

Housing Working Party

4 April 2019



Time and venue:

3.00pm in the Telscombe Room, Southover House, Southover Road, Lewes, BN7 1AB

Membership:

Councillor Ron Maskell (Chair); Councillors Mike Chartier, Sharon Davy, Johnny Denis, Ruth O'Keeffe, Steve Saunders, Richard Turner and Susan Murray

Quorum: 4

Published: Friday, 22 March 2019

Agenda

- 1 Minutes (Pages 1 - 4)**
To confirm and sign the minutes of the previous meeting held on 17 October 2018 (attached herewith).
- 2 Apologies for absence/declaration of substitute councillors/declarations of interest**
- 3 Properties in the development pipeline and sustainability in new homes**
Verbal update by HEDP Development Project Manager
- 4 Homes First (Pages 5 - 18)**
Presentation by Head of Homes First
- 5 Private Sector Housing team**
Presentation by Senior Specialist Advisor (Private Housing)
- 6 Date of next meeting**
The next meeting of the Housing Working Party will be called as necessary.

Information for the public

Accessibility: Please note that the venue for this meeting is wheelchair accessible and has an induction loop to help people who are hearing impaired. This agenda and accompanying reports are published on the Council's website in PDF format which means you can use the "read out loud" facility of Adobe Acrobat Reader.

Filming/Recording: This meeting may be filmed, recorded or broadcast by any person or organisation. Anyone wishing to film or record must notify the Chair prior to the start of the meeting. Members of the public attending the meeting are deemed to have consented to be filmed or recorded, as liability for this is not within the Council's control.

Public participation: Please contact Democratic Services (see end of agenda) for the relevant deadlines for registering to speak on a matter which is listed on the agenda if applicable.

Information for councillors

Disclosure of interests: Members should declare their interest in a matter at the beginning of the meeting.

In the case of a disclosable pecuniary interest (DPI), if the interest is not registered (nor the subject of a pending notification) details of the nature of the interest must be reported to the meeting by the member and subsequently notified in writing to the Monitoring Officer within 28 days.

If a member has a DPI or other prejudicial interest he/she must leave the room when the matter is being considered (unless he/she has obtained a dispensation).

Councillor right of address: A member of the Council may ask the Leader, a Cabinet Member or the Chair of a committee or sub-committee any question without notice upon an item of the report of the Cabinet or a committee or subcommittee when that item is being received or under consideration by the Council.

A member of the Council may ask the Chair of a committee or sub-committee a question on any matter in relation to which the Council has powers or duties or which affect the District and which falls within the terms of reference of that committee or subcommittee.

A member must give notice of the question to the Head of Democratic Services in writing or by electronic mail no later than close of business on the fourth working day before the meeting at which the question is to be asked.

Democratic Services

For any further queries regarding this agenda or notification of apologies please contact Democratic Services.

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Housing Working Party

Minutes of meeting held in The Warren Room, Lewes House, High Street, Lewes, BN7 2LX on 17 October 2018 at 1.00 pm

Present:

Councillor Ron Maskell (Chair)

Councillors Sharon Davy, Richard Turner, Simon Barnes and Alex Lambert

Officers in attendance:

Andy Chequers (Head of Homes First), Bill McCafferty (Functional Lead for Thriving Communities), Jennifer Norman (Committee Officer) and Jazmin Victory (Committee Officer)

Also in attendance:

Debbie Twitchen, Tenants' Representative, Tenants of Lewes District (Chair)

6 Minutes

The minutes of the meeting held on 11 July 2018 were submitted and approved, and the Chair was authorised to sign them as a correct record.

7 Apologies for absence/declaration of substitute councillors/declarations of interest

Apologies for absence had been received from Councillors Mike Chartier, Johnny Denis, Ruth O'Keeffe and Steve Saunders. Councillor Barnes declared he was acting as substitute for Councillor O'Keeffe and Councillor Lambert declared she was acting as substitute for Councillor Saunders.

An apology for absence had also been received from John Langley, Tenants' Representative, Tenants of Lewes District (Vice-Chair).

8 Properties in the development pipeline

The HEDP Development Project Manager gave his apologies to the Committee, as he was unable to attend the meeting.

Resolved:

That the HEDP Development Project Manager provide a written update to the Committee in respect of projects in the housing development pipeline across Lewes District, prior to its next meeting.

9 Universal Credit

The Committee received a presentation by the Functional Lead for Thriving Communities which provided an update on the roll-out of the full Universal Credit service across Lewes District.

The Chair of Tenants of Lewes District (TOLD) requested that the Functional Lead for Thriving Communities provide a brief written summary of the presentation to be later published in a newsletter distributed to the tenants of Lewes District. The Functional Lead for Thriving Communities agreed that he would provide a brief written summary for the newsletter.

The Chair of TOLD queried what happened when a person of working age who applied for and was approved for Universal Credit reached pension age. The Functional Lead for Thriving Communities replied that once a person reached pension age, the person would be removed from the Universal Credit scheme.

The Committee queried whether the Council had highlighted residents within Lewes District who may have difficulty applying for Universal Credit. The Head of Homes First replied that the Council were aware of some residents who may have difficulty applying for Universal Credit, and that members of his team were equipped with Wi-Fi enabled tablets which they could use to go into the community and assist applicants with the process.

The Chair of TOLD highlighted that members of the organisation had received training in respect of Universal Credit, which had helped TOLD assist residents who had issues filling out forms when applying for Universal Credit. She further highlighted that TOLD had confidence that Lewes District Council had done everything it could in respect of assisting tenants with filling out forms for Universal Credit.

Resolved:

That the contents of the presentation be noted.

10 Housing Standards

The Committee received a presentation by the Head of Homes first in respect of housing needs and standards across Lewes District.

The Committee thanked the Head of Homes First and the Senior Specialist Advisor for Housing Needs and Standards for all their hard work.

Resolved:

That the contents of the presentation be noted.

11 Date of next meeting

Resolved:

That the next meeting of the Housing Working Party be held in January 2019, on a date later to be agreed in consultation with the Chair, officers and members of the Committee.

The meeting ended at 2.20 pm.

Councillor Ron Maskell (Chair)

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Lewes District Council



Working in partnership with **Eastbourne Homes**

Homes First

The way forward

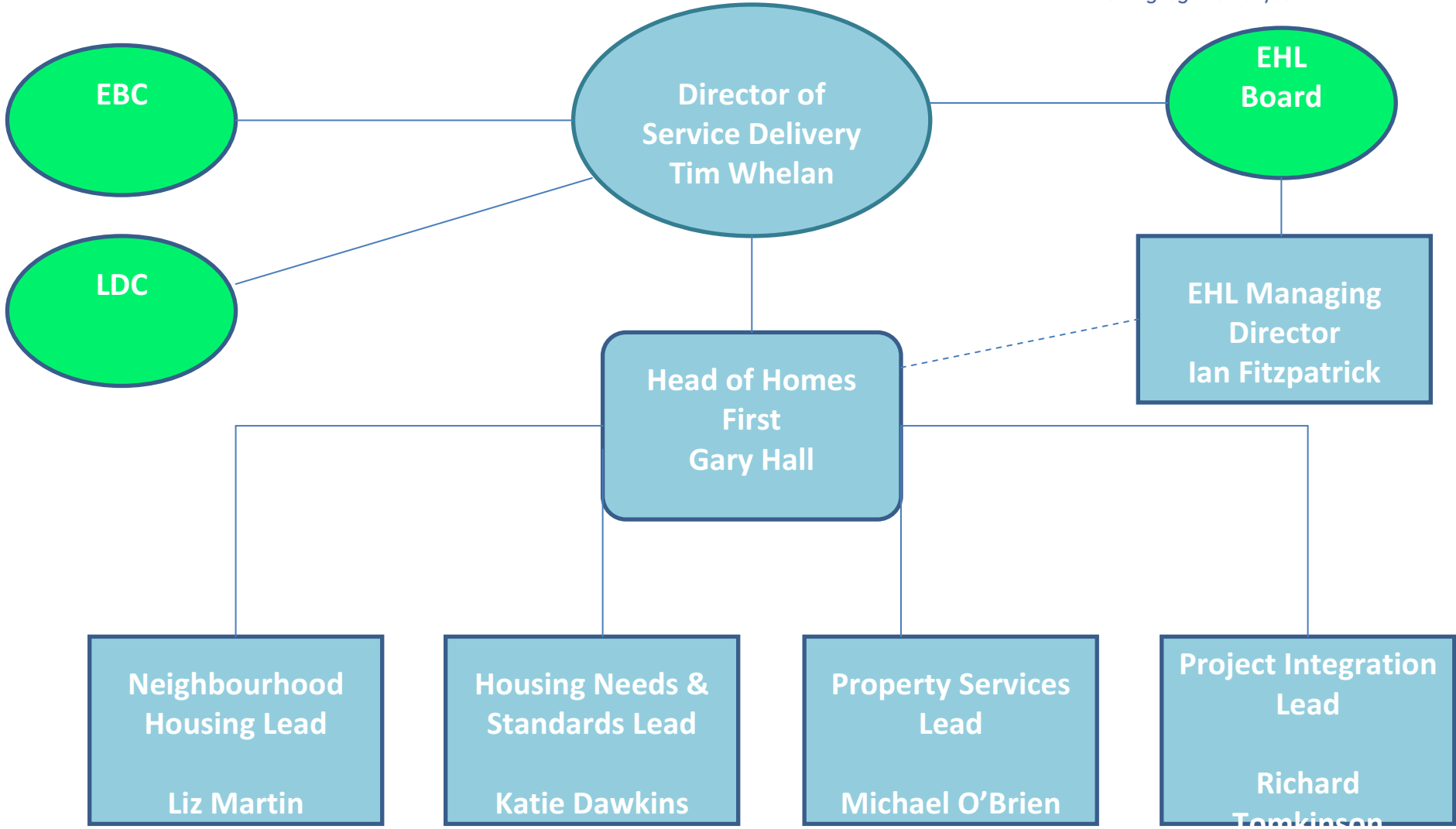
Housing Working Party-
4/4/19



About Homes First

HOMES FIRST

Lewes and Eastbourne
Councils
working together for you



Who does what?

Neighbourhood Housing

- Managing & sustaining council and EHICL tenancies
- Managing sheltered housing
- Tenant involvement and engagement
- Managing casework around council tenancies and leaseholders e.g. ASB
- Managing turnover, mutual exchanges and evictions.

Housing Needs & Standards

- Housing applications, choice based lettings and allocation
- Improving housing conditions across tenures
- Homelessness prevention
- Managing temporary accommodation
- Housing advice and options
- Landlord engagement
- Houses in Multiple Occupation licensing
- Disabled facilities grants (DFGs)



Who does what?

Property Services

- Asset management & capital works
- Repairs, maintenance & improvement works (including Voids works)
- Leasehold management & service charges
- Estate services & compliance
- Acquisitions & disposals
- Disabled adaptations

Project Integration

- New/special projects & programmes
- Aligned services, service review & improvement
- Corporate strategies, partnerships & commissioning
- Integrate new legislative requirements and best practise
- Build operational resilience & performance improvement



Service development opportunities

- **A New Deal for Social Housing (Green Paper)**
 - Ensuring homes are safe & decent
 - Effective complaints resolution
 - Empowering residents and strengthening the regulator
 - Tackling stigma & celebrating thriving communities
 - Expanding supply



Service development opportunities

- Mobile working
- Widening Tenant engagement-menu of involvement, support new independent leasehold group-'Empowering tenants'
- Partnership working-engage RSL's, Agencies
- Build UC intelligence and respond to challenges-biggest migration so far 2019/20
- Retirement review implementation-rebranding(e.g stigma of 'sheltered'), upgrade of retirement housing offer
- Reduction in TA/EA....prevention/ HRA-strengthen relationships within internal companies and external agencies-robust homeless strategy review-esp after HRA
- New DFG policy



Service development opportunities

- Greater internal scrutiny through our governance model- new KPI's
- Look at long-term property/place sustainability/maximise HRA
- EHICL/LHICL/Aspiration Homes opportunities-'Expanding Supply'
- Supporting an independent leasehold panel
- Intergenerational Housing Project
- Review Complaints handling-'**Effective Complaints Resolution**'



Safety-'Place and Home'

Homes First (HF) is committed to developing, implementing and maintaining all reasonable measures to protect the health and safety of residents, visitors, staff & contractors as they go about their business on our estates.

- implement procedures to assess, remove, reduce and manage risks.
- ensure all staff & contractors are competent.
- ensure all communal areas are safe and facilities and equipment are fit for the purpose.
- monitor the condition of the estates and communal areas.
- ensure all staff and contractors are aware of their duties under health and safety legislation.
- provide training and information.
- promote a positive attitude towards managing safety on estates.
- Safe in homes-e.g cuckooing, county lines-external issues-Crime and Disorder Reduction Partnership-multi-agency approach.



Safety /compliance-Property

- Block safety checks
- Fire risk checks-inc FRA management and work and improvements
- Asbestos
- Control of legionella
- Lift checks
- Gas safety checks
- Strategy to prepare for Homes (Fitness for Human Habitation) Act
- Possible implications of Review of Decent Homes standards



'Homes that are safe and decent'

Local Inclusion projects- Rough Sleeper Initiative

The RSI will improve rough sleepers ability to access to services:

- Statutory support services
- Temporary accommodation
- Long-term housing solutions A multi-disciplinary team of health, mental health, social care, substance misuse & housing professionals
- An enhanced accommodation pathway
- Expanding outreach and day centre services
- Expanding Sussex Rough Sleeping Prevention Project
- New cross county database of key statistics/trends



Local Inclusion projects- Homeless Support Programme

•Homeless support programme in partnership with DWP

- Funded for 12 months by the DWP and aims to get those homeless or threatened with homelessness into training and/or employment.
- The outcomes required around training, CV's, increased confidence, engagement skills and job outcomes.
- Brokered some productive relationships with both the local jobcentre and weekly presence in the JCP once a week
- Advise on support for customers with complex needs, who have been able to offer 1-2-1 support for Literacy and Numeracy. The customer profile is around 60/40 male-female and predominantly English speaking, however those who have an ESOL need have been signposted for this support.



Local Inclusion Projects- STEPS



- Service commissioned to deliver a holistic approach to support the independence of older people; reducing the risk of a crisis and or a more costly health and/ or social care intervention
 - Service is delivered in line with the best practice principles of personalisation ensuring an individual has a choice, a voice and control.
- Cases Supported (Includes all cases active during the period):

Since Service Start (21 Nov 2015 to 31 Dec 2018): 7168 Cases supported
Since Service Start (21 Nov 2015 to 31 Dec 2018): 3668 Cases successfully supported to maintain their current housing or find new accommodation:
Since Service Start (21 Nov 2015 to 31 Dec 2018): 5020 Cases successfully supported to maximise their income:
Since Service Start (21 Nov 2015 to 31 Dec 2018): 4644 Cases successfully supported to improve their mental wellbeing



Conclusion-The Homes First ethos and 'brand'



- Responses to green paper-tenure blind offer -through positive engagement/widen inclusion/celebrate success
- Set up to modern complex modern challenges
- Building and nurturing sustainable partnerships
- Customer charter-greater customer focus
- Service standards-measure our social impact
- Effective , efficient and innovative.

'Tackling stigma and celebrating thriving communities'



Develop Homes First as a recognisable brand known for excellent services and high levels of tenant satisfaction.

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