



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 3 FEBRUARY 2015

TIME: 5:30 pm

**PLACE: G.01 Meeting Room 1 - Ground Floor, City Hall, 115
Charles Street, Leicester, LE1 1FZ**

Members of the Scrutiny Commission

Councillor Newcombe (Chair)
Councillor Alfonso (Vice Chair)

Councillors Aqbany, Joshi, Mayat, V. Patel, Potter and Westley

Members of the Scrutiny Commission are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Angie Smith (Democratic Support Officer):

Tel: 0116 454 6354, e-mail: Angie.Smith@leicester.gov.uk

Jerry Connolly (Scrutiny Support Officer):

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Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact Angie Smith, **Democratic Support on (0116) 454 6354** or email Angie.Smith@leicester.gov.uk or call in at City Hall, 115 Charles Street.

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PUBLIC SESSION

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The minutes of the meeting of the Housing Scrutiny Commission held on 10th December 2014 are attached, and Members are asked to confirm them as a correct record.

4. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received in accordance with Council procedures.

5. PETITIONS

The Monitoring Officer to report on the receipt of any petitions received in accordance with Council procedures.

6. CITY MAYOR'S DELIVERY PLAN, HOUSING CONTRIBUTION

Appendix B

The Scrutiny Commission is requested to consider and comment on the attached City Mayor's Delivery Plan, Housing Contribution progress as at 30th September 2014.

7. HOUSING ALLOCATIONS POLICY CONSULTATION

Appendix C

The Director of Housing submits a report which seeks the view of Members of the Scrutiny Commission on changes to the Housing Allocations Policy.

8. PROVISION OF TEMPORARY ACCOMMODATION FOR TEENAGE PARENTS

Appendix D

The Director of Housing submits a report which informs members of the aims of the Homelessness Strategy 2013-2018, and benefits of bringing the teenage parent provision in-house and managing the service by making use of the existing provision within Border House families' hostel.

9. TENANCY MANAGEMENT IMPROVEMENT PROJECT [Appendix E](#)

The Director of Housing will deliver a presentation to discuss the project, and its aims.

10. HOUSING SPENDING REVIEW AND HOUSING TRANSFORMATION PROJECT [Appendix F](#)

The Director of Housing submits a report on the review of Housing Revenue Account (HRA) spending which is part of the City Mayors programme of Spending Reviews.

11. HOUSING SCRUTINY COMMISSION WORK PROGRAMME [Appendix G](#)

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

12. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: WEDNESDAY, 10 DECEMBER 2014 at 5:30 pm

P R E S E N T :

Councillor Newcombe (Chair)
Councillor Alfonso (Vice Chair)

Councillor Aqbany
Councillor Joshi

Councillor Mayat
Councillor Potter

Councillor Westley

In Attendance

Councillor Connelly: Assistant City Mayor, Housing

* * * * *

31. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor V Patel and the Director of Housing.

32. DECLARATIONS OF INTEREST

Members were asked to declare any interests they had in the business to be discussed on the agenda.

Councillor Westley declared that members of his family were council tenants.

Councillor Aqbany declared that a family member was a council lessee.

Councillor Joshi declared that a family member was a council tenant.

Councillor Newcombe declared that he was a council lessee.

Councillor Potter declared that she and a member of her family were council tenants.

In accordance with the Council's Code of Conduct, the interests were not considered so significant that they were likely to prejudice the Councillors'

judgement of the public interest. Councillors were not therefore required to withdraw from the meeting during consideration and discussion on the agenda items.

33. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

that the minutes of the meeting of the Housing Scrutiny Commission held 4 November 2014 be confirmed as a correct record.

34. PETITIONS

In accordance with Council procedures, it was reported that no petitions had been received by the Monitoring Officer.

35. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

In accordance with the Council's procedures, it was reported that a question had been received from Councillor Willmott. Councillor Willmott's question was as follows:

"Please will the Housing Scrutiny Commission consider expanding the scope of the Empty Homes' Strategy in the light of the points I will make in asking this question?"

Councillor Willmott added that he questioned how it might be possible to increase the number of empty homes that were being brought back into use. He stated that statistics had previously indicated that there were approximately 10,000 people on the housing waiting list with approximately 5,000 empty homes in the city, though he acknowledged that these statistics might now be slightly out of date. Councillor Willmott commended some good work that was being carried out by the Empty Homes' Officers and questioned whether more officers could be recruited as that there was evidence that investment in this area brought positive outcomes. Councillor Willmott requested that the Housing Scrutiny Commission look further into this.

Members of the commission supported Councillor Willmott's request and it was agreed that a scoping document to consider this further be brought back to the commission. Councillor Connelly, Assistant City Mayor, Housing also indicated his support for the scrutiny commission to look further into this.

RESOLVED:

that it be agreed for a scoping document to consider ways to increase the number of empty homes being brought back into use, be brought back to the Housing Scrutiny Commission

36. HOUSING REVENUE ACCOUNT BUDGET (INCLUDING CAPITAL PROGRAMME) 2015/16

Councillor Connelly, Assistant City Mayor, Housing presented the Housing Revenue Account Budget for 2015/16. He explained that a rent increase of 2.2% was proposed, which was the lowest proposed rent increase in the previous 6 years. He added that he had hoped to avoid an increase in rent and was aware of the financial difficulties that people were experiencing. He also recognised that most the council tenants did not qualify for housing benefit, but that there was a need to maintain investment in housing stock. Assistant City Mayor Connelly welcomed the comments from the Tenants and Leaseholders Forum and agreed to their request to freeze the communal cleaning service charge until after the Housing Scrutiny Communal Cleaning Task Group had concluded its work and their recommendations had been put forward.

Members generally commented that the rent increase was regrettable but necessary in order for the council to continue to invest in their properties. Councillor Potter commented however, that she would not support the rent increase and asked for consideration to be given to people who did not receive housing benefit. She added that some people were on very low wages, received no financial help and would not be in a position to pay increased rent.

Some members expressed views that private landlords generally charged higher rents and did not have the same high standards that the city council did, though a comment was made that this was not the case in the Netherhall area of the city.

A reference was made to the Tenants' and Leaseholders' Forum and a concern was expressed that the forum did not represent every estate in the city. There followed some discussion as to how best to ensure that people were aware that the forum existed and as to whether there was a better system for representing tenants. It was agreed that this would be subject to a task group review and a scoping document would be brought to a future meeting of the commission. It was further agreed to ask Councillor Potter to seek residents who would like to engage with the review.

The Chair questioned as to how the proposed 2.2% rent increase compared to other local authorities. The Head of Finance, Adult Social Care and Housing, responded that the figure had not been checked against other local authorities' proposals, but this could be investigated.

Concerns were expressed relating to the possible impact of the Transforming Neighbourhood Services strategy and whether older people would need to travel further to their housing office if there were more shared council buildings. There were also concerns as to whether there would be confidentiality issues if services shared the same buildings. Assistant City Mayor Connelly responded that he would not pre-judge the outcome of the consultation, but he felt that with care, it would be possible to run all services from the same building and maintain confidentiality. The Transforming Neighbourhood Services Strategy

would be brought to the relevant scrutiny commissions for consideration. The Scrutiny Policy Officer reported that the Neighbourhood Services and Community Involvement Scrutiny Commission were looking into the Transforming Neighbourhood Services and he offered to copy the Housing Scrutiny Commission into the appropriate information.

In response to concerns raised in relation to private landlords, Assistant City Mayor Connelly responded that the scrutiny commission had looked into this before. There were examples where private landlords and also some Housing Association landlords were not investing in their properties; and this had shown up in councillors' case work. He added that 2.2% was the lowest rent increase that the council could afford to implement without there being a detrimental effect on investment in council housing stock.

A suggestion was made that the Housing Scrutiny Commission carry out a piece of work on Housing Associations and it was agreed that this should be added to the work programme.

Concern was raised relating to a particular case of a family, with a child with severe disabilities, who were told that their property could not be adapted to meet the child's needs. This was resolved after the councillor intervened. Assistant City Mayor Connelly responded that he was disappointed at what had happened, but there were 22000 houses in the council stock and this was not indicative across the city. He believed that the council provided an excellent service.

RESOLVED:

- 1) that the commission note the proposed 2.2% rent increase;
- 2) that the commission welcome the freezing of the communal cleaning service charge until after the Housing Scrutiny Communal Cleaning Task Group has put forward their recommendations;
- 3) that it be agreed for a review to be carried out relating to how best the Tenants' and Leaseholders' Forum could represent tenants and for Councillor Potter to be asked to seek residents who might wish to engage in the review; and
- 4) for some work in relation to Housing Associations be added to the work programme.

37. VOIDS IMPROVEMENT PROJECT UPDATE

The commission received a presentation from the Project Manager, Voids Improvement Project. A copy of the presentation is attached at the end of these minutes.

In respect of properties that were refused after being made ready to let, the commission heard that in order to arrange a prompt re-let, there was currently

a pilot project whereby the top five people from the list could view the property at the same time. To avoid raising any expectations, it was important that any communications that were sent out to interested viewers were clear.

A concern was raised that multiple viewing created ill-feeling which was passed onto the ward councillors and officers responded that the system was still only a pilot project and would be fully evaluated.

The Project Manager explained that at the end of the previous year, it was taking 54 days to turn around an empty property; this figure had now been reduced to 36 days. The new target would be 25 days. The commission heard that while work was being carried out to minimise the void re-let time, it was also necessary to keep some properties empty because of the Tower Block programme and the need to decant people into alternative accommodation whilst the improvements were carried out.

Congratulations were given on the work that had been carried out to reduce the void times and a member enquired as to whether comparisons had been made with other local authorities. The commission heard that a comparison had been made with Nottingham City Homes. The Leicester City Council void times compared favourably with Nottingham, however the information was collected differently so it was difficult to compare times accurately.

Concerns were raised that in the past, tenants had moved into a newly refurbished property to find that there were problems with faulty workmanship which necessitated the need for further work to be carried out. Officers expressed disappointment to hear of this and asked in future they be made aware of any similar problems. A member expressed alternative views that work on empty properties was improving and that few complaints had been received from tenants.

It was noted that some properties were left in such a poor state that a considerable amount of work had to be carried out before new tenants could move in. It was queried whether the cost of the refurbishment was reclaimed from the tenants responsible for the damage, and Assistant City Mayor Connelly responded that this was very difficult to do where a council tenant had been evicted. However officers confirmed that whilst it was a long process, the council did their best to track people down in order to claim back their costs. A question was raised as to why the council allowed the situation to occur in the first place and it was explained that there were capacity issues for staff because of the size of the housing stock. However officers explained that they were looking at a pilot scheme whereby an officer would go and visit the property once a tenant had given notice.

Concerns were raised that after a tenant died, the families were given insufficient time to clear out the property and also were charged rental on behalf of the deceased. Officer explained that invoices were made out to the estate of the deceased and there was no obligation for the relatives to pay the rental in those circumstances.

RESOLVED:

- 1) that the commission note the report and congratulate the department for work carried out and progress made on the Void Improvement Project.
- 2) that the commission request a further progress report at a future meeting.

38. RENT ARREARS PROGRESS REPORT - JULY 2014 TO SEPTEMBER 2014

The Income Collection Manager presented a report relating to rent arrears for the period July to September 2014 and explained that the number of tenants with rent arrears was lower than at the same point in the previous year.

Members considered the report and a member expressed concern that people were being evicted because of non-payment of rent. Members heard that evictions were not carried out lightly, but were a last resort. Every effort was made to encourage tenants to engage with the council. Where people applied for Discretionary Housing Payments (DHP) for help arising from the Bedroom Tax, provided that they then went on to the Housing Register to down size, they would not be evicted. DHP could also be paid in other circumstances. As part of the interview process, officers also liaised with Children and Young People's Services and Adult Social Care and tenants were informed of the consequences but sometimes people chose not to engage with the process. In response to a query as to what happened to people if they were evicted, officers explained that they could seek help from Housing Options as their role was to provide temporary accommodation whilst investigations were ongoing. Single people might choose to go back to their families.

Members expressed concern that people experiencing financial difficulty and the general rise in rent arrears was a result of the government's welfare reforms. A query was raised as to how many people were making financial arrangements with Clockwise Credit Union and officers explained that the results were still very low which was disappointing. This would be reported back in the progress report for the third quarter.

RESOLVED:

that the progress report be noted.

39. SCRUTINY REVIEW - PERFORMANCE OF THE COMMUNAL CLEANING SERVICE - TASK GROUP UPDATE

The Scrutiny Policy Officer updated the commission on the meeting of the Communal Cleaning Service Task Group which had taken place on 9 December 2014. At the meeting there had been a presentation from the Cleaning Services Team, an extensive question and answer session and also helpful engagement from tenants

The Task Group were almost in a position to make their recommendations, but views of tenants and leaseholders were also being sought and they had stated

that they would not be able to meet in time to make the initial deadline of 5 January 2015. The Scrutiny Policy Officer asked Members to extend the deadline to give the tenants and leaseholders enough time to hold their meeting. Members agreed that the deadline could be moved back to March to facilitate this and thanked tenants for the contribution they were making to the review.

RESOLVED:

- 1) that the Commission note the Task Group update on the Performance of the Communal Cleaning Service; and
- 2) that it be agreed that the deadline for the Task Group report be put back to March 2015.

40. HOUSING REVENUE ACCOUNT (HRA) SPENDING REVIEW AND HOUSING TRANSFORMATION PROGRAMME (HTP)

The Chair proposed that, due to time constraints, this item, along with the presentation on the Tenancy Management Improvement Programme and the Scrutiny Commission Work Programme be deferred to the next meeting of the Housing Scrutiny Commission in January 2015.

RESOLVED:

that the items as detailed above be deferred to the next meeting of the Housing Scrutiny Commission in January 2015

41. TENANCY MANAGEMENT IMPROVEMENT PROGRAMME

This item was deferred to the next meeting of the Housing Scrutiny Commission in January 2015.

42. HOUSING SCRUTINY COMMISSION WORK PROGRAMME

This item was deferred to the next meeting of the Housing Scrutiny Commission in January 2015.

43. CLOSE OF MEETING

The meeting closed at 8.08 pm.



BACKGROUND

PERFORMANCE 2013/14

At the end of 2013/14

- The average re-let time for routine voids was 54.5 days
- The number of voids held was 457
- The annual spend on materials was £842k
- 1239 properties had been let
- A challenge report had identified a number of areas for improvement including performance management, process, standards & specifications and use of resources

VOIDS IMPROVEMENT

THE WORKSTREAMS

The VIP Project was set up consisting of 4 workstreams

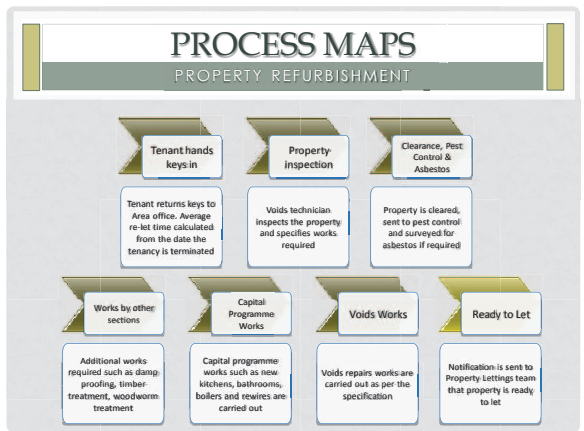
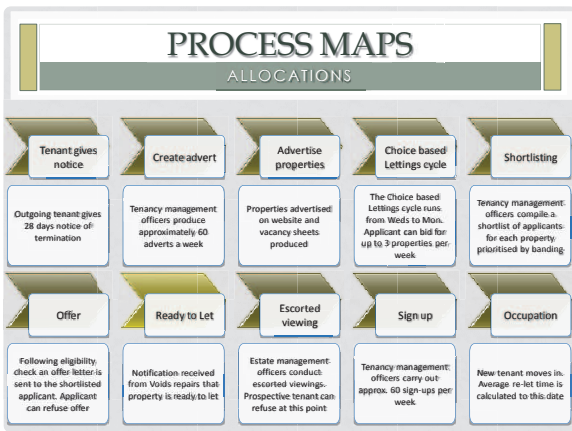
- 1. Performance Management**
 - To improve management data
 - To review work area targets for all sections
- 2. Process**
 - To improve average re-let times
- 3. Standards & Specification**
 - To look at the way that capital works are conducted during the void period
 - To refresh minimum lettable standard and manage tenant expectations
- 4. Resources**
 - To improve the way in which the service uses its resources


VOIDS IMPROVEMENT

THE WORK SO FAR

So far the project has

- Implemented voids capital kitchens project
- Improved management reporting information
- Reduced material spend by £255k
- Reduced void time by 16 days, saving £50k in rent loss & £30k Council Tax in first 6 months
- Conducted a benchmarking exercise of the minimum lettable standard
- Commissioned consultants Red Quadrant to map the allocations & voids processes and identify areas for improvement
- Contributed to corporate fleet review analysis





VOIDS CASE STUDY

3 BED HOUSE IN NEW PARKS



The Property

- Property became vacant following the eviction of the previous tenant
- The property required clearance of items left by the outgoing tenant before the voids work could commence.

Living Room

In the living room, the team

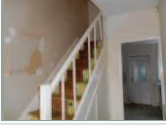
- Cleaned switches & sockets
- Removed tenants own poorly laid laminate flooring
- Removed fire surround and made good the wall
- Patched plaster on wall & ceiling
- Renewed internal doors



Hallway

In the hallway, the team

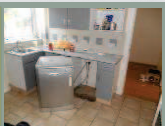
- Cleaned switches & sockets
- Tested smoke alarms
- Repaired stair nosing
- Patched plaster on wall & ceiling
- Boxed in stair balustrades



Kitchen

In the kitchen, the team

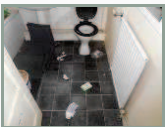
- Replaced internal doors
- Replaced damaged wall tiles
- Capped off gas pipe and washing machine pipe
- Repaired base unit and wall units and replaced worktop
- Cleaned and applied mould treatment to units and sink



Bathroom

In the bathroom, the team

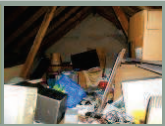
- Removed shower, capped off pipework and tested fan
- Checked flue strapping on boiler
- Replaced damaged wall tiles
- Patched plaster on wall & ceiling, renewed internal door
- Replaced vinyl floor tiles as per asbestos method statement



Loft

In the loft, the team

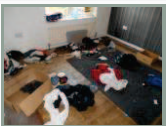
- Cleared all items left by outgoing tenants



Master Bedroom

In bedroom 1, the team


- Replaced broken window and fitted plasterboard above doorway
- Replaced skirting board
- Plaster-boarded & skimmed blocked doorway
- Renewed internal door



Bedroom 2

In the bedroom 2, the team

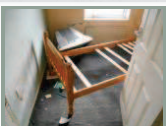
- Plaster-boarded & skimmed blocked doorway
- Removed cupboard door, architrave, fire surround and made good wall
- Patched plaster on wall & ceiling
- Renewed internal doors & fixed skirting board



Bedroom 3

In bedroom 3, the team

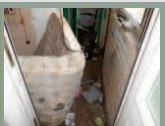
- Cleaned switches & sockets
- Removed nails and screws from walls
- Patched plaster on wall & ceiling
- Supplied and fit window restrictor
- Renewed internal door



Outbuilding

In the outbuilding, the team


- Renewed the shed door
- Renewed door locks
- Removed timber store from shed roof



Garden


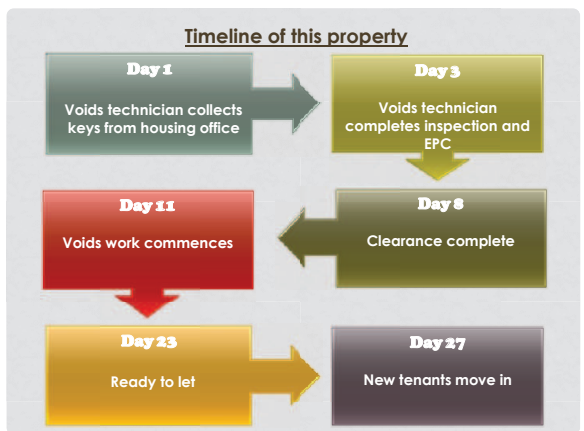
In the garden, the team

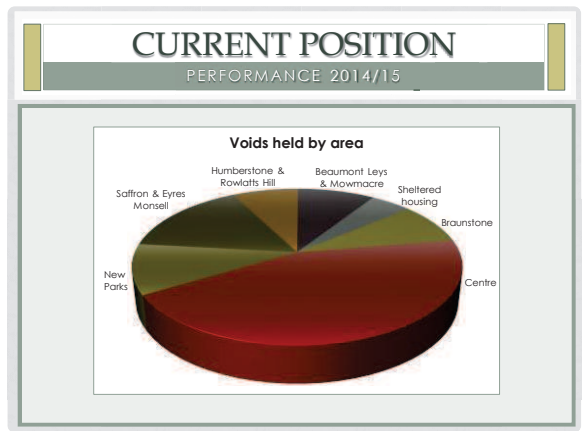
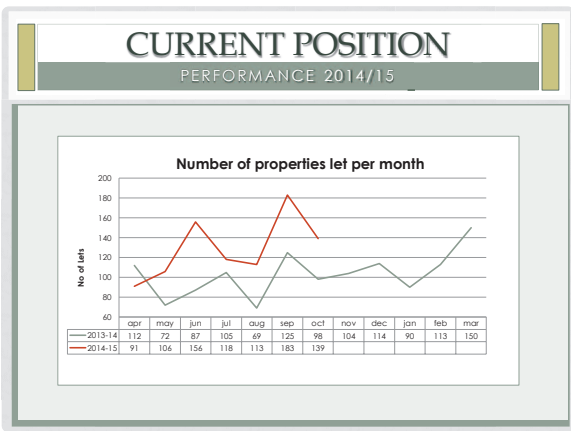
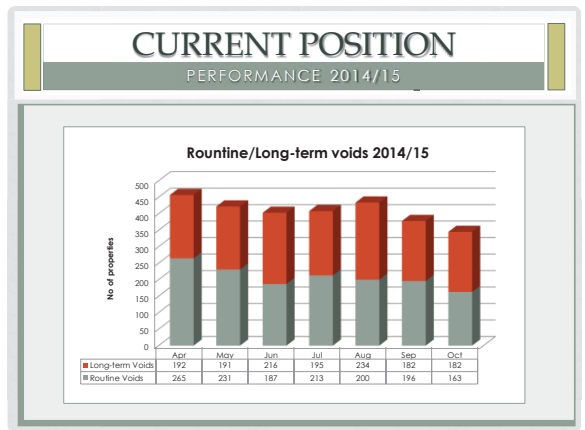
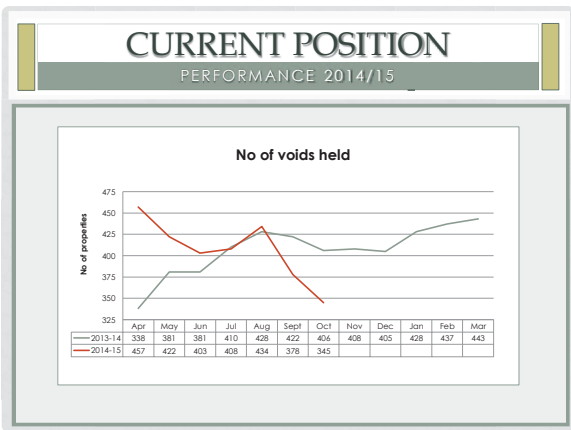
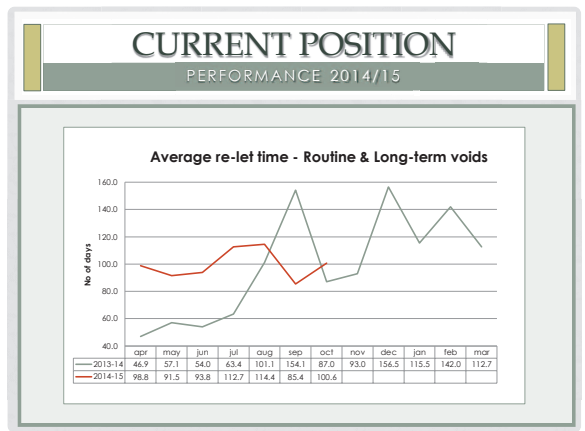
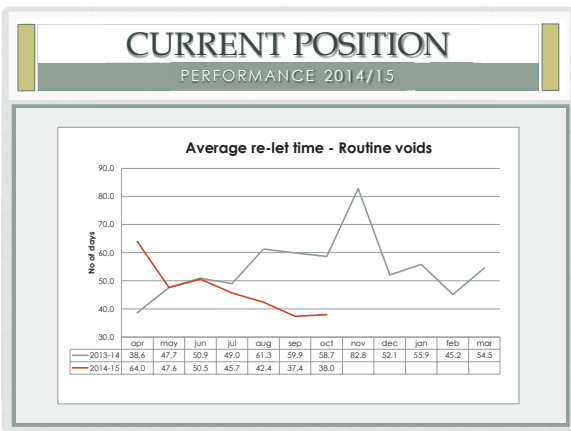
- Capped & locked gas meter
- Secure front door and replaced trim
- Renewed front fence
- Removed unauthorised door and window



Garden continued

- Remove structure around pond
- Remove brick wall
- Dig up and raise patio area
- Clear and trim garden
- Fill and level pond



Appendix B

Report to Housing Scrutiny Commission

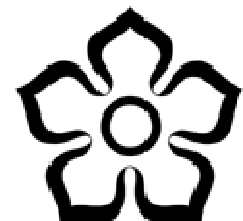
Commission meeting: 3rd February 2015

City Mayor's Delivery Plan

Housing contribution

Progress as at 30/09/14

Report of the Director of Housing



Leicester
City Council

Useful Information:

- Ward(s) affected: All
- Report author: Charlotte McGraw, Programme Manager (Housing) and Ann Branson, Director of Housing
- Author contact details charlotte.mcgraw@leicester.gov.uk,
ann.branson@leicester.gov.uk

1. Context

- 1.1 Appendix A shows those elements of the City Mayor's Delivery Plan that services within the Housing Division are responsible for or make a contribution towards. Progress is reported up to September 30th 2014.

2. Progress on Housing targets:

- 2.1 Appendix B shows progress on the measures and targets that housing is directly responsible for (Preventing homelessness and creating new affordable homes).

Affordable Housing

- 2.2 Good progress is being made on the provision of new affordable housing and the Council is on course to exceed its end of year target. Scrutiny received a report on the Affordable Housing Programme 2014-18 in July 2014.

Prevention of homelessness

- 2.3 The new Homeless Strategy was approved in August 2013. Full implementation of the Single Access Point, the decrease in hostel spaces and increase of floating support was completed by April 2014.
- 2.4 The Housing Options Service main focus is on preventative work for those that come to them saying they are facing homelessness. For 2013/14, the Service prevented homelessness for 1525 households. This represents 72% of all cases. For the period April to September 2014, the percentage prevented has been sustained at 72% (639 households).
- 2.5 There will always be some cases, by the very nature of the work where homelessness is not preventable and we are analysing the characteristics of those cases where prevention was not possible.
- 2.6 The top 4 successful means of prevention were:
- Resolving rent or service charge arrears in the social or private rented sector
 - Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private sector
 - Providing other assistance including floating support that enabled someone to remain in accommodation in the private/social rented sector
 - Debt advice

Repeat homelessness

- 2.7 This year 32% of single people who came into Council hostels have experienced at least two previous stays in hostel accommodation. In contrast the Council sees no repeat family homelessness. This is a slight reduction (from 37%) of the proportion identified prior to adopting the new Homelessness Strategy.
- 2.8 The Repeat Homeless list is used to target multi-agency work with those who have most entrenched homelessness lifestyle. It lists (i.e. is a snapshot) of those people receiving Council funded homelessness services who have been in hostels four or more times in the last two years or who repeatedly sleep rough. When the list was compiled for April 2012 there were 118 individuals who met this criteria. The number fluctuates as people join and leave the list. Since April 2012 80 individuals have been helped into a settled lifestyle. As at end of September 2014 the number on the list is 89. Multi-agency casework with the people on the list is discussed at multi-agency meetings chaired by Inclusion HealthCare, co-ordinated by the City Council's Revolving Door Team, and strongly supported by the Rough Sleepers Outreach Team and Housing Options specialist Mental Health Service, the Y Support project and VCS representatives. Hostel support is focused on trying to ensure no further returns to hostel accommodation. Recent council research to look at the causes and solutions to repeat homelessness identified that returnees often suffered from mental illness and drug and alcohol dependencies and troubled childhoods. Loneliness was also a factor. In response Executive has invited proposals from the voluntary section for schemes to address loneliness and isolation and allocated up to £15k pa for suitable projects.

3. Progress on supporting other measures and targets.

Leicester to Work – ‘Supporting people into apprenticeships, training and work’

- 3.1 Appendix C shows the Housing Division schemes to give apprenticeships, work experience and graduate placements. Since April 2014 the housing division have employed 16 new Apprentice Maintenance Electrical Technicians who started their 4 year apprenticeships in September 2014. We have also taken on 20 unemployed people as Neighbourhood Improvement Operatives on 6 months contracts and a further 20 are planned to start throughout the rest of the year.

Enterprising Leicester – ‘Supporting business start-ups and growth. Developing a strong enterprise culture.’

- 3.2 Housing places contracts for capital works worth £23m p.a. By working closely with the corporate procurement unit we ensure that every suitable opportunity is taken to spend with local suppliers.
- 3.3 Our internal Home Improvement Agency works with low income owner occupiers to arrange disabled adaptations (grants) and repayable home repair grants. There is £2.4m in 2014/15 capital programme for disabled facilities grants and £188k for home repair and improvement loans. When

last analysed the overwhelming majority of the builders engaged had local postcode addresses.

Reducing carbon emissions from homes and reducing the impact of fuel poverty.

- 3.4 The Housing capital programme is investing £14.7m in 2014/15 into improving energy efficiency and decent homes in our stock. Measures include loft insulation, central heating upgrades, window and door replacement, condensation initiatives and implementing new district heating. A special programme of work is focusing on the remaining 2,800 council homes that fall below 'hard to heat' levels (SAP75). This is the measure below which homes are regarded as not providing "affordable warmth". These homes tend to be Victorian terraces and homes in conservation areas and in 2014/15 874 properties have been brought up to standard. Work on the remaining 1496 hard to heat homes will be completed by March 2017.
- 3.5 The Renewal and Grants section works closely with the Home Energy Team to improve energy efficiency in private sector homes. This includes a project aimed at landlords through which discretionary grants are provided to landlords to improve the energy efficiency of privately rented homes. In 2014/15, £50,000 was allocated within the capital programme. These grants are paid on a 50:50 basis with a maximum grant amount of £2,000. The majority of the money has been spent on installing central heating systems for the first time or towards boiler replacement and/or upgrading of the heating controls. The main beneficiary is the occupying tenant.
- 3.6 The programme of repayable home repair grants is used to assist low income owner occupiers to take their homes towards the decent homes standard and can include energy efficiency works.

Safe and Cohesive Communities- *'Community safety and anti-social behaviour'*

- 3.7 Neighbourhood Housing Offices deal with low level anti-social behaviour and work closely with LASBU on more serious or persistent cases. Across the City, from 1st January 2014 to 30th September 2014, there have been 808 cases. This compares to 854 cases in the previous six months 1st April 2013 to 31st December 2013, a reduction in the number of anti-social behaviour cases arising.

Welfare Reform- *'Supporting communities in relation to the national welfare changes'*

- 3.8 The Income Management Team works with all tenants to maximise Income and in particular is now working with those affected by Bedroom Tax and Benefit Capping. Housing Scrutiny Commission receives regular reports on this issue.
- 3.9 STAR continues to provide a support service to council tenants, housing associations and private tenants on welfare issues.

3.10 The Neighbourhood Housing Officers continue to provide benefits advice to tenants and members of the public.

3.11 Housing Options and our hostels, shared and supported housing give practical advice, particularly on Housing Benefit, and make referrals to the other agencies.

4. Financial, legal and other implications

4.1 Financial implications – provided by Peter Coles, Principal Accountant.

The City Mayor's Delivery Plan brings together strategies and plans from across the Housing Division. The Plan is a summary of key performance measures and targets and contributes to ensuring the efficient and effective use of Council resources. Key activities and programmes of work in the Plan are reflected in the 2014/15 budget. No new financial implications result directly from this Plan.

4.2 Legal implications – provided by Sarah Khawaja, Principal Solicitor (Regulatory)

There are no legal implications arising directly from this report.

City Mayor's Delivery Plan 2014/15 to 30.9.14 – Housing elements

Performance measures and targets

These targets have been set based on past performance where data is available. If necessary they will be revised. Highlighted targets are those which Housing report on directly, others we contribute to.

A PLACE TO DO BUSINESS

Council activity

Themes & Objectives	Key projects and activities	By when	Relevant documents and strategies
Leicester to Work Supporting people into apprenticeships, training and work	<ul style="list-style-type: none"> Leicester to Work programme launched delivering new apprenticeships, work experience placements and graduate internships at the council and with other major employers Establish a skills network to promote apprenticeship opportunities Ongoing engagement with employers and training providers in key sectors to ensure people secure the skills that employers require 	<ul style="list-style-type: none"> Ongoing to 2015 Ongoing Ongoing 	Leicester Economic Action Plan LLEP Growth Plan
Enterprising Leicester Supporting business start-ups and growth Developing a strong enterprise culture	<ul style="list-style-type: none"> Continue the work of the local procurement task force to maximise public sector spending on local goods and services. 	<ul style="list-style-type: none"> Ongoing 	LLEP Growth Plan
A growing city Enabling sustainable growth in new school places, affordable housing and employment sites, together with supporting infrastructure	<ul style="list-style-type: none"> Proactive use of council land and assets to create new sites for housing and employment development 	<ul style="list-style-type: none"> Ongoing 	LLEP Growth Plan
Performance measure		Targets	
Number of affordable new homes		2014/15 - 350	

A LOW CARBON CITY

Council activity

Themes & Objectives	Key projects and activities	By when	Relevant documents and strategies
<p>Reducing carbon emissions from homes and reducing the impact of fuel poverty.</p>	<ul style="list-style-type: none"> • Supporting individuals and communities to develop micro-generation initiatives such as the installation of solar panels and wind turbines • Delivering low carbon housing development through our planning policies, development briefs and conditions on planning permissions • Improving the energy efficiency of council housing, including solid wall insulation, solar panels and ground source heat pumps • Supporting private homeowners and landlords to improve the energy efficiency of their homes through the Green Deal • Further development of district heat and power schemes • Work to develop community tariffs to reduce the cost of energy to homeowners 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing • March 2015 • Ongoing • Ongoing 	<p>Climate Change: Leicester's Programme of Action</p> <p>Local Development Framework Core Strategy</p>

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PROVIDING CARE AND SUPPORT

Council Activity

Themes and objectives	Key projects and activities	By when	Relevant documents and strategies
20 Ensuring people are provided with opportunities to maintain their independence	<ul style="list-style-type: none"> Increasing the availability of supported living tenancies so that people can have a home of their own Using a moving on team to help people move from residential care to supported living Supporting more adults with social care needs into employment Increase the proportion of people supported to live independently through re-ablement and intermediate care following discharge from hospital 	<ul style="list-style-type: none"> Ongoing with targets set for 2013-15 2014/15 Ongoing Ongoing 	<p>Joint Commissioning Strategy</p> <p>Learning Disability Commissioning Strategy</p> <p>Right to Control Trailblazer</p>
Preventing homelessness and providing support to people who become homeless	<ul style="list-style-type: none"> Homelessness Strategy 2013-2018 approved. The Homelessness Strategy focuses resources on helping people find and keep their own independent accommodation. 	<ul style="list-style-type: none"> Complete 	Homelessness Strategy

Performance measure	Targets
Number of households prevented from becoming homeless after offering housing advice and assistance – all households	See Appendix B
Number of single people of the repeat homelessness list	See Appendix B

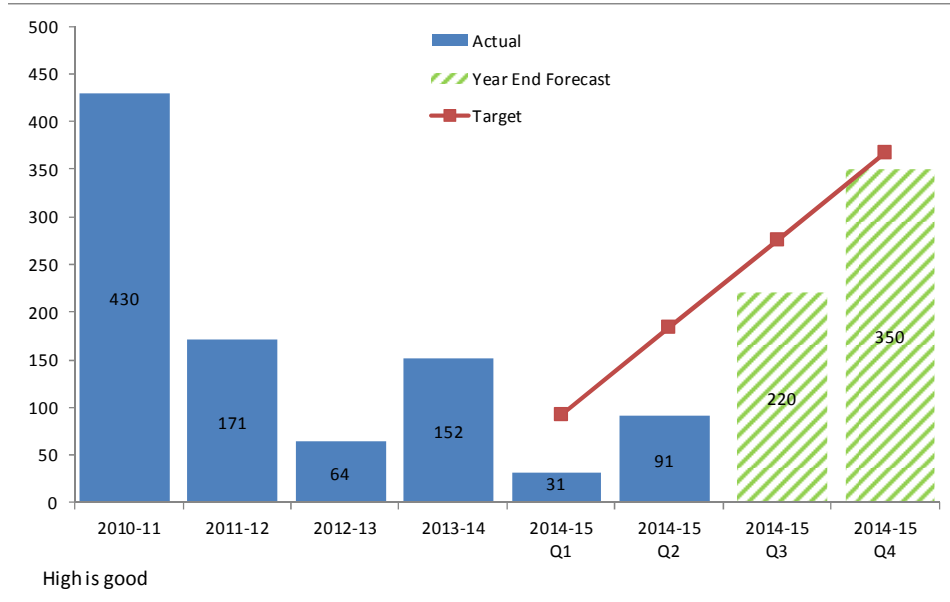
OUR NEIGHBOURHOODS AND COMMUNITIES

Council Activity

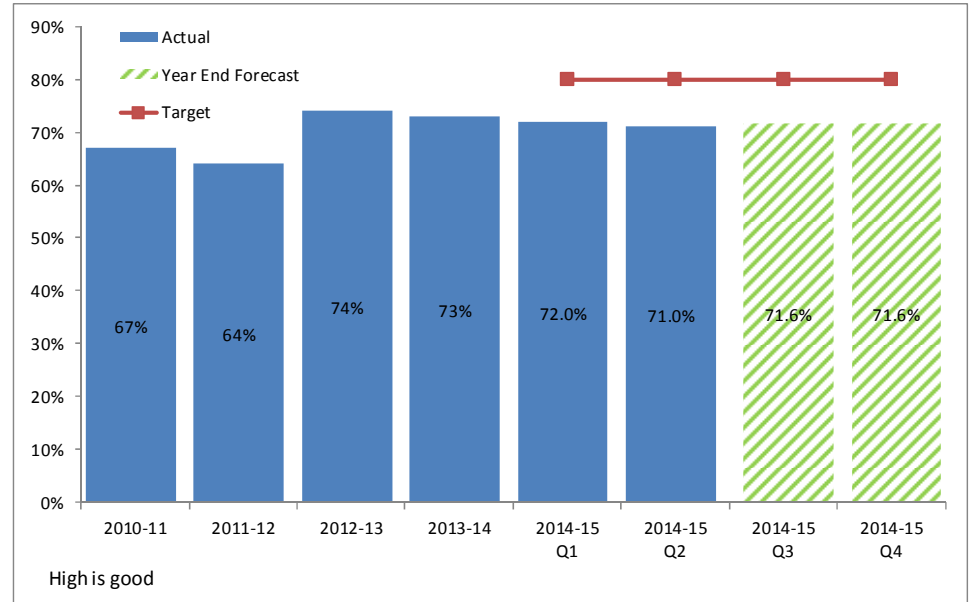
Themes and objectives	Key projects and activities	By when	Relevant documents and strategies
Safe and cohesive communities Community safety and anti-social behaviour	Work in partnership with the police, fire service and other agencies including probation and Victim Support to promote safety in communities: <ul style="list-style-type: none"> Tackling anti-social behaviour cases in a robust and effective manner to reduce the number of incidents 	<ul style="list-style-type: none"> Ongoing 	Safer Leicester Partnership Plan
Welfare Reform Supporting communities in relation to the national welfare changes	<ul style="list-style-type: none"> Develop a coordinated strategy for social welfare law advice services, actively engaging with other networks and advice providers in the city through Social Welfare advice Partnership forum Communicate the welfare changes to Leicester's diverse communities as clearly as possible, with particular regard for those who have language and literacy difficulties Monitor the impact of reforms on people, places and services in order to build on existing programmes of support, limit the negative effects on communities and avoid a rise in demand for services Review all discretionary funds and ensure that our decision making process for discretionary awards is robust and evidence based 	<ul style="list-style-type: none"> Ongoing Ongoing Autumn 2013, then bi-annual updates Starts Spring 2013 	
Housing To make it possible for everyone in Leicester to live in a home that is suitable for them, is in good repair, energy efficient, safe, accessible, the right size and affordable	<ul style="list-style-type: none"> Provide quality rented homes Make our neighbourhoods into places where people want to live and keeping in touch with our tenants Improving the energy efficiency of homes Provide appropriate housing to match people's changing needs Reducing the number of long standing empty private sector homes 	<ul style="list-style-type: none"> All ongoing 	Empty Homes Strategy Housing Revenue Account Budget Capital Programme

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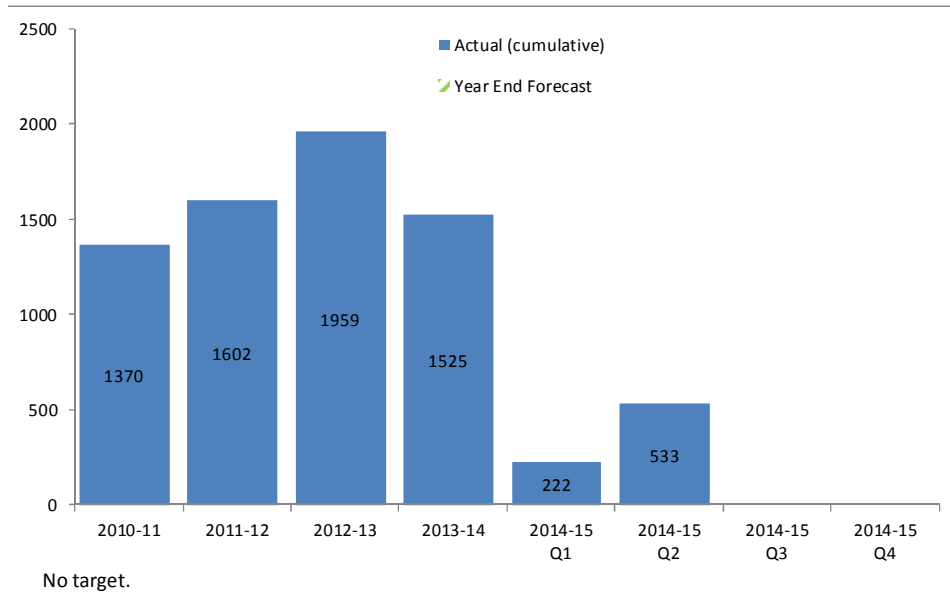
No. of affordable new homes



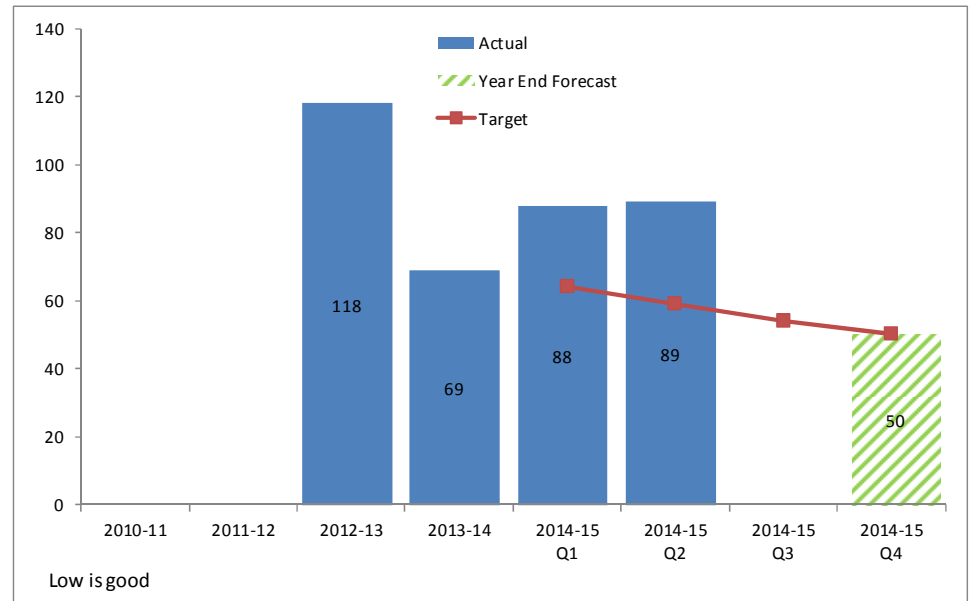
% of households prevented from becoming homeless after seeking help at Housing Options



No. of households prevented from becoming homeless after housing advice and assistance



Reducing the number of single people on the repeat homelessness list



Work Experience

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Section	Placements	2012/13 and 2013/14			Apr 2013 onward				Apr 2013 onwards	
		Step-Up Posts	Housing (6-mth placement)	Apprentices	Work Experience School	Work Experience Adult	Work Experience flying fish	Adult Learning Difficulty	Graduate Internships 3 mths	Graduate Placements 3 - 12 mths
Planning, Transport & Economic Development	25	3		8	5	3			3	3
Property	1					1				
Culture & Neighbourhood Services	10	1		8		1				
Environmental & Enforcement Services	12	2		10						
Adult Social Care & Safeguarding	13	11			1	1				
Care services & Commissioning	14	5			1	2		4		2
Housing	55		31	24	10	15	2			5
Public Health	0									
Learning Services	10	1			7	2				
Young People's Services	3	3								
Children's Social Care & Safeguarding	1				1					
Strategic HR & Workforce Development	8	4			3	1				
Information & Customer Access	1					1				
Finance	5	1			1		2		1	
Communications & Political Governance	15	4		8	2	1				
Legal Services	1	1								
Employment Services	0									
Total:	175	36	31	58	53	28	4	4	4	6

Housing Scrutiny Commission

Commission Meeting 3rd February 2015

Housing Allocations Policy - Consultation

Lead Assistant Mayor: Cllr Andy Connelly

Lead director: Ann Branson



City Mayor

Useful information

■ Ward(s) affected: All

■ Report authors:

Kanwaljit Basra - Service Development Officer, Housing Options Service, ext. 37-1745

Caroline Carpendale – Service Manager, Housing Options, ext. 37-1701

Martin Clewlow – Head of Service, ext. 37-5128

Ann Branson – Director of Housing, ext. 37-5101

Version: 9

1. Summary

- 1.1 Communities and Local Government have issued guidance in June 2012 and December 2013 to housing authorities requiring them to give consideration to reviewing their existing housing allocation policies in light of this guidance. The Government has made it clear they expect social homes to go to people who genuinely need and deserve them.
- 1.2 The proposed changes will give greater preference to people with strong local connections as well as ensuring housing is allocated to those with the greatest need who do not have the resources to explore other housing options.
- 1.3 The Housing Options Service have a duty to provide advice and assistance to all citizens of Leicester in relation to the housing options available to them, including advice about the private rented sector.

Executive seeks the views of the Housing Scrutiny Commission on the following proposed changes to the Housing Allocations Policy:

- To increase the Leicester City Requirement to give more emphasis to those with a strong connection to the City
 - To exclude those who own their own homes except in extenuating circumstances.
 - To exclude those households who have the financial resources to secure alternative accommodation
 - To give priority to those households who are in work or training schemes and need to move closer to their job.
 - If adopted, to apply the proposals to new applicants after the date of policy change.
1. Statutory consultation with stakeholders closed on 16th January 2015 and the results of this exercise are currently being collated.
 2. A summary of the feedback received from the consultation will be made available to members of the Scrutiny Commission either just prior to or on the evening of the meeting.

2. Current Policy

- 2.1 All households who wish to be offered Council or Housing Association homes are listed on the Housing Register except where legislation or policy prohibit. (e.g. certain persons from abroad and in cases where there is unacceptable behaviour serious enough to make them unsuitable to be a tenant of the authority).
- 2.2 The Policy is used to both allocate the Council's own dwellings and to make nominations to housing associations.
- 2.3 Leicester City Council's current housing allocations scheme is a banding scheme where households are assessed and placed in 1 of 4 bands depending on their current housing circumstances.
- 2.4 Band 1 is for those households who have been assessed as having the highest priority for an allocation of accommodation, and then on a sliding scale of priority to Band 4 who are, those households who are considered to be in low housing need.
- 2.5 We now have strong links with the private rented sector and many people coming to the Council for advice are helped through the LeicesterLet and Rent deposit schemes.

3. Statistics from the Housing Register

- 3.1 As at 1st April 2014 the number of households on the Housing Register were:

BANDS	Total
BAND 1	696 (6%)
BAND 2	2137 (19%)
BAND 3	2406 (22%)
BAND 4	1336 (12%)
BAND 5	4502 (41%)
Total	11077

- 3.2 Lettings from the Housing Register 2013 – 2014 (LCC/Housing Association/HomeCome)

BANDS	Total
BAND 1	333 (19%)
BAND 2	1016 (59%)
BAND 3	214 (13%)
BAND 4	47 (3%)
BAND 5	106 (6%)
Total	1716

Appendix 4 sets out the total lettings for the last 5 years.

3.3 We analysed the last 100 lettings from the Housing Register to assess the impact of the proposed changes (see Appendices and Equalities Impact Assessment):

The sample of 100 broadly reflected the lettings pattern by band.

BANDS	Total
BAND 1	17 (17%)
BAND 2	60 (60%)
BAND 3	13 (13%)
BAND 4	2 (2%)
BAND 5	8 (8%)
Total	100

4. Proposed Changes to the Housing Allocations Policy

4.1 The attached appendix 1 lists the proposals along with the rationale for the changes.

5. Consultation

5.1 As the proposals to change the Housing Allocations Policy are considered to be major changes there is a statutory requirement that we seek the views of Registered Social Housing Providers which have nomination agreements with the authority but it is also good practice that all those who may be affected by, or have an interest in, the way social housing is allocated are also consulted. Therefore we have consulted with all parties who may be affected by, or have an interest in the Council's Housing Allocations Policy.

6. Financial, legal and other implications

6.1 Financial implications – Pete Coles Principal Accountant (Housing)

This report is concerned with proposals to change the council's housing allocations policy and the requirement to consult with all affected parties. There are no financial implications arising from proposals contained in this report.

6.2 Legal Implications – Jeremy Rainbow, Senior Legal Officer

Section 169 of the Housing Act 1996 requires the Council, as Local Housing Authority, to "*have regard*" to the statutory guidance when "*exercising their functions under Part VI of the Housing Act 1996*".

It is open to the Council to conclude that particular criteria in the guidance are outweighed by other factors, or that for some other compelling reason the guidance should be modified or dis-applied. It is not, however, open to the Council to ignore the guidance.

The proposed changes to the Allocation Policy required consultation as detailed in 6.1 above in accordance with the requirements of section 166A of the Housing Act 1996.

6.3 Equality Impact Assessment – Sonya King, Equalities Officer

The proposed review of the housing allocation policy is likely to impact on service users across all protected characteristics.

It is therefore recommended that a detailed EIA be conducted which should include consultation with providers and service users confirming potential impacts by protected characteristics and any mitigating actions deemed appropriate.

6.4 Climate Change and Carbon Reduction implications – Mark Jeffcote, Senior Environmental Consultant

There are no climate change implications associated with this report.

7. Background information and other papers:

- Leicester City Council Housing Allocations Policy
- Allocation of accommodation: Guidance for local housing authorities in England, June 2012
- Providing social housing for local people: Statutory guidance on social housing allocations for local authorities in England, December 2013

8. Summary of appendices:

- Appendix 1 – Proposed changes to the Housing Allocations Policy

9. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No

10. Is this a “key decision”?

Yes. This is because these proposals affect all wards of the City

Proposed changes to the Housing Allocations Policy

	Government Guidance	What we do now	What we're proposing	Potential impact on households on the housing register
30 1.	<p>The Government strongly encourages all housing authorities to adopt a residency requirement as part of their allocations policy and a reasonable period of residency would be at least two years.</p> <p>To give consideration to those who need to live in the City to give or receive support to close family members.</p>	<p><u>Leicester City Requirement</u></p> <p>Applicants to the Housing Register must meet the Leicester City Requirement (local connection) by satisfying at least one of the following criteria:</p> <ul style="list-style-type: none"> • Applicants living within the city of Leicester must be able to produce documentary evidence that they have used a residential address within the City as their settled home for the 12 consecutive months immediately prior to their housing application*. • Applicants that have previously lived in settled accommodation in Leicester City for 2 consecutive years or more out of the last 5 years*. • Applicants employed within the city of Leicester who have a contract or a firm offer of employment within the city for a minimum of 12 months. • People who are aged over 18 and approved as a homeless person under Part 	<p>To increase the Leicester City Requirement to give more emphasis to those with a strong local connection to the City by:</p> <p><u>Residence</u></p> <ul style="list-style-type: none"> • To increase the requirement of currently living in the City from 12 months to 2 years. • To increase the current requirement of previously living in the City from 2 years to 3 years or more out of the last 5 years. <p><u>Employment</u></p> <ul style="list-style-type: none"> • To only consider applicants currently working within the city of Leicester for the last 12 months. <p><u>Family Association</u></p> <ul style="list-style-type: none"> • To not apply the residential requirement to applicants who need to give or receive support to close family members who are living in the City. • Close family members must 	<p>This will give greater preference to people who have a strong local connection with the city over other people who have recently moved into the city.</p> <p>The change will also assist those returning/coming to the City to provide/give support to close family members who are considered to be long term citizens of Leicester.</p>

	Government Guidance	What we do now	What we're proposing	Potential impact on households on the housing register
		<p>VII of the Housing Act 1996.</p> <ul style="list-style-type: none"> • Asylum seekers who have been dispersed to the City by the National Asylum Support service (NASS) and whose status changes to that of refugee, or who are awarded exceptional or indefinite leave to remain whilst living in the city. • Persons who have previously served in the armed forces and they make an application for housing within 5 years of their discharge. • Prisoners released from prison who meet one of the above criteria prior to them entering service or prison. • Applicants currently living in unsettled accommodation (e.g. a hostel) within Leicester City who can demonstrate they had previously lived in permanent/settled accommodation in Leicester City for 2 consecutive years or more out of the last 5 years from the last date of their last settled accommodation. <p>* Hostels, Nightshelters, 'Care of Addresses' & No Fixed Abode do not meet the requirement, as they are not classified as permanent</p>	<p>have been living in the City for a minimum period of 5 years.</p> <p>The rest of the criteria would remain the same.</p> <p>This proposal will not apply to existing tenants looking to transfer.</p>	

	Government Guidance	What we do now	What we're proposing	Potential impact on households on the housing register
		accommodation.		
2.	The Government believes that authorities should avoid allocating social housing to people who already own their homes. Where they do so, this should only be in exceptional circumstances, for example, for elderly owner occupiers who cannot stay in their own home and need to move to sheltered accommodation.	<p><u>Owner Occupiers</u></p> <p>People are considered for any of the priorities afforded to households under the banding scheme regardless of their current tenure.</p>	<p>People who own homes should be excluded from joining the housing register unless there are extenuating circumstances e.g. someone who requires sheltered housing, someone having to move because they are facing homelessness or fleeing violence, or where their current home is not adaptable and they do not have the resources to find suitable alternative accommodation.</p>	<p>There are currently 340 households on the housing register. Though this number will decrease as the impact of a previous decision to take new applications for Band 5 takes effect. (Band 5 was for those with no housing need). Owner occupiers often have more options available to address their housing need than other households.</p> <p>The number of lettings to owner occupiers in 2013-2014 was 21 (1%).</p> <p>The change will ensure social housing is allocated to those households with the greatest housing need who do not have the resources to explore other housing options.</p>
3.	Housing authorities are encouraged to adopt a housing options approach as part of a move to a managed waiting list. People should be offered support to access the housing solution which best meets their needs (which might be private rented housing, low cost ownership or help to stay put. Social housing	<p><u>Financial Resources</u></p> <p>There is currently no income or asset restriction on households applying to be housed by the council. People who could potentially afford to buy or rent in the private sector are able to go on the Council's Housing Register.</p>	<p>Households with a total income of £25k per year (single household) or £40k per year (joint households) or capital assets of over £50k would be excluded from joining the housing register.</p> <p>According to the provisional findings of the 2013 ONS Annual Survey of Hours and Earnings, the mean</p>	<p>This would ensure that social housing is allocated to those with the greatest housing need who do not have the financial resources to secure alternative accommodation in the private sector.</p> <p>Additional financial checks would be required as part of the housing registration process and at point of</p>

	Government Guidance	What we do now	What we're proposing	Potential impact on households on the housing register
	<p>should be focused on those who need it most.</p>		<p>average gross annual pay for employees living in Leicester is £20,220 (compared to £27,174 for the United Kingdom).</p> <p>This information is based on the earnings of individuals and is not the same as household income. Therefore for a single person with average gross earnings they will not be excluded from joining the housing register.</p> <p><u>Strategic Housing Market Assessments</u></p> <p>In assessing whether an applicant has sufficient income and using guidance issued by government regarding the test of affordability to be used in respect of Strategic Housing Market Assessments:</p> <ul style="list-style-type: none"> • A household can be considered to afford to buy a home if it costs 3.5 times the gross household income for a single household earner or 2.9 times for dual income households (see table at Appendix 2). • A household can be considered to afford market house renting in cases where the rent payable is up to 25% of their gross household income (see table at Appendix 3). 	<p>offer.</p> <p>The additional checks would not impact on the current housing registration process/workload as applicants will initially be asked questions about their financial resources at the registration stage.</p> <p>They will then need to provide proof of their financial resources i.e. wage slips/savings when they are made an offer of accommodation.</p> <p>Void times are not expected to increase as checks will be made on the applicants who are near to the top of the shortlist during the void period.</p> <p>On average 65% of applicants rehoused through the Housing Register are in receipt of full or partial housing benefit.</p> <p>By introducing financial checks and income cap, this may help to reduce the number of council properties purchased under the Right to Buy scheme.</p> <p>Current rules allow any public sector tenant who has been a tenant for 5 or more years at any point to qualify to buy the home they currently live in if it is eligible for Right to Buy.</p> <p>Qualifying tenants can currently get a</p>

	Government Guidance	What we do now	What we're proposing	Potential impact on households on the housing register
			<p>This means a single household could purchase a property up to £87500 and market rent up to £6250 per year (£520 monthly). A dual household could purchase up to £116k and market rent up to £10k per year (£833 monthly).</p> <p>Where a household has sufficient income to purchase a property, but is unable to obtain a mortgage, they would have enough income to rent privately or may also benefit from low cost home ownership products.</p> <p>Property price levels and rent levels would be reviewed annually or when new figures are available.</p> <p>This proposal would not apply to existing tenants looking to transfer.</p>	35% discount up to a maximum of 70% or £77,000 for a house.
4.	Local authorities are urged to consider how their allocations polices be used to support those households who want to work, as well as those who are unable to work but are contributing to their community in other ways, for example, through voluntary work	<p><u>Community Contributions</u></p> <p>There is currently no additional consideration given to support working households or households involved in activities which make a significant contribution to the local community.</p>	Band 3 priority is given to those working households or those in local training schemes who need to move closer to their job.	This will help assist people into work or to remain in employment. It will also help in the creation of more balanced communities and give support to working households.

Lower Quartile Sales Price by Type in Leicester

Flat	Terraced	Semi – detached	Detached	All dwellings
£70,500	£94,600	£110,700	£164,700	£97,800

Source: Land Registry (2013)

NB: Sale price of properties are within the reach of those on proposed income caps

Private Rent Information

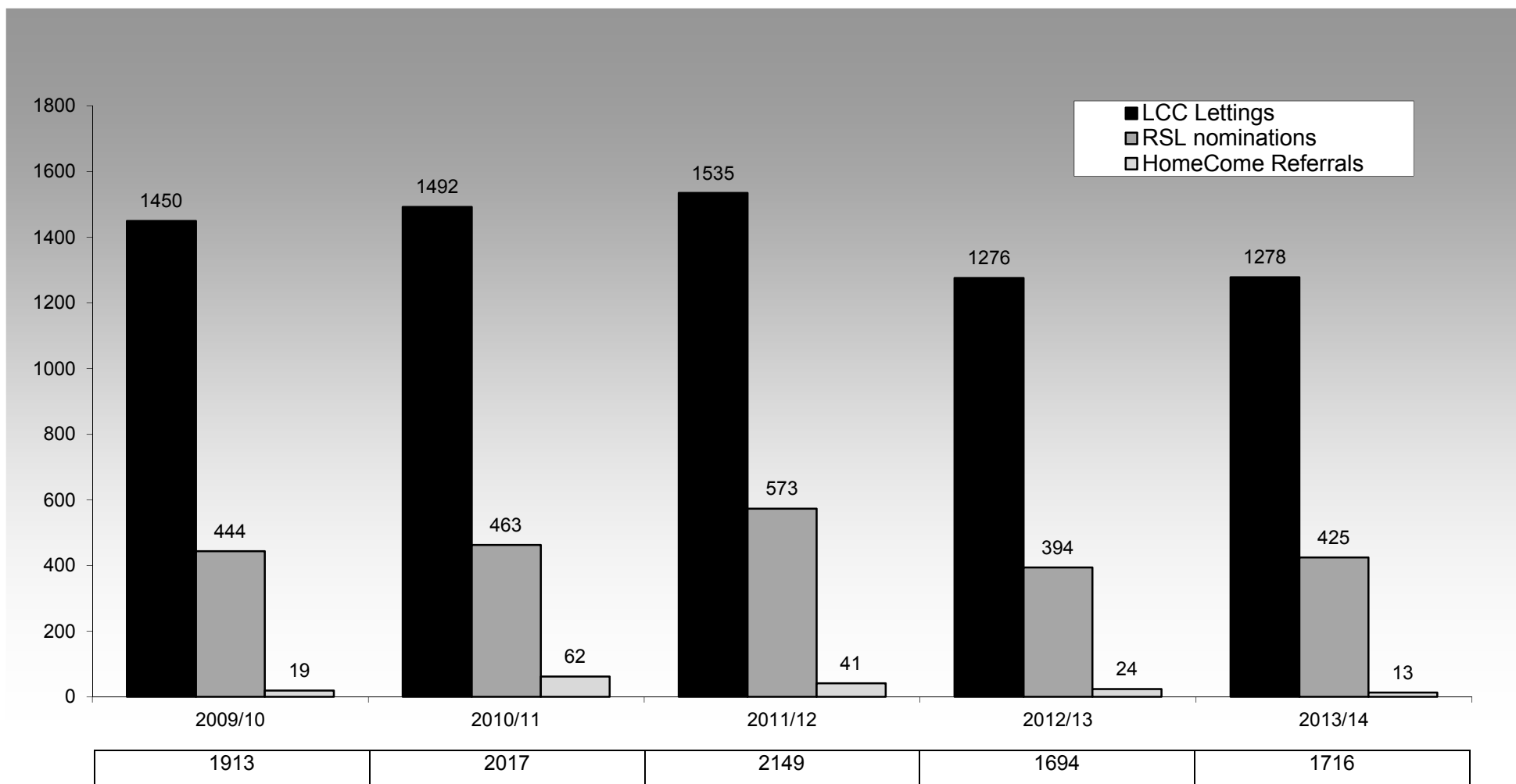
	Local Housing Allowance Rates (Leicester)	Lower Quartile Private Rents	Affordability Threshold (Gross Salary)
One Bedroom	£375 pcm	£375 pcm	£1500 pcm (£18000 pa)
Two Bedroom	£475 pcm	£425 pcm	£1900 pcm (£22800 pa)
Three Bedroom	£550 pcm	£500 pcm	£2200 pcm (£26400 pa)
Four Bedroom	£700 pcm	£675 pcm	£2800 pcm (£33600 pa)

Source: Valuation Office Agency (VOA) for the period October 2012 – September 2013

NB: All of the affordability threshold figures are well within the proposed income caps

Lettings from the Housing Register 2009 - 2014

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Equality Impact Assessment for Service changes / Budget proposals



An EIA is a tool which will help you assess whether there are any positive or negative equality impacts on people affected by proposed changes requiring formal decision.

Service change involves redesigning or reshaping, (and in some cases the removal of) current service provision – whether directly provided by Council officers or commissioned by the Council for provision by an external provider.

Budget proposals should arise from service changes that you are considering throughout the year in light of the current financial climate. The EIA for budget proposals should cover the same issues as considered for service changes.

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

What to do: The service change / budget proposal EIA contains 3 steps:

Step 1 The proposal

This part is at the start of the planning process. It sets out the service user profile, the proposed change to the service, and potential equality impacts arising as a result of the proposal.

Step 2 Consultation

This part highlights the outcome of consultation with service stakeholders about the service change proposal and likely equality impacts.

Step 3 The recommendation

The final part of the EIA sets out equality impacts that have been identified as well as mitigating actions for negative equality impacts.

For Equalities Team only

EIAF registration number
Version
Date
Signed version received

Equality Impact Assessment for service changes / budget proposals

Name of service	Housing Options Service
------------------------	-------------------------

Date of assessment:

Start date	Completion date
01/05/2014	

Lead officer and Contact details	Kanwaljit Basra Ext 29-6829
List of other(s) involved	Equality officer: Finance officer:

What is this EIA about?

(Please tick✓)

Budget proposal for existing service or service contract to achieve savings	
Budget proposal for new or additional service expenditure	
Budget proposal for capital expenditure	
Commissioning a new service or service contract	
Changing or removing an existing service or service contract	✓

Step 1: The proposal (how you propose to change the service)

Question 1:

What is the proposal/proposed change?
<p>Proposals have been put forward to make major changes to LCC Housing Allocations Policy following guidance issued by Communities and Local Government in June 2012 and December 2013 to housing authorities requiring them to give consideration to reviewing their existing housing allocation policies in light of this guidance. The Government has made it clear they expect social homes to go to people who genuinely need and deserve them.</p> <p>The proposed changes are as follows:</p> <ul style="list-style-type: none"> • To increase the Leicester City Requirement to give more emphasis to those with a strong connection to the City • To exclude those who own their own homes and have the resources to explore other housing options • To exclude those households who have the financial resources to secure alternative accommodation

- To give priority to those households who are making a positive community contribution

The proposed changes will give greater preference to people with strong local connections as well as ensuring social housing is allocated to those with the greatest need who do not have the resources to explore other housing options.

Step 1: The proposal (how you propose to change the service)

Question 1:

What is the proposal/proposed change?

The proposed changes will give greater preference to people with strong local connections as well as ensuring social housing is allocated to those with the greatest need who do not have the resources to explore other housing options.

Who will it affect and how will they likely be affected?

Leicester City Requirement

The proposals will impact on new households arriving in the city as they will now need to have lived in the City for 2 years before they qualify to join the Housing Register.

- An analysis of the last 100 lettings from the Housing Register showed that 9 (9%) of the households would not have been made an offer of accommodation due to them not meeting the proposed Leicester City Requirement as they had not been resident in the City for the last 2 years.
- The sample of 9 people (who were housed this year, but would not have been housed if the requirement for 2 years residence had been in place) is too low to allow meaningful analysis by protected characteristic. It should be noted that the proposal is not to bar these people from the Register, but delay their eligibility to Register by one year.

Owner Occupiers

The proposals will impact on those households who own their homes.

- 21 (1.2%) of the total lettings of 1716 in 2013-14 were to owner-occupiers.
- 14 (67%) of the 21 were over 55.
- As at 1st April 2014 there were 349 owner-occupiers on the Housing Register (3% of Register). (271 in Band 5) In future they would only be eligible unless there were extenuating circumstances e.g. someone who requires sheltered housing, someone having to move because they are facing homelessness or fleeing violence, or where their current home is not adaptable and they do not have the resources to find suitable alternative accommodation. Note that the closing of Band 5 is already excluding many owner-occupiers joining the register in future. (i.e. those not in housing need).

Households with high income/savings

The proposals will impact upon those households with a high income/savings who will no longer qualify to join the Housing Register.

However we are not able to show how many households would be affected due to high

income/savings as this information is not currently collected.

On average 65% of applicants rehoused through the Housing Register are in receipt of full or partial housing benefit.

Sample of last 100 lets

The 1% of owner-occupiers rehoused is as follows:

Owner-Occupiers (21)

By Ethnicity

White	11	(52%)
Asian	3	(14%)
Unknown	7	(33%)

By Gender

Female	7	(33%)
Male	14	(66%)

By Age

19-24	1	(5%)
25-44	1	(5%)
45-54	5	(24%)
55-74	12	(57)
75 & Over	2	(10%)

By Disability

Yes	7	(33%)
No	11	(52%)
Unknown	3	(14%)

By Religion

Christian	2	(10%)
Hindu	1	(5%)
Muslim	1	(5%)
Sikh	1	(5%)
No Religion	3	(14%)
Prefer Not To Say	1	(5%)
Other	1	(5%)
Unknown	11	(52%)

By Sexuality

Hetrosexual/Straight	8	(38%)
Prefer Not To Say	2	(10%)
Unknown	11	(52%)

Question 2:**What is the equality profile of service users?**

For the year 2013 - 14 there were 1716 lettings from the Housing Register. The protected characteristics were as follows:

By Ethnicity

White	721	(42%)
Asian	295	(17%)
Black	195	(11%)
Dual Heritage	47	(3%)
Other	23	(1%)
Unknown	435	(25%)

By Gender

Female	937	(55%)
Male	779	(45%)

By Age

Under 18	33	(2%)
19-24	261	(15%)
25-44	845	(49%)
45-54	259	(15%)
55-74	289	(17%)
75 & Over	29	(2%)

By Disability

Yes	203	(12%)
No	907	(53%)
Unknown	606	(36%)

By Religion

Atheist	25	(1%)
Buddhist	2	(<1%)
Christian	343	(20%)
Hindu	68	(4%)
Muslim	208	(12%)
Sikh	12	(1%)
No Religion	297	(17%)
Prefer Not To Say	104	(6%)
Other	50	(3%)
Unknown	607	(35%)

By Sexuality

Bisexual	18	(1%)
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Gay (Female/Lesbian)	5	(<1%)
Gay (Male)	16	(1%)
Hetrosexual/Straight	901	(52%)
Other	21	(1%)
Prefer Not To Say	137	(8%)
Unknown	618	(36%)

What are the main service issues for each protected group receiving the service?

	Service issue(s) experienced by the protected group
Age	The main issues appear to be the need for age designated accommodation, older people are less likely to be economically active and they may have difficulties with bidding for properties on Leicester HomeChoice.
Disability	The main issue is the need for accommodation which has been suitably adapted.
Gender reassignment	There appear to be no specific issues relating to gender reassignment other than the fear of harassment.
Pregnancy and maternity	There appear to be no specific issues relating to pregnancy & maternity within this service other than pregnancy often results in families living in overcrowded accommodation after the baby is born.
Race	The main issue appears to be the need for accommodation near to places of worship & cultural needs.
Religion or belief	The main issue appears to be the need for accommodation near to places of worship.
Sex (gender)	The main issue appears to be in relation to economic status with national research suggesting that women experience lower levels of economic activity than men.
Sexual orientation	There appear to be no specific issues relating to sexual orientation other than the fear of harassment.

Question 3:

Will the proposal have an impact on people because of their protected characteristic? Tick the anticipated impact for those likely to be affected by protected characteristic.

	No impact ¹	Positive impact ²	Negative impact ³	Impact not known ⁴
Age			✓	
Disability	✓			
Gender reassignment				✓
Pregnancy and maternity	✓			
Race			✓	
Religion or belief	✓			

¹ The proposal has no impact (positive or negative) on any group sharing a protected characteristic.

² The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to employment, provision of services or facilities).

³ The proposal disadvantages one or more of any group sharing a protected characteristic (related to employment, provision of services or facilities).

⁴ There is insufficient information available to identify which if any group sharing a protected characteristic will be affected by the proposal.

	No impact ¹	Positive impact ²	Negative impact ³	Impact not known ⁴
Sex (gender)	✓			
Sexual orientation				✓

Question 4:

Where there is a positive impact, describe the impact for each group sharing a protected characteristic. How many people are likely to be affected?
N/A

Question 5:

Where there is a negative impact, describe the adverse impact for each group sharing a protected characteristic. How many people are likely to be affected?
<ul style="list-style-type: none"> • 318 (19%) of the lettings in 2013-14 were to applicants over the age of 55. • Out of the 21 owner occupiers in the sample, 14 (67%) of these households were over 55 years of age. Therefore the proposal to not allow Owner Occupiers onto the Register could be seen as adversely affecting applicants over the age of 55. However many are in Band 5, which is already closed to new applicants. • A full consultation will be undertaken with stakeholders to determine whether any issues are raised which adversely impacts on particular groups.
How can the negative impact for each group sharing a protected characteristic be reduced or removed?

Question 6:

Which relevant stakeholders were involved in proposing the actions recommended for reducing or removing adverse impacts arising from the proposal?
<p>The proposals have been put forward following the issuing of guidance by Communities and Local Government. The views of senior staff within the service have been sought as well as staff within the Housing Division.</p> <p>The proposals will be fully consulted with Registered Social Housing Providers in the city and other stakeholders including Adult Social Care, Children Services, external agencies and customers on the Housing Register.</p>
What data/information/analysis have you used to inform your equality impact findings?
Data has been used from the Housing Register to determine the profile and number of households the proposals will impact on.

Date completed

Step 2: Consultation on the proposal

Question 1:

What consultation on the final proposal has taken place? When, where and who with?

Question 2:

What potential impacts did consultation stakeholders identify?

What positive equality impacts were identified? For people with which protected characteristics?

What negative equality impacts were identified? For people with which protected characteristics?

Question 3:

Did stakeholders indicate how positive impacts could be further promoted? How?

Did stakeholders indicate how negative impacts could be reduced or removed? How?

Date completed

Step 3: The recommendation (the recommended decision on how to change the service)

Question 1:

What changes are being recommended?
Who will be affected by these changes?

Question 2:

What is the anticipated impact of these changes on people who share the following protected characteristics? Tick the anticipated impact below:
--

	No impact ⁵	Positive impact ⁶	Negative impact ⁷	Impact not known ⁸
Age				
Disability				
Gender reassignment				
Pregnancy and maternity				
Race				
Religion or belief				
Sex (gender)				
Sexual orientation				

Question 3:

For those likely to receive a positive impact, describe the likely positive impact for each group sharing a protected characteristic. How many people are likely to be affected?

Question 4:

For those likely to receive a negative impact, describe the likely negative impact for each group sharing a protected characteristic. How many people are likely to be affected?

⁵ The proposal has no impact (positive or negative) on any group sharing a protected characteristic.
⁶ The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to employment, provision of services or facilities).
⁷ The proposal disadvantages one or more of any group sharing a protected characteristic (related to employment, provision of services or facilities).
⁸ There is insufficient information available to identify which if any group sharing a protected characteristic will be affected by the proposal.

How can these negative impacts be reduced or removed?

Question 5:

**Are there any actions required as a result of this EIA?
If yes complete the EIA Action Plan on the next page. List up to 3 priority actions.**

Date completed

Supplementary information

Question 1:

Is there other alternative or comparable provision available in the city? Who provides it and where is it provided?
Can this alternative or comparable provision help reduce or remove the negative impacts identified in Step 1, Question 5? If not, why not?
Would service users negatively affected by the proposal be eligible to use this alternative or comparable provision? Would it meet their identified needs?

Question 2:

Will any particular area of the city be more affected by the proposal than other parts of the city? What area and why?

Question 3:

Is it likely that there may be other sources of negative impacts affecting service users over the next three years that need to be considered? Describe any additional negative impacts over time that could realistically occur.

Step 4: Sign-off

This EIA completed by	Name	Signature	Date
Lead officer			
Countersigned by Equalities Officer			
Countersigned by Finance Officer			
Signed off by Divisional Director			

Completion - You should now:

- Complete the Action Plan attached
- Keep a copy for your records, and **send an electronic copy** of the completed and signed form to the [Corporate Equalities Lead](#) for audit purposes

EIA Action Plan

Please list all the equality objectives, actions and targets that result from the Equality Impact Assessment. These should be included in the relevant service plan for performance management purposes.

Equality Objective	Action required	Target	Officer responsible	By when?
Example: To know equality profile of all service users.	Example: collect monitoring data on disabled users (currently not being provided)	Example: To have data for first performance review	Example: Joe Smith	Example: Start collection of data in April 10

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What to do next?

If this EIA has identified any issues that need to be addressed (such as plugging a data gap, or carrying out a specific action that reduces or removes any negative impacts identified), complete the attached EIA Action Plan to set out what action is required, who will carry it out, and when it will be carried out/completed.

Once your EIA has been completed, (countersigned by the equalities officer/finance officer **and signed off by your Director**) the equality officer will work with you to monitor this action plan.

Equality officers: Sonya Osborne 29 7738

Gurjit Minhas 29 8706

Report to Housing Scrutiny Commission

Date of Commission Meeting: 3rd February 2015

Provision of Temporary Accommodation for Teenage Parents

Useful information

Ward(s) affected: ALL

Report author: Martin Clewlow

Author contact details: martin.clewlow@leicester.gov.uk

Ext 37 5177

Report version number: 1

1. Purpose of report

- 1.1 To inform Members of the Scrutiny Commission that The Homelessness Strategy 2013-2018 (adopted Summer 2013) identified that ten units of temporary accommodation for teenage parents facing homelessness would be adequate.
- 1.2 A review of the strategy in 2014 identified that the aims of the current strategy can be implemented and services enhanced by providing temporary accommodation for teenage parents in Border House Hostel where service users can have access to additional services including the Corner Club and Family Support Service.
- 1.3 It is the intention of the Executive that when the current contract with GAP comes to a natural end in July 2015, there is no need to re-tender the service for temporary accommodation for teenage parents.

2. Summary

2.1 The aims of the Homelessness Strategy 2013-2018 are as follows:

- Anyone at risk of homelessness is given advice and support to prevent this, whenever possible.
- When someone is homeless today, we aspire to assist them into appropriate accommodation, with support, and we will ensure that services are tailored to address their individual needs.
- We will implement 'No Second Night Out' to ensure that new rough sleepers will not sleep out for more than one night.
- Anyone who is homeless will be able to 'move-on' into appropriate accommodation.
- Anyone who is homeless will be able to access appropriate care services to meet their health and well-being needs.
- There are opportunities to access training, education, employment and enterprise initiatives

- 2.2 This report identifies the benefits to this particular client group of bringing the teenage parent provision in-house and managing the service by making use of the existing provision within Border House families' hostel.

- 2.3 The Family Support Service and the Corner Club, which are both based within Border House, will provide additional support to teenage parents.
- 2.4 Families will be placed into settled accommodation, where it is appropriate to do so, with support provided by either the Family Support Service or STAR.
- 2.5 This report identifies £65k savings without changing our current Homelessness Strategy 2013 – 2018.
- 2.6 The natural ending of the current contract with GAP will result in 15 units of accommodation returning to the general needs housing stock.

3. Report

3.1 Provision of support for homeless teenage parents

- a) The Housing Act 1996 Part VII sets out the statutory duties and provides the safety net to protect the most vulnerable when homeless. Teenage parents are a prescriptive group and therefore the Local Authority will always be under a duty to provide accommodation, when they have been assessed as homeless. This can initially be temporary accommodation to provide support and then move on in to independent settle accommodation. As part of the Homeless Strategy we continue to provide ongoing floating support where appropriate to help to sustain the move into independent accommodation.
- b) East Midlands Housing Association provides 10 units of support for teenage parents in council owned properties at the GAP project on Scalpay Close, Beaumont Leys. This contract comes to a natural end in July 2015 and cannot be extended any further without re-tendering the service. We have liaised with Education and Children's Services and their view is that whilst this client group will still require support, for some it will be appropriate for young parents to be placed in their own tenancy with wrap around support provided in localities through services such as those provided from Children's centres. Children's Services have confirmed that referrals have reduced for teenage parents to be placed in temporary accommodation. For clients that require support in temporary accommodation to help them prepare for their own tenancy, then when GAP is decommissioned at the end of the current contract, we will provide for the client group using existing generic internal temporary accommodation for families at Border House Hostel, which is well placed with the Corner Club adjacent, to support parents with young children. This option will improve services to teenage parents and make best use of existing services and save £65k in 2015/16.

3.2 The Homelessness Strategy 2013- 2018 recognises that long stays in temporary accommodation is not conducive to the needs of individuals. It further recognises that a more suitable solution is independent settled accommodation with support as required.

The generic accommodation at Border House family hostel lends itself to supporting teenage parents, the support can be adjusted as the individual progresses to the level required to take on an independent tenancy with support as necessary. The vacancy rate at Border House hostel fluctuates depending on the size of families placed. The vacancy rate from April 2014 to September 2014 averaged 10% and would therefore have been able to meet the needs of homelessness teenage parents. Also, there has only been one night in the last quarter (October – December) where there hasn't been a vacancy at Border House hostel.

3.3 Border House has self-contained units of accommodation and is very flexible. Teenage parents can be allocated accommodation in small clusters in shared or sole occupation units dependant on the individual case. Border House has two flats on the main site that is aside from the main hostel and could be well utilised by this client group. There is a key fob gated area that is suitable for pushchairs and prams, the units have a small patch of garden and are adjacent to the Corner Club. If the numbers were higher there is flexibility within the project and it is envisaged that this client group would welcome the support of each other as well as staff. The project is staffed 24 hours with on-site staff overnight, and although at rest will respond to service users.

3.4 The Corner Club is situated at Border House and provides a safe, secure and welcoming environment for families staying at Border House as well as the wider community. Staffed by The Family Support Service, the club offers a range of activities and sessional events to the parents and children of Border House, these include Play and Stay, a group where parents are encouraged to stay with their children to play as well as a crèche service, where parents may leave their children with suitably qualified staff. The Corner Club is Ofsted registered and receives regular inspections and accreditation. All activities and quotas are within Ofsted regulations.

3.5 The Family Support Service at The Corner Club, is part of STAR, is a specialist service offering a wide range of support to both Adults and Children. The team are there to provide specialist family support as well as signposting to other services such, Doctor, Dentist, Midwife, Specialist Midwife and Health Visitor services. The team have well established links with Professor Panos Vostanis and his team at Westcotes Health Centre that offer psychology and psychiatry services to Children.

3.6 The team are attached to each family and a named family support worker that will specifically work with the individual is assigned to each family unit, this is in addition to the support provided by Border House staff which is mainly housing related. The team are able to work with the families once they are rehoused into the wider community and there is no fixed time limit as to how long the support can be provided. This gives a continuity of support.

4. Accommodation used by current provider

- 4.1 As part of the Homelessness Strategy 2013 – 2018 we identified the need for 10 units of accommodation based support for teenage parents. The contract with GAP was already an existing contract for 14 units. By agreement this was reduced to 10 units with referrals being made through the Single Access and Referral Point (SAR). Although GAP retained 15 units, we only have access to 10 units, with the remaining 4 being used by GAP for tenants they have identified themselves. GAP has in total 15 units that they lease from LCC (the original 14 units plus one they use as an office); 12 x 1bed and 3 x 2 bed flats. The flats will all be returned to general needs housing at the end of the current contract.
- 4.2 At 1st October 2014 there were 4673 applicants on the Housing Register waiting for 1 bedroom accommodation and 3306 waiting for 2 bedroom accommodation.

5. Transitional Arrangements / Decommissioning

- 5.1 A date will be agreed with the GAP when referrals to the scheme will cease and any new cases will be placed in Border House hostel. Work has already commenced to further explore the housing options of the remaining occupants, including moving into settled accommodation, as part of the decommissioning plan.

6. Under 18 Conception Rates (Rates per 1,000)

- 6.1 The table below shows the under 18 conception rates per 1,000 for England and how Leicester compares for the years 2009 – 2012. The numbers are decreasing year on year for 15 – 17 year olds. The data is always in arrears as it takes in excess of 14 months to be released by the Office of National Statistics.

6.2

	2009	2010	2011	2012
13-15 year olds				
England	7.3	6.7	6.1	5.6
Leicester	5.6	7.9	5.1	6.4
15-17 year olds				
England	49.6	45.5	47.0	35.4
Leicester	28.6	26.00	22.3	22.4

Source: Public Health Leicester

7. Financial, legal and other implications

7.1 Financial implications

- 7.1.2 By not re-tendering the teenage parent provision and bringing the service in-house will save £65k per year from 2016/17 onwards with an in year saving of £43k for 2015/16.

Peter Coles, Principal Accountant. Ext 374077

7.2 Legal implications

- 7.2.1 The Housing Division has received advice on consultation, prior to the Executive's decisions on Homelessness Spending on 30 September 2014. The current contract with GAP is a specific (call-off) contract awarded under a framework agreement. This framework agreement ended on 30 June 2013, following the maximum four-year term that is permitted. The current contract with GAP was entered on 28 June 2013 for a term of two years. This term was the same as for previous contracts that had been placed because a longer period could have represented a contract of disproportionate duration, an abuse of the Public Contracts Regulations 2006 and a distortion of competition. It is no longer possible to award a specific contract under this framework agreement because its term has expired.

Greg Surtees, Solicitor, Commercial, Contracts & Capital Team, Legal Services. Ext 37 1421

7.3 Climate Change and Carbon Reduction implications

- 7.3.1 There are no climate change implications associated with the recommendations in this report.

Louise Buckley, Graduate Project Officer (Climate Change), Ext 37 2293

7.4 Equalities Implications

- 7.4.1 The two main issues for consideration are: whether the proposal provides sufficient temporary accommodation units for teenage parents to meet current and forecast demand, and whether the alternative proposed provision will continue to meet their specific needs. The analysis of under 16 and under 18 conception trends shows a drop in rates since 2009 with a slight local increase in 2012. If local trends continue to reflect the national trend for decreasing rates then there is likely to be sufficient provision of targeted temporary accommodation for teenage parents. In terms of needs being met, the alternative provision will provide the same level of support at the ending GAP provision. The proximity of the alternative provision to various family support services will have the added benefit of providing more direct and immediate access to these facilities for the young families. Therefore there are no anticipated negative impacts arising from the proposal. The main

protected characteristics for this group of service users is age and pregnancy and maternity.

Irene Kszyk, Corporate Equalities Lead, Ext 37 4147.

Equality Impact Assessment for Service changes / Budget proposals



WHAT IS AN EIA?

An EIA is a tool which will help you assess whether there are any positive or negative equality impacts on people affected by proposed changes. This EIA form is for use in two circumstances (service changes and budget proposals):-

- (a) Service change involves redesigning or reshaping, (and in some cases the removal of) current service provision – whether directly provided by Council officers or commissioned by the Council for provision by an external provider.
- (b) Budget proposals should arise from service changes that you are considering throughout the year in light of the current financial climate. The EIA for budget proposals should cover the same issues as considered for service changes.

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

The EIA template has a series of questions that you need to answer in order to identify any positive or negative equality impacts arising from the work you are doing. If there are negative impacts, this does not mean we cannot go ahead. Decision makers must have “due regard” to the findings and consider (if they do decide to go ahead) whether any mitigating actions can be taken to address negative impacts.

WHY IS AN EIA REQUIRED?

An EIA helps us assess whether we are meeting our public sector equality duty: eliminating discrimination and promoting equality of opportunity.

For example: Providing equality of access to services or other opportunities (such as employment related issues) because of barriers some groups may experience which may not be in place for others (language, information, or location).

The action plan identifies what steps we can reasonably take as a consequence of the EIA findings.

An EIA also enables us to identify where we do not have the data or information necessary to equality impact a decision. The EIA action plan enables us to map out how and when this data gap will be addressed.

WHEN DO WE NEED AN EIA?

The first thing to do is to assess whether there is any equality impact. This can be done by filling in a **screening questionnaire** as soon as you start your project/report. Answer the screening questions in order to determine whether an EIA is needed.

HOW IS AN EIA CARRIED OUT?

Before you start: If you are not sure whether you need to do an EIA, fill in the screening questionnaire to determine whether you need to complete one. The screening questionnaire is not obligatory, but will help.

What to do: When an EIA is required:

Step 1 The proposal

This part is at the start of the planning process. It sets out the service user profile, the proposed change to the service, and potential equality impacts arising as a result of the proposal.

Step 2 Consultation

This part highlights the outcome of consultation with service stakeholders about the service change proposal and likely equality impacts.

Step 3 The recommendation

The final part of the EIA identifies any changes made to the original proposal in Step 2 as a result of consultation and further consideration.

Completing the form requires you to consider the impact on **service users**, with the exception of a single question about staff. In order to assess the equality impact of staffing changes, complete the separate **EIA template for organisational reviews** which presents the 'before' and 'after' staff profiles of services affected.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Equality Impact Assessment: Teen Parent Provision

(Homelessness Spending Review Proposals 2014/15)

Name of service	Re-provision of support for teenage parents
Lead officer and Contact details	Martin Clewlow Martin.clewlow@leicester.gov.uk
List of other(s) involved	Equality officer: Irene Kszyk Finance officer: Peter Coles Ann Branson Caroline Carpendale Nicola Wilmot

What is this EIA about?

(Please tick ✓)

Budget proposal for existing service or service contract to achieve savings	✓
Budget proposal for new or additional service expenditure	
Commissioning a new service or service contract	
Changing or removing an existing service or service contract	

Step 1: The proposal (how you propose to change the service)

Question 1:

What is the proposal/proposed change? Re-provision of support for teenage parents - Currently 10 units of support is commissioned from East Midlands Housing Association at the Gap project. The current contract for Gap is coming to an end in July 2015. It is proposed that once this contract ends, no further teenage parent provision is procured. Instead we will provide for teenage parents using existing generic internal temporary accommodation for families at Border House hostel. This option would still meet the needs of teenage parents and make best use of existing services.
Who will it affect and how will they likely be affected? This will affect teenage parents who will need this type of support, in future they will receive support from an in- house generic hostel instead of an external provider, the number of people affected will be quite small as referrals from Children's Services for this type of provision are low. Current clients will be affected and will be offered settled accommodation

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

where possible with support. External providers of this type of service will be affected as a future contact will no longer be available for them to tender for.

Different services collect different types of data and service user information to capture the service they deliver and the outcome service users receive. The aim of the profile below is to capture what you already collect, not to make your information fit a standard template. List the equality profile of your service users. Where you find you do not address a particular characteristic, ask yourself why. You may need to follow up any information gaps as an action point. If this is the case, add it to the action plan at the end of the template.

Question 2:

What is the equality profile of service users in GAP from 1st April 2014 to 30th September 2014.

Age	Number of people	% of people
16-17	2	12%
18-19	6	35%
20+	9	53%

Ethnicity	Number of people	% of people
Asian Ethnic Origin		
Black Ethnic Origin		
Mixed/duel Heritage Ethnic Origin	1	6%
White Ethnic Origin	12	71%
Other Ethnic Origin		
Ethnic Origin Not Given/Unknown	4	23%

Disability	Number of people	% of people
Yes	1	6%
No	3	18%
Not known	13	76%

Religion	Number of people	% of people
Any Other Religion		
Buddhist		
Christian	3	18%

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Do not wish to disclose		
Hindu		
Muslim		
None	8	47%
Not known	6	35%
Sikh		
Sexual Orientation	Number of people	% of people
Bisexual		
Do not wish to close	4	24%
Gay man		
Heterosexual	13	76%
Lesbian		
Transgender	Number of people	% of people
Do not wish to close		
Don't Know	15	88%
No	2	12%
Yes		

Do you anticipate any changes to your service user profile as a result of your proposal/proposed change? If yes, how will it change?

No we do not anticipate any changes to the services user profile. Services will still be offered to people determined to be in need. We will monitor the service user profile after implementation of the proposals to ensure that people who have protected characteristics are not disproportionately affected by any of the proposed changes.

Think about the diversity of your service users and the specific needs they may have that you need to address, depending on the service context and user group. An example of service need is school aged children having differing school meal requirements due to their ethnic or religious background; a potential issue could be poverty/low income having adverse impacts on children, women (lone parents), pensioners. This depends on the service context and user groups

What are the main service needs and/or issues for those receiving the service because of their protected characteristic?

	Service needs and/or issues by protected characteristic
Age	We currently provide services targeted at young people and teenage parents and we propose to continue to do so. Specifications for services aim to meet the needs of young people and support them into independent settled accommodation.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Disability	Those teen parents or expectant teen parents leaving care with disabilities may require additional support to become independent. Also those teen parents with mental health issues may have specific needs that need to be addressed by services.
Gender reassignment	We currently aim to ensure services are sensitive and meet the needs of people going through gender reassignment and we propose to continue to do so.
Pregnancy and maternity	Services we currently provide meet the needs of pre and post natal women and we will continue to do so.
Race	<p>People from different cultural backgrounds need to be able to access information, and advice if necessary, on the assistance available to them (in other languages if necessary). Services should continue to be culturally sensitive to the needs of people from different backgrounds.</p> <p>We currently aim to ensure that we meet the needs of people from all ethnicities including the language needs of people and we propose to continue to do so.</p>
Religion or belief	<p>We are aware of the religious needs of different groups, including the preference for women only services.</p> <p>We currently ensure that we meet the needs of people from a variety of religious backgrounds and we propose to continue to do.</p>
Sex (gender)	<p>Some women may prefer women only services.</p> <p>We currently aim to ensure that we meet the needs of men and women and we propose to continue to do so</p>
Sexual orientation	We currently ensure services are sensitive and meet the needs of people in respect to their sexual orientation, we propose to continue to do so.

Question 3:

Will the proposal have an impact on people because of their protected characteristic? Tick the anticipated impact for those likely to be affected and describe that impact in the questions 4 & 5 below.

	No impact ¹	Positive impact ²	Negative impact ³	Impact not known ⁴
Age		✓		
Disability		✓		
Gender reassignment		✓		
Pregnancy and maternity		✓		
Race		✓		
Religion or belief		✓		
Sex (gender)		✓		
Sexual orientation		✓		

¹ The proposal has no impact (positive or negative) on the group sharing a protected characteristic.

² The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to provision of services or facilities).

³ The proposal disadvantages one or more of the group sharing a protected characteristic.

⁴ There is insufficient information available to identify if the group sharing a protected characteristic will be affected by the proposal.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Question 4:

Where there is a positive impact, describe the impact for each group sharing a protected characteristic. How many people are likely to be affected?

Teenage parents will continue to receive the same level of support through the internal provision and will have better access to the Family Support Service and the Corner Club at Border House. This includes specialist midwife provision and health visiting services.

Question 5:

Where there is a negative impact, describe the adverse impact for each group sharing a protected characteristic. How many people are likely to be affected?

N/A

How can the negative impact for each group sharing a protected characteristic be reduced or removed?

N/A

Question 6:

Which relevant stakeholders were involved in proposing the actions recommended for reducing or removing adverse impacts arising from the proposal?

- Information from clients and other stakeholders from previous consultation that took place on the Homelessness Strategy 2013-2018.
- Information from clients and other stakeholders that took part in the Repeat Homelessness Research
- Director of Housing and officers
- External Consultant
- Children's Services.

What data/information/analysis have you used to inform your equality impact findings?

Information collated and included in the Review of Homelessness Services in Leicester 2012. Consultation and information gathered during the development of the Homelessness Strategy.

The Housing Register, data on people requesting temporary accommodation, monitoring data from those receiving a service.

Information provided by Children's Services

Information provided by the Housing Options Service.

Supplementary information**Question 7:**

Is there other alternative or comparable provision available in the city? Who provides it and where is it provided?

The only comparable alternative is the 10 units of support that is commissioned from East Midlands Housing Association at the Gap project. The current contract for Gap is coming to an end in July 2015.

Can this alternative or comparable provision help reduce or remove the negative impacts identified in Question 5? If not, why not?

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

No:
The current service will end in July 2015.

Would service users negatively affected by the proposal be eligible to use this alternative or comparable provision? Would it meet their identified needs?

N/A

Question 8:

Will any particular area of the city be more affected by the proposal than other parts of the city? What area and why?

No.

For example, Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that have an adverse impact on residents; external economic impacts such as the recession/economic downturn; socio-economic factors such as deprivation/low income.

Question 9:

Is it likely that there may be other sources of negative impacts affecting service users over the next three years that need to be considered? What might compound the negative effects of this proposal? Describe any additional negative impacts over time that could realistically occur.

The move on for this client group will be independent tenancies with support, as the majority of the required accommodation will be a two bedroom need, the length of stay in temporary accommodation could be longer than those with a one or three bedroomed need, and this is due to the high demand of the properties that are in short supply.

Question 10:

Will staff providing the service be affected by the proposal/proposed changes? If yes, which posts and in what way?

No affect.

Date completed 16th December 2014.

Step 2: Consultation on the proposal

Consulting potential service users on the proposal will provide you with an opportunity to collect information from them on the equality impacts they think may occur as a result of the proposed change, positive as well as negative. For negative impacts, this is an opportunity for them to identify how best to mitigate any negative impacts on them that they think may occur.

Question1:

**What consultation on the final proposal has taken place?
When, where and who with?**

On the information available I would advise that consultation would not be necessary owing to the amount of stakeholders over the last year in relation to the specialist teenage parent's provision.

Melanie Golding, Barrister/Solicitor. Ext 371423

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Question 2:

What potential impacts did consultation stakeholders identify?
See legal advice above.
What positive equality impacts were identified? For people with which protected characteristics?
N/A
What negative equality impacts were identified? For people with which protected characteristics?
N/A

Question 3:

Did stakeholders indicate how positive impacts could be further promoted? How?
N/A
Did stakeholders indicate how negative impacts could be reduced or removed? How?
N/A

Date completed 16th December 2014.

Step 3: The recommendation (the recommended decision on how to change the service)

Question 1:

Has your recommended proposal changed from the proposal in Step 1 as a result of consultation and further consideration?

Yes No If 'no', go to Question 2.

If yes, describe the revised proposal and how it will affect current service users?
What are the equality implications of these changes? Identify the likely positive and negative impacts of the final proposal and the protected characteristic affected.
Go back to the initial exercise you carried out at the beginning, on understanding your equality profile. Re-visit each characteristic and what has changed as a result of amending your recommendation. Revise potential positive and negative equality impacts accordingly.
How can any negative impacts be reduced or removed?

Question 2:

Are there any actions⁵ required as a result of this EIA?

Yes No

If yes, complete the action plan on the next page.

Date completed 16th December 2014

Step 4: Sign-off

This EIA completed by	Name	Signature	Date
Lead officer	Martin Clewlow		17.12.2014
Countersigned by Equalities Officer			
Signed off by Divisional Director			

Completion - Keep a copy for your records, and **send an electronic copy** of the completed and signed form to the [Corporate Equalities Lead](#) for audit purposes

⁵ Actions could include improving equality information collected or identifying the actions required to mitigate adverse impacts identified in the EIA.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

EIA Action Plan

Please list all the equality objectives, actions and targets that result from the Equality Impact Assessment. These should be included in the relevant service plan for performance management purposes.

Equality Objective	Action required	Target	Officer responsible	By when?
Example: To know equality profile of all service users.	Example: collect monitoring data on disabled users (currently not being provided)	Example: To have data for first performance review	Example: Joe Smith	Example: Start collection of data in April 2013

What to do next?

If this EIA has identified any issues that need to be addressed (such as plugging a data gap, or carrying out a specific action that reduces or removes any negative impacts identified), complete the attached EIA Action Plan to set out what action is required, who will carry it out, and when it will be carried out/completed.

Once your EIA has been completed, (countersigned by the equalities officer/finance officer **and signed off by your Director**) the equality officer will work with you to monitor this action plan.

Officers to contact:

Corporate Equalities Lead/Corporate Resources and Support:	Irene Kszyk	29 6303
Adult Social Care, Health & Housing:	Gurjit Minhas	29 8706
Children's Services:	Sonya King	29 7738
City Development & Neighbourhoods:	Daxa Patel	29 6674

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.



Tenancy Management Improvement Project

Housing Scrutiny Meeting
10 December 2014
Ann Branson



Aim of Project

- The aim of this project is to identify efficiencies and service improvements to ensure the best use of resources, including buildings, for tenants and residents to access local tenancy management services.

- Savings that are made as a result of carrying out this project will be reinvested into council housing.



2

Red Quadrant External Assessment

Red Quadrant identified some key issues:

- pressure on the council to do more for less
- current job roles may not be fit for purpose in the future.

The assessment came up with a number of recommendations inline with the division's plans for the way forward.



3

So what are we doing?

We have set up the Tenancy Management Improvement Project to consider and put forward a proposal for service change. The project involves a number of reviews.



4

Next Steps – The Reviews

- **Service Review** – Nov 14 to Feb15 – look at how we improve our internal processes to improve our service and look at how our tenants contact us
- **Office Review** – linking up with Transforming Neighbourhood Services
- **Staff Review** – This will link in with the service and office review to ensure we have the right job roles



5

Step 1

Review our tenancy management service

- Establish what local tenancy management work is currently being carried out?
- Impact of Responsive Repairs Improvement
- Identify opportunities for channel shift from Northgate, improving access to the service
- What role tenancy management staff will have in future
- We recognise the importance of you having clear points of contact



6

Step 2 Office Review

- Establish what type of offices we need in each area
- Link in with the work of Transforming Neighbourhood Services
- Co-locate services where possible including **STAR** (External assessment of STAR)
- Beaumont Leys, Mowmacre and New Parks offices – engagement has already started



7

Step 3 Staffing Review

Once we have established the new job role for tenancy management staff the director will start a staffing review following the Council's organisational change procedures.



8

Appendix F

HRA Spending Review and Housing Transformation Programme.

1. Background

- 1.1 A review of Housing Revenue Account (HRA) spending is part of the City Mayors programme of Spending Reviews.

2. Outcome of Spending Review

- 2.1 Every cost centre in the HRA has been challenged. Work has been led by the relevant Heads of Service with support from external consultants, Corporate Programme Management Office, Finance Division, Corporate Procurement, Customer Services and the Housing Transformation Team. Red Quadrant was commissioned to provide the initial challenge for landlord services (income management, lettings, district offices, tenancy management). Debbie White (consultant) provided challenge reports on a number of areas within planned maintenance and voids and the consultants employed in the Technical Services Spending Review (Pick Everard, Northgate and Gardner and Theobald) also reported on aspects of repairs, maintenance and fleet. The Responsive Repairs Improvement Plan, now in Phase 2 used benchmarking, visits to other housing organisations, internal challenge workshops and support from CPMO. In some areas Service Reviews are still underway.
- 2.2 Some of the savings identified have been included in the proposed HRA budget on which the Housing Scrutiny Commission views are sought.
- 2.3 The Housing Commission receives regular update on the work of the Repairs Improvement Programme.
- 2.4 The Executive asked for further reports on
- The arrangements for local housing staff on St Peters estate.
 - The Mowmacre and Beaumont Leys Housing Offices, as part of the Transforming Neighbourhood programme.
 - The Humberstone Road and Rowlatts Hill Housing Offices as part of the Transforming Neighbourhood programme.
 - A report on proposals for replacing the current system of supply and delivery of materials to the Housing Service as part of a review under the Technical Services Review.
 - How fencing to individual properties is maintained, with options for service change
 - Further implications (if any) of further work being carried out under the Corporate Technical Services review
 - A review of the STAR Service for Council tenants.
 - Options for service reduction if the HRA budget setting process identifies this is required.

The timetable for these reports is being developed.

- 2.5 The extent of the proposed changes arising from these Reviews is such that it is proposed to recognise the work as being a **Housing Transformation Programme**, which will be implemented under a programme led by the Director with support from the Housing Transformation Team through a number of projects led by Heads of Service. There will be a series of organisational (staffing) reviews to implement many of the changes. This is likely to cover both management and staff (including craft workers and building cleaners) and will require full consultation with all affected staff and trade unions.
- 2.6 The views of the Tenants and Leaseholder Forum and the Housing Scrutiny Commission will be invited on any proposals for service change.

Ann Branson
14.11.14

Meeting	Topic	Actions Arising	Progress
<p>3rd February 2015</p>	<p>Gypsy & Travellers site Management Team proposals Housing allocations policy consultation Homelessness Strategy – temporary accommodation for teenage parents Tenancy management improvement project HRA spending review and HTP City Mayor’s Delivery Plan</p>	<p>Ian Craig and Simon Nicholls Suki Supria and Gurjit Minhas Ann Branson Ann Branson</p>	<p>Verbal update Deferred from December mtg Deferred from December mtg</p>
<p>18th March 2015</p>	<p>Communal cleaning task group report Rent arrears update</p>	<p>Jerry Connolly</p>	<p>Quarterly update</p>

