of energy efficiency and to work in partnership to target vulnerable household in fuel poverty living in neighbourhoods containing the most energy inefficient housing.

The Energy Act 2011 also highlighted how the Government aims to regulate to ensure the take up of cost effective energy efficiency improvements in the private rented sector in the future. From April 2016 landlords will not be able to unreasonably refuse requests from their tenants to consent to energy efficiency improvements where financial support (such as the Green Deal or ECO is available). Following this in April 2018, private rented properties must be brought up to a minimum energy efficiency rating of "E". This provision will make it unlawful to rent out a house that does not meet this minimum standard. It is envisaged that Local Authorities will enforce the domestic minimum standard regulations, with the ability to impose a civil fine of up to £5,000.

## **6. IMPLICATIONS**

### **6.1 Homelessness prevention has implications for all sections of society and all wards and parishes of the local authority area.**

The current economic climate which looks set to continue this year means that more people may fall into the vulnerable category or face risk of homelessness. There is a higher risk of losing their home irrespective of tenure.

We have also already seen an increase in hostel and bed and breakfast accommodation for homeless clients. Cold weather payments for rough sleepers may also increase.

## **7. CONSULTATION**

- 7.1 Full consultation will take place on the Homelessness Strategy, the Housing Allocations Policy and the Empty Homes Strategy.

There will also be a series of Housing Solution Clinics in 2012, initially targeted at the Operation CAN-do area, but it is envisaged that relevant outcomes will be rolled out city wide.

## **8. NEXT STEPS**

- 8.1 Following scrutiny of current actions and interventions to prevent homelessness, and after consideration of all comments made by the committee, officers will develop the Homelessness Strategy, the Housing Allocations Policy and the Empty Homes Strategy in order to return to committee with those draft reports for further scrutiny.

## **9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 Fuel Poverty Statistics can be found on the DECC website at:  
[http://www.decc.gov.uk/en/content/cms/statistics/fuelpov\\_stats/fuelpov\\_stats.aspx](http://www.decc.gov.uk/en/content/cms/statistics/fuelpov_stats/fuelpov_stats.aspx)

The Green Deal & Energy Company Obligation Consultation Document can be found on the DECC website at:

[http://www.decc.gov.uk/en/content/cms/consultations/green\\_deal/green\\_deal.aspx](http://www.decc.gov.uk/en/content/cms/consultations/green_deal/green_deal.aspx)

## **10. APPENDICES**

- 10.1 Appendix 1 – Case Study – A rough sleeper  
Appendix 2 – Case Study – The Housing Register and the Choice Based Letting scheme  
Appendix 3 – Case Study- Conditions in the Private Rented Sector  
Appendix 4 - Case Study – Negotiation with an owner to bring a long term empty property back into use  
Appendix 5 – Case Study – Using enforcement action to bring a long term empty property back into use  
Appendix 6 – Case Study – Poor housing conditions in a property occupied by a vulnerable owner  
Appendix 7 – Case Study – CBL, relocation and adaptation  
Appendix 8 – Case Study - Adaptation

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## Case Study – Rough Sleeper

A single male had been rough sleeping since 2004 after he had been evicted from a Cross Keys Homes property for rent arrears. He did not engage with anyone; he refused to claim benefits, accept accommodation offers or register at a doctor, preferring instead to spend his time sitting on the grass opposite the volunteer fire station and sitting in Queensgate bus station.

He did not want to engage with any homeless services, his only regular attendance being the soup kitchen. On several occasions the bush where he slept was set on fire, but this still did not make him want to come into services. He was visited regularly by the Rough Sleeper Outreach Officer but no clear progression was made. In April 2011 the Rough Sleeper Outreach Officer visited him alongside an officer from Peterborough Streets who had known him for quite some time. After regular visits a relationship was established with him by walking to Queensgate and having an informal chat and coffee.

Eventually the Outreach Officer started talking to him about the accommodation he had. The more time the officer spent with him and spoke to him it became clear that he had significant mental health issues. He had an assessment early in 2011 and at that time it was believed that he did not have any significant mental health issues and that he chose to sleep rough. The Outreach Officer contacted the Mental Health Team and they came out to complete another assessment on the client. After several joint visits, they decided that it would be in his best interest to be sectioned under the Mental Health Act.

Whilst in hospital the Outreach Officer visited him every week. Whilst he was being supported in the Cavell Centre food parcels were organised from Peterborough Streets. The Outreach Officer worked intensively with the staff there to ensure that he was not discharged back onto the streets. After a period of time he was transferred to the Lucille Van Geest Centre. Again, the Outreach Officer visited him there and explained to the staff his history of rough sleeping and the importance of being involved with his discharge to ensure a smooth transition to hostel accommodation. After weekly visits, rapport and trust was built up and after much persuasion he accepted help. When he was ready for discharge from hospital Housing Needs were able to provide him with accommodation in a hostel. The Outreach Officer drove him to the hostel accommodation, filled in his housing benefit form and ensured he had a food parcel there.

Close partnership working with the hostel manager, Peterborough Streets and the Mental Health Team has resulted in him being fully settled at the hostel accommodation. He is now waiting for social housing in the same area where he lived before. Through persistent engagement and partnership working, a very vulnerable client with complex needs is now in the process of getting his life back on track.

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### Case Study - Housing Register & CBL

A client who was currently renting a property in the private sector approached the Housing Needs Service in September 2011. The household comprised of a husband and wife and 2 children, one of whom was an adopted child who had been diagnosed with foetal alcohol syndrome.

On initial application it appeared that the family were adequately housed as they were residing in a 3 bedroom house and the rent was at a reasonable level and it was affordable. On receipt of the application it was passed to the Occupational Therapist contracted to the Housing Needs service to advise on whether any additional priority could be awarded.

Further discussions with the mother established that the child was demonstrating increasingly challenging behaviours. The child was not aware of potential risk and there was increasing concern as the windows on the first floor were not lockable and there was a real possibility he could be at risk of a fall.

As an interim measure Housing Needs discussed the case with the Care & Repair Home Improvement Agency also located within the Strategic Housing Service in Neighbourhoods. Care & Repair were able to arrange for an approved contractor to visit the property and assess what additional security measures could be introduced. In addition it was arranged for the Children's Occupational Therapist to visit to establish whether any aids or adaptations could be put in place to reduce the risks.

Unfortunately the nature of the child's behaviour meant that stair gates and other interim aids and adaptations would not be practical in the current property and would not necessarily improve the situation. A Care & Repair Surveyor visited and advised that the windows in the property were of metal construction and could not have window locks fitted so we were unable to increase the levels of security in the property.

The reports back highlighted that there were no preventative measures which could be implemented at the current property so with the advice the Occupational Therapist in the Housing Needs Team it was decided that the family should be awarded high priority on the Peterborough Homes Housing Register and shortly after the family were successful in their application for a suitable property in Eye through the Choice Based Lettings scheme.

Without the joined up response demonstrated in this case study this family could have continued to live in unsuitable accommodation for a prolonged period with an increased risk to their child.

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### **Case Study – Poor Housing Condition in the Private Rented Sector**

A property first came to the attention of the councils Housing Enforcement Team back in November 2010 following a complaint regarding the poor housing conditions at the property which was privately rented. Various courses of informal action ensued with the appointed letting agent and the landlord owner which proved to be unsuccessful in addressing the housing conditions reported.

Subsequent arrangements were made to inspect the property which was carried out on 1st April 2011.

The property in question is a pre-1919 end terraced three bedroom house located in the New England area of the city and in close proximity to The Salvation Army premises, Occupation Recreation Ground, St. Pauls Church and The Triangle.

The property was found to be of traditional solid brick walls with a concrete tiled roof and comprised an open plan living/dining room with the main staircase open on both sides and with a formed opening to the rear of the main house leading to the kitchen and a bathroom. At first floor level there were two double bedrooms and one single bedroom.

The property conditions were such that the majority of the external walls revealed thermally inefficient qualities having been built of single skin (4.5 inches thick) brickwork with a mixture of external renders. There was also evidence of serious manifestations of dampness throughout the property, particularly in the kitchen and the main front bedroom. Various measures of inadequate security to the property were also evident with some of the windows having no handles with which to secure them shut. The rear entrance door also suffered from disrepair which also compromised the security of the property. Other concerns of significance were a lack of fire safety generally and the poorly arranged kitchen facilities.

To summarise, the property was found to have no less than 3 Category 1 and 12 Category 2 hazards in existence as defined by the Housing Health & Safety Rating System assessment under the Housing Act 2004.

Following the property inspection formal statutory action was taken by the Council to require the owner landlord to carry out comprehensive remedial works to bring the property up to the required standards and to remove or reduce the hazards identified to an acceptable level.

Due to the extensive and disruptive nature of the remedial works required the occupying tenants were temporarily displaced by the owner landlord into another one of his properties within the locality.

Consequently, all of the works have now been completed to an acceptable standard including additional remedial works that were also deemed necessary during the programme. The occupying tenants have now returned to the property.

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### **Case Study – Negotiation with an Owner of a Long-Term, Problematic, Empty Property.**

The newly appointed Empty Homes Officer was made aware of several long term, problematic properties that would form a high priority list consisting of approximately fifteen houses out of the total six-hundred that lay empty.

After visiting a number of properties within a ward of the city at the request of its Councillor, the Empty Homes Officer visited one of the 'priority' properties that had been causing the surrounding neighbours and their community particular problems. Rough sleepers, congregating drinkers and antisocial behaviour all are being attracted to the area due to this empty property.

Empty for a number of years, the property was hidden from the road by a large hedge, hiding the deteriorating condition of the property from direct view, but also providing ideal cover for any potential fly-tippers or rough sleepers.

Within days of visiting the property with the ward Councillor, the Empty Homes Officer received a phone call reporting an incident at the house where a neighbour had seen a number of people coming out of the property's garden early in the morning. All had been drinking and they had provided an unwelcome sight as the neighbour was taking his young son to school. The Empty Homes Officer later visited the complainant, who explained what had happened, and the various other incidents that had occurred over the past five years the property had been empty.

Over the course of the following two weeks, attempts to contact the owner proved unsuccessful, despite the case history showing that the owner had been reasonably co-operative when previously contacted by a Council officer. After reviewing the case history, it was clear that the property had received a number of complaints from neighbouring residents and that the owner had always complied with council requests, but only to the absolute minimum.

A lead on one of the previous case notes provided the Officer with the owner's daughter's name but no address. After a search via council tax records the Officer was able to find an address for her on the same street as the problematic empty home. The Empty Homes Officer visited and the current occupier informed him that the daughter had moved house and gave him her forwarding address.

After finally meeting the property owner's daughter after a couple of unsuccessful visits, the Empty Homes Officer explained the situation with regards to the recent complaints and the strong possibility that enforcement action would soon be taken which may lead to enforcing the sale or compulsorily purchasing the property. Surprisingly, the daughter was fully supportive of this action and past events had led her to agree that drastic action was needed for her father to take note of the severity and number of complaints that the property had attracted.

After meeting with the owner and his daughter the following week, the Empty Homes Officer explained that action was needed, either voluntarily, or through the use of the Council's statutory powers. The owner was apologetic, and by offering advice and support through the process, the realisation that something urgent needed to happen was acknowledged. A process was agreed, whereby the property would be eventually put on the open market, after the property was cleared of wanted belongings from inside the property and the front of the property was tidied to give a favourable first impression to any potential purchasers.

Over the next four months, bi-weekly meetings were held at the property to monitor progress and spontaneous visits were conducted to offer support and advice but also to keep the owner aware that the Empty Homes Officer was there and informally checking up on the progress made. With the owner being a compulsive hoarder the sheer volume of items accrued in the property over a number of decades has proved difficult to sift through, especially considering the age of the owner (early eighties).

As it stands, various valuations have been sought for the property most of which fall below the owners expected sale price. Item removal and clearance of the property is still continuing and it is expected that the property would be on the market within the next few weeks.

Continuous contact and meetings with the owner and his daughter has forced the issue. Whilst there is still some distance to go to having the property renovated and occupied, the process has, so far, been positive. The Council's intervention by the Empty Homes Officer has been a welcome source of support and advice for this elderly owner and his daughter who were unsure how to resolve the problem.

### **Case Study - Enforcement Action on a Long Term Problematic Empty Property**

This property is privately owned and was occupied by a single elderly lady up until 2007. She lived in her house alone for many years and it had slowly fallen into such a state of disrepair that it had no heating, electricity or running water. The bathroom and kitchen facilities were defective and couldn't be used. There were holes in the roof, the windows and doors were rotten and the whole property was covered in ivy and vegetation.

Despite several attempts over the years the owner refused to engage with the Council. Many complaints were received about the appearance of the house and impact on the community with squatters attempting entry, vermin, flytipping, drug use and the financial impact on surrounding property values which was preventing neighbours from selling their properties. Following a complaint about a vermin infestation and many failed attempts to engage with the owner a warrant of entry was obtained to gain access to the property and garden to establish the full picture.

That is when the true picture of the owners living conditions was discovered. Working with the Pollution Control Officers a series of enforcement notices were served which culminated in a Prohibition Order being placed on the property to prevent the owner from continuing to live in such dangerous conditions. Alternative social housing was found for the owner and the Housing and Pollution Officers sourced furniture, food parcels and bedding to enable the owner to move in just before Christmas 2007.

Initially this was to be temporary and it was intended that the house would be brought back to a decent standard via a combination of a Repairs Assistance grant and Improvement Notices with a charge placed on the property. However upon inspection by a structural engineer it was deemed beyond repair and demolition was the only viable option.

There have been many attempts made by private investors to buy the property but the owner flatly refuses to sell it due to emotional attachments.

Many options for dealing with the property have been considered and all were rejected due to financial implications or as being incomplete solutions. The property is therefore currently going through the enforced sale process whereby the council will sell the property to recover its costs using powers in the Law of Property Act 1925. This will result in a change of ownership so it can be demolished and redeveloped improving the street scene and environmental impact to the community. In addition the Council will recover its debts and the owner will receive the remaining proceeds of the sale without the stress of selling the property.

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**Case Study – Poor Housing Condition in a property occupied by a vulnerable owner.**

A call was received by the Care & Repair Home Improvement Agency from Adult Social Care in late October. They were concerned about the living conditions being experienced by a couple in their late sixties.

The heating couldn't be turned on due to carbon monoxide fumes being released. The gas supply to the property was also turned off. Initially, under the Care & Repair Handyperson Scheme, a gas engineer visited the property to see if a temporary repair could be made to the boiler. The engineer confirmed the heating system was in a dangerous condition and not repairable. He referred back to Care & Repair concerning this matter and the generally dilapidated condition of the property.

A surveyor attended and identified several serious hazards that would be eligible to Repairs Assistance funding in addition to the boiler/heating problems. The case was given priority and a full Housing Health and Safety Rating System (HHSRS) survey was undertaken. A case worker visited to assist the couple in making a grant application and also checked their benefit entitlements. The couple were in receipt of Guaranteed Pension Credit, a passporting benefit for all grant assistance. In total 6 serious Category 1 hazards were identified that required urgent attention.

New heating has been installed and the additional works have been tendered and will be completed shortly. The work has been funded under a Repairs Assistance Grants.

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## Case Study regarding CBL, Relocation and Adaptation

A housing crisis occurred in respect of a single mother with two children. The eldest child was severely disabled and a full time wheelchair user and the youngest child was demonstrating behavioural problems. The family were housed in an unsuitable private sector rented property, which housing benefit determined was too large for her families' needs and consequently did not cover the entire rent. Rent arrears were accumulating and possession action was imminent.

The mother was in a very stressful position and was struggling to cope with the moving and handling issues concerning her disabled child. Access to and transfers within the property were a problem as the child had to be manually lifted. Washing was also very difficult for the disabled child who was lifted onto a tray on the floor of a small shower cubicle. Housing Needs, the Care & Repair Home Improvement Agency and Occupational Therapy all worked together. Initial assessments confirmed the property did not meet the housing needs of the family, was not practically adaptable and posed many safety issues. With the support of Housing Needs the mother identified a suitable property through the Choice Based Lettings scheme that could potentially be adapted.

After viewing the property with the Housing Programmes Manager and an Occupational Therapist, who confirmed its suitability, the property was subsequently let to the client. The Occupational Therapist recommendations were acted upon by Care & Repair. A through floor lift, ceiling track hoist and level access shower were fitted. This enabled the disabled child to have access to the entire property including a suitable toilet/washing facility and to be safely transferred. Funding for the adaptations was met by a Disabled Facility Grant. A Disabled Persons Relocation Grant was also secured to fund the cost of removal, curtains, carpets and an oven. Where necessary some of these items were fitted under the Care & Repair Handyperson scheme.

The Housing Needs team utilised their Homelessness Prevention fund to bridge the housing benefit gap while there was a need to have two concurrent tenancies running while the adaptation work was being undertaken. This joined up approach avoided the real possibility of a family with significant needs falling further into rent arrears on an unsuitable property and facing the damaging effects of a potential eviction and the family becoming homeless. It is likely that this in turn would have meant the disabled child would need to be placed into temporary respite care (which could cost in excess of £1,000 per week). The family are now safe and secure in a fully adapted, rented property owned and managed by a Registered Provider of social housing.

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### Case Study - Adaptation

An elderly retired man was living with his daughter's family. Owing to mobility and incontinence problems he was living, eating, and sleeping 24hrs a day in what was previously a ground floor dining room. He had no access to suitable washing facilities (they were upstairs) and his wheel chair was too large to get access in or out of the property.

His daughter was attending to all his personal care needs. The room he was sleeping in housed a gas fire that did not have the correct carbon monoxide sensor/cut off valve.

After a joint visit with the Occupational Therapist and Housing Programmes Manager a referral was made to the Care & Repair Home Improvement Agency for a small extension to the side of the property for a wheelchair assessable toilet and level access shower room. An adjacent bedroom was also created by altering the existing ground floor layout. Wheelchair access to and from the property was also achieved through a ramp and door widening. This work, funded through a Disabled Facility Grant, has enabled the client to remain living at home with his family and avoid a move into residential care or hospital saving between £26,000 per year (residential care) and £35-£50,000 per year (hospital care).

What is more important to the client is that he is now managing more of his personal care himself. This has given him back dignity and independence. He now has access in, out and around the property and is no longer isolated. His health and well being has visibly improved.

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<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No.</b>
<b>18 JANUARY 2012</b>	<b>Public Report</b>

## **Report of the Solicitor to the Council**

**Report Author** – Paulina Ford, Senior Governance Officer, Scrutiny

**Contact Details** – 01733 452508 or email paulina.ford@peterborough.gov.uk

### **FORWARD PLAN OF KEY DECISIONS**

#### **1. PURPOSE**

- 1.1 This is a regular report to the Strong and Supportive Communities Scrutiny Committee outlining the content of the Council's Forward Plan.

#### **2. RECOMMENDATIONS**

- 2.1 That the Committee identifies any relevant items for inclusion within their work programme.

#### **3. BACKGROUND**

- 3.1 The latest version of the Forward Plan is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) will be making over the next four months.
- 3.2 The information in the Forward Plan provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information.
- 3.3 If the Committee wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated within the work programme.
- 3.4 A new version of the Forward Plan will be issued on 17 January and copies will be tabled at the meeting.

#### **4. CONSULTATION**

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan.

#### **5. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

#### **6. APPENDICES**

Appendix 1 – Forward Plan of Executive Decisions

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**PETERBOROUGH CITY  
COUNCIL'S FORWARD PLAN  
1 JANUARY 2012 TO 30 APRIL 2012**

## FORWARD PLAN OF KEY DECISIONS - 1 JANUARY 2012 TO 30 APRIL 2012

During the period from 1 January 2012 To 30 April 2012 Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. The dates detailed within the Plan are subject to change and those items amended or identified for decision more than one month in advance will be carried over to forthcoming plans. Each new plan supersedes the previous plan. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Alex Daynes, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 01733 452483). Alternatively, you can submit your views via e-mail to [alexander.daynes@peterborough.gov.uk](mailto:alexander.daynes@peterborough.gov.uk) or by telephone on 01733 452447.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the papers listed on the Plan can be viewed free of charge although there will be a postage and photocopying charge for any copies made. All decisions will be posted on the Council's website: [www.peterborough.gov.uk](http://www.peterborough.gov.uk). If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this plan.

### NEW ITEMS THIS MONTH:

**City of Peterborough Academy – Free School Academy and free special school - KEY/03JAN/12**

**Clare Lodge Refurbishment - KEY/04JAN/12**

**Cowgate Enhancement Scheme - KEY/05JAN/12**

**Local Broadband Plan - KEY/06JAN/12**

**Eye C of E Primary School Extension - KEY/02FEB/12**

**All Saints Junior School - Extension of Age Range - KEY/03FEB/12**

**School Term Dates 2013-2014 - KEY/03MAR/12**

## JANUARY

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p><b>Delivery of the Council's Capital Receipt Programme through the Sale of Land and Buildings - Vawser Lodge Thorpe Road - KEY/04DEC/10</b> To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Vawser Lodge</p>	<p>January 2012</p>	<p><b>Cabinet Member for Resources</b></p>	<p>Sustainable Growth</p>	<p>Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments &amp; external stakeholders as appropriate</p>	<p>Andrew Edwards Head of Peterborough Delivery Partnership Tel: 01733 452303 andrew.edwards@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken</p>
<p><b>Energy Services Company - KEY/03JUL/11</b> To consider potential future developments of energy related products.</p>	<p>January 2012</p>	<p><b>Cabinet Member for Environment Capital, Cabinet Member for Resources</b></p>	<p>Environment Capital</p>	<p>Internal and External Stakeholders</p>	<p>John Harrison Executive Director-Strategic Resources Tel: 01733 452398 john.harrison@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

<p><b>Sale of surplus former residential care home - Eye - KEY/01OCT/11</b> To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member for Resources, to negotiate and conclude the sale of a former care home now surplus to requirement -The Croft, Eye.</p>	January 2012	<b>Cabinet Member for Resources</b>	Sustainable Growth	Consultation will take place with the Cabinet Member, & Ward councillors, as appropriate	Simon Webber Capital Receipts Officer Tel: 01733 384545 simon.webber@peterborough.gov.uk	A public report will be available from the Governance team one week before the decision is taken.
<p><b>Section 75 agreement with Cambridge and Peterborough Foundation Trust - KEY/03OCT/11</b> To approve the section 75 agreement with CPFT for the provision of mental health services.</p>	January 2012	<b>Cabinet Member for Adult Social Care</b>	Health Issues	Internal and external stakeholders as appropriate.	Terry Rich Executive Director Adult Social Services (interim) Tel: 01733 758444	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Hampton Community School - KEY/07OCT/11</b> To vary the Ormiston Bushfield Academy (OBA) Design and Build Contract with Kier Eastern to allow for the design and build of Hampton Community School.</p>	January 2012	<b>Cabinet Member for Education, Skills and University, Cabinet Member for Resources</b>	Creating Opportunities and Tackling Inequalities	Public, ward councillors and internal departments	Brian Howard Programme Manager - Secondary Schools Development Tel: 01733 863976 brian.howard@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken

<p><b>Review of Play Centres in Peterborough - KEY/09OCT/11</b> To approve recommendations for changes in play centre delivery.</p>	<p>January 2012</p>	<p><b>Cabinet Member for Children's Services</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Officers and a Councillor Reference Group</p>	<p>Karen Moody Head of Early Intervention and Prevention and Strategic Lead for Adult Learning and Skills Tel: 01733 863938 karen.moody@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p><b>Peterborough's Transport Partnership Policy for pupils aged 4-16 years - KEY/01NOV/11</b> To approve the new policy for September 2012.</p>	<p>January 2012</p>	<p><b>Cabinet Member for Education, Skills and University</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Internal and public consultation</p>	<p>Isabel Clark Head of Assets and School Place Planning Tel: 01733 863914 isabel.clark@peterborough.gov.uk</p>	<p>A public report will be available from the Governance team one week before the decision is taken.</p>
<p><b>Children's Centres Commissioning - KEY04/NOV/11</b> To approve the award of contracts for the management and operation of 12 Children Centres in Peterborough.</p>	<p>January 2012</p>	<p><b>Cabinet Member for Children's Services</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Providers, Councillors, Staff,</p>	<p>Pam Setterfield Assistant Head of Children &amp; Families Services (0-13) Tel: 01733 863897 pam.setterfield@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

<p><b>Section 75 agreement with NHS Peterborough - KEY/02DEC/11</b> To approve the section 75 agreement with NHSP for the commissioning and provision of learning disability services.</p>	January 2012	<b>Cabinet Member for Adult Social Care</b>	Health Issues	Internal and external stakeholders as appropriate	Terry Rich Executive Director Adult Social Services (interim) Tel: 01733 758444	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Solar Photo-voltaic (PV) Panels Framework Agreement - KEY/06DEC/11</b> Award of contract for design supply installation operation &amp; maintenance of solar photovoltaic (pv) panels framework agreement.</p>	January 2012	<b>Cabinet Member for Resources</b>	Sustainable Growth	Relevant internal and external stakeholders.	John Harrison Executive Director-Strategic Resources Tel: 01733 452398 john.harrison@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Traffic Signals LED Project - award of contract - KEY/03SEP/11</b> Contract to replace all traffic signal head lamps in Peterborough with LED Heads.</p>	January 2012	<b>Cabinet Member for Housing, Neighbourhoods and Planning</b>	Environment Capital	Internal and external stakeholders as appropriate	Amy Wardell Team Manager - Passenger Transport Projects Tel: 01733 317481 amy.wardell@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.

<p><b>Heltwate Special School Extension - KEY/01JAN/12</b> To authorise the award of the contract for extension works to Heltwate Special School.</p>	<p>January 2012</p>	<p><b>Cabinet Member for Education, Skills and University</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Internal and external stakeholders as appropriate.</p>	<p>Alison Chambers Principal Assets Officer (Schools)  alison.chambers@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p><b>Budget and Medium Term Financial Strategy - KEY/02JAN/12</b> To approve the draft budget and Medium Term Financial Strategy for public consultation.</p>	<p>January 2012</p>	<p><b>Cabinet</b></p>	<p>Sustainable Growth</p>	<p>Internal and external stakeholders as appropriate.</p>	<p>Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 Steven.Pilsworth@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p><b>City of Peterborough Academy – Free School Academy and free special school - KEY/03JAN/12</b> To procure a design and build contractor to carry out remodelling and refurbishment works to the existing school buildings and design and build a new special school building at the former Hereward Community College site, Reeves Way</p>	<p>January 2012</p>	<p><b>Cabinet Member for Education, Skills and University, Cabinet Member for Resources</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Ward Councillors and local residents.</p>	<p>Brian Howard Programme Manager - Secondary Schools Development Tel: 01733 863976 brian.howard@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

<p><b>Clare Lodge Refurbishment - KEY/04JAN/12</b> To award a contract for the refurbishment of two courtyard areas and extension of bedroom wings to provide four additional lounge areas.</p>	January 2012	<b>Cabinet Member for Children's Services</b>	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Sharon Bishop Assets Officer Tel: 01733 863997 sharon.bishop@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Cowgate Enhancement Scheme - KEY/05JAN/12</b> To award the contract to undertake engineering works as part of the Cowgate Enhancement Scheme.</p>	January 2012	<b>Leader of the Council and Cabinet Member for Growth, Strategic Planning, Economic Development and Business Engagement</b>	Sustainable Growth / Strong and Supportive Communities	Relevant internal and external stakeholders	Stuart Mounfield Senior Engineer Tel: 01733 453598 stuart.mounfield@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Local Broadband Plan - KEY/06JAN/12</b> To approve the Local Broadband Plan for Peterborough and Cambridgeshire to release funding for Superfast Broadband.</p>	January 2012	<b>Cabinet Member for Resources</b>	Sustainable Growth	Relevant internal and external stakeholders.	Heather Darwin Head of Service Improvement Tel: 01733 452495 heather.darwin@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.



## FEBRUARY

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p><b>Single Equality Scheme - KEY/02SEP/11</b> To approve the Single Equality Scheme.</p>	February 2012	<b>Cabinet</b>	Creating Opportunities and Tackling Inequalities.	Public consultation via stakeholders and partnerships.	Paul Phillipson Executive Director Operations Tel: 01733 453455 paul.phillipson@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken.
<p><b>Budget 2012/13 and Medium Term Financial Strategy 2022/2023 - KEY/01FEB/12</b> To approve the final proposed budget including Council Tax for submission to full Council.</p>	February 2012	<b>Cabinet</b>	Sustainable Growth	Internal and external stakeholders as appropriate.	Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 Steven.Pilsworth@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p><b>Eye C of E Primary School Extension - KEY/02FEB/12</b> Award of contract for 3 additional classrooms and an additional staffroom with refurbishment of reception area.</p>	February 2012	<b>Cabinet Member for Education, Skills and University</b>	Creating Opportunities and Tackling Inequalities	Relevant Internal and External Stakeholders.	Sharon Bishop Assets Officer Tel: 01733 863997 sharon.bishop@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.

<p><b>All Saints Junior School - Extension of Age Range - KEY/03FEB/12</b> To commission a new all through Voluntary Aided Primary School to enable the extension of the age range of All Saints Junior School.</p>	<p>February 2012</p>	<p><b>Cabinet Member for Education, Skills and University</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Relevant internal stakeholders as appropriate.</p>	<p>Alison Chambers Principal Assets Officer (Schools) Tel: 01733 863975 alison.chambers@peterborough.gov.uk</p>	<p>A public report will be available from the Governance team one week before the decision is taken.</p>
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**MARCH**

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p><b>Local Transport Plan Capital Programme of Works (CPW) 2012/13 - KEY/01MAR/12</b> To approve the Capital Programme of Works for financial year 2012/13.</p>	<p>March 2012</p>	<p><b>Cabinet Member for Housing, Neighbourhoods and Planning</b></p>	<p>Sustainable Growth</p>	<p>Neighbourhood Committees, internal and external stakeholders.</p>	<p>Michael Stevenson Project Engineer Tel: 01733 317473 michael.stevenson@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>

<p><b>Statement of Community Involvement (including Neighbourhood Planning guidance) - draft - KEY/02MAR/12</b></p> <p>To approve the draft Statement of Community Involvement (including Neighbourhood Planning guidance) for public consultation.</p>	<p>March 2012</p>	<p><b>Cabinet</b></p>	<p>Sustainable Growth</p>	<p>Internal and external as appropriate.</p>	<p>Richard Kay Policy and Strategy Manager</p> <p>richard.kay@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
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**CHIEF EXECUTIVE'S DEPARTMENT Town Hall, Bridge Street, Peterborough, PE1 1HG**

Communications  
Strategic Growth and Development Services  
Legal and Democratic Services  
Policy and Research  
Economic and Community Regeneration  
HR Business Relations, Training & Development, Occupational Health & Reward & Policy

**STRATEGIC RESOURCES DEPARTMENT Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG**

Finance  
Internal Audit  
Information Communications Technology (ICT)  
Business Transformation  
Strategic Improvement  
Strategic Property  
Waste  
Customer Services  
Business Support  
Shared Transactional Services  
Cultural Trust Client

**CHILDRENS' SERVICES DEPARTMENT Bayard Place, Broadway, PE1 1FB**

Safeguarding, Family & Communities  
Education & Resources  
Children's Community Health

**OPERATIONS DEPARTMENT Bridge House, Town Bridge, PE1 1HB**

Planning Transport & Engineering (Development Management, Construction & Compliance, Infrastructure Planning & Delivery, Network Management)  
Commercial Operations (Resilience, Strategic Parking and Commercial CCTV, City Centre, Markets & Commercial Trading, Passenger Transport)  
Neighbourhoods (Strategic Regulatory Services, Safer Peterborough, Strategic Housing, Cohesion, Social Inclusion)  
Operations Business Support (Finance)  
Planning Transport & Engineering (Development Management, Construction & Compliance, Infrastructure Planning & Delivery, Network Management)

**STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE  
WORK PROGRAMME 2011/12**

Meeting Date	Item	Progress
<b>15 June 2011</b>  <i>Draft Report 27 May</i> <i>Final Report 6 June</i>	<b>Strong and Supportive communities: introduction, Overview and Work Programme</b>  To receive a comprehensive overview of the issues, opportunities, priorities and challenges in connection with the strong and supportive communities theme, with the aim of establishing a scrutiny work programme for the year.  <b>Contact Officer: Adrian Chapman</b>	Suggested items from the presentation to be included in the work programme to be discussed at the next Group Representatives meeting.
	<b>Review of 2010/11 and Future Work Programme</b>  To review the work undertaken during 2010/11 and to consider the future work programme of the Committee  <b>Contact Officer: Paulina Ford</b>	Items for work programme to be considered at Group Representatives Meeting.
<b>20 July 2011</b>  <i>Draft Report 4 July</i> <i>Final Report 11 July</i>	<b>CRIME AND DISORDER SCRUTINY COMMITTEE</b>	
	<b>Single Delivery Plan</b>  To scrutinise the delivery of Programmes 5 and 6 of the Single Delivery Plan: <ul style="list-style-type: none"> <li>• Empowering people and creating cohesive communities</li> <li>• Reducing crime and tackling anti-social behaviour</li> </ul> <b>Contact Officer: Adrian Chapman</b>	
	<b>Neighbourhood Committee – Progress Report</b>  To receive an update report on the progress of the recommendations made by the Neighbourhood Council Review Group to Cabinet.  <b>Contact Officer: Adrian Chapman</b>	

Meeting Date	Item	Progress
<p><b>14 September 2011</b></p> <p><i>Draft Report 26 August</i> <i>Final Report 5 Sept</i></p>	<p><b>Trees in Bridge Street</b></p> <p>To receive a report at the request of Cllr Sandford on the consultation regarding the trees in Bridge Street</p> <p><b>Contact Officer: Andrew Edwards</b></p> <p><b>Neighbourhood Council Review Group</b></p> <p>To receive a report to agree the new Terms of Reference for the Neighbourhood Council Review Group</p> <p><b>Contact Officer: Paulina Ford</b></p> <p><b>Citizen Power Programme – Outcome of Review</b></p> <p>To receive a report on the outcome of the review of the Citizen Power Programme in response to recommendations made by the Committee at its meeting in March 2011.</p> <p><b>Contact Officer: Paul Phillipson</b></p> <p><b>CRIME AND DISORDER SCRUTINY COMMITTEE</b></p> <p><b>Designated Public Places Order</b></p> <p>To scrutinise the proposal to extend the existing Designated Public Places Order (DPPO).</p> <p><b>Contact Officer: Katy Softley</b></p>	
<p><b>9 November 2011</b></p> <p><i>Draft Report 24 Oct</i> <i>Final Report 31 Oct</i></p>	<p><b>CRIME AND DISORDER SCRUTINY COMMITTEE</b></p> <p><b>Single Delivery Plan - Integrated Offender Management</b></p> <p>To scrutinize the delivery of Programme 6 – Integrated Offender Management including an update on Restorative Justice.</p> <p><b>Contact Officer: Gary Goose</b></p>	

Meeting Date	Item	Progress
	<p><b>Commercial Operations</b></p> <p>To scrutinise the delivery of Programme 1 of the Single Delivery Plan - Create a safe, clean and vibrant city centre and make any recommendations</p> <p><b>Contact Officer: Annette Joyce</b></p>	
	<p><b>Dog Control Orders</b></p> <p>To Scrutinise the use of Dog Control Orders and make recommendations.</p> <p><b>Contact Officer: David Marshall</b></p>	
	<p><b>Citizens Power Task and Finish Group</b></p> <p>To receive a report on the formation of the Citizens Power Task and Finish Group for approval.</p> <p><b>Contact Officer: Paulina Ford</b></p>	
<p><b>18 January 2012</b></p> <p><i>Draft Report 4 Jan</i> <i>Final Report 10 Jan</i></p>	<p><b>Housing at the Heart of Communities</b></p> <p>To scrutinise the Housing Allocations Policy to include the Homelessness Strategy and the Empty Homes Strategy and to scrutinise and comment on the actions being taken to prevent Homelessness in the City and make any necessary recommendations</p> <p><b>Contact Officer: Sharon Malia</b></p>	
	<p><b>Tackling Poverty</b></p> <p><b>Contact Officer: Sian Peer/Leonie McCarthy</b></p>	
<p><b>30 January 2012</b> <b>(Joint Meeting of the Scrutiny Committees and Commissions)</b></p>	<p><b>Budget 2012/13 and Medium Term Financial Plan</b></p> <p>To scrutinise the Executive's proposals for the Budget 2012/13 and Medium Term Financial Plan.</p> <p><b>Contact Officer: John Harrison/Steven Pilsworth</b></p>	

Meeting Date	Item	Progress
<p><b>7 March 2012</b></p> <p><i>Draft Report 20 Feb</i> <i>Final Report 27 Feb</i></p>	<p><b>Vivacity</b></p> <p>To Scrutinise the progress of the Vivacity Cultural and Leisure Trust.</p> <p><b>Contact Officer: Kevin Tighe</b></p>	
	<p><b>Citizens Power Programme - Interim Progress Report on Action Plan</b></p> <p><b>Contact Officer: Graeme Clarke</b></p>	
	<p><b>Community Cohesion Strategy</b></p> <p>To scrutinise the impact of the implementation of the Community Cohesion Strategy and make any recommendations.</p> <p><b>Contact Officer: Jawaid khan</b></p>	
	<p><b>Neighbourhood Committee Implementation Group Report</b></p> <p><b>Contact Officer: Adrian Chapman</b></p>	
	<p><b>CRIME AND DISORDER SCRUTINY COMMITTEE</b></p>	
	<p><b>Safer Peterborough Partnership Plan</b></p> <p>To scrutinise and comment on the Safer Peterborough Partnership Plan 2012/2013 prior to its consideration by the Executive.</p> <p><b>Contact Officer: Gary Goose / Karen Kibblewhite</b></p>	



**To be programmed into work programme:**

- Police Reform and Social Responsibility Bill
- Strategic Tenancy Policy (Guidance for Housing Associations relating to Social Housing Reform)
- Single Delivery Plan – Tackling Domestic Abuse
- Single Delivery Plan - Building VCS capacity to deliver local services.

**Regular update reports to be received on**

- Neighbourhood Committees
- Citizen Power Programme

To be programmed in when applicable

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