

## **STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE**

**WEDNESDAY 3 SEPTEMBER 2014  
7.00 PM**

**Bourges/Viersen Room - Town Hall**

### **AGENDA**

**Page No**

**1. Appointment of Vice Chairman**

**2. Apologies for Absence**

**3. Declarations of Interest and Whipping Declarations**

At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification" that has been disclosed to the Solicitor to the Council.

Members must also declare if they are subject to their party group whip in relation to any items under consideration.

**4. Minutes of the Meeting Held on 16 July 2014**

**3 - 8**

**5. 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.*

**6. Portfolio Progress Report from Cabinet Member for Communities and Environment Capital**

**9 - 18**

### **CRIME AND DISORDER SCRUTINY COMMITTEE**

The Crime and Disorder Scrutiny Committee will sit for item 6 only on the agenda.

**7. Safer Peterborough Partnership - Priority 2 - Tackling Anti-Social Behaviour**

**19 - 34**

**8. Homelessness Review and Draft Strategy 2013 - 2018**

**35 - 124**

**9. Forward Plan of Key Decisions**

**125 - 140**

**10. Work Programme**

**141 - 144**

**11. Date of Next Meeting**

Wednesday 15 October 2014.



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 Dania Castagliuolo on 01733 452347 as soon as possible.

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

*In the event of the fire alarm sounding all persons should vacate the building by way of the nearest escape route and proceed directly to the assembly point in front of the Cathedral. The duty Beadle will assume overall control during any evacuation, however in the unlikely event the Beadle is unavailable, this responsibility will be assumed by the Committee Chair.*

**Committee Members:**

Councillors: N Khan (Chair), S Day, J Peach, Y Maqbool, L Forbes, J Okonkowski and J R Fox

Substitutes: Councillors: B Saltmarsh, S Lane, M Jamil and P Thacker

Further information about this meeting can be obtained from Dania Castagliuolo on telephone 01733 452347 or by email – [danica.castagliuolo@peterborough.gov.uk](mailto:danica.castagliuolo@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  
WEDNESDAY 16 JULY 2014**

**Present:** Councillors Khan (Chairman), Stokes (Vice Chairman), Day, Peach, Forbes Okonkowski and Fox

**Also Present:** Councillor Serluca Cabinet Member for City Centre for Management, Culture and Tourism.

**Officers in Attendance:**

Adrian Chapman	Assistant Director for Communities and Targeted Services
Dominic Hudson	Strategic Partnerships Manager
Lisa Helin	Strategic Client Manager: Culture and Leisure
Mark Woolner	Head of Community and Safety Services
Karen S Dunleavy	Governance Officer

**1. Apologies**

There were no apologies for absence.

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

There were no declarations of Interest.

**3. Minutes of the meeting held on 26 March 2014**

The minutes of the Strong and Supportive Communities Scrutiny Committee meeting held on 26 March 2014 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. Role of the Committee in its Capacity as the Statutory Crime and Disorder Committee**

The report was introduced by the Head of Community and Safety Services to provide the Committee with the overview report, detailing the role of the Committee in its capacity as the Crime and Disorder Committee, particularly in scrutinising the Safer Peterborough Partnership (SPP) 2014 to 2017.

The Committee was advised by the Head of Community and Safety Services that it was intended to present a report outlining the key themes and performance figures of the SPP progress in terms of monitoring crime.

Observations and questions were raised around the following areas:

- Members raised concerns around the performance figures recently captured for crime recorded by the SPP and that there did not seem to be any reduction in criminal activities to date that compared with the 46% figure quoted within the report. *The Head of Community and Safety Services advised Members that the way performance was measured was always being refined*

and developed. In addition, the Committee was advised that a new reporting tool application, namely 'My Peterborough' was due to be launched for use by the public, partners and agencies and was anticipated to improve the method of reporting criminal activities.

- Members requested further information over the advertisement for the launch of the 'My Peterborough' application and whether it was necessary to produce a whole page advert in the Peterborough Evening Telegraph? *Members were advised that it was not clear why a full-page advert was placed, however the advertisement campaign had been widely received in a positive way.*
- Members commented that they would find it beneficial to receive evidence or a snapshot of the activities implemented in order to monitor and reduce crime. *Members were informed that for future reports, agencies would provide a narrative around the data, which would outline the activities introduced to reduce crime.*
- Members commented that it would be beneficial for them to receive information regarding police resources within their ward area.
- Members commented that there seemed to be no evidence of PCSOs opportunity to become accustomed with one community's issues, as they were responsible for patrolling more than one ward area.

## **AGREED ACTION**

The Committee noted the content of the report and agreed to schedule a methodology of how the Safer Peterborough Partnership Plan would be scrutinised as detailed in the report.

It was agreed that the Head of Community and Safety Services would provide:

- Information regarding the number of police resources such as Warranted Officers, PCSOs and Community Safety Officers within their area; and
- Details of the PCSOs on duty within a Councillor's ward area at any one time by shift pattern.

It was also agreed that the Assistant Director for Communities and Targeted Services would reschedule the:

- Addressing Crime by Tackling Offending report due to be presented to Committee on 3 September 2014 to 15 October 2014; and
- The Antisocial Behaviour report to be received on 3 September 2014 rather than 15 October 2014.

## **6. A Strategy for Culture, Recreation and the Arts for Peterborough**

The Strategic Partnerships Manager and the Strategic Client Manager for Culture and Leisure introduced the report to the Committee, which outlined the draft Culture Strategy for Peterborough. Members of the Committee were also advised that following consultation and incorporation of all comments, it was intended to share the final strategy with partners and Full Council in September 2014.

Key visions and priorities summarised within the report included:

- More people, more often – increasing participation in and enjoyment of cultural activities;
- Developing, retaining and attracting people with talent;
- Places to go and things to do – making the best use of our city spaces;
- Raising the profile of culture and increasing participation within the City; and
- Raising the profile of the City through culture and increase visitor numbers.

Observations and questions were raised around the following areas:

- Members commented regarding the minor references to Vivacity, the Council's Culture contractor and that there seemed to be a focus on high-level as opposed to more universal

activities such as the Peterborough Annual Beer Festival. *The Strategic Client Manager for Culture and Leisure advised the Committee that the themes such as people and places were intended to capture a breadth and mixed level of events. The Strategy had been intended to give a breadth of diversity and a holistic approach by liaising with Vivacity to attract a wide range of activities in the City.*

- Members sought clarification over why Vivacity had not been responsible for producing the Culture Strategy for Peterborough. *The Strategic Partnerships Manager advised Members that the Culture Strategy was a Council owned document and that it held responsibility due to its management of the major policy framework. However, Vivacity had provided support to shape the content as they held the expertise in arts and culture. In addition, there would be an opportunity to explore the option of delegating the responsibility for monitoring the strategy in the future by Vivacity.*
- Members sought clarification over whether there were opportunities to provide financial support for communities to hold lower-level cultural events? *The Strategic Client Manager for Culture and Leisure advised Members that a new funding stream was due to be introduced and administered by Vivacity, namely Connective Culture. The £2k funds could be used towards providing support to a community or individual group event, or to organise a forum to combine funds to purchase bigger items such as a stage;*
- Members sought clarification over what was being introduced to encourage different cultures participation in sports such as speedway? *Members were advised that a separate visitor economy strategy was to encompass sports events and was due to be produced later in the year;*
- Members commented on the proposition detailed within the report to merge groups such as the heritage steering group with the culture strategy steering group to form the 'Culture Peterborough'. *Members were informed that there had been lots of disparate reporting by a wide range of culture committees and the aim had been to unify all groups, which was intended to also include involvement from the private sector groups;*
- Members commented that the Broadway theatre should be included within the Culture Peterborough and that the Council should encourage the purchase of the premises to Vivacity. *Members were advised that reference had been made regarding the Broadway theatre within the Culture Strategy and would be encouraged to join Culture Peterborough. The owners of the privately operated premises were currently evaluating their financial position;*
- The Committee commented that the Culture Strategy should be a rolling document to allow for updates as and when required. *The Strategic Partnerships Manager advised the Committee that the draft document had undertaken an extensive consultation process in order to obtain the view of Members, which had included its second visit to the Strong and Supportive Communities Scrutiny Committee (SCSC). The Culture Strategy would be reviewed on an annual basis and the findings reported back to the SCSC alongside any other relevant committees and steering groups.*

## **RECOMMENDATION**

The Committee recommended that the Culture Strategy included the following:

- Make the reference to the importance of the Peterborough Beer Festival within the Culture Strategy clearer.
- Consideration in encouraging organisations to work together.
- Consideration of the inclusion of wording such as 'Lots of People and One City' into the Core Strategy priority 3: Places to go and things to do – making the best use of our city spaces.
- That the proposal for the Cultural Steering Group should include minority groups from other cultural backgrounds.

## **ACTION AGREED**

Members noted the report and the draft strategy, provided comments on the approach and content. In particular to whether the Committee:

- Supported the vision and priorities summarised within the report;
- Wished to make any further observations on the strategy in order to inform the next, final draft.

It was agreed that the progress reports as part of the Cabinet Member for City Centre Management, Culture and Tourism portfolio, would encompass an update on funding for individual groups and communities cultural events, when it is reported back to Committee.

## **7. Review of 2013/2014 and Work Programme for 2014/2015.**

### **Review of 2013/2014**

The Governance Officer introduced a report to the Committee on the review of work undertaken during 2013/14. Members of the Committee were invited to review, comment and make any recommendations on future monitoring to be undertaken in Municipal Year 2014/2015. Members of the Committee were also invited to identify an item for inclusion on the 2014/2015 Work Programme.

### **ACTION AGREED**

The Committee agreed to the future monitoring of the:

- Impact on Welfare Reform; and
- The impact and investment of financial and social benefits arising from the Scrutiny in a Day event to be reported in January 2015.

It was also agreed that the Committee would receive briefing notes on:

- Progress updates regarding the lines of enquiry from the impact and investment arising from Scrutiny in a Day event; and
- Aspects of Public Health performance framework that aligned with the remit of the SCSC.

### **Work Programme for 2014/2015**

The purpose of the report was to provide the Committee with a list of possible items to be included in the Committee's 2014/2015 Work Programme. Members were requested to note the remit of the Committee and the items highlighted for the 2014/2015 work programme and suggest any items for future consideration.

### **ACTION AGREED**

The Committee agreed to receive the work programme items outlined for 2014 - 2015.

In addition the Committee agreed:

- To receive progress reports as part of the Cabinet Member's for Communities and Environment Capital portfolio;
- That the 'Addressing Crime by Tackling Offending' report due to be presented to Committee in September would be moved to October; and
- The 'Antisocial Behaviour' report to be received in September rather than October.

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

The Committee received the latest version of the Council's Forward Plan of Key Decisions, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the forthcoming month. 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 of Key Decisions and requested further information on:

- Peterborough City Customer Strategy; and
- Care and Repair Framework.

## **9. Date of the Next Meeting**

The Chairman advised that the next date of the Meeting for Strong and Supportive Communities Scrutiny Committee was due to be held on 3 September 2014.

*The meeting began at 7.00pm and ended at 8:10pm*

CHAIRMAN

This page is intentionally left blank



<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 6</b>
<b>3 SEPTEMBER 2014</b>	<b>Public Report</b>

## **Report of the Cabinet Member for Communities and Environmental Capital**

**Contact Officer – Adrian Chapman**  
**Contact Details – 01733 863887**

### **PORTFOLIO PROGRESS REPORT FROM THE CABINET MEMBER FOR COMMUNITIES AND ENVIRONMENT CAPITAL**

#### **1. PURPOSE**

To provide Members with a progress report from the Cabinet Member for Communities and Environmental Capital in relation to matters relevant to this committee.

#### **2. RECOMMENDATIONS**

Members are asked to scrutinise the progress made on those aspects of the Cabinet Member's portfolio relevant to this Committee by providing challenge where necessary and to suggest ideas and initiatives to support the continued delivery of priorities within that portfolio.

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

The Sustainable Community Strategy aims to deliver a bigger and better Peterborough, through improving the quality of life for all. The portfolio held by the Cabinet Member for Communities and Environmental Capital supports the aspirations of the whole Sustainable Community Strategy, including those aspects that relate to the Strong and Supportive Communities priority.

#### **4. BACKGROUND**

4.1 The Council's Constitution sets out the responsibilities of the Cabinet Member, describing them as being:

“Responsible for neighbourhood and community support including strategic long-term problem solving and operational community issues and in particular the following:

- (i) community cohesion
- (ii) community safety
- (iii) drugs prevention
- (iv) Youth Offending Service
- (v) Troubled Families”

All of these responsibilities fall under the remit of the Strong and Supportive Communities Scrutiny Committee.

4.2 In addition, the Cabinet Member's portfolio includes responsibility for environmental protection and trading standards, and for the Council's aspirations to become Environment Capital. However, these aspects fall under the remit of other Scrutiny Committees and so are not included in this report.

## **5. KEY ISSUES**

### **5.1. Community Capacity and Cohesion**

5.1.1 The community capacity team are working closely with Cambridgeshire and Peterborough Association of Local Councils (CPALC) and representatives of existing Parish Councils in Peterborough to support the opportunity for local interest groups to explore the creation of new community or parish councils in their area. CPALC is a membership organisation that works with local councils and has been tasked by DCLG to speak with local un-parished areas about the potential for greater local democracy and decision making by becoming community or parish councils.

The Local Government and Public Involvement in Health Act allows residents in previously un-parished urban and rural areas to become parish or community councils and have a greater say over how their needs are met at a local level. The legislation allows local community councils to become more involved in local decision making and have greater control over how money raised locally is spent.

The Department of Communities and Local Government (DCLG) are providing grant funding to allow local communities to have a debate and explore if being a community or parish council is right for their area. Local groups in the following areas are interested in exploring this opportunity:

- Paston
- Walton
- Stanground
- West Town, Westwood and Ravensthorpe
- Dogsthorpe
- Fletton and Woodston

5.1.2 The community capacity team continue to work proactively with elected members and parish councils to ensure that the community have a voice when investment opportunities arise in their area. A 'project bank' system has been put into place which records the needs of an area (e.g. physical improvements, new street furniture, play equipment or enhancements to existing facilities) identified following a community needs assessment or other form of consultation. Funding can be proactively sought by community groups or Parish Councils to support agreed and feasible priority improvements in the area.

5.1.3 All of the former play centres have remained open for community use since it was announced that the play service was to be ceased as a result of budget reductions in 2013. Local community interest groups have been working in partnership with the Council to take on the management responsibilities of these buildings via a community asset transfer process.

Throughout August and September 2014 the Council will complete a review of community centres and libraries to help us build a clearer picture of how residents use our community facilities.

This is being undertaken so that we can better understand what the people of Peterborough do or don't value currently and also, based on what people tell us, whether we could change the way we provide these services to meet the changing needs of residents.

5.1.4 Priorities for the community capacity team in the year ahead include:

- Continuing to support the Parishing Peterborough programme
- Promoting and enabling community budgeting initiatives
- Identifying and maximising all opportunities to ensure communities have a voice and are able to influence service delivery
- Supporting the development and implementation of co-ordinated community capacity building initiatives in line with the Adult Social Care transformation programme

## 5.2 Community Safety and Drugs Prevention

5.2.1 Work to tackle crime and disorder in Peterborough is coordinated through and governed via the Safer Peterborough Partnership, the city's statutory multi-agency community safety partnership as required by the Crime and Disorder Act 1998.

The Safer Peterborough Partnership Board consists of members from all responsible authorities, i.e. Peterborough City Council, Cambridgeshire Police, Cambridgeshire Fire and Rescue, Health through the local Clinical Commissioning Group, and Probation through the local Community Rehabilitation Company (BeNCH), as well as from Cross Keys Homes (representing registered local landlords) as a cooperating authority, and a number of other agencies and bodies who have a role to play in helping to deliver against the objectives of the partnership.

The Cabinet Member for Communities and Environmental Capital is a full voting member of the Safer Peterborough Partnership Board and regularly attends these meetings. He also receives regular briefings and updates from relevant senior officers, including the Assistant Director for Communities and Targeted Services and the Head of Community and Safety Services.

The Crime and Disorder Act 1998, as amended by the Police and Justice Act 2006, requires that community safety partnerships publish a partnership plan. In Peterborough, the Safer Peterborough Partnership works to an overarching three year plan, refreshed annually.

Within this reporting period, a new three year plan has been agreed and published for the period April 2014 – March 2017.

The priorities set for the forthcoming three years are as follows:

- Priority 1 – Addressing victim-based crime by reducing re-offending and protecting our residents and visitors from harm
- Priority 2 – Tackling anti-social behaviour
- Priority 3 – Building stronger and more supportive communities

No specific targets have been set, rather a number of desired outcomes have been agreed for each of the themes within each priority, together with a number of performance indicators to inform an assessment of progress. A bi-monthly performance report is produced which is discussed at SPP Boards with actions agreed as necessary. Additionally, performance reports are brought to this scrutiny committee by the Head of Community and Safety Services to facilitate appropriate scrutiny, challenge and recommendations.

5.2.2 More specifically, the Safer Peterborough team are developing a new delivery model – the Community and Safety Delivery Model – in conjunction with Cambridgeshire Police and

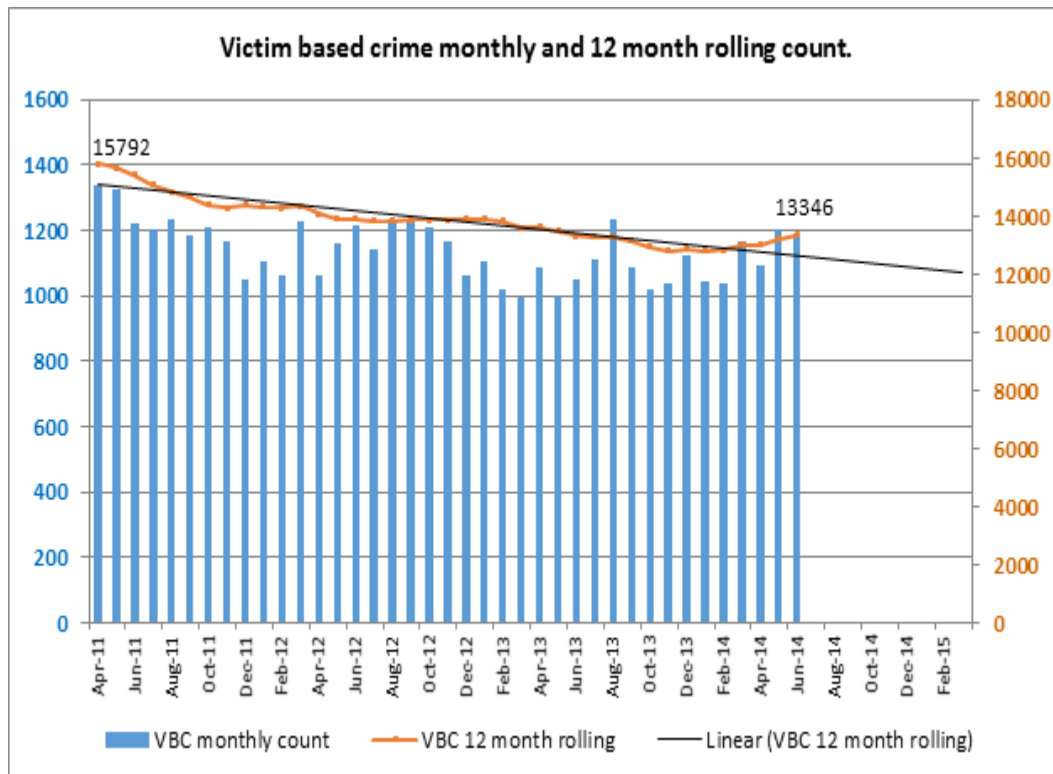
supported by other partners including Cross Keys Homes, Cambridgeshire Fire and Rescue and HMP Peterborough. Based on the 'Glasgow model', core principles include single, cross-agency, inspirational leadership, a clear focus on achieving better outcomes and improvements in quality of life for residents, investing time and resources in communities to help them do more things themselves, seeking opportunities to further diversify, and breaking down organisational barriers by being creative and flexible in the use of resources. As the work continues, benefits should include improved access for service users with simpler, clearer pathways and increased transparency, the breaking down of legislative and organisational barriers to problem-solving and the avoidance of duplication of activity, effort and resources. Whilst work to finalise a briefing and tasking model to prioritise issues and direct actions continues, achievements so far have been numerous and include the following:

- the posting of a police Chief Inspector to the new role of Head of Community and Safety Services to lead the new multi-agency team and to progress the delivery model
- the creation of a physical multi-agency hub at Bayard Place, including the relocation of police teams covering safer schools, licensing and cohesion and a fire prevention officer from the Fire and Rescue service, and the provision of hot desking for other relevant partners including registered social landlord ASB officers
- already improved inter-agency communication and working

Linked to the above, a restructure within the Communities Directorate has enabled further changes which will benefit and enable the Community and Safety Delivery Model, including:

- the creation of a performance, analysis and intelligence hub, critical in informing and directing activity, and assessing the impact
- the moving of youth services for the city to the leadership of the Head of Community and Safety Services, thereby providing additional resource, joining up information and better targeting activity to where demand is highest or risk is greatest. These teams include the Youth in Localities youth workers, the NEET/RPA team and the Adolescent Intervention Service who provide one-to-one support for vulnerable young people on the edge of or in care
- the moving of the Youth Offending Service into the Directorate and linking this service to Integrated Offender Management, thereby creating a focus on offender management for young people and adults

5.2.3 As reported in the SPP Plan, victim-based crime fell within the three year period of the previous plan by more than the target of 10%, as demonstrated by the graph below:



- 5.2.4 The Ministry of Justice has recently reported that the One Service social impact bond pilot scheme which provides support for and supervision of adult male offenders sentenced to less than 12 months upon release from HMP Peterborough has achieved, in respect of the first cohort, a reduction in re-offending of 8.4%. Due to changes in the structure of the Probation Service nationally, the pilot will end and transitional arrangements have been put in place. However the Safer Peterborough Partnership has signalled its intention to influence the activities of the new Community Rehabilitation Company to ensure that the good practices developed locally as a result of the One Service, in particular the “though the gate” support provided to offenders, is continued and further developed.
- 5.2.5 The development of good quality domestic abuse and sexual violence services has continued through the commissioning of Women’s Aid to continue to provide support to victims, leading to the creation of Specialist Abuse Services Peterborough (SASP). Further developments include a member of the Adolescent Intervention Service being trained as a Young Person’s Violence Advisor (YPVA) to provide guidance and resource to support young people involved in domestic abuse, and the Office of the Police and Crime Commissioner has recently made successful bids to the Ministry of Justice competed fund to support the provision of a young person’s Independent Sexual Violence Coordinator (ISVA) and a mental health pathfinder community psychiatric nurse, both of whom will be based within the SASP service and will give additional support to victims.
- 5.2.6 The SPP has a statutory responsibility under its remit of the local Drugs and Alcohol Action Team (DAAT) to combat substance misuse. Latest data shows the number of adults engaging in drug recovery journeys is falling nationally by 1.9%, however the adult treatment service in Peterborough has grown its numbers in treatment by 0.1%, a comparator swing of 2%. This is encouraging alongside a penetration rate into the local population of 62%, 10% above the national average of 52%, meaning that 62% of those who could be in treatment are in treatment. Adult drug treatment performance continues to be in the top quartile for our cluster group averaging 12.8% for successful completions of all clients in treatment against a national average of 8%. Re-presentation rates of all in treatment remain above the national

average of 7.8% at 10.7% and this remains an area of concern and challenge for the next financial year. This performance has been achieved against a backdrop of financial and budgetary changes which have resulted in a reduction of the staffing group and changes within service provision at the adult treatment provider, to still provide as much front line case management of clients and protecting outreach and hub centres. There has also been a significant restructure within the substance misuse team within the Local Authority. Strategic and contract management responsibilities have been separated to provide increased expertise in each area which will ensure closer scrutiny and support.

- 5.2.7 Work has continued to make the City's roads as safe as they can be by continuing to deliver road safety services in partnership including education across the age ranges and via a themed road safety plan. Peterborough is currently on track to meet the local targets in respect of KSI (killed or seriously injured) as set in the Local Transport Plan.
- 5.2.8 The Partnership delivered a very successful Safety Challenge in June 2014 which provided a range of safety messages to approximately 1,200 year 6 pupils from across the city.
- 5.2.9 An integrated City-wide approach to managing anti-social behaviour continues to be developed via the local Safer Neighbourhood Panel meetings, ensuring they are increasingly multi-agency focused, supported by the Neighbourhood Delivery Teams, problem-solving groups and ASB case review meetings.
- 5.2.10 A new app, 'My Peterborough', has been introduced which will enable members of the public to simply report environmental and quality of life issues via their mobile device and receive feedback on actions undertaken.
- 5.2.11 Preparatory work has been undertaken to ensure the Council is prepared for the significant changes to ASB powers and tools which will arise following enactment of the Anti-Social Behaviour, Police and Crime Act in October 2014.
- 5.2.12 Priorities for the Safer Peterborough Partnership for the year ahead include:
- Continuing to build the community and safety delivery model, in particular focusing on the development of a briefing and tasking product to drive the model and enhance existing processes
  - Ensuring that the performance of the Safer Peterborough Partnership as reported through its new performance plan and indicators is scrutinised and actions are directed to address any emerging issues
  - Completing alcohol and drugs strategies for the city, ensuring support is targeted and appropriately balanced between alcohol and drugs, this against the backdrop of likely further reductions in budget and a changing drugs market in the city
  - Using and embracing technology as an enabler, further developing the My Peterborough app, completing the refresh of the SPP website and positively engaging with transformation programmes including the ICT infrastructure programme and Customer Experience programme
  - Making best use of new ASB powers, following their successful local implementation, to address crime and disorder issues in the city
  - Developing community capacity, helping citizens to help themselves

### 5.3 **Connecting Families**

- 5.3.1 The Connecting Families Programme is the name given in Peterborough to the national Troubled Families programme. Troubled families are those that have problems and often cause problems to the community around them, putting high costs on the public sector. In

December 2011, the Prime Minister launched a new programme to turn around the lives of 120,000 troubled families in England by 2015.

- 5.3.2 Troubled families often have a whole host of agencies involved with them, often focussing on the individuals within that family, which can bring its own problems as families become confused by overlapping professionals, assessments and appointments. This costly and unfocussed activity can mask the lack of progress for that family. Some of the starkest evidence for this collective failure to properly help families is to be found in the frequency of problems which are transmitted from one generation of the same family to another.
- 5.3.3 The aims of the Troubled Families Programme are to get children back into school, reduce youth crime and anti-social behaviour, put adults on a path back to work and bring down the amount public services currently spend on them. All 152 upper-tier local authorities in England are taking part in the programme and have agreed the number of troubled families in their area that they will work with.
- 5.3.4 The Government is making £448 million available to councils on a payment-by-results basis. This represents a contribution of up to £4,000 per family, around 40% of the estimated costs of actions needed to turn a family around. Funding will come from a number of departments including Communities and Local Government, Education, Work and Pensions and Health, with full payment being made only when results are achieved. The other 60% will be covered by local authorities and other local partners who all benefit from the savings that result. A one-off average investment of £4,500 in work with each family is expected to reduce the annual £15,000 cost of dealing with their problems, by supporting families to access work, reducing anti-social behaviour, improving poor school attendance and reducing criminality.
- 5.3.5 For the purposes of qualifying to be part of the Connecting Families Programme, families are those who meet three of the following four criteria:
- Are involved in youth crime or anti-social behaviour
  - Have children who are regularly truanting or not in school
  - Have an adult on out of work benefits
  - Cause high costs to the taxpayer
- 5.3.6 The outcomes set out by Government required to achieve a payment by results are:
- 60% reduction in anti-social behaviour across the family in the last 6 months and/or a 33% reduction in youth offending
  - Each child in the family having fewer than three fixed term exclusions and/or less than 15% unauthorised absence in the last 3 school terms
  - At least one adult in the family to have either volunteered for the Work Programme or be attached to the European Social Fund (ESF) provision in the last 6 months
  - At least one adult in the family moving off out-of-work benefits into continuous employment in that last 6 months
- 5.3.7 In Peterborough, the Connecting Families programme works by assigning a dedicated worker to engage with a whole family on all of its problems, such as ensuring that the children attend school, appointments are met and appropriate services are accessed. Crucially, all of the public services involved with members of a family are coordinated and the demand on them reduced.
- 5.3.8 The analysis team in the Communities and Targeted Services department identify the families. The identification process involves a trawl of historic information from a wide range of data sources including school attendance data, school exclusions, children in Pupil Referral Units, Youth Offending Service data, Police data, Children's Social Care data and information from Registered Social Landlords.

5.3.9 Peterborough has a target of turning around the lives of 450 families by May 2015. To date 415 families have been identified as qualifying for the programme, 281 of these families have or are actively being worked with by the Council or our partner agencies. At the time of writing this report 187 families have been successfully 'turned around' under the rules of the programme which includes 36 adults who have moved from out of work benefits into continuous employment. This means that children in these families have improved their school attendance over three consecutive terms; crime and/or anti-social behaviour has reduced; and/or adults have moved from out of work benefits into continuous employment.

5.3.10 Due to the nationally recognised success of the programme, a commitment to Troubled Families phase 2 has been announced by the Government. This will extend the programme for another five years, committing a new £200 million to the budget. The future of the programme from 2015 onwards is still to be approved by Ministers, however DCLG have announced some details of the expanded programme. In addition to the problems targeted in the current programme, the expanded programme will also focus on families who are:

- affected by domestic violence
- with vulnerable children, and
- with a range of mental and physical health problems
- at high risk of worklessness; and
- involved in crime from generation to generation.

The programme will still focus on families with multiple problems (at least 3 of the above), but giving areas more flexibility to draw from a range of indicators to find the families of greatest concern and cost.

## **5.4 Youth Offending Service**

5.4.1 The three key measures around service performance for the Youth Offending Service are the re-offending rate, both binary and frequency, the number of young people entering the criminal justice system for the first time, and the number of custodial sentences made on Peterborough young people. These are measured and reported on nationally.

5.4.2 Of the three measures the re-offending rate is key, given the purpose of the youth justice system is to prevent offending. Currently Peterborough is performing very well which has been the case for the last three years. At present 30.6% of young people commit a further offence within 12 months of coming into the system which is significantly better performance than both the national position (35.3%) and our statistical neighbours (39%).

5.4.3 The frequency rate outcome is also performing well at 0.8 compared to 1.02 (national rate) and 1.19 (statistical neighbour rate). This places the service second in their statistical neighbour group.

5.4.4 The rate of first time entrants coming into the youth justice system has fallen from the same period 12 months ago, dropping from 605 per one hundred thousand to 433. This places the service second in their statistical neighbour group.

5.4.5 The use of custody has fallen from the same period twelve months ago from 0.82 to 0.49 per thousand. This places the service second in their statistical neighbour group.

5.4.6 However in order to maintain and improve performance over the coming months the service is undertaking a number of specific actions:



- There will be a significantly greater focus on helping those young people returning to the community after serving a custodial sentence to ensure that they have suitable accommodation to return to and have the opportunity to access education, training and employment support at an early stage following release. This is intended to reduce the likelihood of them re-offending
- Given the increasing representation of young people from new accession countries in the criminal justice system the service intends to recruit a number of volunteer mentors from those communities to try to reduce the offending level of this group of vulnerable young people
- The use of restorative justice will be further developed allowing victims to have their voice heard and to as far as possible repair the hurt caused by the young person's offending

5.4.7 The service overall continues to perform in the top 20% of YOSs nationally and the recent Full Joint Inspection delivered the best outcome to date of any service inspected under that process.

## **6. IMPLICATIONS**

6.1 It is anticipated that the Scrutiny Committee will comment on and make recommendations relating to the updates provided in this report in order that delivery potential is maximised for the benefit of our communities

## **7. CONSULTATION**

N/A

## **8. NEXT STEPS**

8.1 Comments and recommendations made by the Scrutiny Committee members will be considered as part of the ongoing development and delivery of specific business areas.

## **9. BACKGROUND DOCUMENTS**

9.1 N/A

## **10. APPENDICES**

N/A

This page is intentionally left blank

<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 7</b>
<b>3 SEPTEMBER 2014</b>	<b>Public Report</b>

## **Report of the Head of Community and Safety Services**

**Report Author – Mark Woolner**  
**Contact Details – 01733 863779**

### **SAFER PETERBOROUGH PARTNERSHIP PRIORITY 2 – TACKLING ANTI-SOCIAL BEHAVIOUR**

#### **1. PURPOSE**

- 1.1 The purpose of this report is to provide members of the Strong and Supportive Communities Scrutiny Committee with an overview of performance and activity by the Safer Peterborough Partnership and its constituent responsible and cooperating authorities in relation to Priority 2 of the 2104-17 Safer Peterborough Partnership Plan – Tackling Anti-Social Behaviour.
- 1.2 The decision to bring forward a report in relation to this priority is as a result of the particular interest shown by committee members at the July committee meeting.
- 1.3 Priority 2 within the Safer Peterborough Partnership Plan in fact contains two separate themes, those being i) tackling anti-social behaviour itself, and ii) road safety. Whilst this report, and in particular the appended performance report, will evidence performance and activity in relation to both themes, its main focus will be on anti-social behaviour.

#### **2. RECOMMENDATIONS**

- 2.1 That the committee note the content of this report and the appended extract from the most recent available Safer Peterborough Partnership Board Performance Report.
- 2.2 That the committee, acting in its capacity as the statutory crime and disorder committee as set out under section 19 of the Police and Justice Act 2006 and as detailed in part 3, section 4.2 of the Council Constitution, apply appropriate scrutiny to the content of the report.

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

- 3.1 The Sustainable Community Strategy produced by the Greater Peterborough Partnership sets out the direction for the overall strategic direction of Peterborough. The Safer Peterborough Partnership Plan sets out how the Community Safety Partnership will contribute to the overall vision of the Sustainable Community Strategy and specifically how it can contribute to the outcome of “making Peterborough more cohesive and safer” so that people of all ages and abilities can live, work and play in a prosperous and successful Peterborough without undue crime or fear of crime.

#### **4. BACKGROUND**

- 4.1 Tackling ASB and Road Safety are identified as a priority in the Safer Peterborough Partnership Plan.
- 4.2 A new governance structure was put in place to manage activity and performance against the plan in April 2014, as previously detailed in the report presented to the Strong and Supportive Communities Scrutiny Committee in July 2014. In summary however, the Safer Peterborough

Partnership Board receive a performance report, this having previously been scrutinised by a Delivery Group comprising officer leads for each of the identified themes, on a bi-monthly basis. Where concerns about performance are raised, a more detailed “deep dive” report can be commissioned by the Board.

4.3 The most recently published performance report was tabled at the July SPP Board meeting, and the section relevant to priority 2 is appended to this report. As agreed at the July committee meeting, it is this document which will form the basis of this report, albeit given the interest shown by committee members it is appropriate to give some background and context.

#### 4.4 Definition of Anti-Social Behaviour

There is no single definition of what constitutes Anti-Social Behaviour.

A widely used definition of ASB is contained within the Crime and Disorder Act, which describes it as “*acting in a manner that caused, or was likely to cause, harassment, alarm or distress to one or more persons not of the same household as himself*”.

It is clear however that for many citizens, what is considered to be anti-social behaviour stretches far wider than this narrow legal definition, and is determined by a number of factors including context, location, the level of community tolerance and cohesion, quality of life expectations and how confident/safe people feel. Another issue experienced in defining anti-social behaviour is whether an act was malicious (targeted) or merely thoughtless. What is considered unacceptable to some, is considered acceptable, or at least tolerated, behaviour to others. The result is that in many cases ASB will be vastly under-reported, and indeed in other cases it may be over-reported, clouding the overall picture of where the need for activity is greatest.

The Association of Chief Police Officers (ACPO) has adopted the following definition of ASB as a national standard:

*“Behaviour by an individual or group that:*

- results in another party feeling personally threatened*
- creates a public nuisance*
- has a detrimental impact on the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole”*

In line with the above, National Standards for Incident Recording categorise ASB into three distinct areas:

Personal – personally focused, targeted misbehaviour

Nuisance – misuse of public space with impact on community in general rather than specific victims

Environmental – environmental harm with impact on surroundings

It is also important to note that acts which are criminal will be recorded as such and dealt with accordingly. The implication of this is that something which is initially reported as anti-social behaviour may on subsequent investigation be identified and recorded as a crime instead. An obvious example would be cases of criminal damage, but also consider the neighbour noise complaint that is subsequently recorded as an act of domestic violence.

#### 4.5 Quality of Life Issues

Within the theme of ASB, the Partnership specifically considers quality of life issues, cognisant of the ‘broken window theory’. Analysis has shown that there are clear correlations between such issues, perceived levels of poverty and deprivation, and consequently cohesion and the fear and impact of crime and anti-social behaviour.

Quality of life issues include reported instances of rubbish accumulation, unattended bins, fly tipping, graffiti, damage to play areas and needle finds, complaints in relation to smoke/odour and

noise, housing and planning enforcement, as well as reports of unauthorised traveller encampments, fires and abandoned vehicles.

Such incidents are generally reported by the public into PCC, or are recorded as a result of proactive activity by enforcement officers.

#### 4.6 Current service delivery

It is important to note from that responsibility for tackling ASB is shared. Albeit the police have a key role to play in responding to and investigating reports of ASB, particularly personal ASB where there is an identified victim, other agencies also have a statutory duty to act, not least the Local Authority.

Registered Social Landlords (for example Cross Keys Homes, the largest RSL in Peterborough) also have a critical role to play and have a team of ASB officers managing an active caseload, for example where the perpetrator is a tenant or the anti-social activity takes place at RSL-owned premises.

A much wider array of partners have a significant role to play in terms of preventing ASB, and in how incidents of ASB are resolved.

#### 4.7 How ASB is managed

ASB can be reported in a number of ways to a number of agencies. Whichever agency receives the report, a risk assessment will be completed based on a common risk assessment matrix which considers issues such as what activity is being reported, whether it has been reported before, whether the person reporting is a repeat victim, whether the situation is getting worse and whether they feel they are being targeted, as well as what impact the activity is having on the victim and an assessment of the victim's vulnerability.

The vast majority of initial reports are made to the police. As an example, of the 885 incidents recorded for June 2014 as shown in the appended performance report, 855 were police reports. The police call taker will conduct an initial risk assessment which will result in one of three outcomes – standard, medium or high risk. For standard risk ASB, appropriate advice will be provided over the telephone and ordinarily no police resource will be immediately deployed. Instead, such incidents will be reviewed by local officers to inform trends and a decision can then be made in terms of what further action may be necessary. For cases assessed as medium or high, a police resource will be deployed. The attending resource will speak to the victim and conduct a further risk assessment, adopting a harm-centred approach which will determine the nature of the follow-up investigation undertaken. If the assessment remains medium or high risk, then the officer will compile a report, commence an investigation and notify a supervisor to direct immediate further action to mitigate the threat.

The report made will be assessed by the local problem-solving or microbeat sergeant who will then set an investigative action plan, ensuring that a victim care contract is set and that progress is regularly reviewed. In Peterborough, this process is enhanced by the ASB Sergeant working for the Safer Peterborough Partnership also reviewing such reports, and where a multi-agency response would be beneficial, the details are placed on a case management database which can be accessed and updated by all partners, facilitating information sharing and joint activity.

Every Wednesday a multi-agency ASB case review meeting takes place (on a rotating sector basis), where open cases are discussed and actions agreed. This meeting also enables discussion to take place around location-based ASB or thematic issues. A lead responsible officer is identified. All agencies and partners who attend these meetings can raise cases for discussion. A decision can be made to form a separate problem-solving or task and finish group, should the issue warrant this - an example of this is the group which has been recently re-formed to look at concerns over ASB in the Century Square area. Individual persons of interest are also discussed, ranging from persons who have recently received a Police Guardian Awareness Program (GAP) letter, escalating ASB offenders and those currently on ABCs and ASBOs.

Each quarter, public Safer Neighbourhood Panel meetings take place. These panels set priorities for police and partners to focus on over the next three months. ASB issues (generic issues rather than individual cases) are often adopted as priorities. Priorities having been set, they are discussed at the relevant monthly Neighbourhood Delivery Team (NDT) meeting. Again a lead officer for the priority is identified and actions are agreed. Activity and impact are subsequently reported back at the next Panel meeting. Where a wider issue is identified, a separate task and finish group can again be established – an example of this would be the group set up to look at tackling the problem of nuisance motorbike use across the city.

## **5. KEY ISSUES – PERFORMANCE OVERVIEW**

### **5.1 Performance overview – Anti-Social Behaviour**

The overall desired outcomes of Partnership activity in relation to ASB are as follows:

- Reduction in ASB
- Reduction in repeated issues (victim, location or theme)

Performance indicators agreed by the Board to assess progress towards achieving the outcomes are as follows:

1. Reduced levels of reported anti-social behaviour (Police and Council)
2. Reduced levels of reported Quality of Life issues
3. Increase the number of “My Peterborough” (Public Stuff) reports as a proportion of all Quality of Life calls for service.

The performance narrative in the appended report shows that ASB as reported predominantly to police has remained fairly static, with the rolling 12 month count hovering between 10,000 and 11,000 reports per annum. As to be expected, the data shows clear seasonal trends, with higher numbers of reports in the summer months and fewer in the winter months.

As previously stated, for the month of June 2014, 885 incidents of ASB were reported, of which 855 were to the police. The figure of 885 incidents compares favourably to the 960 incidents reported in June 2013. I can also advise that in the 12 months August 2013 – July 2014, a total of 9940 were recorded, compared to 10,164 in the previous 12 months, a reduction of 2.9%.

In that latest 12 month period, 27.1% of incidents closed by police were classed as Personal, 58.8% as Nuisance and 14.0% as Environmental.

In terms of Quality of Life issues, the rolling 12 month count shows a general upward trend, albeit the figure is exacerbated by peaks in certain months. The most common report is that of fly tipping and associated clean ups. Some of these reports will however have been generated by proactive activities by our Neighbourhood Enforcement Officers who have been focusing on this issue.

My Peterborough is an app which the public and indeed PCC staff can download to report Quality of Life issues and environmental ASB. It has only recently been launched, but take-up has been good. One of the performance indicators is to try to increase the proportion of all Quality of Life issues reported by this method, which has benefits to both the Local Authority (an efficient process) and to the customer (ease of reporting, tracking and updates provided). One consequence of promoting use of this app is however that, in the short term at least, we could well see an increase in the number of Quality of Life issues being reported.

The activities narrative in the appended report goes into some further detail in relation to specific areas of concern, including current hotspot areas, all being managed as previously explained via either specific problem-solving groups or standard procedures via the Neighbourhood Delivery Teams or weekly ASB case review meetings.

The activities narrative also gives some detail in relation to the latest activity in preparation for new ASB powers being enacted in October 2014. Further detail in relation to this is given in section 5.3 of this report.

## 5.2 Performance overview – Road Safety

The overall desired outcomes of Partnership activity in relation to road safety are as follows:

- Continuing to deliver Road Safety Services within the Partnership delivery team to ensure that the numbers of those killed or seriously injured on the City's roads are reduced
- Developing the City's road safety services through a specific road safety task and finish plan that is reported to the Board on a quarterly basis or at whatever other intervals the Board feel necessary
- Services will be targeted to those high risk areas such as young drivers, motor cycles, speeding and will include early year's education at primary school level to deliver safety messages

Performance indicators agreed by the Board to assess progress towards achieving the outcomes are as follows:

1. Reduced number of people killed and seriously injured on Peterborough's roads
2. Reduced number of people slightly injured on Peterborough's roads
3. Reduced number of young people killed and seriously injured on Peterborough's roads
4. Reduced number of pedestrians and cyclists killed and seriously injured on Peterborough's roads

The performance narrative in the appended report shows that Peterborough is on track to meet local casualty reduction targets as set in the Local Transport Plan (3), however the overall proportion of casualties remains high when compared to similar, local authorities.

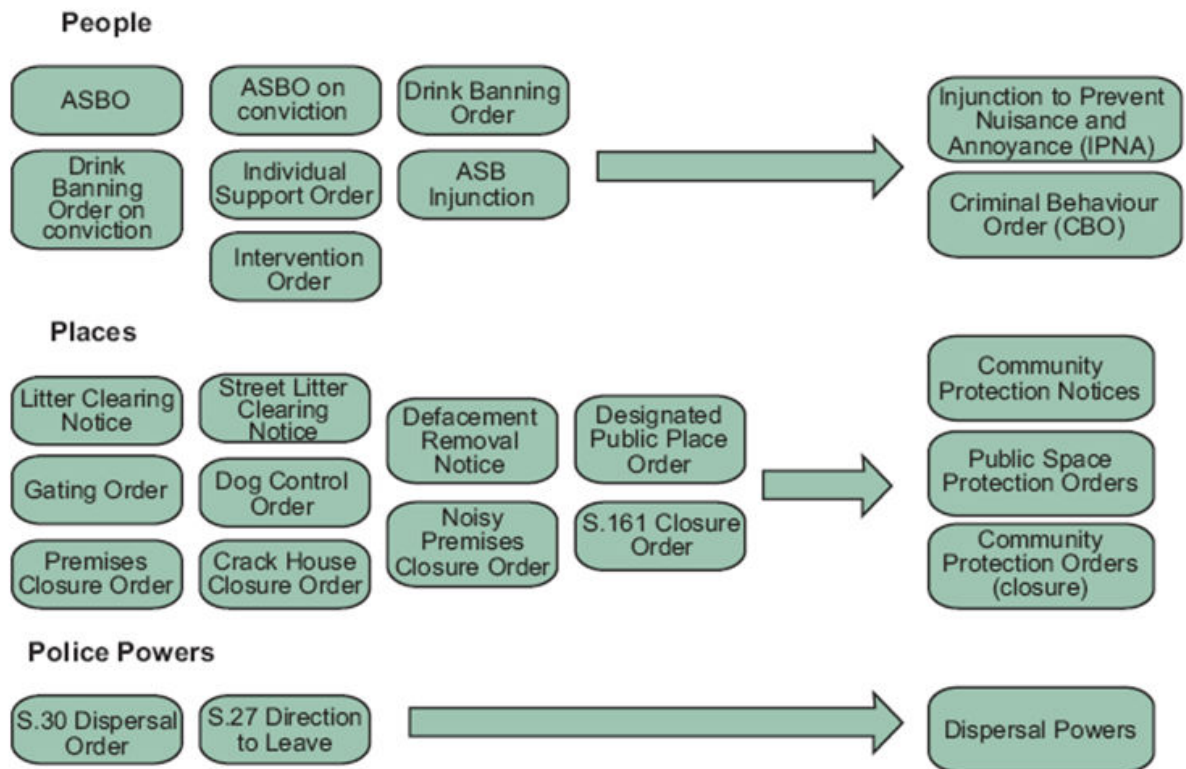
Persons killed or seriously injured on Peterborough's roads remains static at 92 in the latest 12 month data. In respect of those people slightly injured, latest data shows a 24% reduction. There have also been reductions in the number of young people (15 and under) killed or seriously injured, and in the number of pedestrians and cyclists killed or seriously injured.

The activities narrative in the appended report gives some detail of current educative and publicity campaigns and activities aimed at reducing road casualties.

## 5.3 The Future

Significant work is ongoing within the Local Authority and across partners to ensure we are ready to meet the requirements of the new Anti-Social Behaviour, Police and Crime Act due to come into force in October 2014.

The act will bring about wholesale change to current anti-social behaviour provisions, and effectively condenses available remedies to six, only one of which (dispersal powers) is police-led. A summary of these provisions follows, with current provisions on the left and the new provisions on the right of the schematic below:



In addition, the act will introduce two further concepts, those of the community trigger and the community remedy.

The community trigger makes provision for a person or representative to force a review of the handling of finalised ASB investigations where it meets an agreed and published threshold. This provides a mechanism for an individual to request that further action to address a continuing ASB issue is undertaken where they feel that the original response was inadequate. Once satisfied that the qualifying threshold has been met, partner agencies share information about the issue and agree an action plan and discuss this with the victim to find a resolution.

The community remedy is led by the Police and Crime Commissioner and will create a menu of options for dealing with ASB and low level crime offenders. A public consultation of a specified list of disposal outcomes has commenced which will then be agreed between the PCC and Chief Constable and published.

- 5.4 Workshops within the Local Authority, with partners and with neighbouring Community Safety Partnerships within Cambridgeshire continue to ensure appropriate structures and processes are in place in advance of the new legislation being enacted.

## 6. IMPLICATIONS

Not applicable

## 7. CONSULTATION

Not applicable

## 8. EXPECTED OUTCOMES

- 8.1 That the committee accept the recommendations as detailed in section 2 of this report.

## 9. NEXT STEPS

- 9.1 That any comment or further recommendation of the committee is duly noted and recorded.



**10. BACKGROUND DOCUMENTS**

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

10.1 *Safer Peterborough Partnership Performance Report – July 2014*

**11. APPENDICES**

11.1 Appendix 1 – Safer Peterborough Partnership Performance Report – Theme 2 – Tackling ASB – July 2014.

This page is intentionally left blank

## Priority 2: Tackling Anti-Social behaviour

### Aims:

This priority will be delivered by focussing on the following key themes:

- Anti-Social Behaviour
- Quality of Life
- Road Safety

### Significant Developments Since Last Report

The primary focus in this priority area has been the preparatory work ahead of implementation of the new **Anti-Social Behaviour, Crime and Policing Act 2014**.

The Act replaces 19 ASB tools and powers with 6 new powers, plus the introduction of the Community Trigger and Community Remedy.

The new legislation will have an impact on:

- Local Authority – ASB team, Pollution Control, Housing Enforcement, Environmental Enforcement, Legal, Finance, Highways
- Police – ASB and Licensing teams
- Registered Social Landlords and Private Landlords
- Other agencies – Clinical Commissioning Group, Environment Agency, NHS Protect, British Transport Police

Partnership working with Police and RSLs is crucial when creating the new policies and procedures to ensure consistency, avoid duplication and agree areas of responsibility.

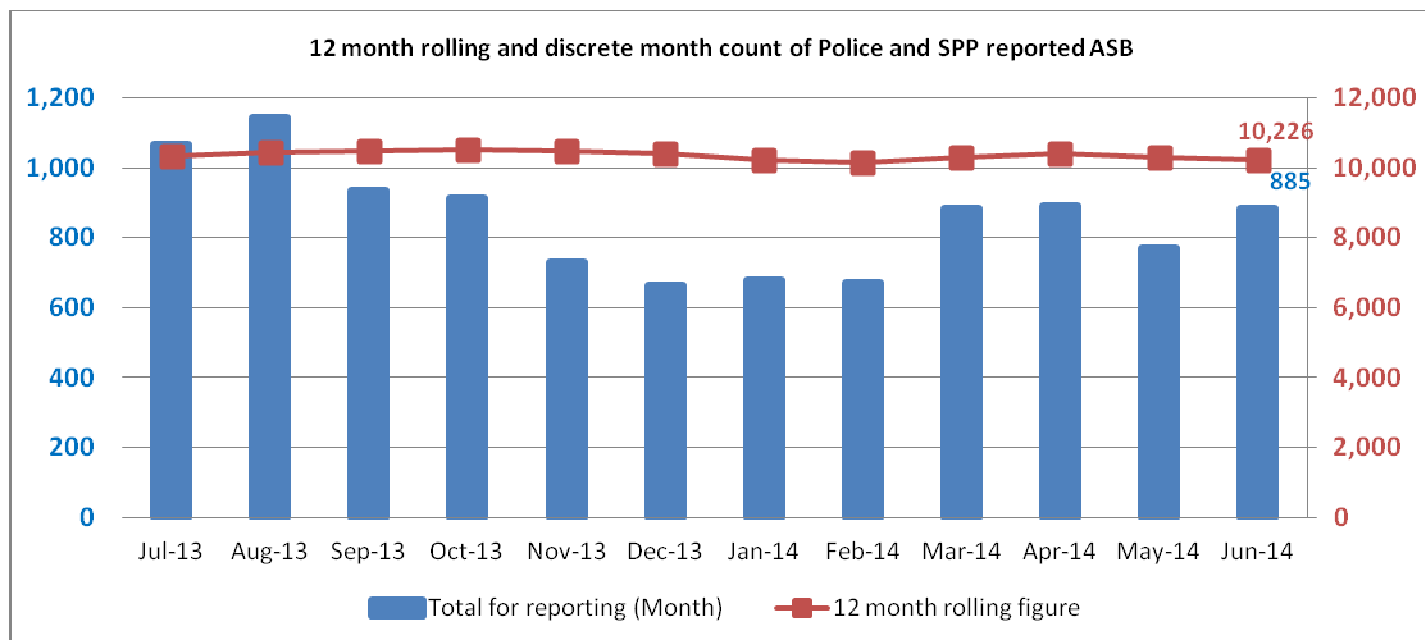
Implementation is anticipated to be October 2014, and a multi-agency working group has been established to ensure Peterborough is ready to implement the changes.

<b>Theme 1:</b> Anti-social Behaviour	
<b>Responsibility:</b>	SPP Partnership lead: Joan Tibbs, Cross Keys Homes SPP Delivery Board lead: Sgt Mick Thorpe, Cambridgeshire Police
<b>OVERALL RAG RATING</b>	
<b>Outcomes:</b> <ul style="list-style-type: none"> <li>• Reduction in ASB</li> <li>• Reduction in repeated issues (victim, location or theme)</li> </ul>	
<b>Performance Indicators:</b> <ol style="list-style-type: none"> <li>1. Reduced levels of reported anti-social behaviour (Police and Council)</li> <li>2. Reduced levels of reported Quality of Life issues</li> <li>3. Increase the number of “My Peterborough” (Public Stuff) reports as a proportion of all Quality of Life calls for service.</li> </ol>	

**Performance Narrative:**

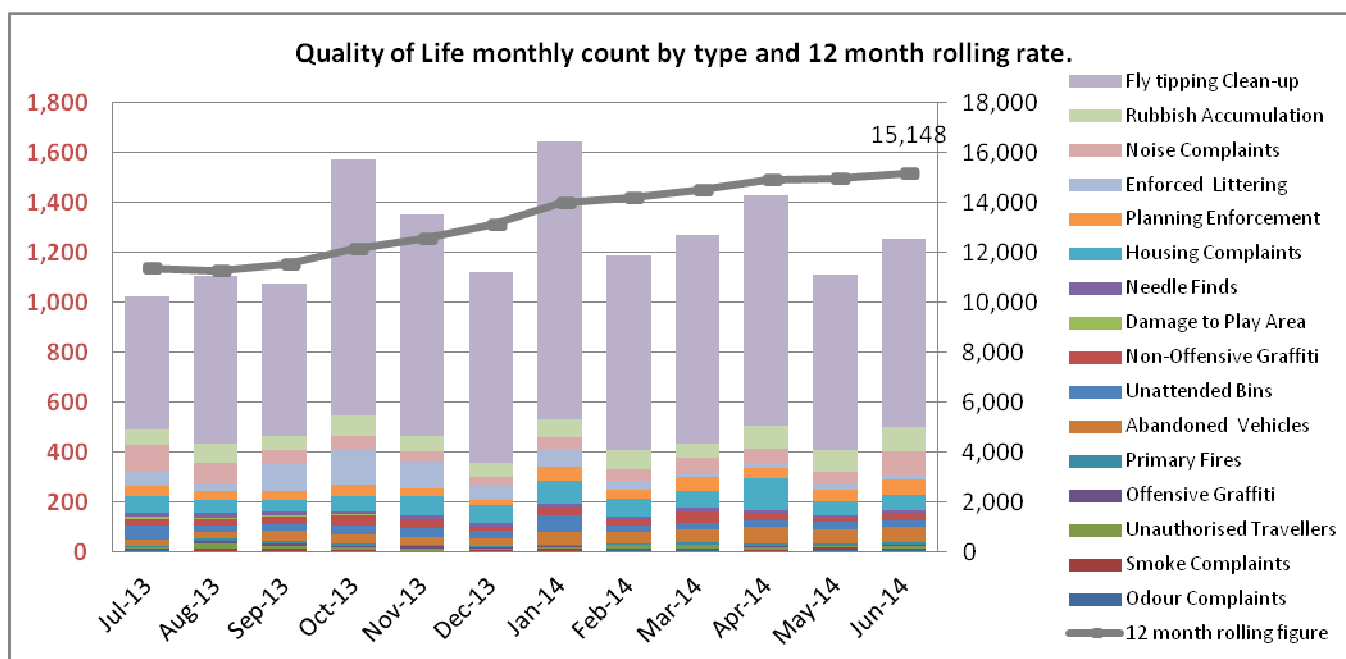
1. Currently it is only possible to report on the number of police and PCC reported ASB Incidents, these include Nuisance, Personal and Environmental. The 12 month rolling total is shown as an ORANGE line, with the monthly count shown as a BLUE column. Seasonal trends can be observed with noticeable troughs throughout the winter months and peaks in the summer. The 12 month rolling rate has shown a slight increase of 2.7% since the same period last year. There were a total of 885 combined Police and ASB incidents reported for June bringing the 12 month rolling count to 10,226.

**The baseline which has been utilised for ASB is the 12 month count up to the end of March 2014 (10,317). With June’s 12 month count being 10,226, this is showing a reduction from the baseline of just under 1%.**



2. Reports of Quality of Life issues are collated from multiple sources and partner organisations, with many of the metrics being contingent to officer activity. Quality of Life data is usually in arrears by at least one month, therefore, the latest data available is shown in the chart below, which demonstrates that although the discrete month showed the lowest count of combined reports (1110) since September 2013, the 12 month rolling rate is the highest observed count (14,995). Flytipping and Rubbish accumulations remain the most significant contributory factors.

The baseline for Quality of Life again uses the same date parameters as above with a 12 month count of 14,490. The current month's figure of 15,148 therefore represents an increase of 4.54% from base.



3. The official Launch date for the 'My Peterborough' Public Stuff App is 8<sup>th</sup> July. Monthly download numbers and number of service requests will feature in this report after this date. The initial service requests which will be available to report upon via the 'My Peterborough' App are -

- Potholes
- Abandoned Vehicles
- Bins
- Flytipping
- Rubbish accumulations
- Litter and street cleansing
- Damage to play areas

As a point of interest, on the official launch date, the app was downloaded many times, with a count of 183 downloads so far.

**Activities Narrative:**

Over the past two months Police recorded incidents of ASB including the three main incident types of Personal, Nuisance and Environmental have seen a decrease of 100 incidents. Environmental reports have increased month on month over the past 12 months and a comparison between June 2013 and June 2014 has seen an increase of 100 incidents. The majority of Police Environmental Reports throughout May and June were concentrated in the areas of Orton Goldhay /Malborne and Eastfield, Eastgate, Op Cando.

Reports of Nuisance, albeit showing a decrease over the rolling 12 months have in the past two months, predominantly been reports of nuisance motorcycles with the main areas being, Ortons, Stanground, Woodston, Bretton North, Werrington and Walton. A task and finish group is due to be set up to look at the issues with a view to Prevention, Intervention and Enforcement and identifying best practice to assist in combating the rise in reported incidents. As expected the number of reported noise complaints have increased throughout June as a result of parties which have

## APPENDIX 1 – SAFER PETERBOROUGH PARTNERSHIP PERFORMANCE REPORT JULY 2014

been associated with the current World Cup matches.

Current identified ASB hotspot areas include Beeches School, Alma Rd/Century Square, Werrington Centre and Monument Street. All the areas concerned are being case managed by partnership agencies, discussed and tasked via the relevant NDTs or ASB problem solving group meetings.

The number of reported/managed Medium and High risk cases of personal ASB has increased between 50 and 60%. This is not seen as a concern, but as previously reported, better processes of identification, training and risk assessing. Question sets are completed far more rigorously by operators and officers attending incidents are challenged to establish whether an appropriate Risk Assessment Matrix (RAM) has been raised. Protocols now within the Constabulary ensures that even if the same managed victim of ASB contacts the Police again, a RAM will be completed based on the new reported incident, risk assessed and appropriate paperwork submitted. Although the number of reported Medium and High risk cases have increased, there has only been a 10% rise in case managed victims. Discussions with various RSLs across Peterborough have confirmed both the Police and Council findings in that calls for service has slightly increased, but that is expected due to the warmer weather, seasonal change and World Cup. However, a continued concern is that of the amount of ASB cases with elements of Mental Health as a result and the obstacles in effectively resolving and case managing.

Consultations and various sub group meetings have continued during the past 6 weeks with regard to the new ASB legislation. Following on from the ASB Legislation Strategic Working Group meeting on 5th June it has been decided at county level that for efficiency and consistency purposes, each Community Safety Partnership area will take a lead on producing a draft policy and procedure for each of the new tools and powers of the ASB, Crime and Policing Act. These will be prepared and shared with all CSP's for scrutiny and tailoring from end July/early August, ready for approval within our respective areas from end August.

Supplementing this, Peterborough and Fenland are hosting one day workshops where LA practitioners, Police and RSLs can contribute their ideas, concerns and best practice to help inform the new draft policies and procedures.

Peterborough is hosting a 1 day workshop to discuss the Public Space Protection Orders and Closure Notices and Closure Orders on Thursday 17th July.

<b>Theme 2:</b> Road Safety	
<b>Responsibility:</b>	SPP Partnership lead: Henrietta Ewart, Director of Public Health SPP Delivery Board lead: Clair George, PCC
<b>OVERALL RAG RATING</b>	
<b>Outcomes:</b>	
<ul style="list-style-type: none"> <li>Continuing to deliver Road Safety Services within the Partnership delivery team to ensure that the numbers of those killed or seriously injured on the City's roads are reduced</li> <li>Developing the City's road safety services through a specific road safety task and finish plan that is reported to the Board on a quarterly basis or at whatever other intervals the Board feel necessary</li> <li>Services will be targeted to those high risk areas such as young drivers, motor cycles, speeding and will include early year's education at primary school level to deliver safety messages</li> </ul>	
<b>Performance Indicators:</b>	
<ol style="list-style-type: none"> <li>Reduced number of people killed and seriously injured on Peterborough's roads</li> <li>Reduced number of people slightly injured on Peterborough's roads</li> <li>Reduced number of young people killed and seriously injured on Peterborough's roads</li> <li>Reduced number of pedestrians and cyclists killed and seriously injured on Peterborough's roads</li> </ol>	

**Performance Narrative:**

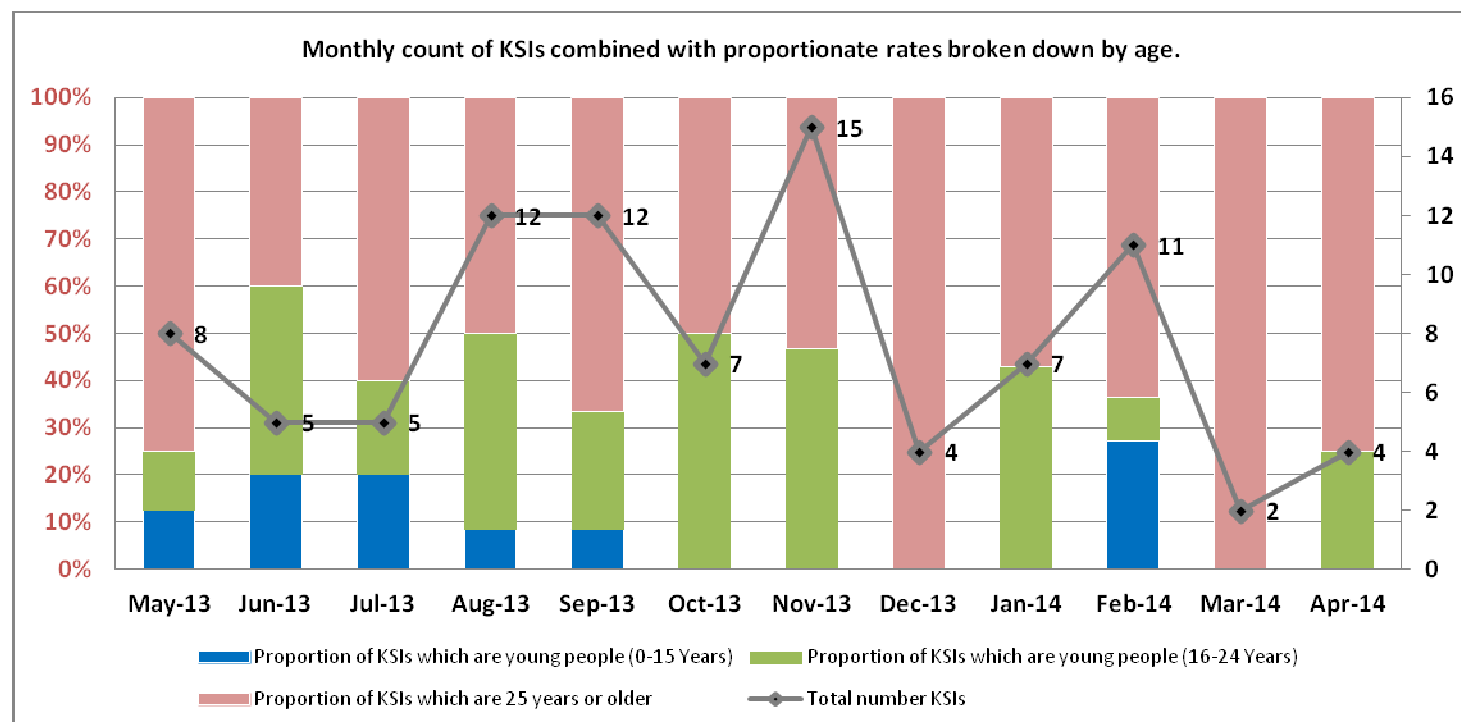
Peterborough is on track to meet the local targets which were set in Local Transport Plan 3, however, the authority still ranks highly in terms of the total number of casualties per 100,000 residents when compared to other authorities. The table below shows the number of casualties in 2013 per 100,000 population and compares Peterborough to similar authorities. More work is to be undertaken with regards to this indicator to see why the authority continues to record so highly, themes looked at will include our diverse population, journey times and historic data.

District	KSI	Slight	Total
Peterborough	0.48	3.79	4.26
Northamptonshire	0.48	1.77	2.29
Northampton	0.35	1.55	1.90
Wellingborough	0.44	1.78	2.21

Current Performance

- The baseline for this measure emanates from the Road Safety Plan target of 92. The latest 12 month data is showing 92 KSIs across Peterborough's roads, therefore showing no change from base for this current reporting period.**
- A slight injury uses the same methodology for base lining and reporting as the previous indicator. The baseline/target figure is 937. April (latest available data) recorded 49 'slight' injuries, bringing the 12 month total to 713 which is 24% below the baseline.**
- The number of young people killed or seriously injured is measured against a baseline of 11 (Based on the number children aged 15 or under). The 12 month rolling count up to the end of April 2014 is 8 which is 27% below base.**

The chart below shows the monthly count of KSIs with monthly proportionate rates broken down by age. April saw a count of 4 KSIs, of which 75% (n=3) were adults and 25% (n=1) was between 16 and 25 years.



- Due to the small monthly numbers of Pedestrian and Cyclist KSIs, this indicator is measured by monitoring the most recent twelve month count of Pedestrian and Cyclist KSIs compared to the twelve month count of all KSIs and comparing the proportionate rates. For the 12 months up to April 2014 this was 32.6%, the baseline for this measure is 39%, therefore, April's figure is showing a 16% (6.4% points) reduction.

**Activities Narrative:**

There was a total of 6 KSI on Peterborough roads during March and April 2014, of which

- 1 serious motorcycle - aged under 25 years
- 2 serious pedestrians – one aged 80 years the other it is suggested impaired by alcohol
- 2 serious vehicle – both on Trunk Road network
- 1 serious cyclists – cyclist wearing dark clothing and not displaying lights

Not featured in the above data is a fatal collision which occurred at 25<sup>th</sup> May 2014 at 01.47am on the A1. Young male pedestrian aged early 20's – awaiting full collision report.

Task and Finish group meeting due to take place early August to discuss campaign for the next quarter, no issues to currently report.

Through the Cambridgeshire and Peterborough Road Safety Partnership the hospital admission / patient number is being added to the STATS19 form (collision reporting document) to allow for casualties to be tracked through the health process and gather data on what serious injuries are occurring and if they are life changing.

Summer drink drive campaign launched since the start of the world cup; 61 arrests for drink driving of which 33 were processed at Thorpe Wood. Promotions will continue during the summer months. Other campaigns running will include supporting DfT motorcycle campaign, driving tired to coincide with the summer getaway and a new DfT Rural Road



Campaign.

This page is intentionally left blank

<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 8</b>
<b>3 SEPTEMBER 2014</b>	<b>Public Report</b>

## **Report of the Housing Needs Manager**

**Contact Officer(s) – Sean Evans**  
**Contact Details – 01733 864083**

### **HOMELESSNESS REVIEW AND DRAFT STRATEGY 2013-2018**

#### **1. PURPOSE**

- 1.1 To provide the committee with an update on the work of the Housing Needs service over the last 12 months, and to present the draft Homelessness Review and Strategy.

#### **2. RECOMMENDATIONS**

- 2.1 The committee are asked to:
- Note and comment on the activity of the Housing Needs Service over the last year
  - Review and comment on the information contained in the Homelessness Review
  - Comment and agree on the broad strategic aims of the draft Homelessness Strategy and agree for the review and strategy to be taken forward to Cabinet.

#### **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 Homelessness Strategy itself supports the whole of the Sustainable Community Strategy, but particularly the priority to Create Strong and Supportive Communities.

#### **4. BACKGROUND**

- 4.1 The Housing Needs Service fulfils the council's statutory duty to provide advice and assistance to those who present to the authority as homeless or threatened with homelessness. While the council's duties vary dependant on the presenting households composition and composite needs various studies have demonstrated that homelessness prevention is the most cost effective way of tackling homelessness and reducing the damaging impact homelessness can have on individuals and families.
- 4.2 The Housing Needs services adopts a housing options approach in order to ensure that any presenting household has a full suite of advice and accommodation options when they present to us. Unfortunately the high demand for social housing means that in many cases we are unable to help the presenting household with an allocation of accommodation, but we will do our utmost to ensure that they are given the appropriate advice/assistance to enable them to remain in their current home. Where this is not possible we will seek to support them to move to alternative suitable accommodation. This may be supported accommodation, a private sector tenancy or a social housing tenancy.
- 4.3 Where we are unable to prevent homelessness we commence the statutory homelessness assessment and where required would make arrangements for emergency accommodation for the household while we assess whether a full housing duty is owed and then, depending on the outcome of the assessment, secure suitable permanent accommodation for the household.

4.4 In June 2013 we presented an updated homelessness review and action plan to the Strong and Supportive Communities Scrutiny Committee and following a review of the documents a number of improvements and suggestions were made to include more relevant comparative data and to include more information on the key successes achieved throughout the life of the previous homelessness strategy.

## 5. KEY ISSUES

5.1 In the year following the last review we have undertaken a comprehensive review of the Peterborough Housing Register and made a number of changes to the Peterborough Allocations Policy. These changes can be summarised as follows:

- i. Setting the entry criteria to the housing register to allow only those in the most urgent housing need to join. This includes: homeless households; those who are threatened with homelessness; those living in insanitary or unsatisfactory housing conditions; those who need to move for social/welfare reasons; or those for whom failure to assist in moving will cause particular hardship
- ii. Only accepting applications from those who have a local connection with Peterborough, demonstrated by having lived in the area for 6 of the last 12 months or 3 of the last 5 years, those who are working in the city, or those who need to move to move to the area for special reasons
- iii. Excluding applicants who own suitable accommodation or those who have sufficient financial resources to secure suitable accommodation by other means from joining the housing register. (This will not apply to those over 55 and eligible for sheltered accommodation)
- iv. Those who have behaved in an unacceptable manner will continue to be excluded from applying. This will be determined by: the Council or RSL being satisfied that the applicant or a member of their household has previously been guilty of unacceptable behaviour which would make them unsuitable to be a tenant; or the applicant or member of the household having been served with an injunction by the council or their landlord to stop them behaving in a way which causes nuisance or annoyance to others; or the applicant or a member of the household having current tenancy arrears in excess of 8 weeks rent; or the applicant or a member of the household having any outstanding former tenant arrears.

5.2 Additionally, the bedrooms standards policy that has previously been more generous was changed and brought in line with the criteria that has applied to housing benefit claims from April 2013.

5.3 In order to support the RSL's in managing the issue of the removal of the spare room subsidy the allocation policy also made provision to give band 1 priority to those who were assessed as under occupying their social housing tenancy. This has been relatively successful, but the continued demand for 1 and 2 bedroom properties has meant that many households are still unable to move into smaller accommodation.

5.4 In addition to the above changes we also included a number of additional preference categories, which gave increased priority for those who had a long standing local connection with the city (through 5 years continuous residence), those making an economic contribution to the city through employment or voluntary work in the area, and ex-servicemen and women who have been discharged from service in the last 5 years.

5.5 This has been a significant area of work, which has been completed with minimal interruptions to the provision of essential advice and homelessness services and with no additional resources.

5.6 The result of the review has been a significant reduction in the number of applications on the housing register from 9703 in January 2013 to 2688 at the end of June 2014.

5.7 The Homelessness Review 2014 document has been updated to include up to date statistics and references and now reflects a clearer picture of the demand or need for affordable housing in the city.

### 5.8 Housing Advice Services

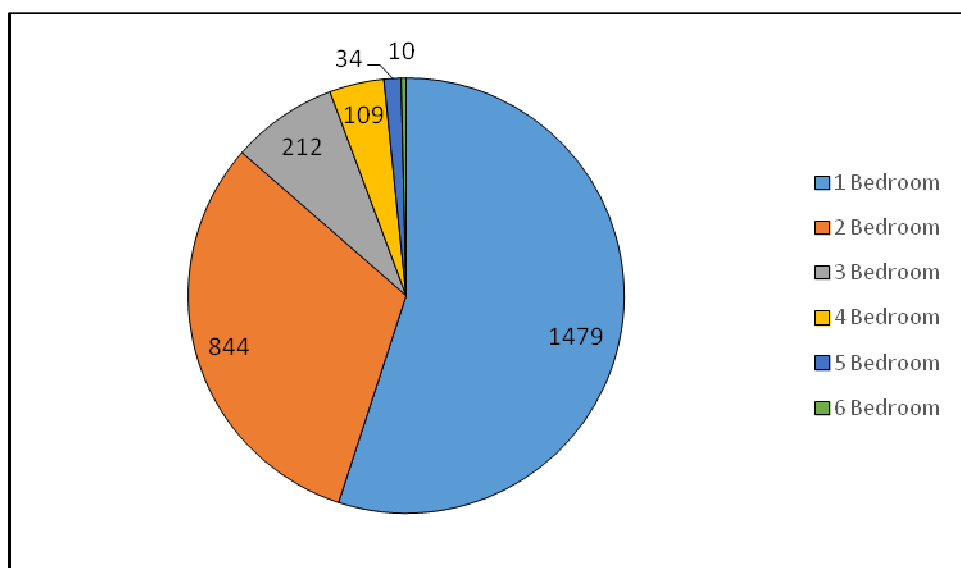
5.8.1 As well as the review of the housing register we have continued to offer advice services to those who contact the service. In the last financial year we were contacted 25,009 times by clients for advice and assistance, of which 5418 were seen face to face by an officer in the Housing Needs team. The type of enquiries dealt with by the officers in the team were wide ranging and covered a number of housing related subjects.

### 5.9 The Housing Register

5.9.1 As detailed previously the number of applicants who are now live on the housing register has reduced significantly, however the number of people who are approaching us for assistance is still as high as it has ever been. In the last 12 months we have seen 3517 clients face to face who have either enquired about joining the housing register, had an application processed or amended a current application.

5.9.2 In the 12 months from April 2013 to March 2014 we accepted 965 new applications onto the housing register.

5.9.3 The total number of applicants on the housing register at the end of June 2014 was 2688. The composition of these households varies, but the majority are either single applicants or couples with a one bedroom need. The chart below shows the current housing register broken down to show bedroom need.



### 5.10 Allocations

5.10.1 The council still maintains its nominations agreements with the Housing Associations who have accommodation available in Peterborough and these properties continue to be allocated through the council's choice based lettings scheme (Peterborough Homes).

5.10.2 Each week our partner Housing Associations advise us which properties they have available to let and we advertise them to the people on our housing register. Applicants can then choose which of the available properties they would like to be considered for.

Properties are then shortlisted by:

1. Who has expressed interest (eligible applicants)
2. Highest priority band
3. Who has been in their band longest
4. Who has been on the register longest

5.10.3 In 2013/14 we allocated 1217 properties through the choice based lettings scheme.

## 5.11 Homelessness Prevention

5.11.1 As detailed earlier in this report the Housing Needs Service adopts a housing options approach to clients who approach the council for assistance and will seek to prevent a household's homelessness wherever possible. We have a number of options when preventing homelessness and have been successful in a large number of cases which may have otherwise resulted in the household becoming homeless and the council having to accommodate in temporary accommodation, while seeking alternative accommodation.

5.11.2 We have done this by:

- i. Negotiating with householders/landlords to try to resolve the issues which led to the threat of homelessness
- ii. Liaising with Housing Benefit colleagues to resolve payment issues
- iii. Taking steps to improve security in the home to allow victims of domestic violence to remain in the home (Sanctuary Scheme)
- iv. Provision of the Mortgage Rescue Scheme / Mortgage debt advice
- v. Supporting households to move to alternative affordable accommodation in the private sector

5.11.3 At the end of March 2014 we had completed on 24 mortgage rescues and had a small number which were pending completion and funding had been agreed to ensure that these cases completed. We were the best performing authority in the East and South East areas and the reputation of the officer in the Housing Needs team was further enhanced by the HCA zone agent who referred a number of authorities to us for advice and guidance.

5.11.4 Unfortunately the Government's Mortgage Rescue scheme closed down on the 31 March 2014. However we still have a number of tools available to us to support households who find themselves in financial difficulty and where we are unable to keep them in their home, including being able to support them to exit home ownership and move to alternative accommodation.

5.11.5 We continue to support both tenants and landlords in the private sector through our tenancy relations officer. We have now assisted 592 households and have been successful in the prosecution of 3 landlords who have been found guilty of illegal eviction and have 4 cases pending.

5.11.6 The Housing Needs Service continues to offer a Rent Deposit Scheme which enables persons to access an interest free loan to be used for the up-front costs associated with securing a property in the private rented sector. This continues to be a successful option for the prevention and relief of homelessness and also increased access to permanent accommodation. In 2013/2014 a total of 232 households were assisted into private rented sector accommodation through this scheme totalling £100,521.

5.11.7 In addition the increased Discretionary Housing Payments fund (DHP) made available to all local authorities has been used to support households who were in receipt of housing benefits and may be at risk of homelessness to move to alternative private sector accommodation by paying up front fees such as deposits, rent in advance and reasonable administration fees. In 2013/2014 a total of 196 households were assisted into private rented sector accommodation through this scheme totalling £168,127.

5.11.8 Last year we reported to the Department of Communities and Local Government that we were successful in preventing homelessness in 413 cases.

## 5.12 Homelessness

5.12.1 As well as the advice services offered by Housing Needs, where a household approaches us for assistance and we are satisfied that the applicant is homeless or threatened with homelessness within the 28 days we are under a duty to accept a homeless declaration and commence an investigation into whether the applicant is considered 'statutorily homeless' and therefore owed a full housing duty.

5.12.2 In 2013/14 we accepted homelessness applications from 1095 households. This is marginally less than the previous 2 years, but remains considerably less than 4 years ago (1326). Of the 1095 applications, 250 were accepted as 'statutorily homeless' and owed a full housing duty compared to a high of 395 in 2009/10. This is in contrast to the national picture, which has seen slight increases in homelessness acceptances since 2010.

## 5.13 Rough Sleeping

5.13.1 2013/14 has been a challenging year in terms of dealing with rough sleeping in the city. We continue to offer support services to rough sleepers and the No Second Night Out scheme, which was piloted in the city in partnership with Axiom Housing Association and Peterborough Streets, was successful in supporting those new to the streets into accommodation before they became entrenched. This resulted in the number of rough sleepers who were identified in Peterborough at the time of our annual rough sleeper count being lower than previous years.

5.13.2 The pilot has now drawn to a close and has been integrated into the daily work of Axiom's New Haven hostel and the Housing Needs team. Unfortunately the recent closure of Peterborough Streets has meant that the council has had to pick up some additional work, but clients should not be adversely affected.

5.13.3 Most recently there has been an apparent increase in street based activity, such as begging and rough sleeping, which we continue to address as and when it arises. Unfortunately some of the more recent arrivals to the streets of Peterborough have migrated from other cities and do not have connections with Peterborough so are unable to access services here. While we continue to support rough sleepers by offering reconnections to the area from which they travelled many refuse our assistance as they are able to maintain their lifestyle from donations from members of the public. We will continue our work with the Police and anti-social behaviour teams in order to address the issue with begging and rough sleeping in the city centre.

## 5.14 Homelessness Review 2014 and Homelessness Strategy 2013 - 2018

5.14.1 The committee are asked to review and comment on the attached appendices and give approval for the documents to be taken forward to Cabinet for further approval on to full council for adoption.

## **6. IMPLICATIONS**

- 6.1 The Homelessness strategy will have implications for all sections of society and all wards of the local authority area.

The Homelessness Strategy will provide the necessary framework for partnership working and the delivery of effective joined up services for homeless persons and persons at risk of homelessness.

## **7. CONSULTATION**

- 7.1 The revised action plan was compiled in consultation with the Homeless Strategy Steering Group's focus groups held in November and December 2012. These focussed on the prevention of homelessness, increasing access to accommodation, rough sleeping and promoting settled lifestyles and sustainable communities. In addition the previous review document was presented to the scrutiny committee and recommendations/amendments were made as a result.

## **8. NEXT STEPS**

- 8.1 Approval is sought from the committee to take the review document and strategy forward to Cabinet and then to Full Council for approval and adoption.

## **9. BACKGROUND DOCUMENTS**

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

- 9.1 Housing Act 1996 (as amended by Homelessness Act 2002)  
Homelessness Code of Guidance for Local Authorities  
Local Authorities' Homelessness Strategies, Evaluation and Good Practice

## **10. APPENDICES**

- 10.1 Appendix 1 - Homelessness Review 2014  
Appendix 2 - Homelessness Strategy Action Plan



# The Homelessness Review 2014

DRAFT

## Contents

1. Introduction
  - 1.1. Changing Context for Homelessness Services
  - 1.2. Preventing Homelessness Strategies – The Legal Imperative
  - 1.3. Benefits of Preventing Homelessness Strategies
  - 1.4. Review of the Homelessness Strategy 2008 to 2013
  - 1.5. The New Review and Strategy Documents
  - 1.6. Methodology of the New Review and Strategy
  - 1.7. Consultation - Research & Information Gathering
2. Homelessness in context
  - 2.1. The National Picture
    - 2.1.1. Temporary Accommodation
    - 2.1.2. Reasons for homelessness
  - 2.2. The Local Picture
    - 2.2.1. Temporary Accommodation
    - 2.2.2. Reasons for homelessness
    - 2.2.3. Homelessness Household Composition
    - 2.2.4. Rough Sleepers
3. Audit of existing provision
  - 3.1. Temporary Accommodation
    - 3.1.1. Local Authority Provided Temporary Accommodation
    - 3.1.2. Alternative Supported Accommodation
  - 3.2. Permanent Accommodation
    - 3.2.1. The Wider Housing Market
    - 3.2.2. Private Sector Accommodation
    - 3.2.3. Social Housing
    - 3.2.4. Empty Homes
4. Demand
5. Advice/Prevention Services
  - 5.1. Rent Deposit Scheme & DHP
  - 5.2. Peterborough Streets Crisis PRS Scheme
  - 5.3. Tenancy Relations Service
  - 5.4. Mortgage Rescue Scheme
  - 5.5. Disabled Facility Grants

- 6. Partnership Working
- 7. The Future

Appendix A: The Homelessness Strategy Action Plan 2013-2018

DRAFT

## 1. Introduction

### 1.1. Changing Context for Homelessness Services

Since the general election in May 2010, the government has implemented a programme of change and reform. The national reform agenda has meant that local homelessness services needed to adapt quickly to deliver services more efficiently, and to mitigate potential homelessness impacts arising from welfare reforms such as those affecting Housing Benefit and the impending introduction of universal credit.

The list of developments in national policy below pick out some of the key changes that have had, and will have, a direct impact on the way in which local housing authorities deliver allocations, lettings and homelessness services.

- Comprehensive Spending Review – October 2010
- No Second Night Out – July 2011
- Localism Act - November 2011
- Welfare Reform Act - March 2012
- Allocations Code of Guidance – June 2012
- Making Every Contact Count – August 2012
- The Allocation of Housing (Qualification criteria for Armed Forces) Regulations – August 2012
- The Homeless (Suitability of Accommodation) Order – November 2012
- The Housing Act 1996 (Additional Preference for former Armed Forces Personnel) – November 2012

### 1.2. Preventing Homelessness Strategies – The Legal Imperative

This is the third Homelessness Strategy for Peterborough City Council and it reviews the current situation in the district, looks back at the achievements since the last strategy and sets out the work we will carry out with other organisations to reduce and prevent homelessness.

The Homelessness Act 2002 placed a requirement on all councils to formulate a Homelessness Strategy every five years. Councils are required to carry out a homelessness review of their area and produce a strategy to:

- Address the causes of homelessness in the area;
- Introduce initiatives to prevent homelessness wherever possible;
- Provide sufficient temporary accommodation for those households that are or may become homeless; and
- Ensure that appropriate support is available for people who have previously experienced homelessness in order to prevent it from happening again.

### 1.3. Benefits of Preventing Homelessness Strategies

Homelessness has a detrimental effect on individuals, families and communities and can undermine social cohesion. Homelessness is linked to alcohol and drug abuse, poor physical and mental health, crime and anti-social behaviour, poor educational attainment, debt, unemployment and the breakdown of support networks. Tackling the effects of homelessness can be costly to the public purse when compared to the costs associated with proactively seeking to prevent homelessness in the first place.

The Department of Communities and Local Government (DCLG) continues to recognise the importance of preventing homelessness and set out 10 “local authority challenges” in the “Making Every Contact Count: A Joint Approach to Preventing Homelessness” report.

*“So the vision of this report is simple, but bold. There is no place for homelessness in the 21<sup>st</sup> Century. The key to delivering that vision is prevention – agencies working together to support those at risk of homelessness” Grant Shapps, August 2012*

### 1.4. Review of the Homelessness Strategy 2008 to 2013

The Council produced its first Homelessness Strategy in 2003 which was updated in 2008 with a strategy for the following 5 years. The Homelessness Strategy 2008-2013 identified four priorities around:-

- Service Standards
- Health and Emotional Wellbeing
- Education, Training and Employment
- Choice and Self Participation

The Previous Homelessness Strategy expired in 2013 and therefore an assessment of the current situation has been necessary to inform the strategic direction of the homelessness function for the next five years, 2013 - 2018.

### 1.5. The New Review and Strategy Documents

The Homelessness Review and Strategy 2013 - 2018 is contained within one document and provides an assessment of the current situation regarding homelessness, both nationally and locally, and a five year action plan for meeting the strategic objectives identified as part of the review.

The Homelessness Strategy is an annex to the Peterborough Housing Strategy 2011 - 2015.

Section 153 of the Localism Act 2011 came into force by commencement order on 7<sup>th</sup> June 2012 and prescribes the relationship between schemes and strategies that local authorities must have regard to in developing or modifying their local preventing homelessness strategies:

*In formulating or modifying a homelessness strategy, a local housing authority in England shall have regard to—*

*(a) its current allocation scheme under section 166A of the Housing Act 1996,*

*(b) its current tenancy strategy under section 150 of the Localism Act 2011*

### 1.6. Methodology of the New Review and Strategy

The review focuses on the following:

- Analysis of national and local homelessness trends and indicators of service user demands.
- An audit of existing provision e.g. use of temporary accommodation and provision of housing-related support.
- Review of current permanent accommodation options
- Review of demand
- An audit of advice and prevention services
- Using analysis and research to provide projections for how we anticipate homelessness is likely to manifest locally over the next 5 years.
- Insight from stakeholders eg. organisations we work with, members and local agencies.
- Review of partnership working
- The future provision

### 1.7. Consultation – Research and Information Gathering

We carried out a variety of desktop research using statistics held relating to homelessness, housing advice records and housing need in Peterborough. Data was also collated from children's services, national and regional research findings and local voluntary and supporting agencies and on demographics, housing and local incomes.

Partner/stakeholder focus groups took place during November 2012 dealing with all aspects of homelessness throughout the city. We approached voluntary and statutory organisations linked to homelessness to participate in the groups.

### The Peterborough Homelessness Strategy Steering Group

As part of the Homelessness Strategy 2008 - 2013, a Homelessness Strategy Steering Group (HSSG) was established. One of the core functions of the group has been to lead on the implementation of the strategic aims identified within the strategy and to monitor the outcomes and achievements. The steering group is made up of representatives from Peterborough City Council and other relevant statutory and voluntary organisations.

The members of the steering group are as follows:

Name	Role	Organisation
Denise Lewis	Manager	Peterborough Streets
Chris Mackett	Manager	St Giles Trust
Karen Chambers	Assistant Director Of Operations	Axiom Housing Association
Anne Keogh	Housing Strategy Manager	PCC
Pete Middlemiss	Manager	The New Haven Night Shelter
Kim Lawrence	Supported Housing Manager	Cross Keys Homes
Emma Foley	Advocate	Cambridgeshire Independent Advocacy (Ace Project)
Ali Manji	Area Manager	Cross Keys Homes
Sam Tucker	City Centre Policing	Cambs Constabulary
Allison Sunley	Head Of Commissioning And Targeted Services	PCC
Sister Mary Clare Mason		Faith and Cohesion Network
Alison Snelling	Service Manager	Aspire
Andy Barringer	Community Recovery Manager	Safer Peterborough Partnership
Sarah Hebblethwaite	Deputy Housing Needs Manager	PCC



## 2. Homelessness in Context

The Homelessness Act (2002) definition of homelessness remains the same as stated in the Housing Act (1996)

*'Under s.175 a person is homeless if he or she has no accommodation in the UK or elsewhere which is available for his or her occupation and which that person has a legal right to occupy. A person will also be homeless where she or he has accommodation but cannot secure entry to it, or where he or she has accommodation that is a moveable structure (such as a caravan or house boat) and there is no place where it can be placed in order to provide accommodation. A person who has accommodation is to be treated as homeless where it would not be reasonable for him or her to continue to occupy it.'*

In addition to the above local authorities will also have to consider whether households presenting to them are eligible for assistance (e.g. have a right to reside in the UK), in priority need (e.g. have dependent children or are assessed as vulnerable) and homeless unintentionally. Only once these criteria are satisfied is a household considered to be "statutorily homeless".

### 2.1. The National Picture

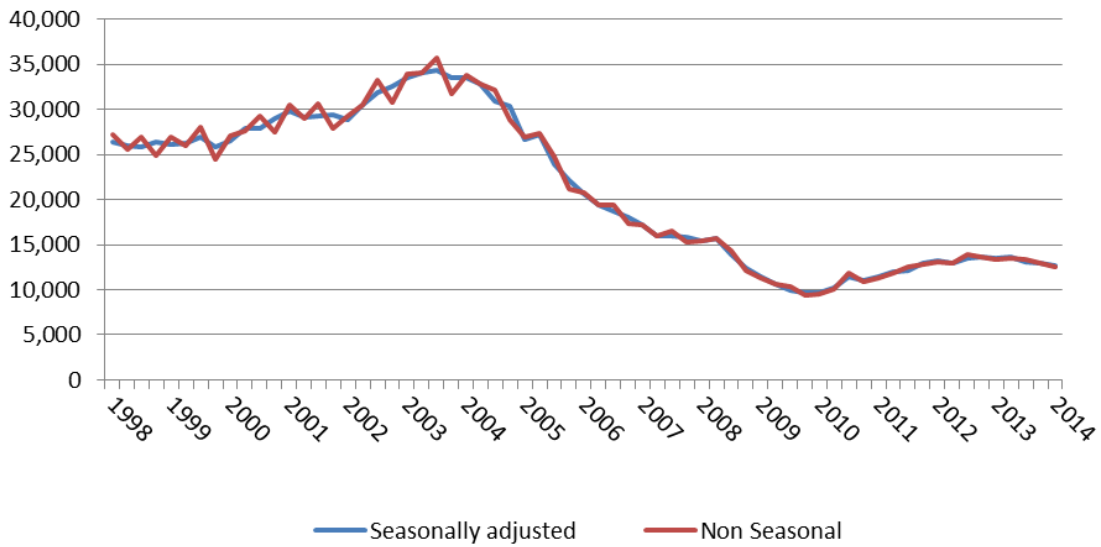
The number of households accepted as statutorily homeless by Councils in England peaked in 2003/04 at 135,430. Between 1997 and 2004 the number of households accommodated by Councils in temporary accommodation doubled, breaking the 100,000 mark in 2004.

Homelessness moved further up the political agenda with the recognition that urgent action had to be taken to address the housing crisis, in particular the rate of homelessness within the country and the number of households in temporary accommodation.

The government's policy briefing released in June 2005 focused on ways of achieving this target, particularly the increased use of preventative measures and utilising the private rented sector as a source of settled accommodation. This drew together the examples of good practice where Councils had successfully introduced homelessness prevention measures and increased access to the private sector for many clients who may otherwise have been reliant on the limited stock of social rented housing.

The chart below shows the number of households who were accepted as "statutorily homeless" and demonstrates that these measures had a significant impact in reducing the numbers of households who were accepted as homeless. However since the Comprehensive Spending Review (CSR) in 2010 numbers had been slowly increasing until a slight reduction this year.

CHART 1- Households accepted by local authorities as owed a main homelessness duty 1998 – 2014 (England)

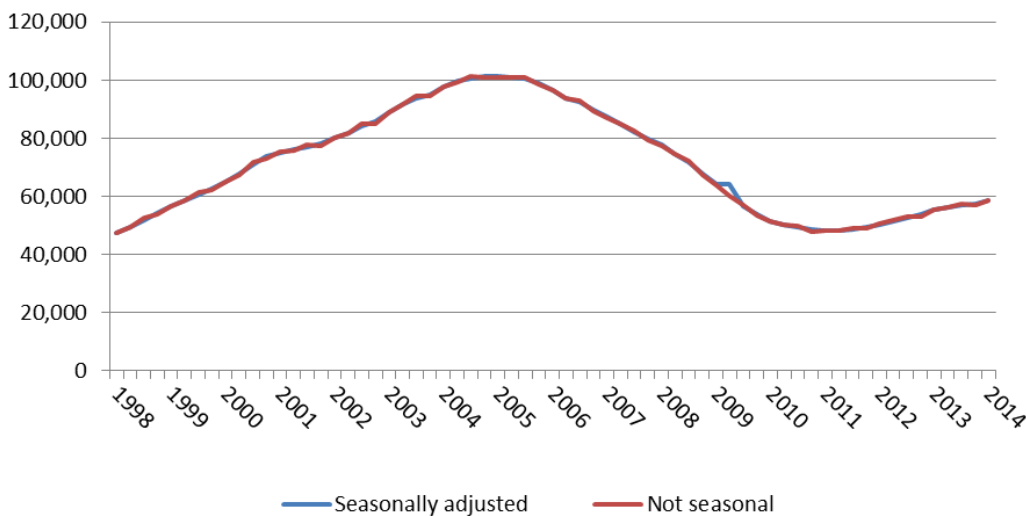


Source: DCLG Housing Statistical Release June 2014

### 2.1.1. Temporary Accommodation

In the last 4 years since the CSR the increased demand for accommodation means it has become more difficult to secure suitable permanent accommodation for households who have presented to local authorities as homeless. The impact of this has meant that local authorities have had to spend increasing amounts of money on accommodating households in temporary accommodation while they wait for a suitable offer of accommodation to be made. The chart below shows the number of households that are currently accommodated in temporary accommodation and how that has slowly increased over the last 4 years.

CHART 2 – Number of households in temporary accommodation at the end of each quarter 1998 – 2014 (England)



Source: DCLG Housing Statistical Release June 2014

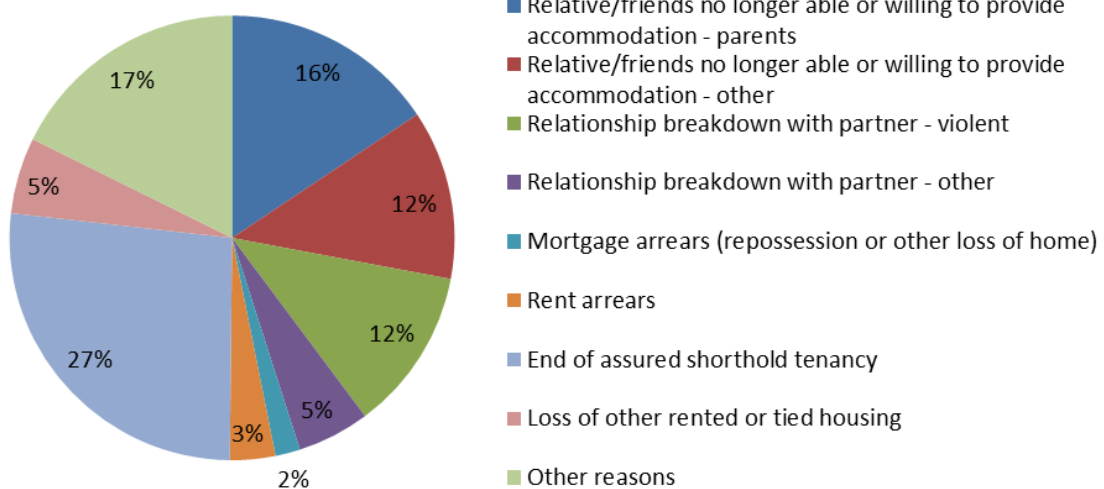
Of the 58,590 households in temporary accommodation on 31 March 2014, 12,430 (21%) were in accommodation in another local authority district. This is an increase of 36 per cent, from 9,130 (17%) at the same date last year.

Of the 12,430 accommodated in another local authority district, 11,540 were from London authorities (93% of the England total). This is an increase of 40% from the same date last year when 8,270 such households were in London.

### 2.1.2. Reasons for homelessness

Historically the main reason for homelessness amongst those who were accepted as statutorily homeless was parents, relatives or friends not being able, or willing, to accommodate applicants any longer. However for the last 2 years this has changed and the most common reason is now the ending of an assured shorthold tenancy. The chart below illustrates the main reason for homelessness in the last quarter of 2013/14.

CHART 3 – The main reason for homelessness Qtr 4 2013/14



Source: DCLG Housing Statistical Release June 2014

## 2.2. The Local Picture

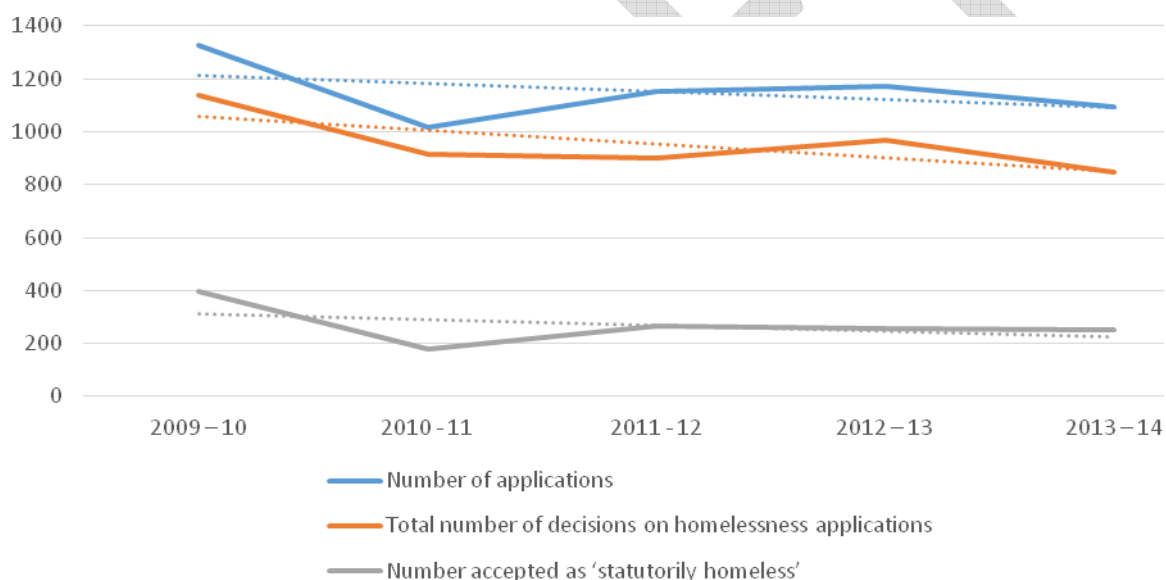
Peterborough has seen consistent population growth since 1971 and is the second fastest growing city in the country after Milton Keynes. The Census 2011 shows a further population growth from 156,059 (2001 census) to 183,961. Overall there has been a population growth of around 18% in Peterborough, whilst England and the East of England have seen a total growth of 8% and 9% respectively. According to the 2012 Sub national Population Projections the city's population is due to increase to around 230,000 by 2037 which is an increase of 25%.

Peterborough is a multi-cultural city. The 2011 Census identified that approximately 71% of Peterborough’s population classifies themselves as White British. The largest increases in ethnic minority groups were identified in White and Other White ethnic (10.6%) and Asian or Asian British, Pakistani (6.6%). Central and Paston wards have seen the largest increases to the proportions of Asian or Asian British Pakistani while Orton with Hampton shows the biggest increase in all of the ethnic groups.

In the period following the expansion of the European Union in May 2004 large numbers of Eastern European Nationals moved to Peterborough. These persons can be shown in the increase in White: Other White to 19,495.

Peterborough has seen consistent levels of homelessness throughout the lifetime of the previous homelessness strategy. The chart and table below show the number of homelessness applications, decisions and homelessness acceptances since 2009-10. The chart demonstrates a trend of slight reduction in all areas. This has been maintained against a national picture of slight increases in the same period of time.

CHART 4 - Number of applications, decisions and acceptances 2009 - 2014



	2009 – 10	2010 - 11	2011 - 12	2012 – 13	2013 – 14
Number of applications	1326	1019	1154	1172	1095
Total number of decisions on homelessness applications	1136	914	902	970	848
Number accepted as 'statutorily homeless'	395	179	266	254	250

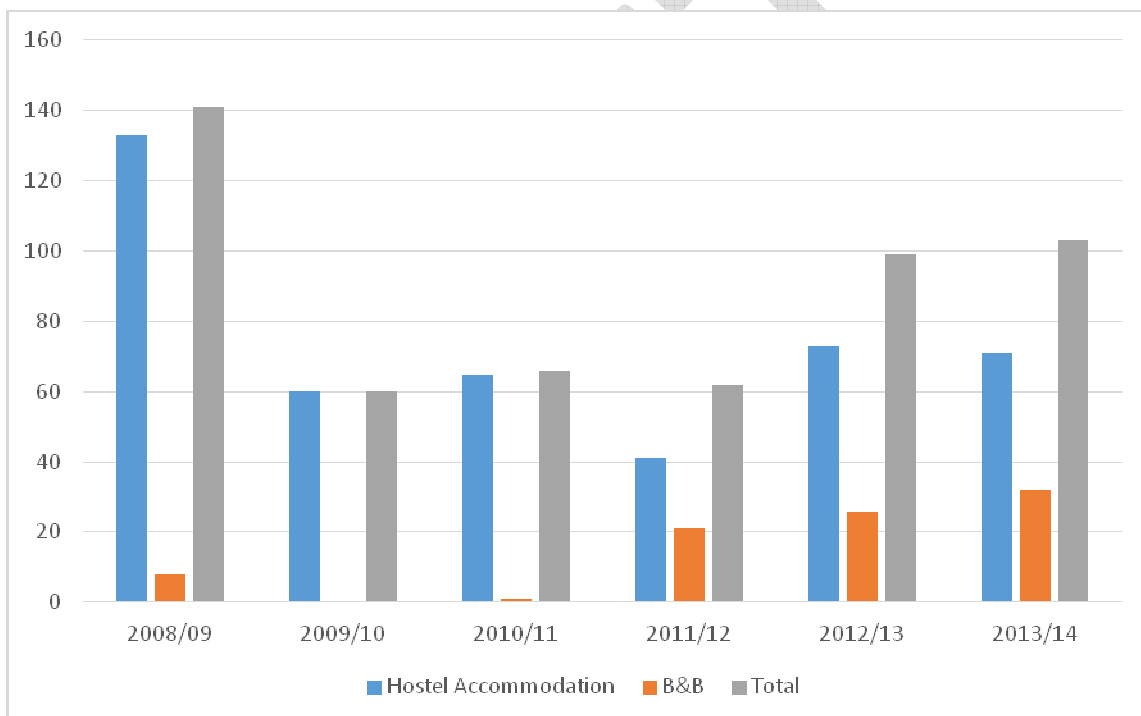
SOURCE – Local homelessness data

### 2.2.1. Temporary Accommodation

The council has been very successful in reducing the number of households who are accommodated in bed and breakfast from the highs of 2005/06 when expenditure on bed and breakfast accommodation peaked at over 1 million pounds. We have been able to maintain numbers accommodated in temporary accommodation in much the same way that we have maintained homelessness presentation figures. The last 2 years have shown an increase in households provided with temporary accommodation, but these increases have been a seasonal high. The numbers have reduced soon after the end of March.

The table below shows the number of households accommodated by Peterborough City Council at the end of the financial year between 2009 – 2014

CHART 5 – TEMPORARY ACCOMMODATION NUMBERS 2009 - 2014

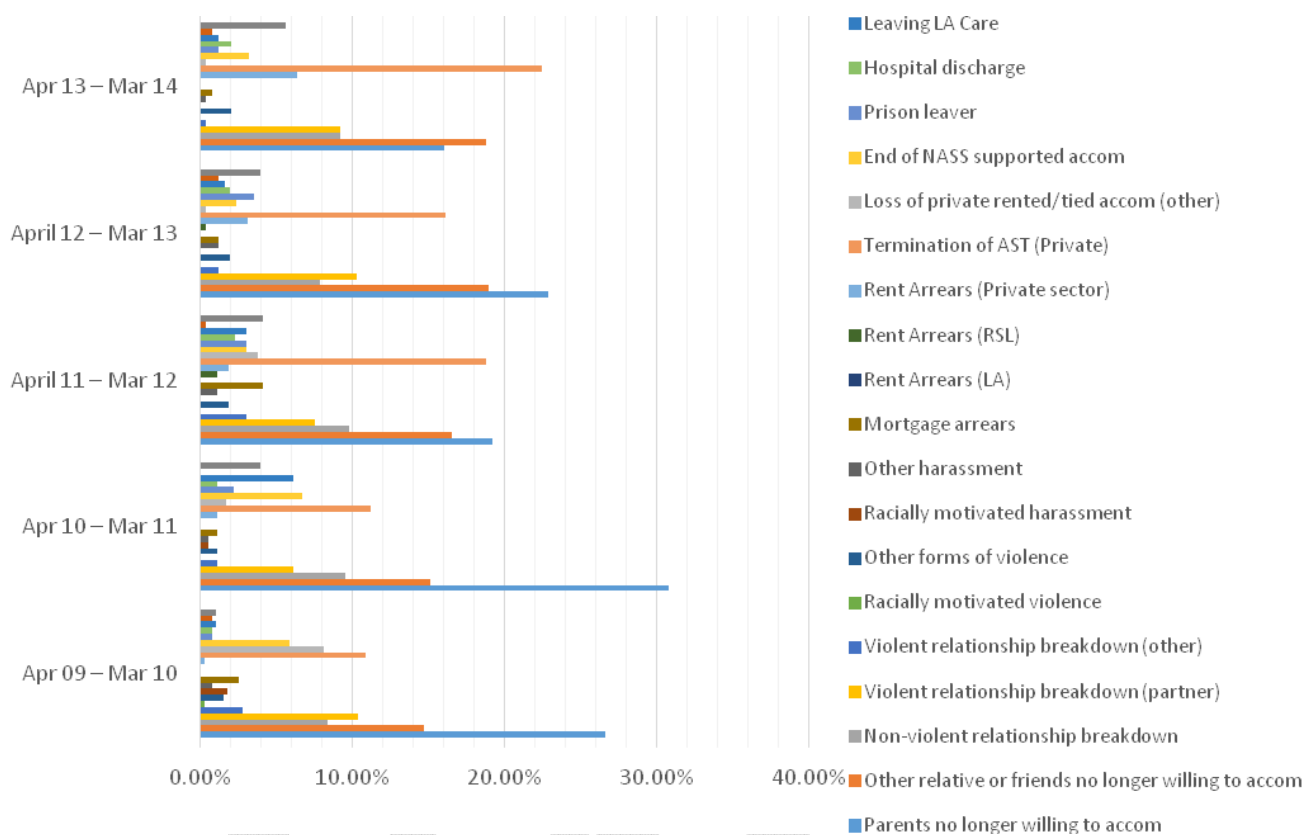


Peterborough City Council has not been placed into a position where we have had to find temporary accommodation outside of the city.

### 2.2.2. Reasons for homelessness

Peterborough has seen a similar trend to the national picture in terms of the reasons for households becoming homeless. The chart below shows the breakdown of reasons for homelessness and how that has changed over the last 5 years. The chart shows that over the last year the termination of an assured shorthold tenancy in the private sector has overtaken parents being unable to continue to accommodate as the main reason for homelessness.

Chart 6 – Reasons for homelessness 2009 - 2014



SOURCE - LOCAL HOMELESSNESS DATA

While the approach of the Housing Needs service is to try and prevent homelessness where possible this can be difficult where private sector landlords are concerned. Many do not have the financial capital to be able to support a household who experience some form of income shock, when they have a change in employment status of a member of the household for example and have no option but to seek possession of their property. There is further work that could be done in terms of understanding the reasons for homelessness in this area to further develop the prevention tools we have in order to try and reduce the number of presentations. Anecdotally, Housing Needs Officers reported that the most common reasons for the termination of an assured shorthold were:

- The Landlord wishing to take the property back for own use, or to sell.
- The non-payment or sporadic payment of rent.
- The property being in a poor state of repair.
- The tenant not conducting the tenancy satisfactorily.

### 2.2.3. Homelessness Household Composition

Peterborough is no different from the national picture when it comes to the type of households who are accepted as homeless. In the 1<sup>st</sup> quarter of 2014/2015 75% of households had dependent children or were expecting their first child. Single people with either a physical disability or a mental illness accounted for 22%.

#### 2.2.4. Rough Sleepers

The Department of Communities and Local Government (DCLG) requires local authorities to submit an annual figure indicating the numbers of people sleeping rough in their area. They can do this by means of an estimate or a count. Local Authorities can decide whether to count or estimate in order to determine their single figure and are encouraged to use the method that they think will reflect the number of persons sleeping rough in the local area.

In 2010 the Government widened the definition of rough sleeping to '*People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as streets, in tents, doorways, parks, bus shelters or encampments), people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations or 'bashes.'*)'

The general perception of rough sleeping is usually based on the numbers of people seen begging or sitting in doorways during the day or in the evening; this is not usually a true reflection of the numbers of people actually sleeping rough.

In November 2012 Peterborough City Council consulted with Cambridgeshire Police, faith groups, Peterborough Streets Day Centre, HMP Peterborough, and Aspire through the Task and Targeting Group to reach a decision on whether to carry out a formal count or an estimate. A decision was reached that the most accurate figure would be achieved through an estimate. In autumn 2012 Peterborough City Council submitted a multi-agency lead Rough Sleeper Estimate to government of 12.

This estimate was reached with the guidance and support of Homeless Link. The estimate records a single figure for the number of people thought to be rough sleeping in the local authority area on a typical night between 01 October and 30 November. The figure should be as robust as possible and using the guidance provided will help to get the most accurate estimate. This approach was also adopted when we conducted the most recent count in November 2013 when the total number of rough sleepers was 11.

#### Rough Sleeper Outreach Service

Peterborough City Council employs a Rough Sleeper Outreach officer to assist individuals who find themselves sleeping rough after losing their accommodation. The Rough Sleeper Outreach officer has made great strides in ensuring that those who are rough sleeping are assisted before they reach a point where they are entrenched. In 2010, Peterborough was highlighted in the national media as a rough sleeping hotspot, with reported figures in excess of 70 individuals sleeping rough on any one night. Following the creation of a Task and Targeting group and a joint approach this number was quickly reduced with many being

assisted to find work and accommodation, or being assisted to return to their country of origin. This work is continuing and we are now taking steps to tackle a hard-core of long standing rough sleepers in the city who we are working to assist through a personalised approach to leave the streets.

DRAFT



### 3. Audit of Existing Provision

#### 3.1. Temporary Accommodation

##### Local Authority Provided Temporary Accommodation

The Council has a duty to provide certain homeless households with temporary housing whilst it assesses homelessness applications and attempts to help them resolve their housing difficulties. As with many high demand areas, the limited number of social rented properties available for letting and the increasing demands on these properties leads to homeless households having to spend longer than would be desirable in temporary accommodation.

As part of the housing stock transfer in October 2004, the Council-managed hostels were transferred to Cross Keys Homes who continue to manage and maintain them for use by the council to accommodate homeless households. Temporary accommodation, and in particular bed and breakfast, is recognised as being unsatisfactory for households. In many cases it provides accommodation with shared facilities away from families' usual support networks at a cost to both the Council and household. As a result, reducing the use of temporary accommodation and minimising the length of time households have to stay in this accommodation will remain a key priority for the Council.

Unfortunately the Council still has to use temporary accommodation for households where limited notice of impending homelessness or lack of availability of suitable alternative accommodation would mean that the household would be street homeless without the provision of accommodation. Over the last few years we have maintained capacity in the hostels, but we have often had to rely on local B&B providers to support clients when there has been no vacancies in the hostel accommodation or the clients have been barred from the hostel accommodation due to previous behaviour.

At the end of June 2014 we were accommodating 58 households in hostel accommodation and 2 households in B&B accommodation.

##### Alternative Supported Accommodation

Although the council supports households who are considered to be homeless and are assessed as vulnerable and in priority need, households who do not meet this criteria are generally not provided with accommodation and will be referred to one of the direct access hostel settings in the city.

##### New Haven Night Shelter

The New Haven Night Shelter is the city's direct access hostel. The shelter is owned and managed by Axiom Housing Association and provides temporary accommodation for single homeless persons. There are 18 bed spaces and one crash bed as part of No Second Night Out Project within the shelter. There is a Learn Direct suite on site and residents are

encouraged to participate in training, volunteering and work seeking. The most frequent reasons for homelessness were eviction from private sector tenancy, relationship breakdown and parents or friends no longer willing to accommodate. There is daily Drop-in Service that enables homeless persons or persons threatened with homelessness to be assessed and signposted to appropriate services.

The shelter is usually fully occupied and residents are supported to secure permanent accommodation by key workers before their stay comes to an end. The majority of persons accessing the shelter are supported into private rented sector accommodation or into a supported housing setting within the city. Unfortunately demand is high for bed spaces at the shelter. Persons are often turned away before they are able to secure a bed.

### Fairview Court

Fairview Court is a supported housing project managed by Axiom Housing Association in Oundle Road, Peterborough. It provides modern accommodation for up to 17 people who have previously experienced tenancy failure. The project through the support of partner agencies empowers people to move forward through training, support, and key working with individuals to enable them to move through the support stages and into sustainable long term accommodation. The majority of residents in Fairview Court were receiving support for mental health needs.

The accommodation consists of furnished studio flats, a communal garden and lounge. There is also an on-site skills and development Centre, managed by Axiom Academy, which provides an innovative and quality learning and training experience, meeting individual needs. Social events and days out are also a part of the project's calendar. Residents are assigned a dedicated key worker who supports them to take positive steps towards living independently by providing emotional support and confidence building. We also work closely with partner agencies to support individuals with additional support needs such as drug and alcohol addictions.

### Hope into Action

Hope into Action provides houses for the homeless in partnership with local churches. They train and enable church members to engage with and mentor those living in the house, whilst providing the necessary professional support. Hope into Action currently have 12 houses and accept referrals from agencies in the city, including Peterborough Streets, Housing Needs and HMP Peterborough.

### The YMCA Timestop

Timestop offers direct access short term accommodation for single people aged 16 to 25 years old. They provide accommodation and support for up to 22 young people who are in housing need. All residents are supported for up to 3 months by an allocated key worker who helps them identify their needs and positively move forward with their lives. Residents are also provided with practical assistance in the form of emotional support, budgeting and

work seeking. The majority of residents move on to supported accommodation provided by Peterborough Foyer or private rented sector accommodation.

### Peterborough Foyer

Peterborough Foyer provides supported accommodation for young people aged 16 to 25 years old. It is owned and managed by Axiom Housing Association and provides 49 single rooms, including 14 low support move on beds. The Foyer provides extensive support through individual keyworkers and development of action plans and agreed outcomes. There is an on-site learning centre with Information Technology and study areas and Learn Direct and City and Guilds advice. Young people can stay in the accommodation for up to 2 years and usually move on to independent living.

### Chronically Excluded Adults

Peterborough has a small number of individual residents who are considered to be very high needs and have usually experienced some form of previous tenancy failure due to anti-social behaviour or rent arrears, which has rendered them ineligible for the housing register or too chaotic to maintain stable accommodation. Many of this client group are also too high need to be accommodated by the supported housing projects listed above.

Peterborough is lacking support for this client group and there is a need for the city to establish a project similar to the CEA project in operation in Cambridgeshire, which works with the most chaotic and excluded adults in the county to improve outcomes for individuals and for society as a whole. It targets clients who have fallen between services in the past and employs a coordinator who uses a person centred approach to tailor a support package around each client's needs.

Case concerns and flexible approaches are discussed at operational level and escalated to commissioner level on occasions where barriers cannot be overcome at an operational level. The project is considered a national example of good practice and provides support to those setting up projects elsewhere.

Client's service use was measured 12 months prior to them entering the project, and found that of those entering the pilot (15 people) in the first year 46% had had a professional mental health intervention, and 43% had self-reported mental health issues. 75% had had a criminal justice intervention, and 43% had been in prison. All were homeless.

## 3.2. Permanent Accommodation

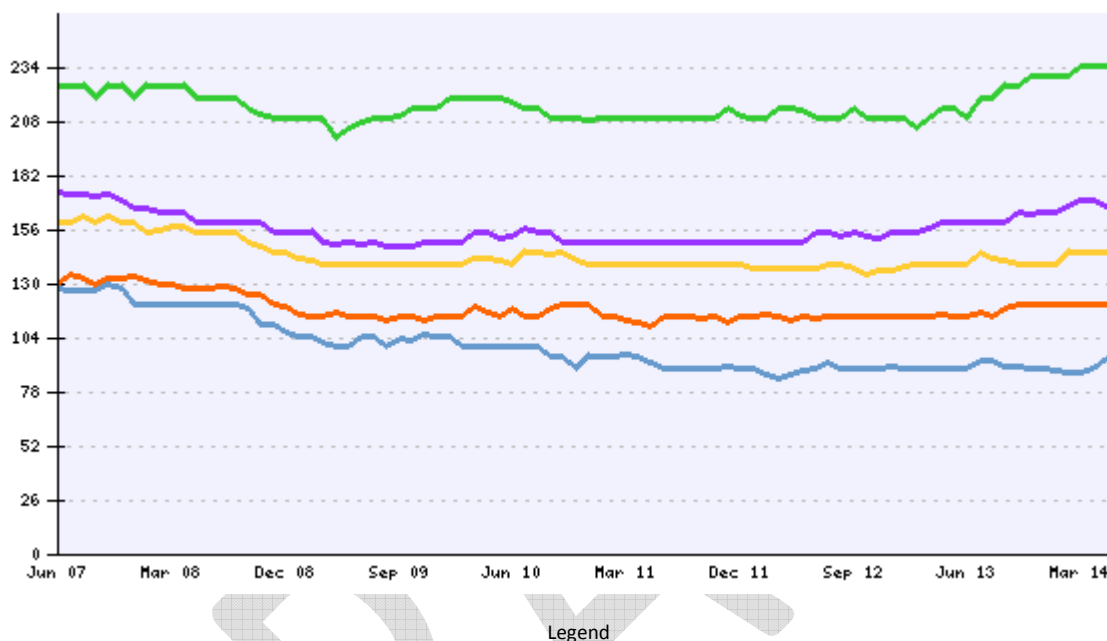
### 3.2.1. The Wider Housing Market

Since the financial crisis the property market in Peterborough has seen house prices drop quite significantly in some cases. However recent green shoots in economic recovery have

meant that house prices in Peterborough have steadily increased back to just below or around the level that they were at in 2007.

However changes to the lending criteria of banks and lower income levels in Peterborough has meant that it is becoming increasingly more difficult for buyers to obtain the required mortgages in order to purchase a suitable property. The chart below shows the median property asking prices by type in Peterborough since 2007.

Chart 7 – Median Property asking prices in Peterborough 2007 - 2014



		Jun 2007	Jun 2014	Change
	Detached	£224,995	£235,000	+4%
	Semi	£159,995	£145,000	-9%
	Terraced	£130,000	£120,000	-8%
	Flat	£127,995	£92,000	-28%
	All	£173,995	£165,475	-5%

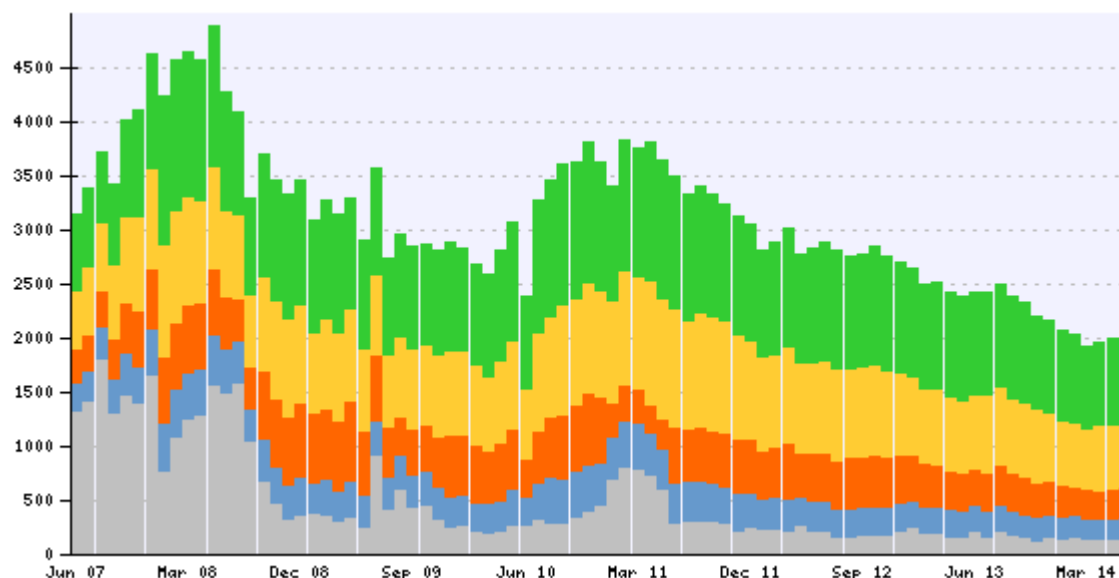
Source: [www.home.co.uk](http://www.home.co.uk)

The cost of home ownership has substantially increased over recent years, resulting in home ownership becoming unaffordable for many households who require housing. A Peterborough resident's average weekly income is lower than the national average (£508) and regional average of (£529) at £436. The median selling price for a detached property in Peterborough is £235,000, over 10 times the average income, whilst semi detached properties are over 6.3 times, terraced properties over 5.2 times and flats 4 times the average annual income.

At the same time the number of properties found advertised for sale has also reduced. The table below shows the differences in the number of properties advertised for sale in Peterborough over the same period. The combination of all of these factors – the more recent steady increases in average house prices, low income levels in the city, reduced

availability of property to buy and the more stringent lending criteria – has meant that more and more households are becoming reliant on affordable housing options.

CHART 8 – Number of Properties found advertised for sale in Peterborough by type



LEGEND

	Jun 2007	Jun 2014	Change
Detached	697	795	+14%
Semi	531	574	+8%
Terraced	310	285	-8%
Flat	265	209	-21%
Unknown	1336	141	-
Total	3139	2004	-36%

Source: [www.home.co.uk](http://www.home.co.uk)

Housing affordability is a key issue within the Peterborough housing market. In 2010 the city council and its partner neighbouring local authorities commissioned a study into local levels of housing need.

This study identified the following;

- 27 per cent of households in Peterborough cannot afford to rent or buy market housing without some form of subsidy. This is compared with 22.6 per cent of households across the sub-region.
- 81 per cent of lone parents in Peterborough are unable to afford market prices or rents without subsidy.
- 38 per cent of single persons are unable to afford market prices or rents without subsidy.
- 37 per cent of single pensioners are unable to afford market prices or rents without subsidy.

- At the current rate of household formation and housing supply, an average of 1,008 households will fall into housing need in Peterborough on an ongoing annual basis
- In rural areas, housing need as a proportion of supply is ten times higher than it is in the urban area of the city

### 3.2.2. Private Sector Accommodation

The Private Sector housing stock in the city is varied and represents a tremendous asset to the local community but this asset needs substantial targeted investment to ensure that the condition of the stock is raised and maintained to acceptable levels. The 2011 Census showed households renting from a private landlord or letting agency per ward to be an average of 20.5% and was most prevalent in the Central Ward with 38.1%, with Northborough the lowest at 7%.

The demand for affordable privately rented property in the District is high, in particular the demand for 1 and 2 bedroom properties. Across the Peterborough area the supply of properties is marginally lower than demand. Especially highlighted were 1 and 2 bed properties being in short supply. While the Housing Needs Service has good relationships with many private landlords in the city there are still barriers with regard to landlords accommodating persons who will be in receipt of Housing Benefits. While many clients are able to manage their finances effectively, some experience issues with their claims due to non-provision of documentation required in order to process a claim and frequent changes in state benefit entitlements that result in suspension of their housing benefits claims. Unfortunately some landlords will not consider applicants who are in receipt of housing benefits at all because of these issues and some will not accept them because of the inherent delays in the processing of claims.

Private sector accommodation is becoming more expensive due to the higher demand within this sector. Many households who may previously have purchased a property are now renting. These households find themselves with less disposable income to build towards a deposit and therefore are unlikely to be able to purchase a property in the future.

In recent years the Housing Needs Service has had considerable success in encouraging households to access private rented sector accommodation, instead of making a homeless application, temporary accommodation and social housing.

There has been a steady increase in the number of households accessing private sector accommodation through Peterborough City Council's Rent Deposit Scheme and through Peterborough Streets' Crisis PRS Scheme.

### 3.2.3. Social Housing

Peterborough City Council transferred its housing stock to Cross Keys Homes Housing Association on 4th October 2004 with the aim of ensuring that its housing stock is used effectively to meet the housing needs of those in the area or wishing to live in the Peterborough area. Cross Keys Homes promised to invest £108 million in improving

tenants' homes over the first five years fitting new kitchens and bathrooms, front and back doors, double glazing and central heating systems. In addition they promised to spend nearly £5 million on estate and environmental improvements.

As part of the transfer Peterborough City Council and Cross Keys Homes made agreements on nominations to vacant properties, which currently allows PCC to nominate suitable potential tenants to 90% of their vacant properties. PCC has similar arrangements with the other Registered Social Landlords (RSL's) who have available accommodation in Peterborough.

In order to ensure fair allocation of the available properties that PCC has been asked to nominate to, the council is required by law to have a housing allocations scheme that demonstrates how the council prioritises applications for housing and the procedures that they follow in allocating those homes. PCC manages the city's social housing register in partnership with the RSL's, which allows for there to be one central point for applications for new potential tenants and current tenants wishing to transfer.

The Peterborough Homes Partnership is made up of PCC, Cross Keys Homes, Axiom Housing Association, Circle Anglia, Hyde Minster, ECHG, L&H Group, Muir Housing, Accent Nene, BPHA and Home Group. Peterborough City Council operates a choice based lettings approach to the allocation of accommodation.

Each week RSL's advise Peterborough City Council of the properties that are available to let and they are then advertised. The advert is usually released on Tuesdays and the edition closes on the following Sunday at midnight. Applicants with a live application on the Peterborough Housing register can express interest (place a bid) in the properties which they would like to be considered for. Applicants may bid for up to 3 properties per week. Successful applicants are then contacted the following week and invited to view the properties.

Following The Localism Act 2011 and the subsequent amendment to the Housing Act 1996, Local Authorities were granted the power to set their own qualifying criteria for people applying to join the housing register. This power enables councils to restrict their housing register to consider entry from only those in the most urgent housing need as well as exercising their right to set exclusions for other reasons based on locally set criteria.

In addition, recent government guidance highlighted that councils have the power to frame their allocations policies to give additional preference to particular groups of people. The guidance recommends that councils consider how they can use their allocations policy to support households who want to work, as well as those who, while unable to engage in paid employment, are contributing to their community in other ways, for example through voluntary work.

The introduction of the Welfare Reform Act 2012 has made changes to housing benefit entitlements, which has had a direct impact on social housing tenants from 1st April 2013.

The amendments resulted in tenants of working age receiving housing benefit according to the number of bedrooms the household needs.

In April 2013 the council embarked of a comprehensive review of the Housing Register and made the following changes to the allocations policy:

- Setting the entry criteria to the housing register to allow only those in the most urgent housing need to join. This includes: Homeless households; those who are threatened with homelessness; those living in insanitary or unsatisfactory housing conditions; those who need to move for social/welfare reasons; or those for whom failure to assist in moving will cause particular hardship
- Only accepting applications from those who have a local connection with Peterborough demonstrated by having lived in the area for 6 of the last 12 months or 3 of the last 5 years, those who are working in the city, or those who need to move to the area for special reasons
- Excluding applicants who own suitable accommodation or those who have sufficient financial resources to secure suitable accommodation by other means from joining the housing register. (This will not apply to those over 55 and eligible for sheltered accommodation)
- Those who have behaved in an unacceptable manner continue to be excluded from applying. This will be determined by the Council or RSL being satisfied that the applicant or a member of their household has previously been guilty of unacceptable behaviour which would make them unsuitable to be a tenant, or the applicant or member of the household has been served with an injunction by the council or their landlord to stop them behaving in a way which causes nuisance or annoyance to others, or the applicant or a member of the household has current tenancy arrears in excess of 8 weeks rent, or the applicant or a member of the household has any outstanding former tenant arrears.

Additionally, the bedrooms standards policy that has previously been more generous was changed and brought in line with the criteria that will be applied to housing benefit claims from April 2013.

In order to support the RSL's in managing the issue of the removal of the spare room subsidy the allocation policy also made provision to give band 1 priority to those who were assessed as under occupying their social housing tenancy. This has been relatively successful, but the continued demand for 1 and 2 bedroom properties has meant that many households are still unable to move into smaller accommodation.

In addition to the above changes we also included a number of additional preference categories, which gave increased priority for those who had a long standing local connection with the city (through 5 years continuous residence), those making an economic contribution to the city through employment or voluntary work in the area, and ex-servicemen and women who have been discharged from service in the last 5 years.



These changes have been implemented over the last year and having reviewed all applications on the housing register has meant that the number of applications on the register has been greatly reduced.

### Social Housing Supply

As detailed earlier in the review, home ownership is becoming more difficult to access for many households in the city and the increase dependence on the private sector has resulted in rent costs increasing and some households who are reliant on some form of benefits to support their income are unable to access this sector. Therefore there has become an increased demand on affordable housing. Most recent figures from November 2011 shown below detail the rented housing stock by RSL. The table also shows the number of rented units completed in the last 3 years.

	<b>Total stock as at 21.11.12</b>	<b>New Builds 2011/12</b>	<b>New Builds 2012/13</b>	<b>New Builds 2013/14</b>
Accent Nene	1686	0	16	0
Axiom	1364	0	22	0
BPHA	529	44	3	40
Cross Keys Homes	9607	20	140	70
Home	435	0	0	2
HYDE Minster	975	3	49	0
Longhurst	124	0	0	7
<b>Total</b>	<b>14720</b>	<b>67</b>	<b>230</b>	<b>119</b>

Development is continuing this year and it is forecast that a further 350 units will be completed by the end of March 2015.

### Affordable Rent Model

The introduction of the affordable rent tenure has a range of implications for future and existing housing provision in Peterborough. Firstly, the Homes and Communities Agency (HCA) has set out an intention that the affordable rent tenure will 'form the principal element of the new [housing] supply offer', and that 'social rented housing will only be supported in limited circumstances'. This means that the supply of new HCA-funded social rented accommodation is likely to all but cease as the affordable rent tenure establishes itself as a funding priority.

Secondly, in order to maximise revenue and decrease reliance upon public subsidy, the HCA is encouraging its housing association delivery partners to convert a proportion of their existing social rented housing stock to the new affordable rent tenure as units become

vacant for re-let to new tenants. This change has resulted in a reduction in the level of social rented housing stock available in Peterborough.

The introduction of the affordable rent model has resulted in an increased number of properties being assessed and rent levels being set at up to 80% of the eligible market rent.

The Peterborough Strategic Tenancy Policy seeks to ensure that rents remain affordable, that homelessness levels do not increase, that tenancy flexibilities are applied in a sensitive manner, and that tenant mobility is protected. The policy has been developed within the context of the council's overarching strategic objectives for housing, as set out in the Peterborough Housing Strategy 2011 to 2015.

### Empty Homes

Peterborough City Council employs an Empty Homes Officer to work with partners to bring empty properties in the city back into use. Since 1st July 2011, the local authority have played at least some part in bringing back a total of 520 properties. This includes properties that have been taken off the list by simply sending a letter to enquire about the property's occupancy, to helping the owner sell or new owners refurbish.

Since recruiting an empty homes officer, Peterborough has seen a significant drop in the number of long-term empty properties left unoccupied by their owners. With the exception of around 15 properties, all of those left empty long-term are privately owned, meaning action taken to get these properties back into use is much harder to pursue.

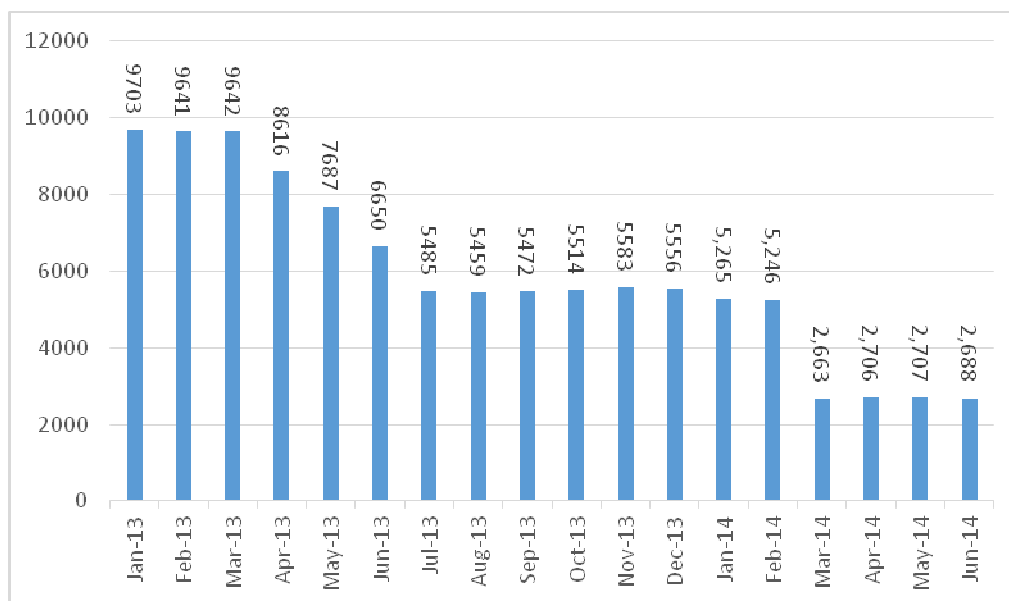
The reduction in the number of long-term empty properties can be attributed to a number of factors. The increased resource of a full-time Empty Homes Officer within the council dedicated to tackling this issue has meant that the pursuit and action against owners has been persistent, and also the support offered to owners has been consistent throughout.

In June 2014 Peterborough's empty homes officer, Adam Cliff, was awarded the Empty Homes Practitioner of the Year Award by the Empty Homes Network in recognition of his achievements since joining the authority in 2011, following on from his Highly Commended award in June 2013.

#### 4. Demand

As previously mentioned the demand for housing rented from a social landlord remains high. The table below shows the variation in the number of applications on the register since the aforementioned amendments were made to the Peterborough Allocations policy were applied.

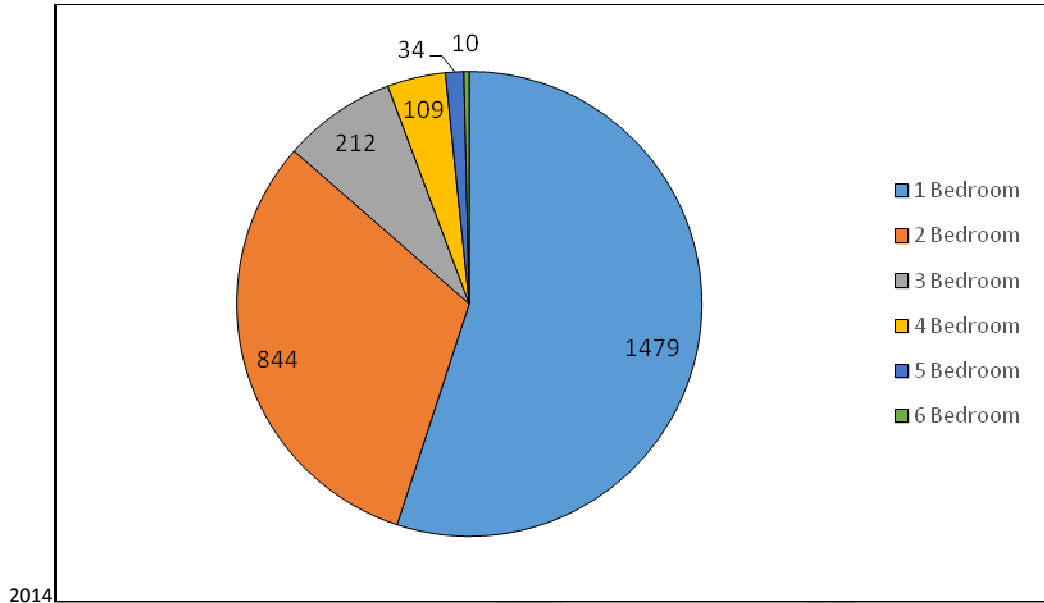
CHART 9- Live applications on the Peterborough Housing Register Jan 2013 – Jun 2014



Source – Local Housing Register data

Of the 2688 current live applications the majority are single person households or couples who have a 1 bedroom need. The chart below shows the breakdown of the housing register by bedroom requirement.

CHART 10 - Breakdown of housing register by bedroom need 30 June



Source – Local Housing Register data

There is a common misconception that the majority of social housing is allocated to households who are not of British origin. While we have worked hard to dispel this myth this is still regularly quoted to us by clients who approach the council for assistance.

The table below shows the breakdown of the housing register by ethnic origin and includes the breakdown of the city as reported in the most recent census in 2011 as well as the percentage of allocations made by ethnic origin.

TABLE 11 - Ethnic origin data

Census	% distribution	Allocations 2013-14	Housing Register Jun-14
70.9%	White: English/Welsh/Scottish/Northern Irish/British	70.8%	69.9%
0.7%	White: Irish	0.3%	0.6%
0.3%	White: Gypsy or Irish Traveller	0.1%	0.0%
10.6%	White: Other White	17.3%	19.1%
0.8%	Mixed/multiple ethnic group: White and Black Caribbean	0.1%	0.1%
0.5%	Mixed/multiple ethnic group: White and Black African	0.2%	0.0%
0.8%	Mixed/multiple ethnic group: White and Asian	0.0%	0.1%
0.7%	Mixed/multiple ethnic group: Other Mixed	0.4%	0.4%

<b>2.5%</b>	Asian/Asian British: Indian	0.2%	0.2%
<b>6.6%</b>	Asian/Asian British: Pakistani	1.7%	2.2%
<b>0.1%</b>	Asian/Asian British: Bangladeshi	0.0%	0.0%
<b>0.5%</b>	Asian/Asian British: Chinese	0.1%	0.1%
<b>2.0%</b>	Asian/Asian British: Other Asian	3.0%	3.2%
<b>1.4%</b>	Black/African/Caribbean/Black British: African	2.0%	1.5%
<b>0.6%</b>	Black/African/Caribbean/Black British: Caribbean	0.1%	0.2%
<b>0.3%</b>	Black/African/Caribbean/Black British: Other Black	0.7%	0.5%
<b>0.2%</b>	Other ethnic group: Arab	0.0%	0.0%
<b>0.6%</b>	Other ethnic group: Any other ethnic group	3.2%	1.9%

Source – 2011 census and local housing register data

The table demonstrates that both live applications and allocations data does not vary significantly from the population breakdown of the city. The minor exception is the marginally increased number of applications and allocations made to the White: Other group, which will be made up of households of mostly Eastern European origin including Lithuanian, Polish, Slovakian and Latvian nationals who are generally residing in poor quality overcrowded accommodation in the city.

The council still maintains its nominations agreements with the Housing Associations who have accommodation available in Peterborough and these properties continue to be allocated through the council's choice based lettings scheme (Peterborough Homes).

Each week our partner Housing Associations advise us which properties they have available to let and we advertise them to the people on our housing register. Applicants can then choose, which of the available properties they would like to be considered for.

Properties are then shortlisted by:

1. Who has expressed interest (eligible applicants)
2. Highest priority band
3. Who has been in their band longest
4. Who has been on the register longest

In 2013/14 we allocated 1217 properties through the choice based lettings scheme.

## 5. Advice and Prevention Services

The Housing Needs Service adopts a housing options approach when dealing with clients who approach the authority for assistance and will seek to prevent a household's homelessness wherever possible.

The number of clients contacting the service remains high. In the last financial year we were contacted 25,009 times by clients for advice and assistance, of which 5418 were seen face to face by an officer. We have a number of options when preventing homelessness and have been successful in a large number of cases, which may have otherwise resulted in the household becoming homeless and the council having to accommodate in temporary accommodation, while seeking alternative accommodation.

We have done this by:

- Negotiating with householders/landlords to try to resolve the issues which led to the threat of homelessness
- Liaising with Housing Benefit colleagues to resolve payment issues
- Taking steps to improve security in the home to allow victims of domestic violence to remain in the home (Sanctuary Scheme)
- Provision of the Mortgage Rescue Scheme / Mortgage debt advice
- Supporting households to move to alternative affordable accommodation in the private sector

The team of specialist officers focussing on homelessness prevention are currently made up of 11 officers, however 3 of these posts are funded temporarily through grants received from the DCLG. The funding for these posts is due to end on the 31 March 2015 with no likelihood of further funding being made available.

The loss of these officers is likely to have a detrimental effect on the number of homelessness preventions achieved and may mean an increase in statutory homelessness acceptances and potentially longer stays in temporary accommodation while suitable permanent accommodation is found.

### 5.1. Rent Deposit Scheme and Discretionary Housing Payments

The Housing Needs Service continues to offer a Rent Deposit Scheme which enables persons to access an interest free loan to be used for the up-front costs associated with securing a property in the private rented sector. This has created a real opportunity for the prevention and relief of homelessness and also increased access to permanent accommodation. In 2013/2014 a total of 232 households were assisted into private rented sector accommodation through this scheme totalling £100,521.

In addition the increased Discretionary Housing Payments fund (DHP) made available to all local authorities has been used to support households who were in receipt of housing benefits and may be at risk of homelessness to move to alternative private sector accommodation by paying up front fees such as deposits, rent in advance and reasonable administration fees. In 2013/2014 a total of 196 households were assisted into private rented sector accommodation through this scheme totalling £168,127.

### 5.2. Peterborough Streets Crisis PRS Scheme

Peterborough Streets were successful in receiving funding from the Crisis Private Rented Sector (PRS) Access Development Programme. This programme funds new community based services that help single people find and sustain good quality accommodation in the private rented sector. It provides sustainable solutions to single homelessness and enables single persons to resettle in the Private Rented Sector and enables Peterborough Streets to prevent homelessness. To date a total of 59 persons have been assisted into accommodation.

Unfortunately we have recently been advised that Peterborough Streets are having to close down due to financial difficulties after just being successful in securing funding for this project for a further 2 years. At the time of writing this report we are in discussions with Crisis in the hope that we will be able to either take on the project and deliver the outcomes in house through the Housing Needs Service or by finding an alternative voluntary sector partner.

### 5.3. Tenancy Relations Service

Peterborough City Council has a Tenancy Relations Officer based within the Housing Needs team. This service offers support to both tenants and private sector landlords. It aims to promote good relations between tenants and landlords and encourage good practice in the private rented sector. The service provides advice on disrepair, possession, deposit protection, security of tenure, rent and rent arrears and unlawful eviction. The service has been successful in establishing a framework for dealing with illegal evictions and utilised its power to prosecute under The Protection of Eviction Act 1977 by successfully prosecuting 3 landlords through the court system with another 4 cases currently pending alongside supporting 592 households since January 2012.

### 5.4. Mortgage Rescue Scheme

Peterborough City Council has been actively promoting the Government's Mortgage Rescue Scheme. This Scheme enables a homeowner who is at risk of losing their home because of mortgage arrears to be assisted by working with a local housing association to purchase their property who then rents it back to them. This Scheme enables both homeless prevention and increases the stock levels of our partner housing associations. At the end of March 2014 we had completed on 24 mortgage rescues, and had a small number which were pending completion and funding had been agreed to ensure that these cases

completed. We were the best performing authority in the East and South East areas and the reputation of the officer in the Housing Needs team was further enhanced by the HCA zone agent who referred a number of authorities to us for advice and guidance.

Unfortunately the Government's Mortgage Rescue scheme closed down on the 31 March 2014. However we still have a number of tools available to us to support households who find themselves in financial difficulty, and where we are unable to keep them in their home we are able to support them to exit home ownership and move to alternative accommodation.

### 5.5. Disabled Facility Grants

The Housing Grants Construction and Regeneration Act 1996 made provision for mandatory Disabled Facility Grants to provide adaptations to meet the needs of disabled residents. The Local Housing Authority must decide what are reasonable and practicable adaptations taking into consideration the age and condition of the dwelling and what is necessary and appropriate. The Local Housing Authority has a duty to consult with adult social care on what is necessary and appropriate and this is usually achieved through an Occupational Therapy Assessment of need.

The purposes for which mandatory disabled facilities grants may be given fall into a number of categories, namely:

- Facilitating Access and Provision
  - to and from the dwelling
  - to a room used/usable as the principal family room
  - to a room used/usable for sleeping
  - to a room in which there is a WC, bath or shower and a wash hand basin
  - to the preparation and cooking of food
- Making a dwelling/building safe
- Providing a room suitable for sleeping
- Providing a bathroom
- Facilitating preparation and cooking of food
- Heating, lighting and power
- Enabling a disabled person to care for a dependent resident
- Access to a garden

In 2013/14 the DCLG allocated £750,069 to Peterborough for Disabled Facility Grants. The final amount spent (which included monies from Peterborough City Council's capital programme) was £1,674,015. The total number of Disabled Facility Grants delivered by the Care and Repair Home Improvement Agency was 303. This year so far, the DCLG's grant allocation is £691,000 which the Council have made up to £1,725,860.

The Housing Needs Service needs to continue to work in partnership to enable that the programme continues to prevent homelessness whilst ensuring that vulnerable persons housing needs are met.



## 6. Partnership Working

### Hospital Discharges

The Health to Home Project was launched in January 2014 following a successful bid to the Department of Health Homeless Hospital Discharge Fund. The fund was set up to tackle the health inequalities faced by homeless persons and prevent homeless persons being discharged to the streets. The project was a partnership between Peterborough City Hospital, Axiom Housing Association, Peterborough Streets and Housing Needs and employed one Hospital-based nurse and two outreach workers. Outcomes include 50 homeless persons assisted into accommodation, developing a Hospital Discharge Protocol, providing training and information sessions to nurses and a Homeless Persons Patients Charter.

### Prison Releases

The Housing Needs Department have designated officers to ensure joint working between resettlement staff at HMP Peterborough and the Housing Needs service and promote homelessness prevention. This prevents offenders being discharge onto the streets and in turn making a crisis homelessness presentation at Housing Needs. The main aim of this work is to ensure that there is a planned approach to the prison discharge and accommodation need. The early identification of those in housing need is essential in order to carry out prevention and intervention which can avoid homelessness before individuals reach crisis point. This service will be further enhanced by the development of a Prison Discharge Protocol in late 2014.

### 16/17 year old protocol

The introduction of the Homelessness Act 2002 made a significant change to the way that housing authorities dealt with homeless 16 and 17 year olds. Prior to 2002 16 and 17 year olds who became homeless were not eligible for housing assistance and if homeless would have been supported by children's social services. The Homelessness Act 2002 amended Part VII of the Housing Act 1996 (homelessness) and included a new category of who the housing authority should consider to be in priority need for accommodation.

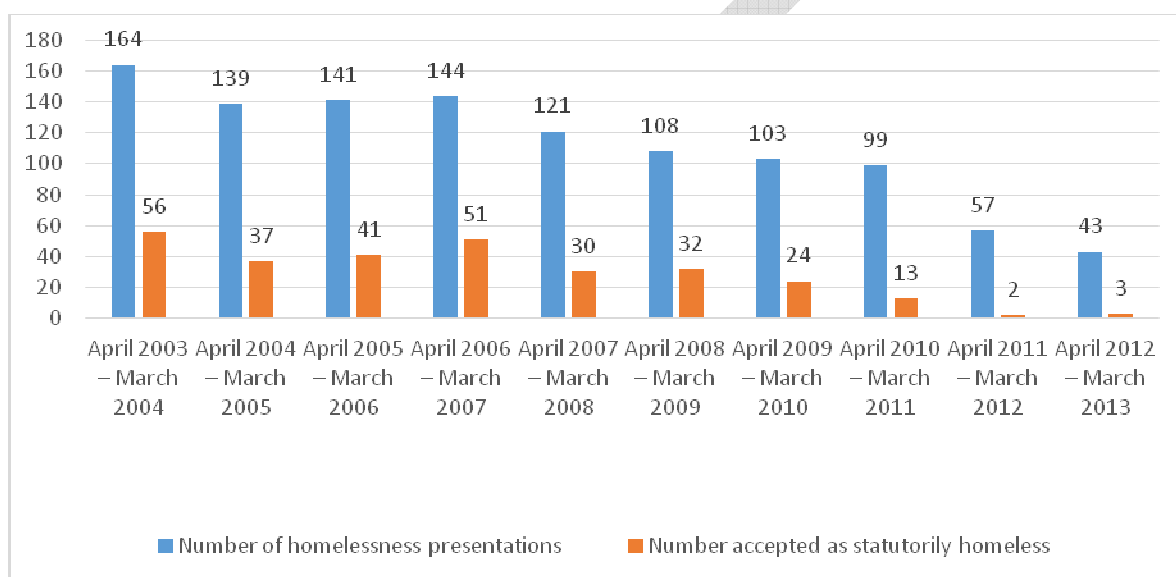
While housing authorities maintained close links with Children's Services many 16 and 17 year olds were not considered to meet the threshold for care and were not owed a duty under the Children's Act. Soon after the change in legislation the Housing Needs service saw a large number of young people becoming homeless and were under a duty to them.

Following a legal ruling in 2009 Housing Needs and Children's Services developed a joint working protocol, which focussed on preventing young people from becoming homeless. The main intervention in the protocol was to provide emergency expert support from the Adolescent Intervention Service (AIS). This support was focussed on supporting the young

person to return home to parents and ensuring the relevant support was available for the young person and their parent to ensure the situation did not reach crisis point again. Prior to the development of the protocol many of the referrals to Housing Needs came from AIS, connexions and other youth services so this new way of working was a significant shift in previous practices and thinking.

While the protocol has not been successful in every case it has demonstrated that preventative action has positively reduced numbers of those being accepted as homeless. The table below shows the impact the protocol has had on reducing homeless presentations and acceptances amongst this age group.

TABLE 12 – The number of homelessness applications and acceptances from those aged 16-17 2003-2014



SOURCE – LOCAL HOMELESSNESS DATA

## 7. The Future

Peterborough City Council is committed to preventing and relieving homelessness as well as improving partnerships with service providers in all sectors. The Housing Needs Service recognise that in order to provide a cost-effective and responsive service the Housing Needs team cannot achieve this in isolation. We need to continue to deliver our services in partnership with our statutory and voluntary partners.

The multi-agency Homelessness Strategy Steering Group will be key to the ongoing development and success of the new Homelessness Strategy. Whilst the Local Authority recognises the need to lead it also acknowledges that the success of the Strategy will only be achieved through shared ownership and a joint approach.

The key findings of this review are summarised below:

### Support Services

- The Housing Advice delivered by the Housing Needs Service continues to receive high volumes of customer contact, which is unlikely to reduce with the further impending changes to the welfare system.

- The closure of Peterborough Streets has left the city with a gap in voluntary sector provision for rough sleepers, which the council will have to fill.

### Resettlement Support

- There is very little resettlement support provided to people moving on from hostels or temporary accommodation to prevent the loss of tenancy, and repeat homelessness.

### Provision of Support

- Homeless persons access health services at the NHS Walk-in Centre and at GP service at 63 Lincoln Road.
- Mental health services are unable to assess rough sleepers.
- Floating support would benefit people who do not fit into specific support categories.
- There is a need for further provision for the Chronically Excluded client group

### Information and Advice

- Partner agencies identified delays in the processing of housing benefit as possibly contributing to homelessness.

### Preventing Homelessness

- Mortgage/Debt advice services are essential in preventing homelessness amongst homeowners.
- Partner agencies reported homeless prevention could be increased by generic floating support.
- There is a need for more education in schools with regard to homelessness and prevention.

### Access to Accommodation

- Peterborough Strategic Tenancy policy aims to ensure that social rents remain affordable.
- There is a high demand for social housing in the city.
- The majority of applicants on the housing register require a one bedroom property.
- Homelessness acceptances in Peterborough remain stable while nationally they are increasing slowly.
- One of the identified barriers to accessing private sector accommodation is the subsequent lengthy inherent delays in processing housing benefit claims.
- Persons with a poor housing history often end up in poor quality accommodation.
- There are blockages in move on from supported housing projects, which need to be resolved.

### Sufficient Accommodation

- There is a need to ensure that sufficient accommodation is available for people who are or who may become homeless.

- There are no accommodation services for persons who are chronically excluded.

#### Private Rented Sector Accommodation

- Rent Deposit Scheme is essential to enable the continued access to the private rented sector.
- The ending of funding for the private sector accommodation officer in March 2015 could have a negative impact on homelessness prevention.

#### Homelessness

- Welfare Reform will impact on the number of persons unable to meet their housing costs.
- The majority of homeless applications made to Peterborough City Council are from families.
- The emerging most frequently reported reason for households presenting as homeless to Peterborough City Council is 'termination of assured shorthold tenancy'
- The rough sleeper estimate for autumn 2013 identified 11 rough sleepers.
- The Rough Sleeper Outreach Officer has continued to reduce rough sleeping.
- Court Desk identified approximately 50% of all homelessness prevention claims are linked to housing benefit delays.

#### Effective Partnerships

- There is a need for joint protocols and partnerships to be strengthened between housing and adult social care to further enable homeless persons to be supported.

#### Linking With Other Strategies

- There is a need for the homeless Strategy to link in with all appropriate strategies including health, housing, education and community safety.

# The Homelessness Strategy

## 2013 – 2018

Visions and Strategic Aims

Our Vision is: To prevent and respond to homelessness by ensuring that we provide a range of effective targeted services that respond to our customer needs

We have 4 key strategic aims:

**Strategic Aim 1** – Preventing and relieving homelessness through a robust partnership approach

We are aware that in order to provide cost-effective and responsive services we cannot work in isolation. We will deliver our services in partnership with our voluntary and statutory sector partners to provide the best possible solutions.

**Strategic Aim 2** - Increasing access to accommodation

We will continue to maximise the opportunities for a range of accommodation choices for homeless persons and person threatened with homelessness and continue to increase the accommodation choices available to persons in housing need.

We will continue to develop and deliver a suitable private rented sector offer for all client groups that includes support for both clients and landlords. We need to ensure that those most affected by the welfare reforms are able to access a range of accommodation solutions and we will make best use of the private rented sector.

**Strategic Aim 3** – Reduce and prevent rough sleeping

Rough sleeping is the most visible form of homelessness and where people are the most vulnerable. We will continue to build on our partnership approach to reducing and relieving rough sleeping. This work will include projects that will enable the city to deliver the No Second Night Out principles.

**Strategic Aim 4** – Promoting settled lifestyles and sustainable communities

Ensuring that homeless households are given the support to resettle within the community and thrive through purpose and encouragement.

## Introduction

This is our third refresh of the Homelessness Strategy and sets out the strategic aims for Peterborough City Council and its partners for tackling and preventing homelessness between 2013 and 2018.

The strategy has been developed within the context of national and local issues and identifies four strategic aims that will drive forward the homelessness agenda in the coming years in Peterborough.

The 2002 Homelessness Act placed a duty on local authorities to develop a Homelessness Strategy to be renewed every five years.

The previous Homelessness Strategy published in 2008 made an important contribution to both tackling and preventing homelessness in Peterborough. The strategy built on partnership working whilst maximising homeless prevention opportunities and contributed to an increase in homeless prevention.

The key achievements from the 2008 Strategy include:

- Mortgage Rescue Scheme established and assisted 24 households who would have become homeless without intervention.
- Multi-Agency rough sleeping Task and Targeting Group established in April 2010.
- All homeless persons provided with information on where they can register with a GP.
- Framework established for tackling Unlawful Evictions and 3 successful convictions achieved.
- Rough Sleeper database established with multi-agency viewing rights.
- Tenancy Relations Officer post created and recruited to.
- Set up and success of the joint working protocol between Housing needs and Children's Services in order to assist 16 and 17 year olds who become homeless.
- Notification system established to notify the Local Education Authority (LEA) within 10 working days when children in temporary accommodation are not attending school.
- Continued joint working on prevention of homelessness with partners.
- Waiting times reduced by new delivery of Housing Needs Service.

This strategy will build on our achievements whilst strengthening our partnerships and seek to address our new challenges.

With the 2002 Homelessness Act, the government made homelessness prevention a priority by providing increased funding to tackle homelessness, setting challenging targets for prevention and placing requirements on local housing authorities to produce Homelessness Strategies. Homelessness strategies should be informed by a review of performance, current



service provision and estimated future need. The Act states that these strategies should focus on prevention measures, as well as emphasising the importance of offering advice to all people in housing need.

There are a number of National strategies and guidance that have helped to shape this Homelessness Strategy, including:

**Making every contact count: A joint approach to preventing homelessness (2012)** This report sets ten local challenges for housing authorities to ensure that every contact local agencies make with vulnerable people and families really counts to ensure that we prevent households, regardless of household make up, from reaching a crisis point where they are faced with homelessness.

**Sustainable Communities: settled homes; changing lives (2005)** This report focuses on homelessness prevention, reduction in the use of temporary accommodation by 50% by 2010, and B&B no longer suitable for 16/17 year olds.

**Sustainable Communities: Homes For All (2005)** This document introduces the requirement for Choice Based Lettings schemes in all local authorities in England by 2010.

**Making Every Adult Matter (MEAM), September 2009** Too often people with multiple needs and exclusions fall between the gaps of services to the margins of our society. This manifesto proposes how the next government, statutory services and the voluntary sector can change that for good.

**Tackling Homelessness (2006)** This document recognises the role of registered providers of social housing in preventing homelessness through partnership working, sustainable communities, allocation and management policies and better use of existing stock.

**No One Left Out: Communities Ending Rough Sleeping (Nov 2008)** This strategy aimed to end rough sleeping in UK for more than one night by 2012.

**No Second Night Out.** This government plan sets out six joint commitments to ensure multi agency working to give local people the tools to tackle rough sleeping and put an end to second nights out on the street.

We have embraced homelessness prevention and have made considerable progress with developing tools and services that are able to maximise our opportunities to prevent homelessness.

We will continue to build on our partnerships and will develop innovative ways to deliver services and prevent homelessness alongside addressing the impact of Welfare Reform.

On the 8th March 2012 the Welfare Reform Act received Royal Assent. The Act legislates for the biggest changes to the welfare system in over 60 years. Many of these changes will have an impact on homelessness and homelessness prevention:

- 1 **The move towards a Universal Credit** - Direct payments to landlords will cease. This will result in landlords having no guarantee that rent will be paid and will directly



impact of the numbers of private sector landlords willing to consider claimants alongside a possible increase in rent arrears that may lead to eviction and homelessness.

- 2 **Restricting payments for people below the age of 35 years old** – Persons under the age of 35 years old will only be able to claim assistance to the level of shared room rate. This will mean that many young people leaving home for the first time will only be able to access shared accommodation. There will be an additional pressure on services working to house single people in the private rented sector as there are issues with supply and quality of this type of accommodation.
- 3 **Capping of total benefit received per household** – The benefits cap will be implemented across the country by October 2013 and will see total amount of benefit awarded to non-working households capped at no more than £26,000 per annum. Larger families may see an unexpected reduction in their income, which in turn will affect their ability to meet their housing costs.
- 4 **Capping of Local Housing Allowance** - Could make households in receipt of benefits less attractive to landlords and could place strain on residents in areas of high rent who may choose to move to places like Peterborough because we are considered more affordable.
- 5 **Linking Housing Benefit entitlements for social housing tenants to the number of bedrooms needed per household for working age persons** - Tenants within the social housing sector who are under occupying their homes will have a reduction applied to their housing benefit entitlement. Households will have to meet this reduction from their other income. This could lead to an increase in rent arrears, eviction and homelessness.
- 6 **Up-rating Local Housing Allowance in line with the Consumer Price Index instead of the Retail Price Index** - This may mean that benefit claimants entitlement may not increase in line with the average rents in the city therefore reducing the number of affordable properties available in the private rented sector.
- 7 **Ceasing of Council Tax Benefit** - As part of the Localism principles enabling Local Authorities to develop their own discount schemes with protection for pensioners, leaving some vulnerable groups who have not previously paid any council tax with a bill.

All the above could place additional strain on the Housing Needs Service, whilst households struggle to cope with their income reductions and struggle to meet their housing costs. Additionally, public spending cuts, changes to Housing Allocation to reflect localism, the introduction of affordable rents, new forms of tenure and the impact of un-ring fenced Supporting People funding and imminent reductions to housing related support services will bring further challenges for the delivery of services. We will continue to monitor the impact of these changes through the Homelessness Strategy Steering Group and when necessary update the Strategy to tackle the impacts.

**Changes to the homelessness duty** – In November 2012, as a result of the Localism Act 2011, the law changed and gave Council's the power to discharge their homelessness duty into suitable accommodation with a private landlord.

However, in order for the offer to be considered suitable the property and landlord must meet certain minimum standards.

The Council must be of the view that: the accommodation is in a reasonable physical condition; that the landlord has taken reasonable fire safety precautions; has taken reasonable precautions to prevent the possibility of carbon monoxide poisoning in the accommodation; the landlord is a fit and proper person; the property has a valid energy performance certificate (EPC) and gas safety certificate; and that the tenancy is for a minimum fixed term of 12 months. Also, where applicants become homeless again within two years, the duty will be retained by the original authority.

DRAFT

**Strategic Aim 1** - Prevent homelessness and reduce levels of homelessness against the main causes for presentations through evidence based research and resource allocation.

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Deliver early intervention to prevent homelessness	1.To increase the number of households where homelessness is prevented by advice	Increase in number of homelessness preventions annually reported in P1E return		On-going	Housing Needs Team Joanne Colverson – Information and Data Officer
Develop self- help tools for those able to turn information into action.	1. Utilise websites and kiosks in the customer service centre to provide information relating to private sector landlords, social housing, tenant and landlord rights, direct access hostels, supported accommodation and homelessness.	Self-help tools created and available on the website and Customer service centre kiosks.  An increase in the numbers of people accessing the website self-help tools and CSC kiosks.		December 2014	Serco ICT Sean Evans – Housing Needs Manager Joanne Colverson – Information and Data Officer
	2. Develop information pages for non-priority homeless persons			Annually	Rob Smith – Review and Procedures Officer

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
<p>Work with RSL partners to develop an action plan to minimise homelessness as a result of welfare reform and the introduction of universal credit</p>	<ol style="list-style-type: none"> <li>1. Establish working group through the Financial Inclusion Forum.</li> <li>2. Carry out research to establish 'jam jar' scheme.</li> <li>3. Set up 'jam jar' scheme for RSL tenants in receipt of welfare benefits.</li> </ol>	<p>Working group established by October 2012.</p> <p>Complete Research by November 2012</p> <p>Establish 'jam jar' scheme prior to the introduction of universal credit</p>		<p>October 2012</p> <p>March 2013</p> <p>March 2013</p>	<p>RSL partners</p> <p>Financial Inclusion Forum</p> <p>Sharon Malia – Housing Programmes Manager</p>
<p>Improve partnership working, joined up services, communication and understanding at operational level.</p>	<ol style="list-style-type: none"> <li>1. Develop a joint training programme for front line staff.</li> <li>2. Ensure all forums and meetings focus on improving communication, dispelling myths, joint working and assessing good practice.</li> </ol>	<p>Establish a rolling training programme for all partners.</p> <p>Encourage front line teams in customer services and children's services to introduce new starters to housing to gain an understanding of the systems and practices.</p> <p>Attendance at all housing related meetings.</p>		<p>October 2014</p> <p>Ongoing</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Sean Evans – Housing Needs Manager</p> <p>Rob Smith – Review and Procedures</p>

					Officer
--	--	--	--	--	---------

DRAFT

Develop specific projects to tackle the main causes of homelessness

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Reduce number of homeless presentations as a result of private landlords taking possession through s.21 accelerated procedure to end of an Assured Shorthold Tenancy	<ol style="list-style-type: none"> <li>1. Produce questionnaire to establish reasons for evictions, etc.</li> <li>2. Contact Court to establish top 10 private sector landlords applying for possession orders.</li> <li>3. Distribute questionnaires to Top 10 and through the Landlords Forum</li> <li>4. Responses collated and key findings used to develop prevention tools.</li> </ol>	<p>Questionnaire produced by December 2014.</p> <p>Details obtained from the court.</p> <p>Questionnaires sent by June 2015</p> <p>Findings recorded and reported produced with recommendations for the development of prevention tools.</p>		<p>Dec 2014</p> <p>June 2015</p> <p>September 2015</p> <p>November 2015</p>	<p>Joanne Colverson – Information and Data Officer</p> <p>Gareth Brighton – HNO Tenancy Relations</p> <p>Private Sector Landlords</p>

86

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
<p>Provide tailored advice to homeowners at risk of homelessness.</p> <p>Reduce the number of homeless presentations due to mortgage arrears.</p>	<ol style="list-style-type: none"> <li>1. Continue to maximise the use of the Governments Mortgage Rescue Scheme</li> <li>2. Develop systems to identify households at risk of homelessness due to mortgage arrears at an early stage</li> <li>3. Develop the role of a Housing Needs Officer specialising in mortgage advice.</li> </ol>	<p>Promote the Governments mortgage rescue scheme amongst partners and increase uptake by 20% until the scheme ceases</p> <p>Develop procedures for dealing with pre action notifications received from mortgage lenders to engage with households before possession action in the courts is taken</p> <p>Provide training to the mortgage specialist to assist clients in exiting home ownership where homelessness prevention is not possible</p>		<p>Annually</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Hayley Flaxman – HNO Mortgage Specialist</p> <p>Rob Smith – Review and Procedures Officer</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Reduce the number of homeless presentations due to parents no longer willing to accommodate.	<ol style="list-style-type: none"> <li>1. Develop literature to dispel myths relating to youth homelessness</li> <li>2. Work with supported housing providers to maximise opportunities for young people to access accommodation</li> <li>3. Work with voluntary sector organisations to support a bid to re-establish education in schools programme</li> <li>4. Work with social services to develop a protocol to ensure all 16/17 year olds who present to the authority are dealt with via joint assessment process at the point of crisis</li> </ol>	<p>Literature produced and distributed.</p> <p>Develop referral processes and pathways to ensure appropriate allocations of accommodation at supported housing projects</p> <p>Appropriate bids supported and funding used to deliver education in schools.</p> <p>Protocol created and implemented.</p>		<p>January 2015</p> <p>On-going</p> <p>October 2014</p> <p>March 2014</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Peterborough Foyer</p> <p>YMCA Timestop</p> <p>Voluntary sector</p> <p>PCC Children services</p> <p>Education services</p> <p>Connexions</p> <p>Sean Evans – Housing Needs Manager</p>



Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Review the prison release procedure to maximise the opportunities to prevent homelessness	<ol style="list-style-type: none"> <li>1. Investigate and monitor number of applications to join the housing register from HMP Peterborough</li> <li>2. Investigate and monitor the total number of homeless presentations following release from HMP Peterborough</li> <li>3. Work with HMP Peterborough to develop a procedure for persons due to be released with no fixed abode</li> <li>4. Draft, agree and implement prison discharge protocol</li> </ol>	<p>Report demonstrating demand on housing services from HMP Peterborough produced</p> <p>Procedure for NFA persons agreed and implemented.</p> <p>Protocol implemented.</p> <p>A reduction in the number of homeless presentations from people leaving prison with no local connection with Peterborough or without accommodation.</p>		<p>May 2015</p> <p>June 2015</p> <p>August 2015</p> <p>September 2015</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>HMP Peterborough</p> <p>The One Service</p> <p>Hope into action</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Take steps to reduce the number of homeless presentations due to friends and relatives no longer willing to accommodate	<ol style="list-style-type: none"> <li>1. Integrate home visits into the process of taking a homeless application.</li> <li>2. Consider options for developing a bond scheme for this particular client group to enable them to move directly into private sector accommodation.</li> </ol>	<p>Integrated visits established.</p> <p>Bond Scheme implemented.</p> <p>Reduction in the number of homeless presentations due to friends and relatives no longer able to accommodate.</p>		<p>October 2015</p> <p>January 2016</p>	<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>Voluntary Sector</p>

Promotion of prevention of homelessness through an effective Housing Needs Service and a strengthened safety net.

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Take steps to reduce the number of homeless presentations due to hospital discharges.	1. Refresh, agree and implement Hospital Discharge Protocol.  2. Stop Hospital discharges to Bayard Place	Hospital Discharge Protocol implemented		October 2013	Sean Evans – Housing Needs Manager  Peterborough City Hospital  CPMHT  Jeanette Gibson – Housing Medical Advisor  Adult Social Care

91

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Research the development of an eviction prevention fund using funds from Homelessness Grant to prevent families becoming homeless.	<ol style="list-style-type: none"> <li>1. Carry out research to establish average level of rent arrears for families presenting as homeless.</li> <li>2. Project cost of piloting scheme to provide interest free loan to repay rent arrears and stay in current accommodation.</li> <li>3. Present cost of establishing scheme against cost of accommodating in temporary accommodation.</li> <li>4. Establish scheme.</li> </ol>	<p>Research completed.</p> <p>Report produced with clear recommendations.</p> <p>Scheme established.</p> <p>Reduction in homeless presentations and use of temporary accommodation.</p>		<p>May 2013</p> <p>December 2013</p> <p>January 2014</p> <p>March 2014</p>	<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>Jo Colverson – Intelligence and Data Officer</p>
Carry out quarterly Mystery shopper exercise of the Housing Needs Service.	<ol style="list-style-type: none"> <li>1. Work with partner agencies to carry out quarterly mystery shopper exercise.</li> <li>2. Utilise results of mystery shopping experience to</li> </ol>	<p>Mystery shopper exercises completed.</p> <p>Effective Housing Needs Service.</p>		Ongoing	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Partner Agencies</p>

	improve service				
<b>Objective</b>	<b>Key Actions/Milestones</b>	<b>SMART targets</b>	<b>Progress</b>	<b>Timescales</b>	<b>Lead Officer/Key Partners</b>
Research reasons for repeat homelessness and develop an action plan to work to reduce levels	<ol style="list-style-type: none"> <li>Analyse applications and produce report for the reasons of repeat homelessness within the last 12 months.</li> <li>Develop action plan</li> </ol>	<p>Reasons for repeat homelessness established</p> <p>Action plan developed</p> <p>Repeat Homelessness numbers reduced</p>		April 2015	<p>Sean Evans – Housing Needs Manager</p> <p>Jo Colverson – Intelligence and Data Officer</p>
Review staff training and requirements for all Housing Needs staff and develop staff training plan	<ol style="list-style-type: none"> <li>Review individual's training history and training needs.</li> <li>Establish individual's training plan.</li> </ol>	<p>Training identified and completed by all staff.</p>		Ongoing	<p>Sean Evans – Housing Needs Manager</p> <p>Rob Smith – Review and Procedures Officer</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Invest time and resources into regional and national joint working through appropriate representation.	<ol style="list-style-type: none"> <li>1. Attend Regional Homelessness meetings.</li> <li>2. Attend national and regional seminars.</li> <li>3. Work with Homeless Link to ensure knowledge of national and regional good practice.</li> </ol>	<p>Attendance at both regional meetings and national and regional seminars.</p> <p>Good practice used to shape Housing Needs service.</p>		Ongoing	<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p>
Promote homelessness prevention as the cornerstone of the Housing Needs Service and maximise prevention opportunities through utilisation of the available homelessness	<ol style="list-style-type: none"> <li>1. Maximise opportunities to prevent homelessness by Housing Needs staff utilising Homelessness Prevention Fund in innovative and creative ways.</li> <li>2. Promote homelessness prevention amongst other council departments and partners</li> </ol>	<p>Reduction in homeless presentations.</p> <p>Homelessness Prevention Fund utilised to prevent homelessness.</p>		Ongoing	<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>All Housing Needs Officers</p>

prevention grant					
<b>Objective</b>	<b>Key Actions/Milestones</b>	<b>SMART targets</b>	<b>Progress</b>	<b>Timescales</b>	<b>Lead Officer/Key Partners</b>
Carry out a review of the current homelessness prevention tools and their effectiveness	<ol style="list-style-type: none"> <li>1. Map prevention tools and impact on reducing homelessness through statistical data.</li> <li>2. Produce report to highlight effective prevention tools.</li> <li>3. Utilise report to identify gaps and further develop current prevention tools.</li> </ol>	<p>Report produced outlining impact of prevention tools.</p> <p>An increase in homelessness prevention by utilising prevention tools.</p>		<p>October 2015</p> <p>January 2016</p> <p>Ongoing</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Joanne Colverson – Intelligence and Data Officer</p>

Maximise opportunities for persons accessing private rented sector accommodation	1. Promote and develop Rent Deposit Scheme.	Increase in the number of Rent Deposits awarded.		Ongoing	Sarah Hebblethwaite - Deputy Housing Needs Manager  Axiom Housing Association
	2. Maximise referrals of single persons to Crisis Private Rented Sector scheme.	Increase in the number of persons assisted through the Crisis PRS Scheme.		Ongoing	
	3. Work with partners to make best use of funding sources	Increase in the number of persons accessing the private rented sector.		Ongoing	

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
-----------	------------------------	---------------	----------	------------	---------------------------



<p>Ensure applicants experiencing difficulties in meeting their housing costs are able to access appropriate specialist advice</p>	<ol style="list-style-type: none"> <li>1. Map current debt advice provision available in the city and analyse referral data</li> <li>2. Investigate the possibility of prioritised advice for those who are threatened with homelessness within the next 28 days because of debt management issues</li> <li>3. Consider funding where necessary to facilitate prioritised debt advice.</li> <li>4. Produce an information leaflet for service users to advise what is available and where</li> <li>5. Ensure all clients experiencing financial difficulties are referred to debt advice service.</li> </ol>	<p>Increase in the number of clients accessing debt advice services.</p>		<p>April 2014</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Hayley Flaxman – Housing Needs Officer</p> <p>Ian Phillips – Social Inclusion Manager</p> <p>Citizens Advice Bureau</p> <p>Salvation Army</p>
--	--	--	--	-------------------	--

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
<p>Take appropriate steps to ensure the removal of the eligibility for the 1 bedroom LHA rate for people aged between 25 – 34 does not lead to an increase in homelessness.</p>	<ol style="list-style-type: none"> <li>1. Establish who is affected by the LHA reforms.</li> <li>2. Communicate with those affected and invite them to make contact with the service for advice and assistance.</li> <li>3. Create and maintain a list of hostels that meet the DWP guidance to be excluded from housing benefit reforms.</li> </ol>	<p>Affected clients register established</p> <p>All affected claimants written to or visited</p> <p>List produced</p>		<p>April 2015</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>All Housing Needs Officers</p> <p>Housing Benefits service</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Work with partner RSL's and private sector landlords to develop a 'tenant at risk' panel to identify at earliest opportunity vulnerable tenants at risk of homelessness.	<ol style="list-style-type: none"> <li>1. Establish a working group including RSL's and key private sector landlords in the city.</li> <li>2. Develop procedures to increase opportunities to prevent homelessness.</li> <li>3. Utilise information through a Task and Targeting working group.</li> <li>4. Pilot procedures for 3 months and review.</li> </ol>	<p>'At risk' panel established.</p> <p>Maximise opportunities for preventing homelessness.</p> <p>Pilot project established</p>		December 2015	<p>Sean Evans – Housing Needs Manager</p> <p>Gareth Brighton – HNO – Tenancy Relations</p> <p>RSL partners</p> <p>Private Sector Landlords</p> <p>Sarah Scase – HNO – Rough Sleeper Outreach</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
<p>Work with RSL partners to develop a training flat for those who have experienced previous tenancy failure.</p>	<ol style="list-style-type: none"> <li>1. Contact LA's and Homeless Link to establish good practice when setting up training flat.</li> <li>2. Investigate outcomes from MEAM training flat in Cambridge.</li> <li>3. Establish a working group including partner agencies and RSL's to develop training flat.</li> </ol>	<p>Pathway developed for those who are excluded from accommodation because of behaviour or previous tenancy sustainment issues</p> <p>Accommodation and support is available for vulnerable persons whose behaviour does not meet social norms and who are currently excluded from hostels.</p> <p>MEAM flat established.</p>		<p>March 2015</p> <p>December 2015</p> <p>January 2016</p>	<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>RSL partners</p> <p>CPMHT</p> <p>Housing Related Support team</p> <p>Adult Social Care</p>
<p>Develop a preventative approach and challenge through education programme.</p>	<ol style="list-style-type: none"> <li>1. Investigate funding streams to enable voluntary sector organisation to bid to deliver schools program.</li> <li>2. Support voluntary sector to submit bid for funding.</li> </ol>	<p>Funding stream identified and voluntary sector bid supported</p>		<p>Ongoing</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Central Funding Unit</p> <p>All Voluntary Sector partners</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Utilise the media to maximise opportunities to prevent homelessness, Publicise welfare reform, the Housing register, and the Private rented sector	<ol style="list-style-type: none"> <li>1. Work with the media team to establish a plan for promoting homelessness prevention, welfare reforms, housing register, and the options within the private rented sector.</li> <li>2. Update the PCC website to display all the required information</li> <li>3. Investigate the possibility of advertising accredited private landlords properties through the PCC housing needs website pages</li> </ol>	Working relationship established with local media to promote homelessness prevention.		Ongoing	Sean Evans – Housing Needs Manager  Christine Spooner – Homeless Link  PCC Media Team
Explore options for Housing Needs Service to utilise part of DHP pot as homelessness	<ol style="list-style-type: none"> <li>1. Research good practice with regard to utilising DHP pot to prevent homelessness.</li> <li>2. Ensure that Housing Needs contributes to the review and development of the DHP</li> </ol>	DHP pot used to prevent homelessness.		October 2013	Sean Evans – Housing Needs Manager  Christine Spooner – Homeless Link  Housing Benefit

prevention tool.	policy.				service
<b>Objective</b>	<b>Key Actions/Milestones</b>	<b>SMART targets</b>	<b>Progress</b>	<b>Timescales</b>	<b>Lead Officer/Key Partners</b>
Raise awareness of Impact of welfare benefit reforms and discharging of duty into the private rented sector.	1. Deliver information workshop to partner agencies.	Information workshops delivered. Dispel myths.		Ongoing	Housing Needs Officers
Set up and facilitate quarterly Homelessness Strategy review and steering group meetings	1. Facilitate Homelessness Strategy Steering Groups on a quarterly basis.	Strategy Steering Groups delivered.		Ongoing	Sarah Hebblethwaite – Deputy Housing Needs Manager
Promote homelessness	1. Continue to develop prevention agenda through	A reduction in RSL arrears and		Ongoing	Sean Evans – Housing Needs

prevention on a strategic level with partner RSL's through the CBL Operations Board	the RSL partners Operations Board  2. Develop and implement pre eviction protocols with all partners	tenancy failure			Manager  RSL Partners
---	--	-----------------	--	--	-----------------------------

**Strategic Aim 2** - Maximise the opportunities for differing accommodation choices for persons seeking accommodation.

To continue to increase the accommodation choices available to persons in housing need.

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Maximise use of the Care and Repair service to assist people to remain in their homes.	1. Continue to utilise Care and Repair as a homelessness prevention tool.	Increased take up of scheme.		Ongoing	Sean Evans – Housing Needs Manager  Janette Gibson – Housing Needs Medical Advisor  Russell Carr – Care and Repair Manager

Mortgage Scheme for first time buyers	1. Maximise opportunities for first time buyers to access Lloyds TSB Mortgage Scheme through promotion of scheme as a 'real' option.	An increase in the number of first time buyers accessing Lloyds TSB Mortgage Scheme.		Ongoing	Hayley Flaxman – Housing Needs Officer
---------------------------------------	--	--	--	---------	--

DRAFT



Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Research alternatives to the rent deposit scheme in order to maximise the available funds to assist as many households as possible.	<ol style="list-style-type: none"> <li>1. Carry out research to establish good practice.</li> <li>2. Produce report highlighting savings to make alongside costs for administering Bond Scheme.</li> <li>3. Identify and implement appropriate scheme.</li> </ol>	<p>Research carried out and report produced.</p> <p>Bond Scheme established.</p>		<p>December 2014</p> <p>February 2015</p> <p>August 2014</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p>
Develop relationships with private sector landlords.	<ol style="list-style-type: none"> <li>1. Improve relations with private sector landlords through education delivered by Tenancy Relations Officer.</li> <li>2. Ensure attendance at the Housing benefit private sector landlords forum and the quarterly NLA meetings.</li> <li>3. Carry out survey with private sector landlords to establish barriers and suitable solutions in encouraging them to rent to</li> </ol>	<p>Increase in the number of private sector landlords working with the Housing Needs service.</p>		<p>April 2014</p> <p>April 2013</p> <p>December 2014</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Gareth Brighton – HNO Tenancy Relations</p> <p>Private Sector Landlords</p>

	benefit households.				
<b>Objective</b>	<b>Key Actions/Milestones</b>	<b>SMART targets</b>	<b>Progress</b>	<b>Timescales</b>	<b>Lead Officer/Key Partners</b>
Promote and support the Empty Homes Strategy	1. Work with Empty Homes officer to maximise opportunities for bringing empty homes back into use.	Increase in the number of empty homes brought back into use annually.		Ongoing	Adam Cliff – Empty Homes Officer Sean Evans – Housing Needs Manager

<p>Train Housing Needs staff to utilise the Disabled Facilities Grants to prevent homelessness</p>	<p>1. Promote Disabled Facilities Grant as homelessness prevention tool.</p> <p>2. Maximise opportunities for disabled persons to remain in their current accommodation.</p>	<p>Disabled facilities grants used to prevent homelessness.</p>		<p>Ongoing</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Sharon Malia – Housing Programmes Manager</p>
--	--	---	--	----------------	--

DRAFT

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Ensure the needs of homeless people are considered in relevant strategies	1. Attend meeting and events to ensure homeless persons are considered in all local strategies.	Housing representations at key meetings and events		Ongoing	Belinda Child – Head of Housing and Health Improvement  Sean Evans – Housing Needs Manager
Ensure effective referral processes between Housing Needs and Children’s Specialist Services	1. Develop protocol and joint working procedures. 2. Deliver joint training to Housing Needs and Children’s Services. 3. Implement protocol and joint working. 4. Review on a quarterly basis.	Protocol and joint working procedures established. Joint training delivered. Protocol implemented. Quarterly reviews completed.		May 2013 August 2013 September 2013 Quarterly from December 2013	Sean Evans – Housing Needs Manager  Lou Williams – AD for Commissioning

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Continue on-going support, advice and enforcement with private sector landlords to improve housing conditions and management.	1. Continue to work with private sector landlords providing both support and enforcement to improve housing conditions.	Fewer homeless presentations as a result of accommodation being unreasonable for persons to continue to occupy.		Ongoing	Jo Hodges – Senior Housing Enforcement Officer Housing Needs Team
Investigate the viability of introducing a private sector leasing scheme	1. Research good practice in this area. 2. Produce report establishing feasibility of scheme in Peterborough.	Report produced outlining feasibility of scheme in Peterborough.		December 2014	Belinda Child – Head of Housing and Health Improvement Sean Evans – Housing Needs Manager

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Promote and encourage private landlords to become accredited with the NLA and develop an Approved Register of Private Sector Landlords in the city.	<ol style="list-style-type: none"> <li>Investigate and produce report to establish the feasibility for establishing an Approved Private Sector Landlords list.</li> <li>Reintroduce landlord accreditation scheme to promote and encourage good practice within the private rented sector in the city.</li> </ol>	<p>Report produced with clear recommendations.</p> <p>Landlord accreditation scheme introduced with a substantial base of landlords to further market and promote the scheme</p>		December 2014	Adam Cliff – Empty Homes Officer
Work with Regional LA Partners to investigate a Local Lettings Agency	<ol style="list-style-type: none"> <li>Work with regional partners to utilise regional homelessness grant to develop a regional Social Lettings Agency</li> </ol>	Social Lettings Agency established.		January 2015	Sarah Hebblethwaite – Deputy Housing Needs Manager  Regional Local Authority Partners  Homeless Link

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
To increase housing stock availability through the reuse of empty homes.	<p>1. To promote and actively market the Empty Homes Partnership to empty home owners.</p> <p>2. To increase interest in the scheme through Members, the public and through media releases</p>	<p>To increase stock availability by introducing a minimum of 100 properties to the scheme, and have them let through the CBL system.</p> <p>Promote the scheme so that all those eligible are aware of what is on offer to them.</p>		March 2015	Adam Cliff – Empty Homes Officer
To encourage bids from registered charities and providers for funding from central government through the empty homes programme.	<p>1. To make aware those eligible and suitable for funding that the programme is available to them, and actively help with the bidding process and procedures.</p> <p>2. Work with those who bid to source and locate suitable properties from the empty homes database, and encourage the purchase or lease if successful in bidding.</p>	<p>To help in the bidding for two properties to be secured by the charity Hope Into Action, building on their success of the previous round of funding.</p> <p>Source and encourage charities of a similar nature to those who have secured funding, to bid for the available funding.</p>		March 2015	Adam Cliff – Empty Homes Officer

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Explore options for the development of supported lodgings scheme	<ol style="list-style-type: none"> <li>1. Contact YMCA to discuss the feasibility of establishing supported lodging in line with model currently operated in Cambridgeshire.</li> <li>2. Develop report to outline costs, savings to be made and recommendations for establishing model of supported lodgings.</li> <li>3. Establish a supported lodging scheme in Peterborough.</li> </ol>	Supported Lodgings Scheme established.		<p>November 2015</p> <p>January 2016</p> <p>March 2016</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>YMCA</p>
Maximise the opportunities for the best use of social housing stock	<ol style="list-style-type: none"> <li>1. Refresh of Bedrooms Standards Policy in line with welfare reforms.</li> <li>2. Promote the benefits of CBL2 and maximise the opportunities it brings to improve the CBL experience for customers</li> </ol>	<p>Bedroom Standards Policy refreshed.</p> <p>CBL2 established.</p>		August 2013	Sean Evans – Housing Needs Manager



Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Dogs Trust supporting people to move into accommodation	<ol style="list-style-type: none"> <li>1. Provide statements of positive impact dog has on clients stability</li> <li>2. Dog reference</li> <li>3. Veterinary certificates</li> <li>4. Pathway working group to support housing providers to develop positive pet policies</li> </ol>	<p>Create template to be used.</p> <p>Establish procedure for providing statements</p>		<p>February 2015</p> <p>April 2015</p>	<p>Sarah Scase – HNO – Rough Sleeper Outreach</p> <p>Dogs Trust</p>
Refresh of allocations policy	<ol style="list-style-type: none"> <li>1. Re-write allocations policy to reflect Localism Act, and housing needs within the city.</li> </ol>	<p>New Allocation Policy agreed and implemented.</p>		<p>Completed</p>	<p>Sean Evans – Housing Needs Manager</p>
Explore options for rooms in a home where the Landlord befriends	<ol style="list-style-type: none"> <li>1. Investigate good practice in this area.</li> <li>2. Explore feasibility through voluntary and faith based groups.</li> <li>3. Identify suitable Landlords and pilot for 6 months.</li> </ol>	<p>Investigations complete.</p> <p>Feasibility established.</p> <p>Scheme piloted.</p>		<p>December 2016</p> <p>January 2017</p> <p>April 2017</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>All voluntary sector and faith</p>

					based partners
--	--	--	--	--	----------------

DRAFT

**Strategic Aim 3** - Continue to reduce levels of rough sleeping

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Reduce flow of rough sleepers	<ol style="list-style-type: none"> <li>1. Work with partner agencies to identify persons at risk of rough sleeping.</li> <li>2. Deliver training sessions to partner agencies to prevent homelessness including tenant rights and responsibilities.</li> </ol>	<p>Training delivered.</p> <p>Reduction in the number of rough sleepers and street based activities.</p>		Ongoing	<p>Sarah Scase – HNO Rough Sleeper Outreach</p> <p>Aspire</p> <p>Drinksense</p> <p>Police</p> <p>UKBA</p> <p>Housing Forum members</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Reduce incentives for people to remain in street based lifestyles	<ol style="list-style-type: none"> <li>1. Work with police and city centre services to reduce begging and busking.</li> <li>2. Work with faith-based sector to ensure services are accessed by the needy not the greedy to sustain street based lifestyles.</li> <li>3. Work with police and UKBA to continue to carry out enforcement action.</li> </ol>	Reduction in ASB and the numbers of persons becoming entrenched in street based lifestyle		Ongoing	Sarah Hebblethwaite – Deputy Housing Needs Manager  Police  City Centre Manager  Safer Peterborough Partnership  UKBA

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Develop point of arrest service to persons with no fixed abode.	<ol style="list-style-type: none"> <li>1. Contact police to discuss risks, positives, negatives of establishing a point of arrest service.</li> <li>2. Create and agree protocol using good practice evidence.</li> <li>3. Establish services to enable all rough sleepers in custody to be contacted by the rough sleeper outreach officer.</li> </ol>	<p>Meet with police to discuss feasibility of the service.</p> <p>Protocol agreed.</p> <p>Service established.</p>		<p>January 2015</p> <p>March 2015</p> <p>June 2015</p>	<p>Sarah Scase – HNO Rough Sleeping Outreach</p> <p>Police</p> <p>UKBA</p>
Work with voluntary sector organisations to deliver 'No Second Night Out.'	<ol style="list-style-type: none"> <li>1. Support partner agencies to deliver NSNO through the funding of the HTF.</li> </ol>	<p>NSNO implemented.</p>		<p>Ongoing</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Partner Agencies</p> <p>Axiom Housing Association</p> <p>Peterborough</p>

					Streets
<b>Objective</b>	<b>Key Actions/Milestones</b>	<b>SMART targets</b>	<b>Progress</b>	<b>Timescales</b>	<b>Lead Officer/Key Partners</b>
Continue to work with faith sector to develop services to empower rough sleepers to leave the streets and not sustain street based lifestyles.	<ol style="list-style-type: none"> <li>1. Map current service provision provided by Faith Sector.</li> <li>2. Identify gaps and duplicated services.</li> <li>3. Contact all Faith Based Groups to deliver information training including service awareness and referral routes.</li> </ol>	Faith sector provision mapped, gaps identified and training delivered.		<p>January 2015</p> <p>May 2015</p> <p>Ongoing</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Sarah Scase – HNO Rough Sleeper Outreach</p> <p>All faith based groups</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Develop personalised budgets for entrenched rough sleepers	<ol style="list-style-type: none"> <li>1. Research and produce reports identifying good practice and cost based outcomes for personalised budgets.</li> <li>2. Identify persons to be considered for personalised budgets and project cost in line with pilot projects.</li> <li>3. Produce report on outcomes, associated costs and feasibility of establishing in Peterborough.</li> </ol>	Personalised budgets established for entrenched rough sleepers.		October 2015	<p>Sarah Hebblethwaite – Deputy Housing Needs Manger</p> <p>Christine Spooner - Homeless Link</p>

**Strategic Aim 4 - Promoting settled lifestyles and sustainable communities**

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Work with Job Centre Plus to identify key persons as a contact for all homeless persons	<ol style="list-style-type: none"> <li>1. Identify contact at Jobcentre and arrange to meet.</li> <li>2. Establish joint working procedures.</li> <li>3. Protocol agreed and implemented.</li> </ol>	Contact identified and protocol established.		October 2014 December 2014 January 2015	Sarah Scase – HNO Rough Sleeper Outreach
Explore developing resettlement programme for people with substance misuse	<ol style="list-style-type: none"> <li>1. Arrange meeting with Aspire to discuss resettlement programme.</li> <li>2. Conclude on feasibility of establishing programme.</li> </ol>	Meeting arranged, and discussions completed. Feasibility established.		November 2015 January 2016	Sarah Hebblethwaite – Deputy Housing Needs Manager Aspire
Work with Drinksense to consider community detox for alcohol dependant tenants	<ol style="list-style-type: none"> <li>1. Arrange meeting with Drinksense to establish feasibility of community detox.</li> <li>2. Conclude on feasibility of establishing community detox for this group.</li> </ol>	Meeting arranged and discussions completed. Feasibility established.		November 2015 January 2016	Sarah Hebblethwaite – Deputy Housing Needs Manager Drinksense RSL Partners

120



Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Work with partners on a strategic level to promote and develop access to mental health services for homeless persons	<ol style="list-style-type: none"> <li>1. Identify referral routes into mental health assessment services</li> <li>2. Ensure clients are referred into services where required</li> </ol>	<p>Referral routes identified.</p> <p>Referrals made and mapped to progress provision</p>		Ongoing	<p>Sean Evans – Housing Needs Manager</p> <p>CPMHT</p>
Work with partners to improve mental health amongst homeless persons	<ol style="list-style-type: none"> <li>1. Identify level of support and map services alongside opportunities for improving mental health.</li> </ol>	<p>Support mapped and opportunities identified.</p>		Ongoing	<p>Sarah Hebblethwaite</p> <p>Adult Social Care</p> <p>Assertive Outreach Team</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Explore the need for detoxification facilities in Peterborough	<ol style="list-style-type: none"> <li>1. Identify key partner agencies.</li> <li>2. Map existing services and levels of need.</li> <li>3. Quantify cost of alcohol misuse to the city.</li> <li>4. Produce report outlining findings and detailing clear recommendations</li> </ol>	<p>Detoxification facility accessible to vulnerable adults in the city.</p> <p>Reduced costs to homelessness and health services by contributing to minimising harm and chaos experienced by service users.</p>		<p>March 2016</p> <p>March 2016</p> <p>July 2016</p> <p>January 2017</p>	<p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Drinksense</p> <p>Safer Peterborough Partnership</p>
Explore options for employment of unemployed homeless persons	<ol style="list-style-type: none"> <li>1. Carry out survey to explore the feasibility of housing needs service or partner agencies employing ex-service users</li> </ol>	<p>Value for money savings to the public purse moving people out from benefit reliance</p>		<p>November 2014</p>	<p>Sarah Hebblethwaite - Deputy Housing Needs Manager</p> <p>Peterborough Streets</p> <p>PCVS</p> <p>Salvation Army</p>

Objective	Key Actions/Milestones	SMART targets	Progress	Timescales	Lead Officer/Key Partners
Work with partner agencies to refresh the Youth Homelessness Strategy	<ol style="list-style-type: none"> <li>1. Identify lead officers in the Council</li> <li>2. Work with the Council to ensure that the housing needs of young people are identified and met</li> </ol>	Strategy reviewed and refreshed		<p>December 2014</p> <p>August 2015</p>	<p>Sean Evans - Housing Needs Manager</p> <p>Youth Offending Service</p> <p>Adolescent Intervention Service</p>
Continue to develop joint working with the Learning Disabilities Partnership	<ol style="list-style-type: none"> <li>1. Continue representation on the learning disabilities partnership board and associated forums</li> <li>2. Ensure that service users with learning disabilities receive the required support to make applications and obtain suitable accommodation through the choice based lettings scheme</li> <li>3. Develop literature relating to services offered by HN in</li> </ol>	<p>Continued attendance at the LDPB</p> <p>Link into the service for the accommodation officer in adult social care to assist clients in applying for accommodation</p> <p>Literature produced and uploaded to the PCC website</p>		December 2014	<p>Hayley Flaxman – Housing Needs Officer</p> <p>Learning Disabilities Partnership Board</p>

	easy read formats				
Supporting People to maximise the opportunities for creating a flexible floating support service to address the changing needs of vulnerable client groups.	<ol style="list-style-type: none"> <li>1. Carry out review of current floating support provision.</li> <li>2. Identify gaps in current provision.</li> <li>3. Produce report detailing gaps and provision identified.</li> </ol>	Services that are focused on homelessness prevention		<p>November 2014</p> <p>January 2015</p> <p>February 2015</p>	<p>Sean Evans – Housing Needs Manager</p> <p>Sarah Hebblethwaite – Deputy Housing Needs Manager</p> <p>Sharon Malia – Housing Programs Manager</p>

<b>STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 9</b>
<b>3 SEPTEMBER 2014</b>	<b>Public Report</b>

## **Report of the Director of Governance**

**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 Forward Plan of Key Decisions.

#### **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 of Key Decisions 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) can take and any new key decisions to be taken after 19 September 2014.
- 3.2 The information in the Forward Plan of Key Decisions 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 As the Forward Plan is published fortnightly any version of the Forward Plan published after dispatch of this agenda will be tabled at the meeting.

#### **4. CONSULTATION**

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

#### **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 Key Decisions

This page is intentionally left blank

# **PETERBOROUGH CITY COUNCIL'S FORWARD PLAN OF KEY DECISIONS**

**PUBLISHED: 22 AUGUST 2014**

## FORWARD PLAN OF KEY DECISIONS

In the period commencing 28 days after the date of publication of this Plan, 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.

If the decision is to be taken by an individual cabinet member, the name of the cabinet member is shown against the decision, in addition to details of the councillor's portfolio. If the decision is to be taken by the Cabinet, it's members are as listed below:

Cllr Cereste (Leader); Cllr Elsey; Cllr Fitzgerald; Cllr Hillier, Cllr Holdich (Deputy Leader); Cllr North; Cllr Seaton; Cllr Serluca and Cllr Scott.

This Plan should be seen as an outline of the proposed decisions for the forthcoming month and it will be updated on a fortnightly basis. Each new Plan supersedes the previous Plan and items may be carried over into forthcoming Plans. 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 Gemma George, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388039). Alternatively, you can submit your views via e-mail to [gemma.george@peterborough.gov.uk](mailto:gemma.george@peterborough.gov.uk) or by telephone on 01733 452268.

Whilst the majority of the Executive's business at the meetings listed in this Plan will be open to the public and media organisations to attend, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. In these circumstances the meeting may be held in private, and on the rare occasion this applies this is indicated in the list below. A formal notice of the intention to hold the meeting, or part of it, in private, will be given 28 clear days in advance of any private meeting in accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed (unless a notice of intention to hold the meeting in private has been given).

You are entitled to view any documents listed on the Plan, or obtain extracts from any documents listed or subsequently submitted to the decision maker prior to the decision being made, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on the notice and relevant documents subsequently being submitted can be requested from Gemma George, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388038), e-mail to [gemma.george@peterborough.gov.uk](mailto:gemma.george@peterborough.gov.uk) or by telephone on 01733 452268. For each decision a public report will be available from the Governance Team one week before the decision is taken.

All decisions will be posted on the Council's website: [www.peterborough.gov.uk/executivedecisions](http://www.peterborough.gov.uk/executivedecisions). 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.



## KEY DECISIONS FROM 19 SEPTEMBER 2014

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	MEETING OPEN TO PUBLIC	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER (IF ANY OTHER THAN PUBLIC REPORT)
<b>Care and Repair Heating Framework Agreement - KEY/19SEP14/01</b> To approve a framework agreement and schedule of rates to deliver Repairs Assistance grant work, specifically the installation of central heating systems in domestic properties.	<b>Councillor Peter Hiller Cabinet Member for Planning and Housing Services</b>	<b>September 2014</b>	<b>N/A</b>	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders.	Russ Carr Care & Repair Manager Tel: 01733 863864 russ.carr@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>PREVIOUSLY ADVERTISED DECISIONS</b>							
<b>Delivery of the Council's Capital Receipt Programme through the Sale of Dickens Street Car Park - KEY/03JUL/11</b> To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate	<b>Councillor David Seaton Cabinet Member for Resources</b>	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate.	Richard Hodgson Head of Strategic Projects Tel: 01733 384535 richard.hodgson@peterborough.gov.uk	It is not anticipated that there will be any further documents.

Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Dickens Street Car Park.										
<b>Care and Repair Framework Agreement - KEY18DEC12/01</b> To approve a framework agreement and schedule of rates to deliver disabled facility grant work, specifically providing disabled access to toilet and washing facilities and associated work in domestic properties.	<b>Councillor Nigel North</b> <b>Cabinet Member for Communities and Environment Capital</b>	<b>September 2014</b>	<b>N/A</b>	Strong and Supportive Communities	Relevant Internal Departments.	Russ Carr Care & Repair Manager Tel: 01733 863864 russ.carr@peterborough.gov.uk	It is not anticipated that there will be any further documents.			
<b>Expansion of Thorpe Primary School - KEY13JUN14/03</b> Award of Contract for the construction of a new school buildings and the refurbishment and remodelling of existing buildings to accommodate the expansion of Thorpe Primary School (1 form entry expansion).	<b>Councillor John Holdich</b> <b>Cabinet Member for Education, Skills and University</b>	<b>September 2014</b>	<b>N/A</b>	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Emma Everitt Project Support Officer Tel: 01733 863660 emma.everitt@peterborough.gov.uk	It is not anticipated that there will be any further documents.			

<p><b>Section 75 Agreement with the Clinical Commissioning Group (CCG) for the Provision of a Joint Child Health and Wellbeing Commissioning Unit - KEY/21FEB14/01</b></p> <p>Authorisation for the entry into a statutory Section 75 Agreement, for an initial two year period, with the CCG for the provision of a borderline and Peterborough joint child health and wellbeing commissioning unit.</p>	<p><b>Councillor Marco Cereste</b> Leader of the Council and Cabinet Member for Growth, Strategic Planning, Housing, Economic Development and Business Engagement</p>	<p><b>October 2014</b></p>	<p><b>N/A</b></p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Oliver Hayward Head of Business Management Tel: 01733 863910 oliver.hayward@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>
<p><b>Award of Contract for the Extension of Discovery Primary School - KEY/21MAR14/01</b></p> <p>Award of contract for the extension of the Discovery Primary School to accommodate increased pupil numbers.</p>	<p><b>Councillor John Holdich</b> Cabinet Member for Education, Skills and University</p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Creating Opportunities and Tackling Inequalities.</p>	<p>Relevant internal and external stakeholders.</p>	<p>Brian Howard Programme Manager - Secondary Schools Development Tel: 01733 863976 brian.howard@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>

<b>Sale of Greenwood House - KEY/21MAR14/02</b> Delivery of the Council's Capital Receipt Programme through the sale of Greenwood House, South Parade.	<b>Councillor David Seaton Cabinet Member for Resources</b>	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Simon Webber Capital Projects Officer Tel: 01733 384545 simon.webber@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>Sale of the Herlington Centre - KEY/21MAR14/03</b> Delivery of the Council's capital receipts programme through the sale of the Herlington Centre, Orton Malborne.	<b>Councillor David Seaton Cabinet Member for Resources</b>	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Simon Webber Capital Projects Officer Tel: 01733 384545 simon.webber@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>Peterborough City Council Customer Strategy 2014 - KEY/21MAR14/06</b> To approve the Customer Strategy. The vision is to provide a range of high-quality services whilst maximising customer satisfaction and delivering these services through different channels at the lowest reasonable cost, whilst also reducing or diverting demand.	<b>Cabinet</b>	<b>22 Sep 2014</b>	<b>Yes</b>	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders.	Ricky Fuller Head of Strategic Commissioning/Transformation Tel: 01733 452482 ricky.fuller@peterborough.gov.uk	It is not anticipated that there will be any further documents.

<b>Award of Contract for the Extension of Nenegate School - KEY/05SEP14/02</b> To authorise the construction of an extension at Nenegate School and give authority to the Executive Director of Resources to award the construction contract within the approved budget.	<b>Councillor David Seaton</b> Cabinet Member for Resources	<b>September 2014</b>	<b>N/A</b>	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Alison Chambers Principal Assets Officer (Schools) Tel: 01733 863975 alison.chambers@peterborough.gov.uk	It is not anticipated that there will be any further documents
<b>Formalise Integrated Community Equipment Service Funding and Commissioning Arrangements - KEY/18APR14/01</b> To formalise integrated community equipment service joint funding arrangements.	<b>Councillor Wayne Fitzgerald</b> Cabinet Member for Adult Social Care	<b>September 2014</b>	<b>N/A</b>	Scrutiny Commission for Health Issues	Relevant internal and external stakeholders.	Nick Blake Head of Commissioning for Older People, Physical Disabilities and Sensory Impairment Tel: 01733 452406 nick.blake@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>Award of Contract for Build of a Waste Transfer Station - KEY/18APR14/02</b> To award a contract for the build of a waste transfer station.	<b>Councillor Gavin Eisey</b> Cabinet Member for Street Scene, Waste Management and Communications	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Paul Robertson Waste Project Officer Tel: 01733 864740 paul.robertson@peterborough.gov.uk	It is not anticipated that there will be any further documents.

<b>Award of Contract for Build of a Household Recycling Centre - KEY/18APR14/03</b> To award a contract for the build of a household recycling centre.	<b>Councillor Gavin Eisey</b> Cabinet Member for Street Scene, Waste Management and Communications	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Paul Robertson Waste Project Officer Tel: 01733 864740 paul.robertson@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>Future of the Eight Former Play Centres - KEY/02MAY14/01</b> To approve the recommendations for the eight former play centres.	<b>Councillor Nigel North</b> Cabinet Member for Communities and Environment Capital	<b>September 2014</b>	<b>N/A</b>	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Cate Harding Neighbourhood Manager Tel: 317497 cate.harding@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>Contract Award for 16+ Supported Accommodation - KEY/02MAY14/04</b> To award a contract for 16+ supported accommodation.	<b>Councillor Sheila Scott</b> Cabinet Member for Children's Services	<b>September 2014</b>	<b>N/A</b>	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Oliver Hayward Head of Business Management Tel: 01733 863910 oliver.hayward@peterborough.gov.uk	It is not anticipated that there will be any further documents.
<b>The Expansion of Pheonix School - KEY/02MAY14/05</b> To award a contract for the expansion of Pheonix School, including the approval of property, legal and financial arrangements for various enabling with third parties.	<b>Councillor David Seaton</b> Cabinet Member for Resources	<b>September 2014</b>	<b>N/A</b>	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Brian Howard Programme Manager - Secondary Schools Development Tel: 01733 863976 brian.howard@peterborough.gov.uk	It is not anticipated that there will be any further documents.

<p><b>Print Managed Services - KEY/13JUN14/01</b> To enable Council officers to be able to print, copy and scan.</p>	<p><b>Councillor David Seaton Cabinet Member for Resources</b></p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Ricky Fuller Head of Strategic Commissioning/Transformation Tel: 01733 452482 ricky.fuller@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>
<p><b>Peterborough Flood Risk Management Strategy - KEY/25JUL14/01</b> For Cabinet to approve the Draft Peterborough Flood Risk Management Strategy for public consultation.</p>	<p><b>Cabinet</b></p>	<p><b>22 Sep 2014</b></p>	<p><b>Yes</b></p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Julia Chatterton Flood and Water Management Officer Tel: 01733 452620 julia.chatterton@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>
<p><b>Joint Venture Implementation - KEY/25JUL14/02</b> To approve the implementation of the Joint Venture.</p>	<p><b>Councillor Marco Cereste Leader of the Council and Cabinet Member for Growth, Strategic Planning, Housing, Economic Development and Business Engagement</b></p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Simon Machen Director of Growth and Regeneration Tel: 01733 453475 simon.machen@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>

<p><b>Installation of Solar Voltaic (PV) Panels to Schools - KEY/25AUG14/01</b> To award a contract for the installation of Solar Voltaic (PV) Panels and energy performance measures to schools under the renewable energy and energy efficiency scheme and energy performance contracts (ENPC)</p>	<p><b>Councillor David Seaton Cabinet Member for Resources</b></p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Steven Morris Client Property Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>
<p><b>New Model for Transforming Day Opportunities for Adults Under 65 - KEY/25AUG14/02</b> To approve the proposed model for implementation.</p>	<p><b>Cabinet</b></p>	<p><b>3 Nov 2014</b></p>	<p><b>Yes</b></p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Mubarak Darbar Head of Commissioning Learning Disabilities Tel: 01733 452509 mubarak.darbar@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>
<p><b>Residential and Nursing Care Contracts - KEY/22AUG14/03</b> To seek approval for the award of contracts to providers of 24 hour residential and nursing care support.</p>	<p><b>Councillor Wayne Fitzgerald Cabinet Member for Adult Social Care</b></p>	<p><b>September 2014</b></p>	<p><b>n/a</b></p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Nick Blake Head of Commissioning for Older People, Physical Disabilities and Sensory Impairment Tel: 01733 452406 nick.blake@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>



<p><b>Southfields Primary School Expansion - KEY/05SEP14/01</b> To authorise the construction of an extension to accommodate the expansion of Southfields Primary School.</p>	<p><b>Councillor John Holdich Cabinet Member for Education, Skills and University</b></p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Creating Opportunities and Tackling Inequalities</p>	<p>Relevant internal and external stakeholders.</p>	<p>Emma Everitt Project Support Officer Tel: 01733 863660 emma.everitt@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents</p>
<p><b>Renewable Energy and Energy Efficiency Scheme - KEY/05SEP14/03</b> Installation of Solar Photovoltaic (PV) Panels to PCC's Commercial Properties including industrial estates.</p>	<p><b>Councillor David Seaton Cabinet Member for Resources</b></p>	<p><b>September 2014</b></p>	<p><b>N/A</b></p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Steven Morris Client Property Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any further documents.</p>

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

Strategic Finance  
Internal Audit  
Schools Infrastructure (Assets and School Place Planning)  
Corporate Property  
Waste and Energy  
Strategic Client Services (Enterprise Peterborough / Vivacity / SERCO including Customer Services, ICT and Business Support)

**CHILDREN'S SERVICES DEPARTMENT Executive Director's Office at Bayard Place, Broadway, PE1 1FB**

Safeguarding Family and Communities  
Education  
School Improvement  
Special Educational Needs / Inclusion and the Pupil Referral Service

**ADULT SOCIAL CARE Executive Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG**

Care Services Delivery (Assessment and Care Management and Integrated Learning Disability Services)  
Mental Health  
Public Health (including Health Performance Management)

**COMMUNITIES DEPARTMENT Director's Office at Bayard Place, Broadway, PE1 1FB**

Strategic Commissioning  
Safer Peterborough, Cohesion, Social Inclusion and Neighbourhood Management

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

Communications  
Legal and Governance Services  
HR Business Relations (Training and Development, Occupational Health and Reward and Policy)  
Strategic Regulatory Services  
Performance Management

**GROWTH AND REGENERATION DEPARTMENT Director's Office Stuart House, St Johns Street, Peterborough, PE1 5DD**

Strategic Growth and Development Services  
Strategic Housing  
Planning Transport and Engineering (Development Management, Construction and Compliance, Infrastructure Planning and Delivery, Network Management and Passenger Transport)  
Commercial Operations (Strategic Parking and Commercial CCTV, City Centre, Markets and Commercial Trading and Tourism)



This page is intentionally left blank

**STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE  
WORK PROGRAMME 2014/15**

Meeting Date	Item	Timing	Progress
<b>16 July 2014</b>	<b>CRIME AND DISORDER SCRUTINY COMMITTEE</b>		
<i>Draft Report 27 June</i>	Safer Peterborough Partnership – Role of the Committee		
<i>Final Report 4 July</i>	Contact Officer: Mark Woolner Vivacity - Culture Strategy		
	Contact Officer: Dominic Hudson		
<b>3 September</b>	<b>CRIME AND DISORDER SCRUTINY COMMITTEE</b>		
<i>Draft Report 14 August</i>	Safer Peterborough Partnership – Priority 2 – Tackling Antisocial Behaviour		
<i>Final Report 21 August</i>	To scrutinise the content of the report, acting as the statutory Crime and Disorder Committee, and make any comments or recommendations.  Contact Officer: Mark Woolner		
	<b>Homelessness Review and Draft Strategy</b>		
	To review and comment on the Housing Needs Service, the Homelessness Review and the broad strategic aims of the draft Homelessness Strategy, and to agree for the review and strategy to be taken forward to Cabinet.		
	Contact Officer: Belinda Child/Sean Evans		
	Portfolio Progress Report from Cabinet Member for Communities and Environment Capital		

Meeting Date	Item	Timing	Progress
	<p>To scrutinise and comment on the progress of the portfolio of the Cabinet Member.</p> <p><b>Contact Officer: Wendi Ogle-Welbourn/Adrian Chapman</b></p>		
	<p><b>CRIME AND DISORDER SCRUTINY COMMITTEE</b></p>		
<p><b>15 October 2014</b></p> <p><i>Draft Report 26 September</i></p> <p><i>Final Report 3 October</i></p>	<p><b>Safer Peterborough Partnership – Priority 1 – Addressing Crime by Tackling Offending</b></p> <p><b>Contact Officer: Mark Woolner</b></p> <p><b>Portfolio Progress Report from Cabinet Member for City Centre Management, Culture &amp; Tourism</b></p>		
	<p>To scrutinise and comment on the progress of the portfolio of the Cabinet Member.</p> <p><b>Contact Officer: Dominic Hudson</b></p> <p><b>Community Assets, Rationalisation Programme</b></p>		
<p><b>18 November 2014</b></p> <p><i>Draft Report 30 October</i></p> <p><i>Final Report 6 November</i></p>	<p><b>Contact Officer: Cate Harding/Dominic Hudson</b></p> <p><b>CRIME AND DISORDER SCRUTINY COMMITTEE</b></p> <p><b>Safer Peterborough Partnership Plan – Priority 3 – Building Stronger and Safer Communities</b></p> <p><b>Contact Officer: Mark Woolner</b></p> <p><b>Portfolio Progress Report from Cabinet Member for Planning and Housing Services</b></p>		
	<p>To scrutinise and comment on the progress of the portfolio</p>		

Meeting Date	Item	Timing	Progress
	of the Cabinet Member.		
	<b>Contact Officer: Adrian Chapman</b> Connecting Families		
	<b>Contact Officer: Adrian Chapman</b>		
	<b>CRIME AND DISORDER SCRUTINY COMMITTEE</b>		
<b>14 January 2015</b>	Safer Peterborough Partnership Plan – Refresh		
<i>Draft Report 24 December</i> <i>Final Report 2 January</i>	<b>Contact Officer: Mark Woolner</b> Review of the Peterborough Communities and Safety Delivery Model		
	<b>Contact Officer: Mark Woolner</b> Tourism Strategy		
	<b>Contact Officer: Annette Joyce</b> Scrutiny in a Day Outcomes – Impact Report		
	<b>Contact Officer: Adrian Chapman</b>		
	<b>CRIME AND DISORDER SCRUTINY COMMITTEE</b>		
<b>19 March 2015</b>	Safer Peterborough Partnership – Approval of Annual Refresh		
<i>Draft Report 2 March</i>			

Meeting Date	Item	Timing	Progress
<i>Final Report 9 March</i>	<b>Contact Officer: Mark Woolner</b>		
	<b>Vivacity – Annual Report and Business Plan</b> To review and comment on Vivacity's performance and the draft business plan.		
	<b>Contact Officer: Kevin Tighe/ Dominic Hudson</b> <b>Commercial Operations Plan</b> To note and comment on the work of Commercial Operations and propose further scrutiny in relation to its business activities.		
	<b>Contact Officer: Annette Joyce</b>		

**To be programmed into work programme:**

- Localism Strategy – Adrian Chapman
- Review of Business Plan – Vivacity – Dominic Hudson/Kevin Tighe
- Regulatory Services – Donna Hall
- Police and Crime Commission – Gary Goose
- Fly-tipping Pilot – Adrian Chapman
- Portfolio Progress Report from Cabinet Member for Communities and Environment Capital
- Selective Licensing or Equivalent Scheme - Belinda Child