



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: TUESDAY, 15 NOVEMBER 2016
TIME: 6:15 pm
PLACE: Meeting Room G.02, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Members of the Scrutiny Commission

Councillor Newcombe (Chair)
Councillor Alfonso (Vice Chair)

Councillors Aqbany, Byrne, Cank, Dawood and Joshi
1 Un-allocated Non-Group Place

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

For Monitoring Officer

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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

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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 draft minutes of the meeting of the Housing Scrutiny Commission held on 10 October 2016 are attached, and Members are asked to confirm them as a correct record.

4. ACTION POINTS FROM PREVIOUS MEETING

To note progress on actions agreed at the previous meeting and not reported elsewhere on the agenda.

5. PETITIONS

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

6. 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.

7. MONITORING THE HOMELESSNESS STRATEGY (24 MONTHS) - FEEDBACK OF THE CONSULTATION EXERCISE

Appendix B

The Director of Housing submits a report to the Housing Scrutiny Commission which provides feedback on the consultation exercise in relation to the

proposals that were contained in the report on the first 24 months of the Homelessness Strategy that was presented to the Housing Scrutiny Commission on 11th August 2016. The Commission is recommended to consider the feedback and responses to mitigate the assumed negative impacts of the proposals, and provide any feedback to the Executive as a result of the consultation exercise.

8. TECHNICAL SERVICES PROGRAMME OVERVIEW [Appendix C](#)

The Director of Housing submits a report to the Housing Scrutiny Commission for noting that provides an overview of the Technical Services Programme.

9. STAR GAMBLING SURVEY 2016 [Appendix D](#)

The Director of Delivery, Communications and Political Governance submits a report which provides the Housing Scrutiny Commission with information about the STAR (Supporting Tenants and Residents) survey of clients who might have difficulties with gambling.

10. TENANT FORUM - MEETING NOTES [Appendix E](#)

The Scrutiny Policy Officer submits for noting the Tenant Forum Meeting Notes from 28th July 2016 and 29th September 2016.

11. WORK PROGRAMME [Appendix F](#)

12. ANY OTHER URGENT BUSINESS



Leicester
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Appendix A

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: MONDAY, 10 OCTOBER 2016 at 6:15 pm

P R E S E N T:

Councillor Newcombe (Chair)
Councillor Alfonso (Vice Chair)

Councillor Aqbany

Councillor Cank

Councillor Joshi

In Attendance

Councillor Connelly – Assistant Mayor for Housing

* * * * *

30. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Byrne and Councillor Dawood.

31. DECLARATIONS OF INTEREST

Members were asked to declare any interests they might have in the business to be discussed.

Councillor Aqbany declared an Other Disclosable Interest in the general business of the meeting in that family members were council tenants.

Councillor Cank declared an Other Disclosable Interest in the general business of the meeting in that family members were council tenants.

Councillor Joshi declared an Other Disclosable Interest in the general business of the meeting in that family members were council tenants.

Councillor Newcombe declared an Other Disclosable Interest in the general business of the meeting as family members 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 of the agenda items.

Councillor Newcombe declared a prejudicial Other Disclosable Interest in the report at Appendix E of the agenda 'Review of the Housing Register / Housing Allocations Policy' as he was listed on the Council's Housing Register. He stated he would withdraw from the meeting when the agenda item was discussed.

32. MINUTES OF THE PREVIOUS MEETING

AGREED:

that the minutes of the Housing Scrutiny Commission held on 22 August 2016 be confirmed as a correct record.

33. PETITIONS

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

34. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

In accordance with the Council procedures, it was reported that no questions, representations or statements of case had been received by the Monitoring Officer.

35. INTRODUCTION OF HOUSING DIVISION STRUCTURES

The Director of Housing submitted a report to the Housing Scrutiny Commission for noting which provided an overview of the changes which would take place within the Housing Division as part of the Housing Transformation Programme, both to the organisational structure and to service delivery to tenants. Charlotte McGraw, Head of Service, summarised the report under the main headings, and the next steps which would see the new organisational structure go live from 31st October 2016.

The Chair noted in the report a forecast for an improvement in service delivery of the repairs service. He asked if the restructure would have an impact on progress of the Repairs Improvement Programme. The Director of Housing responded that outstanding repairs had been significantly reduced. He added that a more detailed list of repairs information would be brought to the Commission in due course once the new structure had gone live.

The Chair asked what the staff complement of the new structure was. The Commission was told 421 members of staff were in the review, and 386.5 posts would be created by the review. 20 post titles had been deleted and 14 new posts created. There had been 40 voluntary redundancies, and there were potential compulsory redundancies, but staff might be deployed elsewhere. It was noted more detailed information would be circulated to the Commission,

and would include Tenancy Management Services staff levels as requested by the Chair.

Members were asked to note the development of a new voids and property lettings process to reduce re-let times and meet housing need as early as possible. They were informed that kitchen refurbishments in voids was carried out in house by operatives where possible, resulting in a saving in labour costs, and ensuring capital programme funding went further on kitchen improvements.

The Chair noted the reference in the report to specific focus on vulnerable tenants, communal cleaning and fire inspections, and asked how the functions were being improved, in particular communal cleaning, and how proposed changes linked into the recommendations of the Commission. The Head of Service said that based on the Commission's recommendations with regards to communal cleaning, a revised procedure and checklist for officers visiting a property was being developed. She added that for all areas staff were managed through performance management, and specific performance issues could be elevated to line managers.

In response to further questions from Members it was noted that:

- Organisational reviews put pressure on staff and had an impact on staff morale. Managers and Team Leaders would support staff through training development and learning opportunities, both ongoing and in the future. Support sessions and information on AMICA the counselling service were also offered. Part of the reason for the review was that staff reported they had too much workload, and changes in the structure had alleviated pressure on staff.
- The review had brought back district heating to a centralised team (under Gas), and concern was raised that past difficulties in its management would resurface. The Director of Housing stated he would stay focussed on the district heating service, and believed it gave flexibility for support across gas, and district heating functions.
- Under Transforming Neighbourhood Services, consultation on what services were accessible in the city would be undertaken, in which the Housing Division were proactively involved. The question on whether housing offices would be closed would be defined as each area was fully consulted. At the suggestion of a Member, the concept of centralising all of the housing offices had not been previously considered but could be a suggestion to put forward during consultation.
- A report on the Responsive Repairs Project at a previous Commission meeting had reported outstanding repairs had fallen, and it was noted that waiting times for each category of repair had improved. An update would be brought to a future meeting, to include waiting times.
- Periodically repeat visits were scrutinised, with addresses cross-checked against individual craft operatives. Information was then used by direct line managers as part of the performance management process.
- The new structure would achieve savings of £1.5million, but would also achieve service improvement. The review did not represent a cut in service to tenants, but a focus on resources. Through performance management,

targets would be set for staff in all areas. The Division would also consult with the Tenants Forum on a regular basis.

The Chair requested that a full report which looked at the way the re-structure had been implemented be brought to a future meeting, but would discuss with other Members of the Commission what should be included, and the timing of the report.

Councillor Connelly, Assistant Mayor for Housing, was invited to comment on the report. He thanked the Head of Service for the report and the hard work put into the review. He said the Housing Transformation Programme had initially been agreed to generate savings in house to build new council houses, but the Government's 1% year on year reductions in rents had resulted in saving being used to bridge the budget deficit, and that it was disappointing the savings could not be reinvested in housing.

The Assistant Mayor added he was aware that the review had affected staff morale, but the Housing Division was in a position where change was needed. He agreed the role of the housing offices had changed and believed there was an argument for a centralised office, although the Transforming Neighbourhood Services programme in the North West of the city had seen the housing office move into Beaumont Leys Library, which had supported the library and helped to keep the building open. He added there was no intention to reduce services, but to identify and concentrate in delivering services better to tenants.

The Chair thanked officers for the report.

AGREED:

that;

1. The report be noted;
2. Detailed information on the staff complement of the new structure (including Tenancy Management Services staff levels), and voluntary and compulsory redundancies be circulated to Members of the Scrutiny Commission;
3. Following improvement in the numbers of outstanding repairs, an update report to be brought to a future meeting of the Scrutiny Commission, including the waiting times for each category of repair.
4. A full report which looked at the way the re-structure had been implemented be brought to a future meeting of the Commission. The Chair but would discuss with other Members of the Commission what should be included, and the timing of the report.

36. HOUSING SOLUTION REPLACEMENT - NORTHGATE NEXT PHASE PROJECT

The Director of Housing submitted a report to the Housing Scrutiny Commission for noting, which provided an overview and update of the next phase of the Housing Solution Replacement (HSR) Programme, the Housing

Division's IT replacement scheme, replacing Open Housing. Paul Hussain, Programme Manager (Housing Systems) presented the report, and informed the meeting he had responsibility for delivering the next phase of the Northgate programme.

The Scrutiny Commission was informed that Northgate was the successful bidder in the tender procurement process to replace the IT system, and was put in place to collect rents, manage repairs and manage tenant accounts. It was reported that ongoing support costs were more attractive than previously. Phase 1 went live in January 2016, and was reported as being at year four of a seven year contract. Phase 2 would see the delivery of self-service modules to enable online transactions for rents and repairs.

It was noted that Phase 1 had been more complex than originally anticipated, with key staff leaving at a critical time, but challenges had been overcome, and post go-live issues had been resolved. The system had only failed once, and was more stable in comparison to Open Housing. The new system had also removed the need for duplication of inputting information for back office staff, and had increased productivity gains and efficiencies.

Phase 3 would deploy the Repairs Self-Serve and Mobile solution, and would take 12 months to deliver the full Repairs Self-Serve portal. For the Council's Channel Shift agenda, the more services that could be provided online would see cost savings through reducing calls through the call centre. It was calculated that the cost of a face to face enquiry was £6.79. Northgate had calculated that contact through the system cost 15p per transaction. Additional services at Phase 3 would include the delivery of job information to operatives tablet device and list the materials needed to complete a repair for the operative, increase first fix repairs, and reduce return visits to the site.

It was acknowledged self-service was not a 'one size fits all', but would alleviate some of the work in back offices. The Division had talked to other authorities to find out how they had encouraged people to get online, and was a good insight as to what officers needed to do moving forward. It was also noted that not all people had access to online facilities, so there remained a need to deliver the current service for some tenants, particularly the vulnerable. As part of Channel Shift, the Customer Services would be asked how they were encouraging people to use the system.

The next phase of Northgate implementation would require further significant capital investment. The budget for 2016/17 was £1.446million with further funding required for 2017/18. It was anticipated the project would be fully implemented by the end of 2017.

The Chair asked that, as more was asked of Northgate, how confident officers were that the system would meet the department's requirements, and as it neared the end of the contract whether more financial support be required as the system got older. The Chair also asked if other alternatives to Northgate had been considered during the procurement tender process. He asked that a demonstration of the system to Commission Members be arranged to enable

Members to understand the system more.

In response, Members were informed that the system was being developed to offer a self-serve option. A mobile working module would also be developed for use on mobile devices. It was noted that Northgate had an active user group which the Council was part of. Any changes to the system were integrated into different update releases of the system. A full procurement exercise was undertaken through which any providers could submit a proposal and be considered. The process involved assessment of those proposals, demonstrations to staff and also visits to reference sites in order to select the best product for Leicester. The contract with Northgate was seven years with a +1, +1, +1 year extension option.

In response to further comments from Members it was noted that:

- The budget for the comping phases had been considered and along with the existing budget was not anticipated to require a significant further investment in excess of £90k required for 2017/18.
- When the system first went live there was an initial increase in calls to the internal IT helpdesk (from staff). Refresher training had been held with staff, and the team were now Northgate 'experts' in their own particular area, and the product had settled well.
- People would be signposted to assistance if they had problems around self-service.
- There was an underlying issue on the system with Housing Options and the bidding process, and the ability of customers to view their position on the Housing Register. The delivery of a solution was expected by October end.
- There were currently around 2,200 calls a week regarding housing repairs. Once the Repairs Self-Service modules were implemented, information on how the new service impacted on the number of calls would be provided.
- There were around 80 full-time posts servicing the Customer Service Centre.
- A report on Customer Service data was scheduled for the Housing Scrutiny Commission meeting on 30 January 2017.

The Chair thanked the officer for the report, and looked forward to an update at a future meeting on how the system was progressing.

AGREED:

That:

1. The report be noted;
2. An update report on system progression be brought to a future meeting of the Scrutiny Commission;
3. Members to be invited to a demonstration of the Northgate system.

37. RENT ARREARS PROGRESS REPORT - APRIL 2016 TO JUNE 2016

The Director of Housing submitted a quarterly rent arrears report to the Housing Scrutiny Commission as requested for noting. The report covered the

period April 2016 to June 2016. Vijay Desor (Head of Service) and Mike Watson (Income Collection Manager) presented the report for the period 4th April 2016 to 27th June 2016.

It was reported that there was an increase of £222k compared with the same period in 2015, an increase of 14%. It arose from the cumulative impact of welfare reforms and a difficult financial environment, though it was believed a target of £1.5million arrears was achievable. More serious arrears had increased by 0.26%, though they were significantly lower than two years ago. The number of cases affected by the bedroom tax had fallen to 8.2% of tenants, though arrears for those affected had increased by 5.4% (£9,872) in the first quarter.

Members noted that the number of evictions had increased, with 25 evictions carried out during the report period of which nine were family cases and 16 single people, and possibly external factors had put pressure on the finances of families. Evictions were a last resort and the Council ensured all avenues were explored to avoid that option.

Members were informed there were 137 cases owing more than £1k and 70% of those cases also had Council Tax arrears of more than £500. Some 70% of cases with arrears received partial or full benefit. Families not dependent on benefit appeared to be managing better than those on the lowest form of income and benefit dependent, who were also more likely to have multiple debts than those not on benefits.

The Rent Income Excellence Network (RIEN) performance data at the end of the financial year April 2015 to March 2016 showed that the Council was in a better position than average for rent collection at 97.88% for the last quarter.

The Chair noted that officers had done a remarkable job in what was a very difficult financial climate, with people having budget pressures.

In response to further comments made by Members it was noted that:

- It was difficult to generalise that people in receipt of benefit couldn't manager or didn't have enough income. At the start of a tenancy, Income Management had a robust policy to undertake a financial benefit statement with tenant. Accounts were continually monitored, and contact was made with the tenant at first indication of a problem with payment. Support was given with the focus that rent should be paid.
- The £2million void loss included the refurbishment of the St Peters tower blocks. The figures contained in the glossary at Appendix 1 to the report were indicative for the graph, and were not accurate.
- The Income Management Team was not scoped into the current Housing review.
- Universal Credit (UC) continued to be rolled out, with the programme extended to 2022. In January 2016 UC was introduced to new single claimants, and 120 cases in Leicester had been affected so far. Also, people moving to Leicester who were on UC would remain so.

- Discretionary Housing Payment was awarded for 13 weeks, following which the Revenue and Benefits Team would review. Information on repeat DHP payments would be provided to Members in future reports.

The Chair thanked the officers for the report.

AGREED:

that;

1. The report be noted;
2. Information on repeat Discretionary Housing Payments be included in future reports.

38. REVIEW OF THE HOUSING REGISTER / HOUSING ALLOCATIONS POLICY

The Director of Housing and the Assistant Mayor for Housing submitted a joint report which sought the comments of the Housing Scrutiny Commission on the proposals to carry out a review of the Housing Register and the Allocations Policy.

The Chair, Councillor Newcombe, withdrew from the meeting at this point following his declaration of interest. The Vice-Chair, Councillor Alfonso, took the Chair.

Caroline Carpendale, Head of Service, presented the report and highlighted the following points:

- There were 11,000 on the Housing Register but only around 1,500 had a realistic chance of receiving an offer of accommodation;
- A significant further loss of properties was anticipated under the 'Right to Buy' scheme;
- The register required review to ensure it was fit for purpose, and to manage customer expectations;
- There were 2,500 applicants on the two lower bands, with 43% of those having little or no chance of receiving accommodation, and 50% of who had shown little or no activity online for 6 months.
- Under the Council's Housing Allocations Policy households were assessed and placed in one of four bands depending on housing circumstances and need. The proposal was to remove existing households on bands 4 and 5 with little or no need;
- Overcrowding and under-occupation rules would also be looked at;
- Benchmarking had also been undertaken with Derby, Nottingham and Northampton relating to how their register looked and how housing allocation was managed, and if they had already taken steps to remove some households from their register.

In response to Members' questions, the following information was given:

- Information was produced every six months on average waiting times in each band for different sizes of property. The information changed over

time, and would be provided to the Housing Scrutiny Commission at a future meeting;

- A major change to the register would go to full consultation for a minimum of six weeks. Information on how many tenants would be left on Bands 1, 2 and 3, and waiting times were not available. Members were asked to note that 43% of applicants were in bands 4 and 5, so would reduce the number of those on the register by approximately half. The three remaining bands would also be configured. It was not intended to give those removed from the register the opportunity to challenge the decision;
- The Housing Allocations Policy was complex, and it was intended to make it more transparent and straightforward. Vulnerable persons under the Inclusion Strategy would still be helped with the bidding process. Extra staff at York House had assisted with completion of online forms. Members were concerned that assistance was not provided at St Peters and St Matthews housing offices, and that assistance at libraries was not always good. They were informed forms could be completed over the telephone if people were struggling to fill in forms.

The Director of Housing said that a corporate review of Advice Services was underway and the Housing Division had been asked to feed into that review to ensure it met the needs of customers and tied in the Housing service provision.

In response to a question the Assistant Mayor for Housing stated the authority could not suspend 'Right to Buy' and that the Government had made it clear any attempt to circumvent government policy would not work. He said it was disappointing the Council would continue to lose properties through the scheme. Housing Associations were being forced to accept and would also lose properties through Right to Buy. He added that the 1% reduction in rent could not replace properties lost through the scheme.

The Head of Service informed Members that on Bands 4 and 5 there had been no lettings of family sized accommodation during 2015/16 or in the last 6 months. Also, the 81 lettings of one-bedroom lettings had tended to be sheltered accommodation, and with none in the last 6 months for Band 5. Detailed information on the number of lettings for each band would be circulated to Members.

The Chair thanked the officer for the report and noted the proposals contained in the report, and looked forward to an update report at a future meeting following consultation on the proposals.

AGREED:

that;

1. The report be noted;
2. An update report be brought to a future meeting of the Scrutiny Commission, to include average waiting times in each band for different sizes of property.

Councillor Newcombe was called back to the meeting at this point, and took the Chair.

39. STAR SERVICES - UPDATE

The Director of Housing submitted a report to the Housing Scrutiny Commission for noting, which provided an update and overview of the STAR (Supporting Tenants and Residents) service that was currently provided to tenants within Leicester. Cath Lewis, Service Manager, STAR (Floating Support Team), and Suki Supria, Service Manager, presented the report.

Members heard the STAR service was currently under the umbrella of Tenancy Management and made up of four distinct parts:

1. Five community-based STAR teams based in decentralised housing offices;
2. STAR Family Support service provided from Border House;
3. STAR Amal team set up in response to the Government's Vulnerable Persons Resettlement (VPR) Programme to support refugees displaced from Syria;
4. The Revolving Door team who provided the support needed to repeat homeless.

Members were informed the STAR service had not yet been subject to any service review, however, they were aware of the government requirement to reduce rent by 1% per year for the next four years, and the savings needed had been estimated at £11.72million. STAR would be evaluated to see if there were efficiencies or savings to be made.

It was noted that STAR had received 146 compliments in 2015/16, and was a well-liked service by Members, Tenants Forum and tenants.

Members were invited to comment and ask questions on the report, and points made included the following:

- A budget of approximately £1.7million covered staffing and administration costs. A reduction in staff had not been defined and the current service provided would be looked at by undertaking a service review, during which eligibility criteria, the increase the number of caseloads and staff levels would also be looked at. A business case would be produced but as yet there was no image of the future service. Members of the Commission would receive an update report at a future meeting of any proposed changes to the service.
- It was confirmed that STAR services would retain its branding when it moved into Housing offices, and there had been no significant issues with people using the service.
- The current staffing level for STAR for was 5 team leaders and 32 housing related support workers.
- Data was collected on the number of clients assisted and the income tenants received, for example discretionary housing payment.
- Duplication of services was avoided. If a tenant had the capability to use another service, for example, Citizens' Advice, STAR would refer them on. For vulnerable people an assessment would be made by the service, and

would be referred later, but the initial assessment would form part of the case.

- A breakdown of services and funding over the past 12 months for the four parts of STAR would be circulated to Members.
- New Parks office would be closed for refurbishment. When it re-opened it would have the self-service offer through Channel Shift. STAR and the Housing team would be relocated in the building.

The Chair thanked officers for the report. It was suggested the item be an ongoing agenda item, and requested an update in 6-12 months.

AGREED:

that;

1. The report be noted;
2. That an update report on the STAR service be brought to a future meeting of the Scrutiny Commission in 6-12 months.

40. WORK PROGRAMME

The Chair drew attention to the Housing Scrutiny Commission Work Programme for noting.

AGREED:

that the Housing Scrutiny Commission Work Programme be noted.

41. DATES OF FUTURE MEETINGS

The Chair asked Members to note the date changes to meetings in November and the Special Meeting of the Commission on 19 December 2016.

AGREED:

that the dates of the meetings of the Housing Scrutiny Commission Work Programme be noted.

42. ANY OTHER URGENT BUSINESS

No other items of urgent business had been brought to the attention of the Chair.

43. CLOSE OF MEETING

The meeting closed at 9.10pm.

Housing Scrutiny Commission

Commission Meeting 15th November 2016

**Monitoring the Homelessness Strategy (24 months) -
Feedback of the Consultation Exercise**

Assistant Mayor for Housing: Cllr Andy Connelly

Lead Director: Chris Burgin



City Mayor

- Ward(s) affected: ALL
- Report author: Caroline Carpendale, (Head of Service)
- Author contact details: 0116 454 (37) 1701
- Report version number: V4

1. Summary

- 1.1 To provide feedback to the Housing Scrutiny Commission on the consultation exercise in relation to the proposals that were contained in the report on the first 24 months of the Homelessness Strategy that was presented to the Housing Scrutiny Commission on 11th August 2016. (Appendix 1)
- 1.2 Local Authorities are currently required to consult and seek the views of local people, the voluntary, community and private sectors and stakeholders on proposals that may impact upon how statutory and local services are to be provided.
- 1.3 A full consultation exercise has now been completed which included:-
 - An online consultation exercise for a 4 week period that ran from 14th September – 12th October 2016. (appendix 2)
 - Individual meetings with statutory bodies, and voluntary sector providers that may be affected if the proposals are accepted and agreed.
 - An extraordinary meeting of the Homelessness Reference Group on 26th September 2016 which is made up of all the statutory and voluntary sector organisations that work or are involved with Homelessness Services (appendix 3)
 - Feedback from Leicester City Council Staff. (appendix 4)
- 1.4 The online consultation provided 200 responses to the proposals although not all responded to each individual proposal. There was feedback from 12 members of staff on the proposals.
 - 1.4.1 The consultation on the Council's proposed changes and the overall feedback was that the changes would have a negative impact.

2. Recommendations

It is recommended that:

- 2.1 The Housing Scrutiny Commission considers the feedback and responses to mitigate the assumed negative impacts of the proposals.
- 2.2 To provide feedback to Executive as a result of the consultation exercise.

3 Summary of Feedback by Proposal

Proposal 1

Reduce the council's supply of supported housing for single people and couples by 60 units.

Summary

Impact	Number of	%
It will have a negative impact	149	75%
It will have a positive impact	10	5%
It won't make a lot of difference	10	5%
No Opinion	17	9%
Not answered	12	6%
Total	198	100%

Comments – summary of impacts

People will be left without support

Floating support service won't be able to cope. The quality and level of support is likely to reduce

More homelessness, which in the long run will cost more money, dealing with more crisis cases

Increase in rough sleeping

Putting mentally ill people at risk of further illness

Disruptive to individuals who are reliant on a structured routine. Vulnerable people will have to move. Harder for people to access supported housing and other accommodation

More offending, crime, street drinking and anti- social behaviour

More deaths, suicides and visits to hospitals

Better for people to live independently with floating support

Response

We will still continue to provide additional services, more than the statutory obligations to those who need to access homelessness services.

The units that have been identified are for those cases who are assessed as requiring low-medium support, usually after a period of intensive support in the Dawn Centre before moving on to independent accommodation. The pathway for these individuals would be protected by offering independent accommodation and providing floating support services to help the individuals settle and sustain their accommodation.

Proposal 2

Reduce the number of offender accommodation units we commission from 30 to 15.

Summary

Impact	Number of respondents	%
It will have a negative impact	136	68%
It will have a positive impact	11	5.5%
It won't make a lot of difference	11	5.5%
No Opinion	27	14%
Not answered	13	7%
Total	198	100%

Comments – summary of impacts

Increase in homelessness and high risk offenders affecting public protection.

Harder for offenders to access tenancies and permanent accommodation.

Offenders won't be able to find employment without accommodation

Detrimental impact on the mental health of offenders

Increased rough sleeping

Cost to the criminal justice system caused by re-offending

Puts extra stress on families

Will reduce the quality of care and support for this specialist group due to the lack of experience from generic floating support services to support this client group

Impact on the Single Access and Referral service at Housing Options, added workload to assess referrals

Great reliance on charities and other organisations to provide support

Impacts on the Community Rehabilitation Company contracts to accommodate on the day of release from prison

Response

3.1 We will continue to support Offenders by offering tenancies with floating support to the most high risk cases under the Multi-Agency Public Protection Arrangements, as these cases are in the main, not suitable for hostel accommodation. The reduction could mean that potentially more offenders may be referred through to the remaining accommodation based support. The Single Access and Referral Service would take back the management of the remaining 15 units to ensure that in cooperation with Probations services the units are used as efficiently and effectively as possible.

Proposal 3

Review how support is provided to service users at the Dawn Centre and Border House.

Summary

Impact	Number of respondents	%
It will have a negative impact	65	33%
It will have a positive impact	65	33%
It won't make a lot of difference	19	9%
No Opinion	29	15%
Not answered	20	10%
Total	198	100%

Comments – summary of impacts

This could help if people are moved on quicker and are re-settled.

Cuts in staffing could make services less resilient.

This depends on how services are provided and managed.

Increased impact on physical / mental health services.

Could lead to more people becoming homeless

Depends on whether the review is to improve services or cut costs.

Will only work if there are more places for people to move on into.

More homelessness, offending and street begging.

Could lead to improved support services

Response

By targeting the support and separating out this role it is anticipated that this could lead to more effective services to reduce the average length of stay and provide a greater turnaround of hostel vacancies going forward. We feel that there are also efficiency savings to be made by changing the way that support is provided and by whom, with the clarification of roles in relation to the landlord functions and support services.

Proposal 4

End the grant subsidy for Leicestershire Cares, the Centre Project and One Roof, Leicester

Summary

Impact	Number of respondents	%
It will have a negative impact	163	81.5%
It will have a positive impact	14	7%
It won't make a lot of difference	11	5.5%
No Opinion	8	4%
Not answered	4	2%
Total	200	100%

Comments – summary of impacts

Vulnerable adults won't have access to support networks to socialise, gain confidence, eat a low cost meal and receive support.

Increased homelessness and rough sleeping.

Increased longer term costs for others e.g. health service and prisons.

Increased social isolation.

More crime, re-offending and street begging.

Reduces choices people have available, some people don't want to go to the Dawn Centre.

Homeless people won't be able to find work.

More people on the streets with nothing to do.

Wrap around services sound more sustainable.

Response

The funding supports 3 afternoons of advice sessions at the Centre Project, up to 35 individuals at any one time back into work and the funding for One Roof was a one-off amount to set up a befriending scheme.

The proposal to reconfigure and procure targeted support services is made with full consideration of the likely impact and what in the main is preferable to remain in place, given the outcomes that we need to achieve and the savings that need to be made. There is extreme pressure upon council services due to the cuts in funding from Central Government. It is acknowledge that any reduction in services is difficult.

Proposal 5

End the specific floating support service for offenders.

Summary

Impact	Number of respondents	%
It will have a negative impact	102	54%
It will have a positive impact	23	12%
It won't make a lot of difference	20	10%
No Opinion	30	16%
Not answered	16	8%
Total	191	100%

Comments – summary of impacts

Risk of re-offending.

Individuals will slip through the net.

Loss of expertise and knowledge of needs of this specific group will mean a less effective service and reduced support.

Increased homelessness.

Cost to other services.

Puts people at risk in the community.

Response

We feel that it would better to manage floating support services in a consistent model that can be applied to all service users including offenders.

4. Financial, legal and other implications

4.1 Financial implications – Peter Coles - Principal Accountant - Ext 374077

4.1.2 The Homelessness Services Spending Review has an indicative annual savings guideline of £1.5m; that £0.7m has already been achieved by focussing on prevention as approved by the Executive in December 2014; and that the proposals set out in this report are expected to deliver a further £0.8m.

4.2 Legal implications – Jeremy Rainbow – Principal Lawyer (Litigation) – Ext 371435

4.2.1 There are no specific legal implications arising from this report.

4.3 Climate Change and Carbon Reduction implications

4.3.1 None at present

4.4 Equalities Implications

4.4.1 Our Public Sector Equality Duty (PSED) requires us to have consideration of the equalities implications of any of our proposals throughout the decision making process. Although the report does not present a final decision, it does set the context for reviewing current provision. On that basis, it would be timely for the report to include some trend information on the profile, by protected characteristic, of the service users of the homelessness services referred to, so that decision makers are aware of the protected characteristics affected, and how they are affected – key considerations required in paying ‘due regard’ to our PSED. This equality analysis of service users would complement the excellent evidence of outcomes achieved by the homelessness services described in the report, and would enhance our ability to demonstrate that we are meeting the general aims of our PSED: eliminating discrimination; promoting equality of opportunity; and fostering good relations between different groups.

5. Background information and other papers:

Monitoring Homeless Strategy (18 months) Report to Executive
– 8th February 2016

Monitoring Homeless Strategy (12 months) Report to Executive
– 13th August 2015

Monitoring Homeless Strategy (9 months) Report to Executive
– 10th March 2015

University of York, Centre for Housing Policy – Housing First in England :
An evaluation of nine services. February 2015.

Homeless Spending Review Report to Executive 30 September 2014

6. Summary of Appendices

Appendix 1 – Summary of Proposals that have been out to Consultation

Appendix 2 – On line Consultation Feedback

Appendix 3 – Homelessness Reference Group Consultation Feedback

Appendix 4 – Staff Comments

Proposals for a Review of the Eligibility Criteria and a Reduction in Accommodation Based Support.

Homelessness Services are paid for through the General Fund. The Revenue Support Grant which is the money that the government gives to the Council to help support services have seen cuts of £100m per year since 2010 and projected cuts of £55m per year over the next four years.

The current budget for the Homelessness, Prevention and Support division is £4.6 million. £3.4m for Homelessness Services, and £1.2m for Housing Options.

The Housing Spending Review Phase 2 achieved efficiencies of £865k included Organisational reviews in Hostels, Options, and Provider Contracts.

The current provision of Accommodation Based Support is met by internal provision and procured contracts in the Voluntary Sector. There are currently 290 available bed spaces across the provision.

The procured contracts all expire in early 2017 with the option to renew for a further year after a 'mini competition' exercise. It is good practice that if we are to end the contracts that we give the Providers at least 3 months' notice.

Due to the Council's exceptionally severe financial position, as part of the Housing Spending Review Phase 3, Executive are asked to consider the following options.

There are two options/models to achieve savings.

Option 1

- To only offer accommodation based support to those cases that are owed specific duties under the homelessness legislation, the Housing Act 1996 Part VII (amended 2002).
- Based upon the management information that has been collated over the last two years we would require 84 bed spaces to meet the statutory obligations with a cost of commissioning based upon the current annual contract value of £350k.

Option 2

1. To review the thresholds for the Eligibility criteria for Accommodation Based Support which would mean a reduction in bed spaces from 290 bed spaces to 215 bed spaces.
2. Retain the Landlord function for the Dawn Centre and Border House and carry out a review of how support is provided to the service users.
3. End the grant subsidised schemes, specifically the employment services with a potential saving of £59,500

Housing Spending Review Phase 3 - potential efficiency savings based upon Option 2

Reduction in Bed spaces from 290 -215.

- The reduction in bed spaces would be achieved by cutting the internal provision by 60 units. These properties would be returned to general stock to be re-let generating income for the HRA. Floating support can be provided for any vulnerable tenants. Some efficiencies would be achieved through salary savings, however income would also be lost in relation to revenue from housing benefit. The future viability of supported housing remains dependent upon the government's intention to impose the LHA cap upon supported housing.
- To reduce the offender provision from 30 units to 15. The units were originally procured for high risk offenders and referrals are currently managed by the National Probation Service and the Community Rehabilitation Company. Under a duty to cooperate, the Multi-Agency Public Protection Arrangements (MAPPA) would still continue and could be extended under MAPPA by offering tenancies with floating support to the most high risk cases as these cases are in the main, not suitable for hostel accommodation. The reduction could mean that potentially we may see more offenders referred through to the other remaining units of accommodation based support.

End the Specialist Offender Floating Support Services

- It is also proposed in this financial year to end the contract for the floating support services for Offenders. (NACRO). The contract is small and we feel that it would better to manage floating support services in a consistent model that can be applied to all service users

End the grant subsidy funded schemes

- Currently the general fund supports 3 schemes, the proposal is to retain the Day Centre at the Dawn Centre which provides support and education opportunities to homeless service users and end the other two schemes that are employment services. The schemes deliver support programmes to strengthen employment opportunities for those who are homeless. This work can be redirected to the job centres who offer similar opportunities.

Retain the Landlord function for the Dawn Centre and Border House and review the Support Services provided to Service Users.

- Review the way that support is provided to the Service Users at Border House & Dawn Centre. The aim of the review is to provide more effective services to reduce the average length of stay and provide a greater turnaround of hostel vacancies going forward. We feel that there are also efficiency savings to be made by reviewing the way that support is provided. The review will seek to clarify the roles in relation to the landlord functions and support services.

Appendix 2.

Proposal 1

Reduce the council's supply of supported housing for single people and couples by 60 units.

Summary

Impact	Number of respondents	%
It will have a negative impact	149	75%
It will have a positive impact	10	5%
It won't make a lot of difference	10	5%
No Opinion	17	9%
Not answered	12	6%
Total	198	100%

Comments – summary of impacts

People will be left without support

Floating support service won't be able to cope. The quality and level of support is likely to reduce

More homelessness, which in the long run will cost more money, dealing with more crisis cases

Increase in rough sleeping

Putting mentally ill people at risk of further illness

Disruptive to individuals who are reliant on a structured routine. Vulnerable people will have to move

Harder for people to access supported housing and other accommodation

More offending, crime, street drinking and anti social behaviour

More deaths, suicides and visits to hospitals

Better for people to live independently with floating support

Leicester Resident

Impact	Number of respondents	%
It will have a negative impact	76	76%

It will have a positive impact	2	2%
It won't make a lot of difference	7	7%
No Opinion	10	10%
Not answered	5	5%
Total	100	100%

Comments

Many people will be pushed into chronic homelessness with little support. These cuts mean there will be less hostel places and less support workers. This will be disastrous.

It will increase homelessness for single people

More people becoming homeless.

The 'floating' support is just a phrase disguising the fact that these people will be left without support.

there is not enough time in floating support to provide the support necessary for people who need it and it takes time for vulnerable people to be settled in housing.

Less homeless accommodation will inevitably mean an increase in real homelessness.

Current supported living provider are charging too much and providing minimum service. It would be better to have people living independently worth floating support

People needing supported housing will suffer as a result of losing 60 units. this could potentially give a rise to the number of homeless people living on the city's streets

Due to benefits changes, increased population and increasing homelessness 60 units probably isn't going to make a significant difference

Everyone is at the risk of being homeless with the way that LCC provides services to a mentally ill person is putting me at risk from further illness from debt, health and being able to meet day to day costs.

It will price people out of the market if they have to have independent accommodation because the rent will be higher.

Many vulnerable people need a lot of support to maintain their housed status. A reduction of the Council's supported housing will inevitably mean that those individuals involved will be at greater risk of homelessness.

This takes away consistency and continuity of support for individuals who depend on contact on a daily basis with support staff they are familiar with. This is likely to be especially disruptive to individuals who are reliant on structured routines, where changes can be problematic.

We should be doing more to provide for homeless not taking housing stock away. There is already a shortage and sometimes the level of support required is higher than could be provided by 'floating' services . . .people being resettled into their own accommodation after being homeless of have additional needs and consistency of worker is very important to make a success of it

Already it is extremely hard for single males who are struggling to find supported accommodation this will only make the problem significantly worse and result in more homeless people on the streets.

Reduced access to supported housing for the most vulnerable is likely to result in more people returning to the streets

It will have a huge negative impact. I am sure there are other ways the Council can save up money rather than cutting on the most important essential, e.g. putting a roof over people's heads.

Rough sleeping will increase and vulnerable persons will be at risk. Hostels will be full. How will the extra floating support for 60 properties be paid for?

A reduction in supported housing will lead to an increased risk of homelessness for vulnerable adults.

Alternative sources of support are already stretched and unable to absorb the extra work required.

You have little enough provision now, the Dawn Centre operates at around 50% over capacity most of the year. The numbers of rough sleeping is up and unprecedented in recent times. Only recording those rough sleeping in a two hour window on a Friday morning is not accurate recording.

Will increase street homeless.

This housing cap will not apply to supported housing so why does the council now need the review? Is it to protect the report writers job? And no doubt large salary!

Will have an impact on the neighbourhoods and communities - will alter the safety of the areas we live and work in

They will end up homeless. 'Floating support services' sounds like non-existent. The last thing we need is morning people living on the streets.

Reducing more homeless units is not required.

You need to have more, funded or not.

There will always be a demand for supported housing schemes. This matter could be reduced if the local authority works with non-commissioned services more and lift the banding issue, then there would be less of an impact.

Where will the people who occupy the units go? Own tenancy with floating support? Do you think that will help people who need further daily support like supported housing gives?? I don't think so personally.

People being homeless will create bigger problems than we already have. And would cause problems for homeless people being released from custody, etc.

Nowhere to live and hard to find.
It will be harder to find somewhere to live

I will be left without anywhere to go

More people will be homeless and I think the crime rate will go up a lot and likely to be more deaths.

Setting people up to fail or reoffend

People's support needs have not/will not be met by the implementation of a local housing allowance cap on rents. Floating support will not be available to meet the needs of the individuals currently being supported.

Loss of housing support means more street homelessness.

The individuals will become homeless, which in the long-term will cost more.

More homelessness, more street drinking/people on the streets - more anti-social behaviour = more crime, making Leicester an unattractive place to visit.

Offering support services to help people settle and keep their accommodation can only be seen as a positive impact, especially in terms of resettlement and reoffending due to lack of accommodation.

Residents living outside of Leicester

Impact	Number of respondents	%
It will have a negative impact	21	84%
It will have a positive impact	1	4%
It won't make a lot of difference	1	4%
No Opinion	2	8%
Not answered	0	0%
Total	25	100%

Comments

Vulnerable people will have to move, which is extremely negative for the individuals concerned.

More rough sleepers

Support is already difficult to get when you are vulnerable. Making this support 'floating' is not the answer. There needs to be more supported housing, not less. If these units are turned over to main housing stock, then you will have a mixture of tenants who will potentially, have no understanding of each other.

While it does free up some more social housing, this is only temporary and removing this supported housing means that there is no back up if permanent independent housing cannot be found, which is especially likely due to the housing shortage, both in social and private housing.

It's incredibly hard for homeless people to access permanent housing. Even with rent bond schemes many homeless people receive benefits and landlords are not always willing to take housing benefit or those with few financial and character references.

Lack of properties / facilities / staff to assist those most vulnerable and requiring support.

Having a living unit available at very short notice is vital in today's fast world, any of us can be only 2 pay cheques away from homeless status, its vital people do not become homeless in the first place as if they do the rest of their life falls apart too.

Having fewer places for those who need supportive housing will lead people back into the cycle of reoffending and drug addiction which will in turn eventually cost Leicester council and the government long term and worst of all the people who need it.

More homelessness

I wonder about the upheaval of the people living in the 60 units. Will they be rehoused and have to get used to a new home?

Currently using (or previously used) homelessness services

Impact	Number of respondents	%
It will have a negative impact	14	63%
It will have a positive impact	1	5%
It won't make a lot of difference	0	0%
No Opinion	3	14%
Not answered	4	18%
Total	22	100%

Comments

I feel that the proposal to cut beds is a bad idea. If anything, you should provide more beds for people in the same situation as myself. I find the staff at Norman House, keen knowledgeable and more than willing to help me on many occasions and their help is invaluable.

If the Council go ahead with these proposals to cut the number of beds for offenders, they will end up back in jail. We need places like Norman House as a stepping stone to move forward to getting our own accommodation and out us on the straight and narrow. Staff are good at their job. They help us to move forward in life positively. This is a bad idea, causing the council more problems to deal with in the long run. This is all about cutting costs and not people supported.

If the Council go ahead with the proposal of cutting the amount of beds used for offenders, this will put more homeless on the streets, and there will be more crime and re-offending, so we need places like Norman House as a stepping stone to move forwards, plus the staff are good at what they do to help us move on.

If Norman House was to close as part of these proposals, 15 residents will become homeless, or therefore 15 ex-offenders released from prison will have nowhere to go, which means they could possibly end up reoffending to end up back in prison to survive! I personally think the proposals are wrong and unjust, as keeping people in prison costs considerably more than rehousing them upon release from prison.

I think it is wrong because if beds are lost because these people will go back to prison.

There will be more people on the street sleeping rough

A very negative emotional impact on the lives of people who are homeless and seeking shelter.

These projects help to take the pressure off the city council.

More people sleeping on the rough on the streets

I think it will have less places for people to live who need care and support.

It was good to be in it.

People in distress, severe mental health problems likely to be suffer increased long-term problems, suicides, visits to hospitals.

It will make some people's lives more difficult.

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No response to “about you” question

Impact	Number of respondents	%
It will have a negative impact	0	0%
It will have a positive impact	0	0%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	2	100%
Total	0	0%

Comments

It won't make a lot of difference

I usually end up on the street on release anyway

Community organisations

Impact	Number of respondents	%
It will have a negative impact	8	80%
It will have a positive impact	1	10%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	1	10%
Total	10	100%

Comments

Bed spaces in the city are already in severe demand the loss of specialist services will have a negative impact on quality of support available to clients.

Cases we would have referred will be unable to find accommodation, and I suspect will turn to crime - thus damage society more

The number of rough sleepers has more than doubled since last year. There is a shortfall of about 10,000 homes in Leicester.

The number of rough sleepers is a trend likely to increase. Losing housing now will only mean that it is ok to lose housing in the future where this problem, based on the current stats, is likely to increase.

What is the guarantee that this increase in council stock will go to those in most need on the housing register? The offer of independent accommodation will this be part of the re allocation of those 60 units or will there be additional housing stock to take into account that cohort?

Local business or organisation

Impact	Number of respondents	%
It will have a negative impact	16	75%
It will have a positive impact	2	10%
It won't make a lot of difference	2	10%
No Opinion	1	5%
Not answered	0	0%
Total	21	100%

Comments

This would be a huge error to reduce our supported housing that we have at present because currently we don't have enough and by making this reduction it will result in having more riskier Offenders on the streets of Leicester who have nowhere to go to.

This will impact on groups of people who are already disadvantaged in terms of the availability of accommodation. It can only serve to increase the workload on homelessness services, which may then result in more crisis cases.

More homeless people in the city centre when we already have a growing problem this will affect business and tourism.

Many of the services mentioned are heavily used by the most vulnerable offenders in Leicester where lack of appropriate accommodation will lead to more crime and a rise in the prison population.

Experience of supporting homeless clients has shown that there isn't enough supported housing at present so to reduce this by 60 units would further distress and difficulty

The information provided about isn't adequate to assess the impact properly. We need to know what the current outcomes from the exiting units are e.g. what % or number of people go on to maintain accommodation after receiving support. What aspects of support will be lost? What aspects of support in the current provision are most effective and what will be done to prioritise on-going delivery within the revised model?

It is difficult to envisage a comparable level of support being provided by floating support. If adequate and targeted support is not provided individuals will be at increased risk of failing to sustain their accommodation and will then represent to services cause greater disruption and cost in the long term.

Homeless people often present with complex problems which require intense support in a supportive environment. People often do not engage with floating support offered and require assertive monitoring and engagement, particularly people with mental health problems / severe mental illness, which can develop at any time and can sometimes only be identified by staff working closely with the individual to assess and identify areas of concern. Floating support is too often erratic and will only capture a "snap shot" of the individual at that moment in time and not a cumulative direct observation.

As a service we have relied on supported housing staff to closely monitor and engage individuals and assist us in the assessment process.

We accept referrals direct from supported housing staff for people living in the projects - however if people are placed directly into their own tenancy with floating support we will not accept referrals for these individuals as they would no longer be ""homeless"". They would then have to go via generic referral routes (GP) to access mainstream mental health services which evidence proves our client group do not achieve due to the complexity of the referral / assessment process and also their chaotic lifestyles.

Will have a negative impact as it will now take even longer for those that need to be housed.

Voluntary organisation

Impact	Number of respondents	%
It will have a negative impact	14	77%
It will have a positive impact	3	17%
It won't make a lot of difference	0	0%
No Opinion	1	6%
Not answered	0	0%
Total	18	100%

Comments

Any kind of cap has significant impact on homeless singles and young couples who cannot buy homes due to High deposit. So we are hitting the vulnerable and those in need the most again for

Independent housing providers will not provide suitable accommodation for all. Not many private landlords will accept people on benefits and this is likely to result in higher numbers of people at risk of becoming homeless.

This will have a detrimental impact on users who need the special care implied in the words 'supported'. There are already too many vulnerable people who are struggling to maintain tenancies and there is, sadly no evidence that those people charged with offering 'floating support' do more than just float.

These changes will have a profoundly negative impact on the lives of the most vulnerable people in Leicester. The phrasing "offering independent accommodation" is completely disingenuous and lacking in any understanding of what the needs are the client base. Supporting services will not provide adequate service, they can't. there isn't enough money to do this and resettling people is nothing less than cruel. I have supported a family who have been moved 12 times in 17 years. It has completely destroyed their mental health and wellbeing. This is what happens when we "resettle" people like them are cattle being moved from field to field and is nothing less than an appalling treatment of human beings.

Accommodation may not be of same standard and support may not be as available

Already single homelessness is on the rise and this measure will increase those

numbers. The report is not clear on what type of floating support is on offer given that the proposal is to cut some of the existing floating support.

Individuals affected by the change are likely to be marginalised, social excluded people with complex issues. What exactly is meant by independent accommodation? Where will this be located?

Whilst securing suitable accommodation may be an ultimate aim, the key is to making sure those affected are supported through any transition. Floating support services will need to be joined up otherwise individuals will neither settle nor sustain their accommodation, repeating the cycle of homelessness.

Most probably the quality and level of support is likely to be reduced. If the purpose of this proposal is to free up 2 bedroom accommodation - if not, will displace people for whom there does not appear to be adequate or sufficient accommodation. This will have a knock on effect for charitable organisations as may increase the number or rough sleepers. Some people may be moved into independent accommodation before they are ready for it.

Proposal 2

Reduce the number of offender accommodation units we commission from 30 to 15.

Summary

Impact	Number of respondents	%
It will have a negative impact	136	68%
It will have a positive impact	11	5.5%
It won't make a lot of difference	11	5.5%

No Opinion	27	14%
Not answered	13	7%
Total	198	100%

Comments – summary of impacts

Increase in homelessness and high risk offenders affecting public protection.

Harder for offenders to access tenancies and permanent accommodation.

Offenders won't be able to find employment without accommodation

Detrimental impact on the mental health of offenders

Increased rough sleeping

Cost to the criminal justice system caused by re-offending

Puts extra stress on families

Will reduce the quality of care and support for this specialist group due to the lack of experience from generic floating support services to support this client group

Impact on the Single Access and Referral service at Housing Options, added workload to assess referrals

Great reliance on charities and other organisations to provide support

Impacts on the Community Rehabilitation Company contracts to accommodate on the day of release from prison

Leicester resident

Impact	Number of respondents	%
It will have a negative impact	70	70%
It will have a positive impact	7	7%
It won't make a lot of difference	5	5%
No Opinion	9	9%
Not answered	9	9%
Total	100	100%

Comments

Reducing the number of units will only make it more difficult to support offenders. I

cannot see how reducing the number of units can prevent homelessness and feel that this would only result in re-offending.

What will happen to the high risk offenders needing support when you are also reducing homeless provision by 60 units?

Less space / places mean there is likely to be more homeless people on the streets. This is obvious.

This will have a negative impact on housing offenders resulting in homelessness increasing amongst risky offenders.

It will cause people to keep offending, as if they don't have housing, they can't go to the doctors or job centres, and they won't be stable and this will have a tremendous impact.

It will make it harder for me to access my own tenancy and to live crime free.

Being involved in crime and being homeless - I've been homeless before and it isn't nice, so where's the help?

Being homeless would result in a high chance of reoffending

This will be seen as further punishment. We are told that we deserve a chance. Being homeless will not help

There is currently not enough beds, making cuts will make it worse.

You should have provided information on whether the present number of units i.e. 30 is satisfying the demand or not. Without this information it is pointless to ask people about the impact of reduction.

Where will the people in the other 15 units go? Co-operation and partnership takes time and that costs money so this is not necessarily a good use of resource and takes accommodation away making management and admin more costly as people compete for what little places are left.

With fewer supported places available for ex-offenders there will be a greater chance of re-offending among those who do not receive a place.

If housing options is not all about sign posting to private sector. Because if they are pushed into private sector this will be short term tenancy and they will be homeless again and more chances of reoffending.

Again halving the number of units can only have a negative effect. Offenders leaving prison need to know there is accommodation and support available to them. if they are to stand a chance of rehabilitation back into the community.

More and more risky offenders being homeless therefore adversely affecting public protection.

This proportion of the population, due to convictions will find it difficult to access accommodation.

They have no income once released and benefits take time to establish, as does finding an employer willing to take them on. Most won't be able to start employment without an address. No address means more pressure on the already oversubscribed hostels and could increase street sleeping. This seems like we are pushing to the problem around in circles.

The prison population is increasing and with alcohol and mental illness increasing in society by reducing and supporting offenders in the community is damaging for the individual already aggrieved at society and has a knock on effect for families supporting the individual, enhances their chances of misusing and further offending.

It should not be more difficult for individuals to obtain housing. Reducing accommodation is putting an unacceptable stress on individuals.

If there is less supported accommodation, people may re-offend or become homeless and cause problems. If they are supported and learn skills and budgets, they have a much higher chance of remaining out of prison.

I really don't know

See my response to the previous question.

Cutting the number of places available may result in higher reoffending rates. People need support and thorough rehabilitation, especially individuals who have served longer custodial sentences.

Although the support you provide is good you have still halved your provision.

How could a reduction in the number of accommodation units be a positive change? Not enough is currently done to prevent offenders losing accommodation and/or benefits to stop rent arrears accruing whilst they are in custody at present

It is already difficult to house offenders on release, a problem which is related to repeat offending

This will have a very significant detrimental effect and put the public at serious risk. At present many offenders are released from prison homeless and without appropriate support they are likely to drift into offending. It is important to note that one of the main causes of homelessness in Leicester is offenders released from prison without accommodation. This has been reviewed before and it was decided that 30 beds was the right number. You do not seem to have provided any rationale whatsoever for this change.

This will just result in more re-offending which will cost society and the individual more in the long term.

The cost to the criminal justice service caused by re-offending resulting from a return to the streets and survival crime will outweigh any short term savings to the local authority

If so far there have been 30 places, I am assuming those were being used. Having only 15 places means having other offenders/ex-offenders at risk of homelessness which could potentially lead to them being involved in further criminal activities

simply as a way to survive.

It will have a positive impact for the reassurance of parents who are concerned about ex sex offenders moving to their area, soon enough they would be made unwelcome and outcaste. Who knows what this will do to their mental state? however for people who have committed a different gender of offences for example robbery, fraud etc if not rehoused and there is a possibilities they are seen to the streets they may result in relation offending and without the luxury of having their own place after serving jail time not having their own home when they come out they may also loose considerably more the respect of personal property likely to increase the severity of their cases. I think if this is to go ahead authorities should really look into the background offences of the ex-offender and make sure however you help them it is has the best outcome not just for them but for surrounding individuals.

From past experience of working in the voluntary sector, including with the Crime and Disorder Partnership across city and county, the rehousing of offenders is a key component of their ability to "go straight" and therefore any reduction is likely to be detrimental.

Where will everyone go? Is homelessness not on the increase? Rough sleeping seems to be on the increase in Leicester City

There will be an increased risk of offenders being homeless upon release from prison. This will make it harder for them to access services, claim benefits or look for work. This will lead to an increased risk of re-offending which will have a negative impact on the safety of the public.

Again, negative. The current provision is not enough and this is another reason why the dawn centre is over capacity, it takes all other prescriptive groups most just single homeless and chokes couples.

Increased street homeless and make the city a less safer place to reside.

How will advise help if there are no places, to go to upon release! They will commit crime again and again, these cuts will lead to more crime.

In the past the record of these services is bad and therefore will increase offenders and groups of offenders hanging around these properties.

If you're reducing unit it can only mean more chance for them ending up on the streets.

Where will people go who are under licence and need to be monitored.

What about people being released from prison who will NFA.

There is an issue with lack of bed spaces anyway, especially with people being discharged from prison or on licence. Where would these people go? Closing down another project is not the answer!!

Fewer people helped, adding to their added difficulties due to the reorganisation/ privatisation of the probation service and its resulting loss of experienced staff. Less places for offenders to live with support will cause more reoffending, hostels

are already few and far between cutting this even more will give people more reason to go back to prison because it's an easy life for most people.

I feel it will set me up to fail - that it's taking away the support available

Just need help finding accommodation, I don't know why it's so hard to get a roof over your head.

If available units are reduced by half, then it's clear that this will have a negative impact on release for me.

It would have a negative impact on people being released from custody, etc. leaving them with nowhere to live and would surely raise crime rates.

Maybe the only way to find accommodation is by committing crime to find accommodation.

It is setting me up to fall and get the support I need.

I would like reoffend so as to support myself

It will not help everyone in need

Less spaces for people to go to making them homeless and likely to reoffend

There is a significant shortage of accommodation to meet the needs of offenders - particularly those leaving custody. If accommodation is not available it will impact on public safety and increase the likelihood of offenders returning to custody at considerable cost to the public purse - a false economy.

Leaving custody - no housing, reoffending

We should be increasing, not decreasing. Being able to accommodate ex-offenders has proven to reduce re-offending which protects the public

Without housing support, crime is likely to increase. It would be difficult to provide rehabilitation for homeless people who can then turn to drink/drugs - accommodation is vital to rehabilitation

This seems like a small number of units compared to how many offenders that have issues relating to homelessness and housing, but every little helps.

Not being able to access support.

Resident living outside of Leicester

Impact	Number of respondents	%
It will have a negative impact	20	80%
It will have a positive impact	2	8%
It won't make a lot of difference	1	4%

No Opinion	2	8%
Not answered	0	0%
Total	25	100%

Comments

15 doesn't sound like a lot in a city this size. We need more not less, otherwise run the risk of ex-offenders having to go to unsuitable places.

More ex-offenders being homeless.

With prison overflowing, the answer should be to increase accommodation units, not reduce them.

What happens to people who need this accommodation but it is not available? 15 units might be getting the help, but what about the rest? This reduction in available unit can only lead to increased reoffending and confrontation.

Many offenders face homelessness on release from prison, especially if their sentence was short and if they were not able to apply for housing while inside so reducing the accommodation will potentially increase these numbers.

I reiterate that any reduction in facilities for the homeless, will have a negative impact on the City and surrounding areas.

Maslow's hierarchy of needs clearly indicates the need for secure shelter in order to build a life of quality and self-esteem. Without this people find it hard to engage. Reducing places is not a good idea.

Just having the support provided by statutory services will mean that those who are traumatised and suspicious are more likely to end up on the streets again. Also the reduction in numbers of aces will force more onto the streets.

Lack of properties / facilities / staff to assist those most vulnerable and requiring support.

I do not know how many ex-offenders Leicester receives into its care each month, but you must! So can the system cope with this reduction?

A reduction in support to offenders hits people hard - it has a knock on effect that puts pressure on families and puts stress on those that need it the most.

Re-offending will occur to be able to return to prison to be looked after by the prison healthcare system

If you reduce ex-offender accommodation by half, surely this increase reoffending if there is nowhere to go and no security.

Is sufficient accommodation and support going to be available?

Currently using (or previously used) homelessness services

Impact	Number of	%
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	respondents	
It will have a negative impact	9	41%
It will have a positive impact	1	4.5%
It won't make a lot of difference	0	0%
No Opinion	9	41%
Not answered	3	13.5%
Total	22	100%

Comments

Leaving prison is one of the causes of homelessness, what happens when support is withdrawn?

There isn't enough provision with 30 Units so to halve them would be a negative step.

What will happen to the large number of offenders needing accommodation? Does it mean that they will not be released from prison due to not enough units?

More people sleeping on the streets.

People sometimes come out of prison with nowhere to live, so they need support so they don't re-offend.

It is obvious! Ex-offenders have difficulty finding work, finding accommodation - leads to increase in homelessness and crime.

It might make more people homeless.

No response to "about you" question

Impact	Number of respondents	%
It will have a negative impact	1	50%
It will have a positive impact	0	0%
It won't make a lot of difference	1	50%
No Opinion	0	0%
Not answered	0	0%
Total	2	100%

Comments

They are only short term accommodation and when time to leave arrives, there is often no help offered.

It won't help because it means shorter stays and less places available. Causing reoffending and homelessness.

Community organisation

Impact	Number of respondents	%
It will have a negative impact	8	80%

It will have a positive impact	1	10%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	1	10%
Total	10	100%

Comments

This will significantly impact short sentenced prisoners who will need accommodation on release.

Ex-offenders are a specialist client group and reducing the number of specialist accommodation will reduce the quality of care and support available.

Housing has a direct link to ex offending and this needs to be considered.

People in need won't be able to get the desperate help they need.

Unless these 15 units are to be expanded, where will offenders and ex-offenders be housed? They will lack the support these specialist units have and as a result there will be a reliance of charities and other organisations to carry a load that they will have to do with funding that is always being cut and resources that are not as high quality as what those being housed will need.

The 50% reduction is a huge blow. The CRC alone have had 27 service users accommodated in this provision so far this year. When taking into account the number of NPS service users that have also been accommodated it clearly shows that these proposed 15 units will not be sufficient. Stable accommodation is a key factor in reducing re offending and this proposed reduction has the very real potential to impact directly.

We urge the council to come up with a clear and concise strategy on a number of points.

1. Improved throughput to reduce bed blocking.
2. Prevention model to include a dedicated housing options officer assigned to working with the HMP Leicester, Glen Parva & Peterborough resettlement teams. These three prisons release on average 40 -50 prisoners per month with a Leicester connection. Whilst not all will have an accommodation need. If the council are serious about preventing homelessness on release from prison this is something they have to invest time in. It will be even more critical to ensure that the right people are going into the right type of accommodation and early assessment and decision making is therefore key.
3. Improved private rented offer to reduce pressure on supported accommodation and council waiting list.
4. A strategy to deal with any increase in presentations by homeless offenders at Housing Options

The local young offenders institution at Glen Parva houses a great number of short-term inmates, who if they are to move away from a life of crime either need long term support to break with their 'crime families', or long term support to get through education and training. It is difficult to believe that halving the options for offenders from local families and kids who got caught while they were with the real criminals is a step forward for either them or their local communities. I am all in favour of vigorous support for young people and there are many, many who need it.

15 units will not be enough to assist the number of offenders we have coming in and out of prison.
Homelessness will increase due to reduced services.

Local business or organisation

Impact	Number of respondents	%
It will have a negative impact	17	81%
It will have a positive impact	0	0%
It won't make a lot of difference	2	9.5%
No Opinion	2	9.5%
Not answered	0	0%
Total	21	100%

Comments

This reduction would have a massive impact on the Probation Service where I hear the intention is to reduce 15 'offender beds'. We already struggle with the 30 'offender beds' we have and it isn't enough to accommodate all the Offenders we have who are NFA via Prison release, homeless, moving Offenders on from Approved Premises etc... These Offenders are completing Housing Applications with LCC but unfortunately most of them have experienced great difficulties being able to even start bidding or there has been a huge delay in getting there applications sorted.

We currently struggle to accommodation many offenders and this situation will worsen if this proposal is successful. This will make it even more difficult to effectively manage the risk of harm and re-offending that many of our client group pose.

The Government are expecting prisoners who are released NFA to be accommodated on day of release as part of the new Community Rehabilitation Company contracts. Prisoners can be repeat offenders or they could be someone being released on a Life Licence having committed an offence (for example) of manslaughter. This diverse range of ex-offenders need a bed/hostel space/tenancy upon their release. This significantly reduces the likelihood of reoffending and gives service users a chance to lead to a stable and less chaotic lifestyle. This impacts on your services, our services, the offender and the public in more positive way if successful. Please do not take away from what little resources we have.

Nowhere for people to live on release from custody.

It will significantly contribute to the rise in reoffending rates, if offenders who are not released from custody have no accommodation

As mentioned in my answer to the previous question... This would have a profound effect on Offenders and their risk. Due to not having sufficient number of accommodation for Offenders at present, a proposal to reduce this further to 15 will have a detriment effect. It will result in high risk offenders homeless and on the Streets of Leicester due to not having any accommodation.

This will mean that our aim to support offenders and manage their risk will be significantly affected. Many cases who require accommodation will likely remain homeless which will put individuals at risk of re-offending.

I am concerned that decreasing the number of beds for offenders with high levels of need, will increase the number of risky people on our streets, as they will not be appropriate for generic provision. There is already a back-log of offenders waiting for this type of provision. Offenders are now regularly released of no fixed abode, with this offender bed provision already full. If it were to be reduced still further, it will increase the risk of re-offending and harm to the public of Leicester.

It's already extremely difficult and time consuming to secure accommodation for this group, these changes are likely to make the processes more arduous and less successful, potentially increasing the likelihood of further offending.

15 places are simply not enough. Not all offenders have accommodation needs, but the most prolific entrenched offenders do. In the Priority Offender scheme alone it is not uncommon for 5 or 6 offenders to be released in a week who have need of this.

The majority of our offenders suffer a range of mental health issues and reducing the available accommodation by half could have a negative impact on their mental health leading to a possible increase in risk of re offending and risk to the public

In principle no objection to referrals going through the SAR but the SAR isn't currently functioning well, possibly due to staff shortages. e.g. Problems include delays in responses to e-mails/ calls. SAR Staff not sharing information between themselves. Our concerns is that if the SAR takes on additional work without dealing with these issues the already pushed service will deteriorate.

A number of beds in supported provision are blocked by issues with move on, these need to be sorted out so that if provision were to reduce the impact is lessened.

The bed blocking in supported provision has a knock on effect in other hostels where individuals are moving from. With reduced provision the bed blocking will only get worse. This in effect passes the council's problems onto other agencies.

There is a wider need for access to rent deposit arrangements with tiered floating support. This works well in other areas - see comment at end.

Offenders will have an increased risk of homelessness due to generic floating support services lacking the experience and skills required to support such a specific group of individuals.

Nowhere for people to live when they are released from custody.

Offenders and ex-offenders need accommodation, as this is a proven need. If beds are cut, this can, and most likely will, increase reoffending.

Voluntary organisation

Impact	Number of	%
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	respondents	
It will have a negative impact	11	61%
It will have a positive impact	0	0%
It won't make a lot of difference	2	11%
No Opinion	5	28%
Not answered	0	0%
Total	18	100%

Comments

I know that the cuts have had a devastating effect on the prison service and ex-offenders are shown to respond better to accommodation on release and less likely to re-offend. So in terms to the public purse you have around half the cost of prison by rehousing and benefits combined. When they return to work you have a positive contribution.

There is already very little local provision for offenders as it is. 30 units for the whole of Leicester is a very small number so reducing this further would have a negative impact for sure.

We could treble our size and still not have any vacancies, how does this prevent homelessness? It is making MORE people homeless and more likely an even faster revolving door back to prison. The government needs to make up its mind whether it wants to reduce prison population or increase it.

Everyone deserves a chance and when they are released we need to assist and support them back by homing in small rooms or hostel. Like accommodation then on to flats the same as young couples need.

Or we are going to encourage, break ins to sheds, garages, squats, and street living.

Currently this does not seem to work very effectively. Some ex-offenders are offered little support to move from the bail hostel to independent living. There are some cases of offenders being released to Leicester from other cities without adequate housing needs being in place.

Leicestershire Cares supports offenders into work. We know just how important it is to have a place to be referred to live on release from prison and that accommodation, like employment is key to preventing re-offending. With half the number of beds available, there will be more offenders on the street with no recourse to temporary accommodation and will they revert to re-offending. As NPS and CRC are in crisis, they are in no position to take this responsibility on as they still do not know what is happening with their core services, two years after the split.

The news has recently reported the impact that reduced accommodation for ex-offenders is having particularly on women. Again, the above statement about preventing further homelessness and reducing offending is nothing less than misleading. There is already a blatant lack of housing and accommodation for ex-offenders. This is fact. Where are the people going to live? There simply are not the properties available and again the support is lacking in so many areas, especially in joined up thinking and relationships between services.

Does it imply fewer offenders? or not enough accommodation and support for this group of people? we will need more clarification.

Not very clear how this measure will contribute to savings, it seems designed to shift the problem elsewhere. There is probably demand for more offender places.

If the provision of accommodation on release from prison reduces reoffending, how can a reduction in the supply of accommodation have anything other than a negative impact? How will referrals to the scheme be prioritised, as this will become even more crucial is accommodation unit numbers are reduced.

It is hard to justify the halving of units when the NPs as the CRC say they are already struggling to find enough for exiting clients. The reduction of re-offending will not necessarily be affected by housing choice alone because offenders need continued support from specialist advisers who know about the challenges of the rehabilitation of offenders.

Proposal 3

Review how support is provided to service users at the Dawn Centre and Border House.

Summary

Impact	Number of respondents	%
It will have a negative impact	65	33%
It will have a positive impact	65	33%
It won't make a lot of difference	19	9%
No Opinion	29	15%
Not answered	20	10%
Total	198	100%

Comments – summary of impacts

This could help if people are moved on quicker and are re-settled.

Cuts in staffing could make services less resilient.

This depends on how services are provided and managed.

Increased impact on physical / mental health services.

Could lead to more people becoming homeless

Depends on whether the review is to improve services or cut costs.

Will only work if there are more places for people to move on into.

More homelessness, offending and street begging.

Could lead to improved support services



Leicester Resident

Impact	Number of respondents	%
It will have a negative impact	34	34%
It will have a positive impact	34	34%
It won't make a lot of difference	9	9%
No Opinion	12	12%
Not answered	11	11%
Total	100	100%

Comments

Depends on outcome of the review. Let's see what the review says and then we can comment.

Done properly it can have a positive impact.

It would depend on the outcome of the review. These are currently the only hostels in Leicester and with the difficulties a lot of clients are facing finding adequate accommodation it then makes it more difficult to reduce the length of stay in a hostel.

Makes these changes will not help, not enough properties now so where are these people going to go

What is the purpose of the review? What are the parameters or objectives? How can you prove that the outcome of the review is going to have a positive impact? You probably want to find savings and this will drive the review as it is always the case.

This could help if more time is put into ensuring people are ready to move on, moving people on and supporting their re-settlement on an on-going basis - also finding alternative accommodation - we need to end revolving doors where people cannot sustain their accommodation.

Finding smarter ways of working can help to improve the service, but if accompanied by significant cuts in staffing it could make the service less resilient in times of stress.

The support service needs to be reviewed as people need to be moved out quickly in permanent accommodation due to the cost of keeping them for long. Housing options service needs to be reviewed as current policy of not taking homeless declaration or making early decision by waiting for court orders make people end up in hostels. If you know someone is threatened with homelessness especially families rehouse them and avoid hostel cost.

If support is to be reduced this again will have a negative effect. The Dawn Centre and Border House are already overstretched. There should be plans in place to increase the number of hostel places available, instead of closing hostels like Upper Titchbourne Street and Lower Hastings Street.

Always good to review, demands change services need to as well.

Reality there is not enough affordable accommodation to 'move' people on to. The service is slow, everyone requires stability this reduction in service does not offer

stability at a time they are feeling quite chaotic and need support.

It might help as long as people are given proper support and advice and not rushed into leaving.

The current view of the dawn centre is that it is not a safe user place.

I would not like to go to the Dawn centre as I don't know anyone there because I've heard that some people down there are violent and that scares me...

Unless the Council is planning to put more money into those services, those services are unlikely to become more 'effective' in terms of actually supporting the service users.

Funding cuts in this area would have a negative impact, however- it is always important to review how services operate and how effective they are.

Is this a review to improve services or simply decrease them? This statement is unclear as to what the preferred outcome would be, other than a faster turnaround of residents.

There is no option to say 'it may have a positive impact' it depends how the services are implemented and managed.

The reduction and move to only two sites to offer services not only offers less hope, it also takes no account of just how individuals are able to interact with those services. Not all individuals are able to 'cope' with set services whereas they may be able to cope with the smaller providers.

Review or reduce???

The remaining services at Dawn centre and border house must be concentrating on the most vulnerable because of the prior closure of other services. Reducing support can only increase the chances of a return to the streets

The above description is too limited for me to give an opinion on the impact - how will you review? What are the goals? Cutting bed spaces or actually helping people? I think it's all about how the review/project is structured.

There is not enough information here in order to comment fully but I would have thought it would have a negative impact
If there is an inadequate supply of suitable housing or support in the community it would be hard to see how a reduction in the length of stay at the Dawn Centre and Border House will be achieved without an increase in homelessness.

What would make a more effective service is if these two hostels are able to concentrate on providing the support that they are commissioned to. When the staff levels are cut to the bone to accommodate one number and then have to support another number is ridiculous. The length of stay in both of these units is well below the expected average.

Those in the dawn centre currently have very limited places to move on and from reading the report they will be ""moved on"" to meet the targets.

The city council should tell local authorities to place their own homeless instead of being sent in to town as they have the facilities. Boarder house is for families and they get moved on quickly.

These individuals do not recognise their lifestyle choice is a negative one for others and this will not change nor their behaviours of drinking, drug taking and intimidation on the streets.

A higher turnover of hostel use doesn't sound like a good thing. It shows that vulnerable people are happier in staying in supportive accommodation like the Dawn Centre. Not left out in the cold and being told they have 'floating support services'.

These places are needed.

How? People need support. How will it improve hostel spaces?

Totally disagree, the clients at the dawn centre are usually the entrenched homeless and constantly coming through the revolving door. The Dawn Centre was opened as a 24 hour project, this is how it should be, not everyone is independent.

I don't believe that the Dawn Centre can provide for the very varied needs of all those people in crisis.

Many will need a very different environment and ethos to keep them in a stable position.

There is already enough support at certain places, all that needs doing is better move-on accommodation etc. to help people settle and get used to the community again. I think a reduction in the stay at these places would make a big difference, depending on the circumstances and if there is decent move-on accommodation.

I want to go to the Dawn Centre but will affect people who go there.

Quicker turnaround will let homeless people get somewhere to live.

If it's a quicker turnaround in the Dawn Centre and Border house this can only be a positive thing, as long as they're progressing in their need for housing.

This would have a negative impact on people getting support with a range between support with housing, drug misuse, etc.

Not always available.

Won't go to the dawn centre, but will affect others.

Being around prisoners has a negative effect.

It will help with people with children who are homeless.

Some people have never had a property before, so the help are at the hostels.

By moving people on more quickly more likely to make them come back to prison.

Is there move-on accommodation to cope with a faster throughput? If not and the individuals support needs are not met, there will be an increase in street homelessness.

No housing to move on.

Where will they go after this after all the other proposals have been made?

Please see previous comments - without housing, people more likely to turn to substances to cope, increase crime, increase drain on physical/mental health services.

Anything that could lead to a more effective service could only be a positive.

Could lead to more people becoming homeless.

Resident living outside of Leicester

Impact	Number of respondents	%
It will have a negative impact	11	44%
It will have a positive impact	5	20%
It won't make a lot of difference	1	4%
No Opinion	5	20%
Not answered	3	12%
Total	25	100%

Comments

In order to answer question 4 I would need to know what the review would change about the service. If the aim is to simply move 'problem' people elsewhere that would be negative.

I have noticed a lot more people on the streets. I spoke to a man last week who said he was not offered overnight accommodation that night at Dawn Centre by the council because he could not evidence a link to the city. This is not good enough - we should not be passing on problems to other places. No-one should have to sleep on the streets in our city, for any reason.

Not sure.

If the review is a positive, fact finding one, then it may help. However, if this review is merely to save money, then vital services could be 'cut to the bone', which may reduce length of stay and greater turn around, but not at the expense of care and support.

A review would be good as some conflicting information has come from both hostels (such as conflicts about the out of hours service) and it would be good to make sure their service is consistent and improved if possible.

In a process driven by cost saving imperatives I find it hard to believe any beneficial change will result.

Dynamic support is necessary to implement change.

Same reason as previous question.

It depends if the review's primary objective is to help people access and keep hold of independent accommodation by offering them all the support they need to do that, or if the emphasis is just on increasing turnaround.

Lack of properties / facilities / staff to assist those most vulnerable and requiring support.

Could Leicester not try the pilot scheme of putting these people into care homes to interact with the old folk and do several hours care / kitchen work per week in exchange for their bed and board,
Hopefully if people need longer to adapt, they will not be moved on just to keep up turnover and create vacancies.

By reducing the length of stay, you are treating the symptoms, not the cause; therefore putting people back into society too quickly leads to a relapse, setting them up to fail.

Currently using (or previously used) homelessness services

Impact	Number of respondents	%
It will have a negative impact	4	18%
It will have a positive impact	12	54%
It won't make a lot of difference	1	5%
No Opinion	2	9%
Not answered	3	14%
Total	22	100%

Comments

If the people are being moved to suitable accommodation.

A review is a positive step but any reduction will have a negative effect. Certainly in relation to Care Leavers we struggle to find suitable accommodation for those young people whom we try to house in an 'emergency' via the SAR route as it is before we can start to look appropriate supported accommodation.

The review will be good because it will lessen the time people have to stay in a hostel.

The hostels have more expensive rent compared to flats and houses.

More alcoholics and drug users begging.

It's nice to have places to refer people to.

If there are reductions in access to supported and normal housing, how will the

reduction in support for homelessness help?

If only there are move on places available.

No response to “about you” question

Impact	Number of respondents	%
It will have a negative impact	1	50%
It will have a positive impact	0	0%
It won't make a lot of difference	1	50%
No Opinion	0	0%
Not answered	0	0%
Total	2	100%
Comments		
This will only cause reoffending and homelessness		

Community organisation

Impact	Number of respondents	%
It will have a negative impact	3	30%
It will have a positive impact	3	30%
It won't make a lot of difference	2	20%
No Opinion	1	10%
Not answered	1	10%
Total	10	100%
Comments		
<p>Clearly less support for the most vulnerable will be negative, and result in more crime.</p> <p>Whether it is just a review of services to cut or review of services to improve is the question.</p> <p>This review should be done in consultation with those that have used the service as well as local organisations that access the service in order to get a better review of what has been and what is currently going on.</p> <p>Any review into the effectiveness of current provision to ensure greater turnaround should be welcomed. However the support needs of those service users accessing this type of service particularly the Dawn Centre can be often complex. It is important to ensure service users are moved on in the correct manner and not just after a short period when their support needs may still not have been met and repeat homelessness could be consequence.</p> <p>If the intention is to keep people moving, you have not really solved anything. I will</p>		

still meet people on the street who say they cannot get a bed. An undue focus on the Dawn Centre is just lazy. It would be better if the City Council supported some sort of income generation project like a proper Youth Hostel, where suitable homeless people could live legitimately for a month at a time with the expectation of their contributing to the life of the hostel in the traditional spirit of Youth Hostelling. You don't have to be young to YH. YHA Leicester would bring many paying guests all year round who are interested in the historic city, and if the hostel was big enough, it would dwarf the homeless population scattered around the dorms and some smaller rooms, as well as provide employment for cleaning and catering staff. A YHA would also help to solve the problem of new university students arriving to no accommodation, if several weeks were blocked off end Sept to end Oct for that purpose.

Greater turnaround will mean that more numbers will slip through the net because they have not had their needs met in a timely and inclusional fashion.

Local business or organisation

Impact	Number of respondents	%
It will have a negative impact	8	38%
It will have a positive impact	5	24%
It won't make a lot of difference	1	5%
No Opinion	5	24%
Not answered	2	19%
Total	21	100%

Comments

This could either go both ways. I feel a reduction in the length of stay would be great but only if LCC are quicker in being able to get housing applications live and for people to start bidding more quickly.

This doesn't happen at present and it is such a lengthy process, in fact months for someone's application to become live. Why is this?

If support services already available are reviewed and made better to support individual needs this will likely have a positive impact.

Less time at the Dawn Centre leading to faster move on sounds great but less move on accommodation will make this impossible.

If the review is carried out professionally and by the right people who are aware of the needs of the service users who are supported by the Dawn Centre and Border House and the results identifying the needs to change things for the better then this planned review would be welcome

Observations are that the current levels of support provided at the Dawn Centre are quite low given the high levels of service user need. There are concerns about the possibility of this being further reduced. The proposals lack sufficient detail to comment further.

People at the Dawn Centre and Border House present with very complex problems which often other provider services cannot manage or accommodate. There is not enough detail in the proposal identifying any existing problems so it is difficult to comment without first seeing the evidence?

As long as people have somewhere else to move on.

Voluntary organisation

Impact	Number of respondents	%
It will have a negative impact	4	22%
It will have a positive impact	6	34%
It won't make a lot of difference	4	22%
No Opinion	4	22%
Not answered	0	0%
Total	18	100%

Comments

Targeted time restrictions can often lead to repeat referrals and inappropriately channelled support to focus on getting people moved out rather than a holistic approach which deals with the fundamental issues causing the homelessness. Time is needed to address these issue for some people to equip them with the ability to remain independent once out of a hostel environment.

Proposal 3 doesn't really make clear on what changes there would be made to these services so it is difficult to express an opinion.

The Dawn Centre is an horrendous place and many homeless refuse to stay due to bullying, drugs and alcohol problems and it needs more assisted councillors and those helping need to be firmer, qualified in areas of support and the buildings needs to be re-thought how best to ensure peoples safety and required help is given

What are the details of the review? How will this be affected by the reduction in housing units?

If only this were true! A greater turnaround of hostel vacancies would be a dream come true but the only way this can happen is certainly not by cutting services and supposedly making them more efficient. People whose lives are destitute and chaotic need time...time to develop trusting relationships, with the same people, not constantly switched round rota's and they need time and quality services to rebuild their lives. There is no quick fix.

The Dawn Centre has tried to be improved on many occasions to no avail. It attracts the same crowd of people no matter what due to its long standing reputation

Again not enough information on what the review is going to look like.

It probably will be a positive thing if done with the service users in mind and not contracts for the 'big boys'.

A review might be useful if it leads to a more effective, and cost efficient, service. Providing a more effective service must be for the benefit of the service users and any cost savings must be redeployed to either increase provision or provide complimentary services.

Without empirical evidence to support the case, it is hard to be convinced that the proposed separation of landlord support functions will enhance the throughput of service users. What evidence is there that appropriate and sufficient move-on accommodation can be provided for residents?

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Proposal 4

End the grant subsidy for Leicestershire Cares, the Centre Project and One Roof, Leicester

Summary

Impact	Number of respondents	%
It will have a negative impact	163	81.5%
It will have a positive impact	14	7%
It won't make a lot of difference	11	5.5%
No Opinion	8	4%
Not answered	4	2%
Total	200	100%

Comments – summary of impacts

Vulnerable adults won't have access to support networks to socialise, gain confidence, eat a low cost meal and receive support.

Increased homelessness and rough sleeping.

Increased longer term costs for others e.g. health service and prisons.

Increased social isolation.

More crime, re-offending and street begging.

Reduces choices people have available, some people don't want to go to the Dawn Centre.

Homeless people won't be able to find work.

More people on the streets with nothing to do.

Wrap around services sound more sustainable.

Leicester resident

Impact	Number of respondents	%
It will have a negative impact	81	80%
It will have a positive impact	6	6%
It won't make a lot of difference	8	8%
No Opinion	5	5%
Not answered	1	1%
Total	101	100%

Comments

These are all services currently supporting great services to clients and ending the grant subsidy would be detrimental.

Leicestershire Cares have helped me to get out of my flat and look for work. I would not have done it without them. There are lots of people like me and if Leicestershire Cares are not there who will help. They are the only ones who have helped me.

Because it will affect the service currently supplied. They should have more money, not less.

Places like the Centre Project support some of the very vulnerable and hard to reach people who will lose support. It is a false economy as they will just be picked up by other services costing more.

These services enable people to find durable routes out of their homelessness. If they are cut people who are homeless will go round in circle. Homelessness will increase.

The centre project makes me feel safe and I have a lot of friends there. I would never consider going to the dawn centre as the people down there scares and frightens me. Please don't close the centre down...

By removing support for The Centre Project and their varied support programmes, you are seriously affecting the quality of life for those in this area.

Nil funding for the Centre Project, Alfred Place would mean that vulnerable adults will not have access to a support network where they are able to socialise, gain confidence, eat a low cost meal and receive support and guidance direct or be signposted to relevant organisations to support them back into the community and ultimately the working environment again. This is a valuable resource run by employed and volunteer workers who are able to come alongside these service users in a way that Adult Social Care do not have the staffing resources to support them.

Giving more support to Dawn Centre and less to other services at Centre project would disadvantage many vulnerable people and lead to risk of increased homelessness.

If the centre project closed I would be very upset and find it hard to get another job that I like as I have been here for 9 years. I would have nowhere to go and I would

get depressed and bored staying in the house all the time.

I suffer depression and if I didn't have Centre project, I can socialise here and get out of my house. I also suffer from arthritis, anxiety, etc.

There will be vulnerable/disabled people left with less support and on top of this, if places like the Centre Project close, there will be a lot of vulnerability and isolation and it will have a devastating impact.

People not having somewhere safe to go, get a hot meal, get support and make friends in a friendly environment.

Isn't it obvious that cutting grants to these organisations is going to have a negative impact? How are you going to mitigate it? Leicester city centre is full of homeless people begging already and there will be more. Is this your objective to increase these numbers?

I would like to see the outcomes for this funding and the impact of the work - for a relatively small grant these services can be part of the wrap around support - for vulnerable people the independent skills education and employment support will need to be on a 1-2-1 basis so make this part of the grant outcomes and review the impact - the organisations are probably providing this in a very efficient way anyway without a costly and stressful review.

Reducing the range of service providers will reduce the choices available to clients, making it less likely that they will find and engage properly with a service they feel suits their needs.

It all depends on current providers demonstrating positive outcomes. If non evidence provided of employment gain then review and look for alternative provision or service.

Less support available for the people that urgently need it.

What would be the reason to remove these services? Maybe if they are not effective to review the way in which people can be referred to them? Or the criteria for acceptance onto the scheme. Support services for people that have experienced trauma is essential.

Closing of any support reduces the way in which people can engage not one fits all. The amount of options to access somewhere needs to increase not decrease.

'Independent living skills' is a back ward step as everyone in society is 'enabled'.

People need accommodation with employment support to get them started and back on their feet.

A day centre for the homeless or at risk of being homeless provides warmth, shelter, food, access to facilities which they may not have anywhere else. it would be wrong to take that away.

Including independent living skills etc is a good idea and would be beneficial.

The centre not only provides employment support but supplies support in all areas. I personally think the centre provides a warm and welcome environment to all service users current and past who may be at risk of becoming homeless.

Those projects that you propose to stop subsidising offer essential support to individuals at risk of homelessness. They have been doing their work effectively for many years. Their work at the 'coal face', i.e. directly with the service users involved means those organisations are experts at knowing what service users need.

The Centre Project, in particular, offers something the Council cannot provide through alternative services. The Centre Project offers a safe space where service users can access the companionship and support of their peers while at the same time also being able to offer the same support to their peers. The Centre Project supports people without being directive. Its approach helps its users to develop autonomy and confidence. This approach also helps to prevent loneliness and promote well-being. In these ways, the Project helps people to become work-ready and to sustain their tenancies.

As someone who has spent time in a professional capacity at the Centre Project, I feel ending the grant subsidy would be a massive mistake. The service provides support, reduces isolation and gives structure and meaning to a wide variety of service users, including homeless persons, mental health patients and other vulnerable people.

I feel that in writing it 'provides a day centre for people at risk of homelessness', you are oversimplifying its remit and function at a time when the services for vulnerable people across Leicester are under threat.

This is likely to have a very negative impact. The plan being to cut the prospects of finding a job, taking away an opportunity to socialise at the day centre and cutting back befriending service grants will be catastrophic. Wrap around services are at too big a risk of failing leaving vulnerable people at even greater risk of isolation and deprivation.

It is sad that the voluntary sector has already been decimated as a result of the cuts - a big bureaucracy like a Local Authority is not always best placed to deliver services - it is a shame that things have to be cut rather than added to as homelessness is on the increase

I just wonder what planet the planners and advisors are on sometimes, unless they have a personal experience of homelessness or mental health problems do they truly understand the impact of such cuts has on those less able to control their mental health issues? Do they understand the value of relaxed unbiased surroundings such as Centre Project has on those less fortunate? This will increase those wandering the streets of the city centre and increase the possibility of incidents between suffers and those who are less understanding of the problems these people face on a day to day basis.

Why are you impacting on the most vulnerable in society??? Already I see a significant number of homeless/beggars in the City Centre and you want to reduce support further - utter madness.

Reducing opportunities for befriending, support and progress to work increases the number of people falling through the net and presenting as homeless.

So you are basically just cutting everything. It is essential that charities help out in the homeless sector, if it was just for the council you would see even more people on the street who are homeless, and to be fair, we already see many on the streets every day.

Waste of money

Work gives them a purpose no job no targets no self-worth.

If these projects save people from being homeless then it works and could save more money than the salary of the report writer!

Doesn't remove a majority of individuals now - same one all the time not using this.

Is this a joke?

With the services Leicestershire Cares do, especially with the homeless this will be missed. The coordinator has established himself within the homeless sector, not just with staff but the homeless clients and gained their trust.

With all the work they do in regards to benefits, employment, work placements. you know where you stand with Leicestershire Cares more than other employment agencies. It has took years for Leicestershire Cares to become part of the homeless services and it would be a shame to through it all away.

I am very concerned about the withdrawal of support for the 'Centre Project' in Leicester which will impact negatively to those already on the margins, struggling to cope with unemployment, mental illness, loneliness and poverty. This group are already going to be affected by the reduction in housing benefit.

They rely on the Centre Project as a point of call for support to remain independent, sign-posting and practical support, access to telephone and computers, help to make friends and develop a sense of belonging company and general help to improve their wellbeing.

The fact that the job centres refer people to this project indicate the value they put on the service it offers to vulnerable people who without that help could well be in crisis - the meals, socialising opportunities, activities and safe place they offer it I feel is vital.

Regarding their use of the proposed day centre at the Dawn centre as an alternative, I strongly believe that most of the centre users being very vulnerable are unlikely to use that facility.

This proposal is completely crazy, these sort of support projects are vital to keep people independent and to stop reoffending. With the right support people can turn their lives around. And also employment plays a huge part in offending, so I think this idea is beyond stupid.

Takes away support I could have had and might make me to turn to crime to raise funds.

Clearly, taking away all the support available for homeless people will not only increase re-offending, but the amount of homelessness around the city and sleeping rough.

Removing this would not help people move forward in life, getting support and again would cause further disruption

It will make it harder to get the funds for somewhere to live.

Homeless with no support.

It will be bad if they discontinue the grants as they provide help and support.

Crime rate will go up and more people claiming benefits

People won't be able to get their own place, meaning they will keep coming back to prison.

In the current economic climate, there is a need for above support services to enable the most vulnerable to move on from often difficult circumstances - i.e., unemployment, homelessness, etc.

Cuts, cuts, cuts - this will end up with more homelessness which will trigger offending behaviour and reoffending

People who have housing problems may struggle in other areas - self-esteem /confidence/literacy - may need support to pay the bills/arrange appointments/find work - without this support they could lose housing, therefore increasing homelessness.

Any service that helps homelessness is a must if it works

People will not get the support they need when in crisis. Also not knowing where to turn for help.

Resident living outside of Leicester

Impact	Number of respondents	%
It will have a negative impact	21	84%
It will have a positive impact	1	4%
It won't make a lot of difference	1	4%
No Opinion	1	4%
Not answered	1	4%

Total	25	100%
Comments		
<p>I wouldn't be able to cope going to the Dawn Centre. It would make me more depressed. I wouldn't cope being there. I'm worried I wouldn't receive the help there.</p> <p>Having previously been supported by The Centre Project and seeing their crucial lifeline withdrawn, it will have a detrimental effect on all. Therefore, this is a negative impact on the City, as they help many vulnerable people, without whom, there is no other option.</p> <p>The establishment provides an essential support mechanism for socially isolated people. Without this support the very vulnerable people in society would stay home.</p> <p>Lack of support for homeless people.</p> <p>Removing the access to employment support, and/or the day centre for people at risk may bring short term savings, but potentially cost more in the long term. People already vulnerable need that support to survive and make changes to improve their resilience and quality of life.</p> <p>What is the point of independent living skills, education and employment support, if these people have nowhere to live, and go, will be unable to find work. Removing the subsidy's, and the support, can only alienate people further.</p> <p>Reducing the resources for homeless people will mean they have less support and the savings will not necessarily go into another like service.</p> <p>The Centre Project is reliant on this Grant Subsidy. This proposal is grossly unfair and unjust. I have met many of their clients and feel for their welfare, should you proceed.</p> <p>Where are these people going to go for meals, support, advice and a non-judgemental ear?</p> <p>More people will end up in the street during the day with nothing to do.</p> <p>People need all the support they can have and reproducing these provisions will result in more people becoming helpless and homeless, with the associated increase in mental health issues ultimately causing more expense to the BAG.</p> <p>Unless there is an overlap of provision of services, I don't see why you would stop funding them. They are obviously needed.</p> <p>Lack of properties / facilities / staff to assist those most vulnerable and requiring support</p> <p>UK needs to step up not back off from providing these very needed services to the most vulnerable in our society. I am sorry if you have no funds but try no Council cars, cut Council functions, cut Councillors allowances, do not cut from this section of society, it will cost more in the end.</p>		

Obviously there is not enough money to go around. Probably might increase crime if people cannot afford to live.
 Without the support of these organisations vulnerable people are going to be lost in the population - the organisations are lifelines to many people.

Currently using (or previously used) homelessness services

Impact	Number of respondents	%
It will have a negative impact	18	86%
It will have a positive impact	2	9.5%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	1	4.5%
Total	21	100%

Comments

These project provides emotional support and reduces isolation

I get support from the Centre Project and there is no way I would go to the Dawn Centre. When I was homeless Social Services put me up in a Bed and Breakfast and referred me to the Centre Project as a safe place to attend to break my isolation and get support.

I know am in supported housing and still access the Centre Project. The Dawn Centre is not safe it is full of drug users and alcoholics. I will not feel safe going there at any time. I am 88 years and I cannot go there.

These projects act as the go between for people at risk of homelessness and or needing befriending schemes.

It will have a negative impact on people in need. They need somewhere to go such as a day centre and also meals to sustain them through their difficult time. Without them the impact of homelessness in the city will be too high and that will means the city itself will not have a positive image.

If Centre Project is closed, I won't have a place to go for dinner 3 times a week. Also lose friendships I've made.

It will have a big effect on the aged and vulnerable people - also people with health problems.

They do film nights, walks, trips as well. Without these, I would not have any way to mix with the community. If you take these away you will have taken away our only source of friendship. This is an absolutely terrible decision. There is not enough services for people with disabilities, the homeless, older people, those who are isolated. The Centre Project is a vital service. Peter Soulsby needs to wake up and get real. The Centre is the only place that helps me with loneliness, support with emotional problems, food when I can't help myself.

That's horrible as its some people's place to come in and get support. I really benefit

from coming.

No response to “about you” question

Impact	Number of respondents	%
It will have a negative impact	4	100%
It will have a positive impact	0	0%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	0	0%
Total	4	100%

Clients have been referred to Leicestershire Cares to help with employment which has been a great service for us and our clients.

A few of our clients have been referred to Leicestershire Cares and have gained new experiences which wouldn't have given them the chance to do if the service wasn't there.

Community organisation

Impact	Number of respondents	%
It will have a negative impact	6	60%
It will have a positive impact	1	10%
It won't make a lot of difference	2	20%
No Opinion	0	0%
Not answered	1	10%
Total	10	100%

Comments

If any users of the Centre would be affected by this proposal through losing their accommodation, it would be a major stress that most would not be able to manage without considerable support. For droppers-in who lean on the Centre's services in times of crisis, the loss of the Centre would have a huge negative impact, as the help is of a high quality despite its informality. People come every day to eat a 2 - 3 course hot lunch or drop in for a 20p cup of tea or coffee mid-afternoon, and to hang out with other understanding, accepting individuals who become friends outside the Centre Project's opening hours. Being able to get a meal tailored to dietary needs is accommodated daily. The loss of this facility would be a personal disaster for each of those who break up the isolation and pressures of their situation by calling to sit around for a few hours in a safe environment. The Centre offers an appealing opportunity to benefit from companionship. It is used respectfully, like the home of a relative which is always warm and always supplied. The support to make phone calls for all sorts of arrangements to do with health, housing, financial and practical survival is especially useful for the elderly who visit, and for younger users with learning difficulties or chronic health issues. Not having to have an appointment to discuss a problem is a massive help to those with the common organisational difficulties and child-like abilities. Although people come and go, and the core of users changes over time, the Centre is a place where others are already sympathetic to mental health issues such as depression, suicidal inclinations, and chemically controlled conditions such as bi-polar. For any of these users to lose their current housing arrangements would be a life-shattering ordeal, best avoided in the interests of maintaining their mental, physical and emotional stability. The Centre is also a place of employment for those who run the services there, including one apprentice in the kitchen, currently.

The drop-in provides social inclusion for very vulnerable people whom may otherwise remain at home and become isolated.

Again reducing support to find work won't help people

Ending services and providing new ones with a wraparound service sounds better and more sustainable. This will hopefully mean better exit routes and support for those moving from supported accommodation into independent living, Further Education and employment support.

So, the City Council is proposing to remove three well-functioning organisations which are supported by volunteers, to replace those 'if it's not broken don't try to fix it' unbroken services with staff who will all require a salary? To save money?

Can you explain how that's going to 'save money' please?

I volunteer at two different aspects of projects at the Centre Project, to provide supervision and support to the communities which benefit from the very hard work done by Eric Waweru and Judy Foo, to maintain a safe, inexpensive, social alternative to hanging around the streets and pubs. For people whose physical and mental health benefits extensively from being protected from isolation, loneliness, deeper depressions, self-harm and suicidal inclinations. Please do not undermine or undervalue the extent to which there is a knock-on effect within the elderly and young, unwell community the Centre Project serves through the way the users themselves support one another out of hours. Please visit!

Why don't some of you drop in for a hot two course lunch (for £2.50) with people who don't buy food to cook at home for various legitimate health reasons.

The CAP Job Club run by the Centre Manager receives referrals of the most helpless and hopeless cases from local Job Centres, and some of those early referrals are now in employment. Again, this work is supported by volunteers who receive literally no financial compensation for any of their time or travel.

Vulnerable people need the Centre so that they can interact and make friends, which is positive for their well-being and stops them becoming isolated and withdrawn from society.

Local business or organisation

Impact	Number of respondents	%
It will have a negative impact	18	86%
It will have a positive impact	1	5%
It won't make a lot of difference	0	0%
No Opinion	2	9%
Not answered	0	0%
Total	21	100%

Comments

Leicestershire Cares is a great project which I feel inspires and empowers clients to get back into training and / or employment. We have referred a number of clients to Leicestershire Cares and they have benefited greatly from the service they provide.

Vulnerable adults in Leicester need a safe environment to go to in the day time to gain confidence, socialise, enjoy a meal together at affordable prices and be signposted to other organisations who can support their need.

Social services in Leicester do not have the staffing resources to deal with these individuals.

This will have such a profound impact if you ended these grants because of the great work they do. Especially at One Roof.

A lot of Offenders rely on this support and in my experience it has been a great help

and benefit to them.

Important services that offer people support in regards to accommodation and employment are significant in helping offenders change and avoid re-offending. If these services are withdrawn these people will suffer significantly as a result.

Clients will fall through the gap and lose valuable support and end up relying more on Social Services limited resources. Their situations will change from moderate needs to substantial.

Getting homeless people "work ready" is a vital part of them being able to move on and out of services. Leicestershire Cares provides this support - this simply reads as "we need to cut costs", whilst ignoring the long term aim of getting people out of the benefits system. Are you giving up on these people?

My first response is of the fear of a negative impact on all those who have used these services and support over the years, especially the service users with special needs

It needs very careful handling and quality alternatives provided to all

Careful consultation with clients and their carers needs to be done as part of the review to capture quality information about the actual support needed so any changes will be appropriate and ensure savings that aren't judged as a false economy

The money saved by cutting these services is small in the scheme of the overall budget but the impact on service users will be high if the replacement provision is not of sufficient quality or scope.

The proposals to provide wrap around services lack detail. Providing effective support in these areas with a high need service user group takes expertise to do it well.

Leicestershire Cares provide essential support in accessing meaningful occupation and training experience, which is an essential part in someone's recovery and route out of homelessness.

Centre Project provide essential support for socially isolated & excluded people which prevents a deterioration in health & wellbeing and homelessness.

One Roof - if it was a one off grant - how can it be discontinued?

Voluntary organisation

Impact	Number of respondents	%
It will have a negative impact	15	83%
It will have a positive impact	3	17%

It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	0	0%
Total	18	100%

Comments

These projects provide emotional support to help people settle down and reduces any further risk of isolation.

These groups are providing fantastic services to those most in need. If Leicester City Council are proposing to use independent living support (ILS) to fill the gap that these services currently provide then I am extremely concerned as ILS is not time effective enough to support people with high support needs at the right time.

Continued cuts to services for homeless people is just going to put more pressure on Leicester City Council itself particularly its housing department.

There are too many unemployed as it is and many homeless are unable to find work due to lack of education and also clothing and CV's as no access to pcs and this would have a massive impact, we should help.

All get into work and have a chance to support themselves and give back what they have been given. Many go onto mentor homeless and abusers also go on to assist and mentor. Also many employers will shun a homeless person where as if the person is dressed accordingly and knows how to behave and speak in interviews have a better chance to be a part of the community.

This proposal is not very clear.

The Centre Project provides support to a broad range of very vulnerable people at risk of homelessness who do not engage with other services like the Dawn Centre. Stopping this provision will impact negatively on the most vulnerable people who are also being impacted by reduction in housing benefits and cuts in other areas. They will not have a easily accessible support base which will increase the risk of homelessness. We still need a generic service because not all homeless people are ready for work. In any case The Centre Project runs a Job club which provides employment support.

You should be investing more on the Day Centre not cutting it.

There are no words that I can write here to describe how disastrous this will be both for the vulnerable people being served by these projects and the wider network of service providers.

These projects are supporting people on a personal level that supports and enables them to rebuild their lives. The phrase 'wrap around service' is again disingenuous...it will not happen at a deep enough level. It can't,there isn't the money. The level of services that are being provided by Leicestershire Cares, Centre Project and One Roof is far more detailed and time effective than the council could afford to offer. This is because these organisations use volunteers who have professional expertise and a heart for their work. The council cannot match this which means that services will be deeply lacking in comparison. The Centre project

offers a safe haven for vulnerable people who do not want to go to the Dawn Centre because it is simply not an appropriate space for them. Centre Project offer personal, individual care and training as well as reduced costs for quality food. Where will these people go? They will not go to the Dawn Centre, it is simply not an appropriate space for many people. The Befriending scheme has been hugely successful in turning around people's lives who have been homeless. As a result of the befriending scheme people have not only gained independent accommodation but are addressing issues in their lives. Who will do this when this scheme stops? This withdrawal of support will only lead to more lives being led on the street which will lead to increased costs on our health service and prison services. These proposals are completely lacking in foresight.

The Centre Project is an amazing place who provide so much more than support for people at risk of homelessness. The staff are passionate and they actually make a difference to people's lives. You cannot stop this grant. They survive as a charity by a thread as it is. It would have awful consequences.

The Centre project provides support for lonely, vulnerable and isolated people from around the city centre. As well as providing hot meals it offers a supportive, safe environment where people can get help with life skills education and preparing for job seeking. We offer holistic care including health advice, mental health support and counselling. Many are prevented from homelessness by the support given to manage benefits and payments needed to stay in accommodation.

It is a place where individuals can make friends, receive support and increase self-esteem to build independent purposeful lives.

The clients of the Centre project would not use the Dawn Centre.

This proposal will clearly have a negative impact on the very vulnerable people relying on these services.

The Centre Project offers support to a broad cross-section of people in the city, most of whom will clearly not go to the Dawn Centre as suggested.

The suggest that the Job Centre will support those currently being supported by The Centre Project and Leicestershire Cares is clearly misinformed as the two organisations work with the Job Centre to support those who are furthest from the Job Market.

Will the proposed 'wrap around' service cost less than what the two organisations are currently getting in grants??"

The end of grant subsidies will impact negatively for the organisations named above. However if these grants are redeployed elsewhere the impact on the end user / client may be minimal (other than the uncertainty of change in services available and which they feel comfortable in accessing?). The issue here (if the grants are ended) is ensuring the redeployment of the grants is in the best interests of meeting the needs of the end users / clients and the grants or funds made available are allocated to services commissioned to meet the needs of this particular client group (homeless/vulnerably housed/at risk of homelessness).

While supportive of local authority re: 'wrap around' services, it is not clear exactly

what these are or as to whether the provider can offer them. For a modest sum totalling £74k, the council may be denying the service users access to specialist support services that have been provided by the charitable organisations mentioned.

Proposal 5

End the specific floating support service for offenders.

Summary

Impact	Number of respondents	%
It will have a negative impact	102	54%
It will have a positive impact	23	12%
It won't make a lot of difference	20	10%
No Opinion	30	16%
Not answered	16	8%
Total	191	100%
Comments – summary of impacts		
<p>Risk of re-offending.</p> <p>Individuals will slip through the net.</p> <p>Loss of expertise and knowledge of needs of this specific group will mean a less effective service and reduced support.</p> <p>Increased homelessness.</p> <p>Cost to other services.</p> <p>Puts people at risk in the community.</p>		

Leicester Resident

Impact	Number of respondents	%
It will have a negative impact	50	50%
It will have a positive impact	12	12%
It won't make a lot of difference	13	13%
No Opinion	16	16%
Not answered	9	9%
Total	100	100%
Comments		
<p>Re-offending rate might increase if this targeted support is removed. This will impact on the wider community.</p> <p>Specialist service being replaced by a new generic service. Will it cost less? I don't think so, just re-arranging deck chairs.</p> <p>I said before - 'floating' means no support or something that pretends that there is support.</p>		

They will be able to access it anyway but the referral system for floating support needs to be improved and the length of time extended to enable outcomes to be achieved and more time given for the work.

Losing a service that helps offenders sustain their settled accommodation can only increase the risk of re-offending.

It will have negative effect unless the current service is not making any difference to the outcomes you were aiming for in the first place.

Offenders need as much support as possible when returning the community, the possibility of reoffending is minimised

Not sure what the support is for offenders specifically, however floating support is essential, so maybe making services more robust and recruiting for the vacancies mentioned a priority.

Individuals with 'challenging' vulnerability will be derailed by this 'floating' service. A person needs to be able to control some element of the help they need in a way they find it easy to engage, having the option to approach different bodies. This 'service' proposes to let individuals slip easily through the net.

Although ex-offender should have help in resettling, it should not be at the expense of other service users, so this is a good idea.

I really don't know.

This move will only result in a loss of expertise and knowledge of the needs of this specific group of service users among those trying to offer support. This will inevitably lead to a much less effective service in terms of its impact on service users.

Again, this is disruptive to individuals who are vulnerable. Continuity and familiarity is crucial for people who are trying to rebuild their lives.

It should be service available to all but again I would prefer that services were not cut to 'extend' a service. The Local Authority seems to have money for really unimportant things like paying for the football team's open top bus (when the footballers and team are very wealthy) but not for more essential services I would say that this is one of the most challenging groups and the move to "generic" really means reduced overall.

Drawing ex-offenders into increasing contact with other vulnerable groups will increase the risk of a downward spiral for all involved.

How much will this cost and where will that come from?

Surely if it means anything to these individuals they will help themselves, why should we do it for them. Should be their families problem and they should be forced under their families care.

There is other floating support agencies in the city and county that could take over

the workload from Nacro.

Never really had floating support services, so can't really comment, but think all floating support services need to keep going for those who are deemed vulnerable and for those who need it.

Not sure about this.

I don't know as I haven't managed to get this far yet.

Removing this would take away offenders / ex-offenders help and support to live a care/criminal free life.

Don't know of the service.

Cannot have access to my children to stay with me.

It would be bad because we won't be heard by the time of release and it will be too late.

This will mean people will not get the support they need to stop them coming back to prison.

The aim of floating support is to enable and empower offenders to sustain tenancies - specialist understanding of risk and specific networks is required.

They will get lost in all the red-tape. Ex/offenders need specific support which in due course protects the public

People leaving prison often have multiple needs and need extra support (managing appointments/arranging benefits) in order to support their rehabilitation - therefore reducing crime.

A service that helps people keep their tenancies is a must. Helping people keep their homes stops them becoming homeless which will put less strain on homelessness services.

Will impact on the most vulnerable and lead to more people living on the streets.

Resident living outside of Leicester

Impact	Number of respondents	%
It will have a negative impact	13	76%

It will have a positive impact	1	6%
It won't make a lot of difference	3	18%
No Opinion	0	0%
Not answered	0	0%
Total	17	100%

Comments

Lack of support for vulnerable tenants.

How can you suggest there will be a floating support, whilst you remove your support away from the Centre Project and its vital plethora of skills provided by its fabulous team??

Specialist services are invaluable. People with a general skill cannot offer a high enough level of understanding and input to encourage change.

Don't you think you will end up with more offenders/ex-offenders needing to access homeless services if you withdraw floating support?

Where are the staff coming from to provide this support? Resources are stretched to breaking point already

Ex-prisoners will remain at the bottom of the pile with less opportunity to make good.

Currently using (or previously used) homelessness services

Impact	Number of respondents	%
It will have a negative impact	6	27%
It will have a positive impact	2	9%
It won't make a lot of difference	3	14%
No Opinion	7	32%
Not answered	4	18%
Total	22	100%

Comments

What happens to the support they are getting now?

The danger is that the people affected will not get kind of support they need because they will be faced with risky behaviour and also stigma from professionals who do not understand their situation.

More offenders re-offending.
Just that people may reoffend.

General floating services cannot provide the level of services we need. Ex-offenders have very specific needs and there is a need for specialised support.

Offenders will need help to stop them from re-offending.

No response to “about you” question

Impact	Number of respondents	%
It will have a negative impact	1	50%
It will have a positive impact	1	50%
It won't make a lot of difference	0	0%
No Opinion	0	0%
Not answered	0	0%
Total	2	100%
Comments		
This would help me as an offender as it will give me the support I need.		

Community organisation

Impact	Number of respondents	%
It will have a negative impact	5	50%
It will have a positive impact	1	10%
It won't make a lot of difference	0	0%
No Opinion	2	20%
Not answered	2	20%
Total	10	100%
Comments		
Just read your statement - they need the help.		
Sometimes the not-so-vulnerable need support. Between the City Council and Westminster, there has been a steady withdrawal of essential support for some very intelligent, physically fit people who have specific learning needs. They are not sick, ill or stupid, but they need MEANINGFUL help and sign-posting to get out of the ditch they've fallen into, or been pushed into by 'the system'. An example of one man who attended a CAP Job Club, was that he was ACTIVELY prevented from pursuing a voluntary activity which he loved which he could have developed skills not requiring literacy (because he was a whizz with numbers) and so, the City Council has been paying his housing benefit for years. He is not the only similar case. Withdrawing appropriate help for such people just kicks your wallet in a different location and doesn't solve anything for the PEOPLE.		

Local business or organisation

Impact	Number of respondents	%
It will have a negative impact	17	77%
It will have a positive impact	2	8%
It won't make a lot of difference	1	5%
No Opinion	1	5%
Not answered	1	5%

Total	22	100%
Comments		
<p>I think a specialist service is required for offenders.</p> <p>Just that I work for the Probation Service and I have seen how the services within this consultation have helped and supported our Offenders and to get rid of these would have a profound impact to our Offenders. We would really struggle to get them the support they require. But the biggest proposal for me would be the reduction in Offender Beds. We really struggle at the moment with the 30 beds we have at present because LCC cannot support them to move on quickly but a reduction in this just wouldn't work. We need these beds desperately to help support all the high risk Offenders we have.</p> <p>I am completely against the proposed changes as they will have significant effects for our client group. The support currently in place can be a challenge at times so to reduce this would make offender management increasingly difficult and likely put people at risk.</p> <p>There is a chronic shortage of beds available to the homeless, and offenders in particular. It is common that the offenders who do most harm in Leicester are not offered accommodation on release as it is, and many offend again just to get a roof over their heads. Cutting the provision available to them will lead to an increase in crime with a consequent future drain on all services. Investment in this service would make far more sense to save more money later.</p> <p>Quality Reviews on the current services provided for the Homeless would be valuable as long as it isn't purely a money saving exercise losing sight of the real needs of the homeless person and their local community</p> <p>We as an organisation have been made aware of the ongoing frustrations that the Anchor Centre, Dover St have experienced as they have encountered many barriers to making the changes they need to provide a safe environment for the homeless and/or street drinkers and the time and money wasted (not by the Centre) which could have been better spent providing an improved service. Hopefully lessons can be learnt from that when moving forward to doing these planned reviews and changes"</p> <p>One option for saving more money would be to reduce the offender support beds further and replace that with provide a rent deposit scheme with tiered levels of floating support. This type of approach works well in other areas and should be assessed as an alternative to the proposals as it has the possibility of providing more easily accessible long term accommodation to more people for less cost. These cuts to services are budget driven rather than by service need, they are not driven with the aim of improving services but rather by saving money, so will not overall be beneficial to any service users.</p> <p>Just that I work for the Probation Service and I have seen how the services within this consultation have helped and supported our Offenders and to get rid of these would have a profound impact to our Offenders. We would really struggle to get them the support they require. But the biggest proposal for me would be the reduction in Offender Beds. We really struggle at the moment with the 30 beds we have at present because LCC cannot support them to move on quickly but a reduction in this just wouldn't work. We need these beds desperately to help support all the high risk</p>		

Offenders we have.

I am completely against the proposed changes as they will have significant effects for our client group. The support currently in place can be a challenge at times so to reduce this would make offender management increasingly difficult and likely put people at risk.

There is a chronic shortage of beds available to the homeless, and offenders in particular. It is common that the offenders who do most harm in Leicester are not offered accommodation on release as it is, and many offend again just to get a roof over their heads. Cutting the provision available to them will lead to an increase in crime with a consequent future drain on all services. Investment in this service would make far more sense to save more money later.

Quality Reviews on the current services provided for the Homeless would be valuable as long as it isn't purely a money saving exercise losing sight of the real needs of the homeless person and their local community

We as an organisation have been made aware of the ongoing frustrations that the Anchor Centre, Dover St have experienced as they have encountered many barriers to making the changes they need to provide a safe environment for the homeless and/or street drinkers and the time and money wasted (not by the Centre) which could have been better spent providing an improved service. Hopefully lessons can be learnt from that when moving forward to doing these planned reviews and changes.

One option for saving more money would be to reduce the offender support beds further and replace that with provide a rent deposit scheme with tiered levels of floating support. This type of approach works well in other areas and should be assessed as an alternative to the proposals as it has the possibility of providing more easily accessible long term accommodation to more people for less cost. These cuts to services are budget driven rather than by service need, they are not driven with the aim of improving services but rather by saving money, so will not overall be beneficial to any service users.

Voluntary organisation

Impact	Number of respondents	%
It will have a negative impact	10	56%
It will have a positive impact	4	22%
It won't make a lot of difference	0	0%
No Opinion	4	22%
Not answered	0	0%
Total	18	100%
Comments		
Again if LCC intends on replacing these services with ILS, then it is a disaster		

waiting to happen. ILS are already struggling to manage the large workload that they currently have particularly in relation to processing referrals and allocating inclusive support services. Cutting these services to offenders is going to increase the rates of reoffending and put more pressure on local police services.

They need help to maintain their existence in the community.

Offenders need a specific provision because of their particular circumstances. Again how will these measures meet the needs of all service users with reduced provision including closure of day centres which currently provide support and sign-posting and are readily accessible? More likely to have a negative impact.

As someone who has worked in the prison service I am so deeply disappointed that any services of support are being removed. The phrasing used all sounds so wonderful but the facts are that you will be removing much needed support or 're-arranging' how it is done. Any re-arranging disturbs relationships that have been built up, relationships that are hugely important in building up trust, the very thing broken apart in ex-offenders lives.

Offenders present particular challenges and need a service that understands their needs. This proposal is likely to increase homelessness and increase risk to the community.

There could be minimal impact if this is managed correctly. Generic floating support services can work with offenders as they are housing related. However, the service must work in partnership with criminal justice agencies to be effective. One issue in making the services available to all service users will be the impact on those providing the services in terms of workload. If it increases, as one can assume it may if widening the user group criteria but not increasing staffing, then the service received by each user would be reduced.

Likely implicit will be less effective support for offenders if it is to be provided by non-specialists unfamiliar with the client experience. This could be a negative for the service users themselves, as well as the wider community.

Other comments or suggestions

Cuts that have already happened appear to have placed more people on the streets in Leicester. It's detrimental to everyone to make this situation any worse. By all means stop giving grants to organisations that aren't proving their worth, but make sure that the city has the capacity to find everyone a safe bed that asks for one. Leicester City has a homeless problem, the City needs to increase the number of hostel places and invest in the people of our City, not keep cutting services to the marginalised with little or no voice.

The council is very good at pretending that homelessness is under control. Perhaps your officers needs to get up at 6 am on Saturday or Sunday and walk the patch between Conduit Street and the clock tower and count the number of rough sleepers. I do this on my way to the gym - 5-6 people is a norm.

The complex needs of these clients' needs to be reflected in the hours of support that will be needed - a clear outcomes framework for achievement over a long period needs to be part of the review - so can someone sustain their tenancy and move into employment - the Rowntree research and others would estimate 2 years of intensive and therapeutic support per person will be needed on average to achieve sustained change so more creativity in solutions will be required not just a response to necessary cuts.

Just that I work for the Probation Service and I have seen how the services within this consultation have helped and supported our Offenders and to get rid of these would have a profound impact to our Offenders. We would really struggle to get them the support they require.

But the biggest proposal for me would be the reduction in Offender Beds. We really struggle at the moment with the 30 beds we have at present because LCC cannot support them to move on quickly but a reduction in this just wouldn't work. We need these beds desperately to help support all the high risk Offenders we have.

Reducing support may save money in the short term, but the damage from those with no support and turning to crime etc. will be far more costly in the long term.

I am completely against the proposed changes as they will have significant effects for our client group. The support currently in place can be a challenge at times so to reduce this would make offender management increasingly difficult and likely put people at risk.

I believe these reductions will have a catastrophic impact on our most vulnerable residents of Leicester.

Increase pressure on the Government to make funding available for alternative service provision.

I agree the current services need to be looked at but not by closing these services and not replacing them with better facilities/ Service. The city has already closed too many hostels for singles in the city and not offering alternatives leaving this group homeless.

I am appalled that after cutting funding to homeless shelter, the City Council then spent an enormous sum in beautifying the view to Victoria Park Memorial. The planned seats may well end up being the only place some people can find to sleep.

Homeless services need to be maintained and improved upon, not cut and removed.

The homeless services provided by The City Council are already stretched at the present time any reduction in these services can only have a detrimental effect on some of the most vulnerable members of our society.

The services seem to be reduced with no alternative support in place which will increase homelessness and jeopardise public safety.

In general terms I could suggest a completely new way of reducing offending, homelessness and services, but I would need to be on a higher pay grade. One thing

is for sure, there is already not enough smart investment in the right areas of homelessness and poverty, these cuts will bite back and require a reversal. The expertise is being lost, the cost of starting over will be so much more expensive and 'tailor made' accommodation is decommissioned and the morale, attraction and ability to work within this sector will be lost too. I have never worked so hard, with ever increasing responsibility for so little and a gloomy outlook to boot!

I help the homeless in Leicester as a volunteer and have friends working with offenders. They need help and many have paid taxes all their lives until something caused the situation they are in, you will have those who never change but they should not be helped as it's a waste if they refuse the help.

Young couple are desperate to have accommodation with babies and they are mostly let down especially in the county. There are homes empty and not accommodated. It is time we helped our homeless, couples too.

Homes and service are required for employment as many of their parents have spent years contributing to society and taxes.

Whilst it is clear that Leicester City Council is in a very difficult position with regard to managing budgets, further cuts to the homelessness services for the most vulnerable and risky people living in our City is a very dangerous route to take. We are still struggling from the loss of hostels such as Lower Hastings Street and Upper Titchborne Street etc., and further cuts in this are likely to have an impact in terms of increased crime and risk of re-offending and harm to the public.

The service provision is vast in the city from the document, however do not limit the services to city only. People from out of area should benefit and of course County Councils should be charged.

We need a more people centred approach.

More people are at risk of becoming homeless and need support that meets their needs to prevent them from becoming homeless. A generic drop-in day centre meets the needs of all. The Dawn centre is not accessible to all and in fact many people refuse to go to the dawn Centre.

The proposed options will affect the most vulnerable and do not address the causes of homelessness which includes loneliness and mental illness. Cases of homelessness will go up and impact the city negatively in the long run.

Seems to be cost cutting on the backs of the most poor.

Keep the Centre Project. It is accessible and safe for all, especially those who are as vulnerable as I am. The Dawn Centre is not the right place for a day centre.

There is no other place like the Centre Project that is open drop-in and accessible during the day. If it's not there I can only go to the library and be very isolated. I will not be able to access the support then I need it.

I have no other support in place and the Centre Project is my support network and keeps me going.

The Dawn Centre is too far for me and I would not go there. I don't feel it is safe for all people. I do not want the Centre Project to close. There is a real sense of community which helps me feel I belong and not alone in my flat all the time. Keep the Centre Project Open.

People using the Dawn Centre can come to the Centre Project, but not many people at the Centre Project can go to the Dawn Centre.

As a service user I cannot go to the Dawn Centre. I would not feel safe. I came to the Centre Project to socialise. I stay in supported living but I don't get the support to socialise and that is why I came to The Centre Project.

The housing process via Housing Options needs a review.

For what it is, it is one of the most arduous, tedious, inaccessible and non-user friendly services I have ever accessed via a council.

There seems to be a lot of preaching about what it wants to be and not enough being done about what it should be. I know this having been through the process several times with some of the young people we work with.

Voluntary services can react quickly to changing numbers and 'new' issues, than a bureaucratic run 'council' scheme.

I am particularly concerned about the reduction of funding for the Centre Project, Alfred Place. If the support network for these vulnerable adults is minimised their problems will become greater and more funding will be needed to deal with substantial situations rather than small organisations intervening. Currently the Centre Project supports promotes healthy living, daily decision making, socialising individuals who would otherwise become extremely isolated and preparing them to cope with successful tenancy and ultimately support to find employment when they are ready.

"The City Council should:

1. resist all attempts by the government to cap rents
2. fight to make hostels exempt from government imposed restrictions
3. work with private sector landlords to help them to understand the needs of their tenants
4. See the importance of the work of Leicestershire Cares as a preventative project."

I just want to beg Leicester City Council to reconsider these proposed changes. I work with people who are homeless and what is desperately needed is more accommodation not less, accommodation with quality support which the charitable sector can support far more effectively and cheaper than centralizing everything. Simplifying things purely to save money is lacking in wisdom and understanding about the nature of homelessness. Homelessness is not simple. There is not a one size fits all. We need more creative thinking about how services are offered and groups like Leicester Cares, Centre Project and One Roof Leicester are doing this to great effect. Lives are being rebuilt as housing and support are being re-imagined. Please do not remove the support from these services. The ultimate cost to the city if you do will far out way what you think you have saved, both in the cost to human lives and financially. Please reconsider these changes.

My concern is how reductions in services will impact on The Young people leaving care whom are a group of very vulnerable young people. Particularly those whom require support to maintain their independent tenancies that is indeed if within the proposals suitable tenancies exist.

The dawn is not for all homeless people because some homeless people are more vulnerable than others and will not go there

I find it ludicrous that in today's climate, you would consider terminating support to such a vital hub in the City, which has benefited so many people, their families and friends.

Keep the Centre Project open!!! If they lose their grant then hundreds of people lose a valuable service. It's what gets some people out of bed!

Ask those who are actually working with those vulnerable groups what they think vulnerable individuals need in terms of services. And listen to their responses. They are the experts.

I do not think the proposals will be conducive to this particular client group. It is my belief that taking vital support away from vulnerable adults is unethical and not likely to be cost effective long term, as offending rates and addiction issues are likely to increase.

At a time of acute housing crisis reducing spending on homeless services is obscene I would strongly advise keeping the Centre Project and offer support to those small charities and groups that are doing a deeply valuable work. Why not offer them grant money and help to grow and strengthen their work? There is a point to be made here, in that the Centre provides care not just to one demographic but several, not served by the Dawn Centre for example.

May I suggest that the people who sit on the committee making this decision, accept the invitation already offered and visit The Centre Project to see first-hand what is being delivered there. Come and see so that you are properly informed and meet the service users face to face.

A lot of homeless people have dogs as it makes them feel less vulnerable. I would like something to be done for them. There is a man outside the Tesco (Craig) and his dog (Lucy) and they have been homeless for a long time. It's getting colder and I am worried.

I understand the need to make savings; we see it all the time as a result of austerity that the most vulnerable become even more vulnerable. We need to improve and create life changes for these people not decrease them. However, government pressure to marginalize even more in society will not help in the long term but create bigger problem.

The services for the homeless, who are homeless for many varied reasons, do not cover the basic need at present. Limiting them further will only add to the problems already apparent in the fragile network of services already available.

There is a chronic shortage of beds available to the homeless, and offenders in

particular. It is common that the offenders who do most harm in Leicester are not offered accommodation on release as it is, and many offend again just to get a roof over their heads. Cutting the provision available to them will lead to an increase in crime with a consequent future drain on all services.

Investment in this service would make far more sense to save more money later.

There is a rise in homelessness in the city and instead of increasing provision and support you are proposing cutting them. The City Council need to publish the real figures on homelessness and rough sleeping.

Focussing funding on the Dawn Centre would disadvantage other vulnerable people in the City and result in increased homelessness.

Most of them seem to be utter madness which will only result in battles and misery for those who already struggle with life/addictions/offending. The end results will clearly be more expensive for wider society and the image of Leicester. You seriously need to rethink these plans.

Organisations like Centre Project and One Roof are already doing great work with the client groups. It will be much beneficial to support them to keep what they have been doing.

If carers missed out on this kind of support, the impact is on the person they care for.

Keep the centre project and one roof because they are having a positive impact in the communities in Leicester.

Review how the other services care for their service users facing homelessness and then work out the best way to make a positive impact on services.

Proper support of homeless people reduced rough sleeping and improves the street scape and experience of Leicester residents and visitors to our City. The negative impact of these cuts will outweigh the short term savings.

In Leicester there is a huge need for accommodation. This refers to all those people who get refugee status and need to build their lives. They are considered then "not a priority" and become homeless. Or all those British citizens with addictions who should be supported holistically for them to be integrated into society. If the support system worked better, you would have a quick turnover of people staying in homeless shelters and then moving on into ordinary lives. Unfortunately this is not the case, with people staying at the Dawn Centre for years at times. It's the whole support system that needs to be reviewed, cuts will just make the situation much worse.

We want the children centre to not close because it's good for us and we need service and we do not want service anywhere else.

Support only the Dawn Centre would disadvantage many lonely, vulnerable and isolated people in the City with an end result of increasing homelessness as these individuals may not be able to maintain tenancies without present support.

I am concerned that focus of all 'homeless' support on the Dawn Centre will not

support all vulnerable individuals with housing and societal issues. These issues are not restricted to the homeless and the Dawn Centre does not provide the support required by the vulnerably housed. I would hope that a portfolio of services might be maintained, including support for the Centre Project, to prevent our city turning its back on the most vulnerable amongst us.

Trust is a big issue for clients of these services so the more that can be run by NGOs the better. The Council is seen as an authority figure, such figures have probably had a big negative impact on the life of the homeless and vulnerable. Leicestershire Cares, the Centre Project and One Roof will be seen as "on my side", yet they all achieve or exceed their outputs. This trust and faith in them has a lot to do with this. Whilst it is acknowledged that the council face considerable strains on their resources, it is concerning that homelessness services are taking such a significant hit. The 50% reduction in bed spaces for offenders is purely about finances. Referrals into the current provision are already oversubscribed and whilst a review into more effective ways of increasing access and throughput is welcome, it is going to be very difficult to meet future need by these measures alone. The proposal to take the decision making process back to the SAR will be even more crucial with fewer resources and the CRC will seek to be involved in any future re modelling of the SAR. Whilst the CRC and NPS have greatly valued the council's decision at the last homelessness review to allow the criminal justice agencies to take this process in-house it may have led to the unintended consequence of the council not being fully aware of the accommodation needs of offenders.

Quality Reviews on the current services provided for the Homeless would be valuable as long as it isn't purely a money saving exercise losing sight of the real needs of the homeless person and their local community

We as an organisation have been made aware of the ongoing frustrations that the Anchor Centre, Dover St have experienced as they have encountered many barriers to making the changes they need to provide a safe environment for the homeless and/or street drinkers and the time and money wasted (not by the Centre) which could have been better spent providing an improved service. Hopefully lessons can be learnt from that when moving forward to doing these planned reviews and changes

I am absolutely in favour of homeless services - like high quality public toilets which are open 24/7 - and inexpensive bathing facilities such as used to exist before everyone had a plumbed in bathroom 'at home' - because some people are going to live outside by preference for their sanity's sake. Nothing in these proposals supplied for consultation sound as if the City Council is thinking of anything other than reducing the actual support that the maximum number of people can receive. I don't know what day facilities are provided by the Dawn Centre, but I hope there are some, so that people who could not get a bed for the night, can have some respite during the day if they want it.

People need real long-term opportunities to change their circumstances by a slow process of lifestyle adjustment. The pressure to work full time or move on is totally inappropriate for some people, who simply cannot focus because their circumstances are, or have been, so dire. The City Council needs to face that fact and not assume that smaller, slightly more focused services for a few elite 'vulnerable' is going to affect overall change for the community it serves."

They are mostly a good thing.

I would urge you not to reduce the number of spaces available for offenders/ex-offenders as I fear that the rate of re-offending will increase due to the number not being housed on release. I would instead urge better communication with the prisons, so that spaces can be arranged just prior to release, rather than as emergency placements on the day.

Vulnerable homeless people need more help not less.

Thank you for reducing homelessness in Leicester.

It is unfortunate that the senior management teams are expanded whilst front line services are cut. When the director left, her portfolio should have been distributed around other directors and not recruited to, this may have then prevented more appointments being made than before she resigned.

More work on preventing people from become homeless and more hostels
Why get rid of a service that makes money, that the govt are helping to pay for and plan to pay for in ring fenced money. If this supported service makes a profit more than returning the houses to stock why are you ending the service or is it because the report writer has to make his or her mark ?

Typical change for changes sake to make the writer's job worthwhile. Get rid of some upper tiers of management and save the money that way! Instead of those on the coal face. That's actually make a difference to the real people's lives "
homelessness is a lifestyle choice and who are we to say that they are wrong. If it's their choice that's it, let them do it.

One option for saving more money would be to reduce the offender support beds further and replace that with provide a rent deposit scheme with tiered levels of floating support. This type of approach works well in other areas and should be assessed as an alternative to the proposals as it has the possibility of providing more easily accessible long term accommodation to more people for less cost. The homeless need homes where there are people in them to help them get back to daily life and work and living. Not just empty units where they're expected to know what to do and deal with their mental health or addiction etc.

The proposal to cut funding to The Centre Project which provides accessible generic support to those most vulnerable in the community is a false economy.

The proposed new floating support service will clearly need to be very well resourced if it's going to meet the needs of the most challenging to the most vulnerable.

It appears the proposal to have preventive services is not well thought through. The Centre Project should form part of the preventative services in the city. A new service will result in break of continuity in support for those in need.

Keep the Centre Project.

The services you are talking of cutting rely heavily on volunteers so are not fully funded by local authorities. By removing the funding and forcing places such as the Centre to close, you will be taking on the need to provide all the services as a

council. Surely long term this is neither sustainable, desirable or cost effective
Homeless people are increasing in number, so therefore more support, night shelters, help back into work, addiction help etc will be required.

There will be more people living on the streets.

LCC need to work with other hostels. I understand some hostels cannot move people into council flats because they are not funded.

Drop the banding issue, this will reduce rough sleeping, people bed blocking in hospitals and it will free up more bed spaces.

One of the biggest barriers is the local authority not working alongside the voluntary non-commissioned services. I appreciate there is not funding, but the band issue needs to be looked at. I know people who would have to sleep rough and not stay in a non commissioned project because they have a local connection but would only be in band 4 if moved to a non commissioned scheme.

Looking at the bigger picture, if the council were willing to look at the banding matters, this would resolve the following, people would have more options for hostel / homeless accommodation, Hospital discharges would happen more, by freeing space in other hostels with move on options. not just our local hospitals but also the specialist ones (Bradgate unit)

Support the continuation of Services by reducing the City Mayor's salary. Does the post need all that money?

We are pleased the Council is reviewing its service offer to better help support those who are homeless, vulnerably housed or at risk of homelessness. However, any review should seek to improve efficiencies and cost effectiveness at the same time as improving the service provided to those in need, working in partnership with those best able to provide the services. Any review should also seek to consult with those who benefit from the services which may be affected or any potential new service users if services are to change or expand. One hopes the Council will also be undertaking this before any review is concluded.

The services provided by the Centre Project have been in place for over 20 years and have been expanded during these years to include hands-on computer expertise, job club and counselling, services of a parish nurse, as well as providing a safe haven for young asylum seekers. Craft and art classes have helped to enrich the lives of service users. A low cost midday meal is provided on three days and games and recreation provide a safe and friendly atmosphere for vulnerable people. Build more council houses and offer them to the people in need. Not the people who work for the Council and their family.

These cuts to services are budget driven rather than by service need, they are not driven with the aim of improving services but rather by saving money, so will not overall be beneficial to any service users.

It's all crazy and I think offenders, homeless people may be in a difficult situation and very unfortunate but everyone deserves help and stable accommodation.

Bringing all these proposals in will not only cause more offending/reoffending, it will

cause more drug and alcohol issues and more suicides.

People that need help, generally don't get it - they're just pushed around the system until they can't take anymore.

I think all the proposals should be judged on a person's individual needs and then decided by someone who deals with everyday homeless people and understands their needs and fair enough not everyone needs all of this help and support, but without it a lot of vulnerable people will suffer.

It's not right - they should be moving towards helping us, but they are taking away our support - it feels as if they are setting up to fail.

Just give everyone the chance to find accommodation and not help people who already have good support and abuse the situation.

There are many more people made homeless due to cuts from the government over the past 6 years. I understand money has to be saved, but it seems the poor and the vulnerable suffer and they are the ones who have to pay the price.

People who have fallen on hard times or who have committed crimes just need a little help to get them back up with housing - they just want to feel part of society and community once again. Most, in my opinion, feel like outsiders, not wanted and are made to feel unwanted - give people adequate help and you will be surprised what they give back.

If people are released homeless and have no support available, it's going to result in a massive increase in reoffending, costing more in the long run. It's a shame that those in need of most help are the ones who will suffer. Not those who have enough money and get massive bonuses. Take from the poor and give to the rich as always. Removing any of these kinds of support would stop people from moving forward and surely create more homeless people on our streets and surely higher crime rates. I would be at a loss if the help was taken away from me, I need support not to be another victim.

By bringing out these new proposals, it will be harder for offenders to find funding and places to live so it could lead to people re-committing crimes to have a roof over their heads.

If my flat is not there when I get out, then I will have to go in somewhere like that and if it's taken away, I won't be able to.

I've spent time in a few hostels and had help and support but never my own place. Taking it away would mean more people on the street permanently.

When I get released I have not got a suitable address and I need help with my mental health.

I think it will increase reoffending and risk in the community.

Rather than accepting and implementing cuts on behalf of government, Leicester City Council should be taking a lead in opposing these cuts and standing up for the rights of Leicester citizens to be safe and properly accommodated. Central government's austerity is a bad agenda.

Removing housing in the sector is a false economy. It will have a huge impact on the prison population and street homelessness.

All of these proposals equate to one thing - the residents of Leicester being more at risk of being a victim of crime as we are not helping to reduce reoffending. Is that what you want?

My own opinion is that reducing the cost of homeless services will in turn cost the tax payer more money due to: a) an increase in crime, b) an increase in substance misuse, c) Healthcare overload due to conditions of being homeless or due to drug taking or drinking or drinking. Overload in prison estates. More homeless deaths. Offenders and ex-offenders need more services with housing support and not less. Less support will increase opportunities to reoffend.

I am glad I'm not homeless, it must be difficult to turn your life around with limited housing/funds/support.

I am a vulnerable person with depression and panic attacks. I feel calm and supported in the Centre, and my panic attacks would increase by a million %, we have prayers and friends that are important. A lot of people would suffer - it's somewhere for homeless people to come in and relax and de-stress. Because there is no place to go and people will get in trouble. Place where people know each other. I think this Centre should be kept open, it helps people who have mental illnesses and who are very lonely. EG no friends. Homelessness. It's extremely important to keep it open. We love coming to the Centre Project for more support.

I think the government should look more carefully at their decisions. When I was homeless, a friend brought me to the Centre project and helped me get a place to live and get my life back on track. It means a lot to come here and get support. Yes, I want to say that it is good.

I hope this consultation is serious because the council has been reducing and depleting services to the people of Leicester. The reorganisation of services in the past has meant the depletion of support.

As a Council Tax Payer I am disappointed that I do not get value for money.

Reduce managerial posts and provide more support for frontline services for people, after all, this is why I pay over a £1000 a year to the Council.

The Centre Project (as I've mentioned in proposal 4) supports many vulnerable people, as well as homeless, it also supports people with special needs, mental and or physical disabilities, people who are vulnerable and/or isolated, although everyone is welcome.

I started going to the Centre Project 5 years ago. At the time I was diagnosed with cirrhosis of the liver due to alcoholism, and was told that if I didn't stop drinking I'd be dead within a few years. I realised everyone I mixed with drank heavily. I started coming to the Centre project where I could buy a cup of tea for 20p and socialise with new people - I'm off the drink now, thanks to the Centre Project. When I was drinking I used to put drink before my bills, putting me at risk of being homeless. The Centre has helped me in every way, If it closed now, there would really be nowhere

else I could go, I would be at risk of relapse (alcohol) and therefore homelessness. The Centre \project offers a fantastic service for all people. Enabling people to drop in when they need support or wish to see their friends without this service, a lot of people will just get lost in the population. Not all homeless people have drug or alcohol problems. They do not need the interventions or support offered them by the Dawn Centre. They need a relaxed, loose approach built on trust. Support as and when they need it.

The Centre project helped me to get a flat when my dad died. The Centre supports me emotionally, it has helped me to make friends. The centre also helps people to make phone calls, use computers, talk to the nurse - the centre is more like a place to call home! I wouldn't want to go to the Dawn Centre as I'm used to the Centre Project. Some people don't like change due to mental health - please keep the Centre Project open.

Support needed to reduce crime on our streets, but closing the Centre could impact on this greatly. Getting the right support at the right time can change a person's life, and reduce further decline.

Living in a single occupancy flat in the City it can be lonely - I come to the Centre for company and support.

All these proposals make me feel ill just reading them. The Council should set a no-cuts budget! Stand up the Tory government.

Social activities (films, walks, etc), provides cheap food and is an oasis for the vulnerable and needy and lonely people in Leicester. It services a much needed service and is nothing short of criminal to remove.

While recognising the necessity to make cuts because of the reduction in revenue from central to local government as the services for homeless people have to take a hit, it appears that the proposals set out here, separately and re: consultation, will not make much difference to the increasing numbers of homeless people in the City and could seriously jeopardise the council's prevention strategy. To diffuse and seriously diminish specialist support for vulnerable groups is likely to be counterproductive.

There is little or no evidence re: floating support as a means of reaching, engaging and helping homeless people make a transition to independent living. One of the problems with these proposals is the lack of evidence or argument to substantiate them. This makes it harder to be positive in assessing their viability and impact.

Possibly a more productive approach to consultation would be for the council to firstly set out the tranche of savings to be made and place these alongside the levels and types of homelessness and of supported housing provision. in the City. Then to invite providers to work alongside council officers in devising proposals that would achieve the positive impacts that we are all seeking.

With all the proposed changes I believe there will be more homeless people in Leicester. Specialist services are required for the majority of people as generic support is not enough.

Having a drop in centre at the Dawn Centre will result in fewer needy people getting

support. The Centre Project meets the needs of a wide group of people who are then helped to engage with other services. The proposal assumes that every homeless or potentially homeless person is the same. Some are more vulnerable and a welcoming and access place like the Centre Project is much needed. Keep the Centre Project open and available to all.

Could it be possible If we help to move the Project Centre to go to a more safer place. I feel very unhappy already regarding this move.

**Homeless services proposals – feedback from the
Homeless Reference Group
26th September 2016**

Proposal 1

Government legislative changes and Welfare reform pose a significant challenge to the people of Leicester. Due to the proposed Local Housing Allowance Cap on rents it is likely that we will need to reduce the Council's supply of supported housing for single people and couples by 60 units. These units would then be returned to the city's main housing stock.

Individuals affected by this change would be protected by offering independent accommodation and providing floating support services to help them settle and sustain their accommodation.

Please tell us what impact you think this proposal will have:

- People currently in supported accommodation have been formally assessed as having support needs. Through put will be quicker, people will be moved on quicker so a higher rate of tenancy failure and intentionally homelessness
- Floating support is incomparable with support in accommodation. More time is spent travelling in between visits, less time for 1-1 work
- Less supported housing would mean a higher rate of street homelessness
- Financial implication of debt / rent arrears / ASB / isolation means a likelihood of coming back into the system (revolving door)
- Young people are most vulnerable and require intensive support. Where would young people / others go during the "waiting period" i.e. between services
- Independent accommodation will require more pressure on the voluntary organisations to support: furniture etc.
- More street homeless if less supported beds and a knock on effect
- Where is the floating support going to come from?
- Impacts single people
- Level of support – are the supported places not needed?
- Knock on effect if singles end up being displaced to charity
- Is from hostel to own home appropriate? We imagine that this will increase

the revolving door process

- No facts / no figures / no breakdown of costings
- Difficult to quantify the impact on homelessness if measured in units and not people
- People residing in the 60 units who are offered independent accommodation will not be able to access the Homeless Mental Health Service or Homeless GP service as they will be housed
- Floating support will have more demand on their time so will need increased resources to provide the same intensity of support
- Many people who are currently in supported housing need settled supported accommodation for some time before they are able to maintain their own tenancies / independent living
- Some uncommissioned services are already holding waiting lists for places in supported housing. Demand will only increase
- More difficult for health services to meet with people in a pace they are familiar with and comfortable, this decreases the chance of engagement
- Legislation 2019
- Feasibility of other supported accommodation?

Proposal 2

To review how we deliver accommodation based support to offenders and ex-offenders with a reduction in the number of offender accommodation units we commission from 30 to 15.

Referrals to the current scheme are managed by The National Probation Service and the Community Rehabilitation Company.

The 15 units would be managed in co-operation with both services, providing offenders with housing advice (including accommodation based support) to help prevent homelessness upon the release from prison, and therefore reduce reoffending.

Please tell us what impact you think this proposal will have:

- Double management

- Invest in project to get rid of temporary accommodation
- Increase in offending due to people offending in order to get secure accommodation
- Risk of high risk offenders being street homeless
- Where will the 15 people who currently stay in the accommodation go?
Where will future offenders be accommodated?
- Where will accommodation based support be based?
- If there is a current need identified what has been done to reduce this need (e.g. from 30 – 15)
- Increased risk to offenders and public
- Assessment being done by non-specialist
- No evidence of need – offending up or down?
- It needs a personal centred approach
- Floating support “high risk” is not appropriate
- Worry about offenders into “generic housing” risk to others
- “Efficient and effective use of units” not about support and rehabilitation
- Existing floating support not suitable for high risk
- Referrals through SAR is a benefit
- There are more referrals than beds – how do we propose to tackle this with a commissioned reduction?
- Move on will be a major issue for those in the non-procured / commissioned beds
- People will not be able to leave prison as they won't have a bed e.g. lifers not suitable in generic hostels
- NPS and CRC ability to manage given multiple instances of re-organisation for both organisations that haven't settled yet
- What is intended to happen to clients who would be referred to this provision, are these units based on demand or cost?
- What will be the expectations of commissioned services?

- Suspect the recall to prison rate will increase for these clients

Proposal 3

Review how support is provided to service users at the Dawn Centre and Border House, which are accommodation based support services. In order to help service user's move from accommodation based support, we are proposing to separate out the landlord function of the Dawn Centre and Border House.

We believe this could lead to a more effective service, help reduce the average length of stay and provide a greater turnaround of hostel vacancies.

Please tell us what impact you think this proposal will have:

- Separating housing management and support makes sense and can be better for the client. However, not sure how this leads to reduction in the length of stay or greater turnaround
- Positive move on is not the same as greater turnaround
- Proposal is too vague, query landlord function, support model
- Implication of job losses?
- Confusion over roles of staffing
- 24 hour a day cover remaining?
- No real information to comment. What plans in relation to staffing job specs and job requirements?
- Why does changing the support mean a more effective service and quicker move on?
- "We believe" is not a fact
- 21% reduction in single accommodation
- How is the separation to be achieved? Will the landlord function and support function be tendered out?
- Support needs to be 24 hour
- It is not clear what the problems are with the current arrangement. If there is something that LCC are not doing well this should be evidenced and then we

could comment

- What is the new “effective support” that you want to be offered?
- Dawn Centre needs to remain a one stop shop. Support staff need to be accessible to service users and staff from other services so that multi agency work can be a true partnership
- Get rid of temporary accommodation and look at a new scheme
- Commissioned with relevant partnership

Proposal 4

End the grant subsidy for Leicestershire Cares, which provides people in temporary accommodation with employment support.

End the grant subsidy for the Centre Project, which provides a day centre for people at risk of homelessness.

Discontinue the one-off grant subsidy to One Roof, Leicester befriending scheme.

We are also proposing to review and change the way that we provide support to clients through ‘wrap around’ services with a view to including independent living skills, education and employment support.

Please tell us what impact you think this proposal will have:

- Must maintain continuity of support “joined up”
- Joint working with NHS
- Prevention is key
- There will be more people visible on the streets of the city because they will have nowhere to go. At the moment people go the Y Support in the morning and the Centre Project in the afternoon
- Fewer homeless people will gain employment and benefit from education
- Motivation to work amongst homeless people will decrease. It will be difficult for homeless people to maintain hope about their future
- Unclear how education and employment support will be provided if not by Leicestershire Cares
- Can you really discontinue a grant that is a “one-off”
- Only offering service at the Dawn Centre is not suitable for all clients

- Discrimination – vulnerable women, refugees, asylum seekers, people with no recourse, vulnerable people
- Who is providing “wrap around” service? Can they deliver this for cheaper than £74K
- Peoples needs are being taken into account by these groups
- No information about the impact of Leicestershire Cares, Centre Project, One Roof Leicester
- What does “wrap around” service mean and whom will it be provided by – procurement and or signposting to 3rd sector organisations, internal service provision, government services?
- Reduce the extended experience of organisations like Leicestershire Cares if they no longer provide services
- Leicestershire Cares provides intense support to homeless people to get them to the point of considering employment. Are flexible and offer support to mentor people into employment
- Job Centre does not have the understanding or capacity to offer the type of support needed by these clients
- Clients will be in increasing destitution as their claim is sanctioned for non-compliance
- Leicestershire Cares also have access to a network of local employers who offer work placements because of the support given by Leicestershire Cares. This should be factored in as both adding value and the leverage of the time from employers who give £50,000 worth of time. Have the Job Centre agreed this is feasible?
- End the grant subsidy for the Centre Project – we cannot comment as we have a vested interest
- Discontinue the one off grant subsidy to One Roof Leicester – always the intention?

Proposal 5

End the specific floating support service for offenders. The aim is to provide inclusive services that support the most vulnerable and help them keep their tenancies. This generic floating support service would be available to all service users, including offenders and ex-offenders.

Please tell us what impact you think this proposal will have:

- Loss of expertise in working with offenders. People have preferences for particular work streams e.g. young people, adults, offenders. That informs the support. People can be vulnerable by virtue of their own behaviour / decisions but that can manifest as concerning behaviours that not all people can work with
- Increase in re-offending / tenancy loss
- Services cannot always be transferred into “generic” services
- Who will work with clients with particular needs? Needs aren’t diminishing
- Increasing costs around up skilling and supporting staff, loss of expertise
- How may do NACRO currently hold and how will this impact on the “generic” floating support
- Does that support provide provision for private tenants?
- Will this mean that more people will lose tenancies due to lack of support available due to higher expectations on services
- High risk offenders are being placed into the community in proposal 2. Not having trained support puts both clients and community at risk
- In order to answer this we would need to see evidence as to how effective the specific floating support service and the generic floating support service are. If they are currently both achieving the same outcomes then it would make sense to make a change
- Will the generic floating support service be given extra resources?
- Specialism retained, choose where you deploy it

Please provide any further comments or suggestions you may have on the proposed options and homeless services in general

- Choice for service users is being reduced
- More evidence is required for us to make intelligent comment on most of these proposals
- Are these changes going to start from 1/4/18 when the new strategy begins?

- Tendering for provision of services is an expense and concern that money is wasted on these processes
- Difficult making comments on “cuts” when we are surrounded by opulence in the Town Hall tea rooms
- We cannot assess without facts and figures
- Need the draft equality impact assessment
- False economy
- Can't fully comment as proposals do not have precise data
- Whilst we understand the need to make savings we are concerned that these proposals will ultimately be a false economy. We cannot see how withdrawing support for these particular clients will result in stable tenancies, reduced rent arrears, no ASB and no re-offending and all the associated costs attached to responding to these issues
- These proposals will counteract the Homeless prevention agenda by creating more homeless people and revolving door. If the VCS are supposed to pick up the funding they won't be able to due to increased demand on trusts and foundations, who also have reduced incomes due to reduced interest rates

Homeless services proposals – staff comments

Proposal 1

Reduce the Council's supply of supported housing for single people and couples by 60 units.

Impact	Number of respondents
It will have a negative impact	11
It will have a positive impact	0
It won't make a lot of different	1
No opinion	0
Not answered	1
Total	12*

*One respondent chose 2 options

Summary of identified impacts of this proposals:

- No impact on the people currently living in supported housing if a process is set up to allow them to stay, e.g. direct lets. If no priority is given to these people to be re-housed it will have a negative impact.
- Knock on effect on other services, in the long run will increase costs
- Unclear how future support will be provided to vulnerable people
- Increased rough sleeping, street begging, street drinking and anti-social behaviour leading to negative press coverage
- Complaints from local business of people sleeping in doorways
- Money needed to be found to undertake capital work e.g. re-wires if properties returned to general stock
- Income would be lost and money would not be available to fund floating support
- Increased pressure on STAR to support people in tenancies and less effective support
- Pressure on advice services
- A high number of single people would not be able to maintain independent living

All feedback received:

I've checked 'negative' and 'no difference' because I foresee it being one of these two options depending on how you choose to allocate the 60 units. Above, you said "Individuals affected by this change would be protected by offering independent accommodation and providing floating support services" but this will only be the case if set up a way to allocate the 60 units to those people. If you plan to set up a process (extra banding, direct letting, etc.) whereby this will be the case then it won't really make any difference. If, however, these people are going to be less likely to get the units as general stock than as supported housing then it will obviously have a negative impact on those individuals currently getting this service.

My personal belief is that reduction to the number of bed spaces available to people who are homeless should be spread out over time, at least 1 or 2 year period. This

is to ensure that implications of those changes are reduced to a minimum, both to people who are homeless and the population of Leicester as a whole. The changes to LHA, namely the shortfall in HB could be covered by Discretionary Housing Payment, in order to ensure that most vulnerable are least affected. In those very difficult times, when City Council is facing substantial cuts to their budgets, and before the devolution is fully implemented (which will hopefully enable the local councils to tailor services to individual needs of the residents), any changes affecting vulnerable groups will most likely have a knock on effect on other services, and in the longer run cost more to the City of Leicester and its residents.

The saving from this proposed change will be negligible as the supported housing units are virtually self-funded from rents and HB collected. Other adjustments could be made to make these units exempt from the benefit cap. The service provided by supported housing has been valuable for some years as a progress step from homelessness to settled accommodation for vulnerable and chaotic service users who need assessment of living skills and support to live in a secure way. It is unclear how support for these individuals would be provided in future if this is implemented. Previous LCC STAR involvement in supporting individuals in temporary supported accommodation only produced a 50% success rate.

If the alternative provision compensates for the loss of units then there should be no negative impact from the changes.

LCC Supported Housing provision plays a pivotal role in the Homelessness Strategy. With the closure of three LCC hostels for homeless singles, the only current LCC Hostel provision is the Dawn Centre. As a catering project it is not suitable for those who can self-cater but still need medium to high support. Supported Housing meets this demand. Before closing such a valuable resource, surely it would be pertinent to wait to assess the impact of so many political and social issues that are so high profile at present. The worst case scenario would be that instead of efficiency savings, Leicester City Council incurs increased costs due increased rough sleeping, street begging, street drinking and antisocial behaviour. At a time when the City of Leicester is looking to maintain and improve its 'national image' such negative press coverage resulting from the issues identified above would not be palatable. I have attached a copy of the proposal and even this, 'rings potential alarm bells'. I would recommend that the Housing Scrutiny Commission notes the concerns raised even by the author of the proposal – I have highlighted them in yellow and outlined in red (Appendix 1)

Increase street homeless due to reduced move-on from the Dawn centre. Local businesses are already complaining of homeless sleeping in doorways and affecting their business, this could increase.

The government has recently issued a statement confirming it will continue to pay housing benefit for Supported Housing. As LCC Supported Housing is self-funding there would be no benefit in closing this essential service for homeless persons. Returning the 60 Supported Housing units to the HRA would in fact generate zero income and would actually incur costs. Rent is currently paid for all current internal provision of supported housing and in the financial year 2015/2016 this totalled £304,000.00. Rent is paid for the full year and any void periods are not discounted. If the properties are returned this guaranteed income would be lost. Currently Supported Housing covers all the cost of repairs and maintenance to the supported

housing properties at an approximate cost of £78000.00 per annum. Supported Housing properties have also been removed from the capital works kitchen and bathrooms programme and the majority of the properties will require re-wiring along with other works. It is estimated that the cost of the above could be as much as £10000.00 per property and could be as much as £780,000.00. This would mean that the HRA would need to find an extra £858000.00 in total just to let and maintain the properties. This would be on top of the guaranteed income loss. Supported Housing also pays for all its own staffing cost alongside to costs above and is self-funding via HB and Ineligible charges. Closing Supported Housing would not save the Housing Department any money. Extra funding will be needed if we no longer have supported housing to pay for the extra floating support. Has this been considered along with the closure? In August and September of this year 33 persons were moved on from Supported Housing. All of whom would have required intensive floating support if they had gone straight into independent accommodation. Where will the resources come from to support these people if they are to be moved directly into independent? As we know the cuts we have to make are extensive and I can't imagine there will be any more funding for STAR. How will STAR cope with the extra needs of service users moving straight from the Dawn Centre into independent? At least if these service users come to Supported Housing we are self-funding and are not a strain on anyone else's resources. Currently Supported Housing is the only move on option from the Dawn Centre for people who require intensive support. The Dawn Centre accepts the most chaotic and high risk services users who have multiple and complex needs. Supported Housing acts as a buffer between the Dawn Centre and independent accommodation allowing service users to live semi independently and ready themselves for independent living. Knowing that staff are available every day to assist with any difficulties they may have without the full weight of the responsibility of managing independent accommodation and all that comes with that has proved to be of great assistance. It can also show when people are not ready for independent accommodation and gives service users time and space to come terms with living independently. It seems to me that we forget at times that these are very vulnerable persons who perhaps have no experience of independent living, often spending long periods of time in prisons, unsettled accommodation or rough sleeping. It can often take some time to gain someone's trust and address their immediate needs for them to be able to function in temporary accommodation and independent living is often a step too far and can leave vulnerable people feeling forced to rough sleep. Rough sleeping is on the increase nationally along with homelessness and supported housing is one of the ways that this issue can be addressed as often these service users feel too vulnerable and unable to cope in a hostel and need the less chaotic environment of supported housing.

I would have concerns that there aren't enough private rented properties available for singles, who are currently on state benefits and landlords who are prepared to accept Housing Benefit, at this present time. There doesn't seem to be any indicators that the numbers of private rented accommodation or state housing is likely to rise in the near future too. This combination will therefore cause further strain on services that offer a first point of contact service, i.e. Housing options, The Dawn Centre and Hospitals.

The service is currently working above and beyond expectations to assist the outreach team to reduce/eliminate rough sleeping within the city, this includes running with 10 extra dormitory beds at the Dawn Centre and an extra bed provision for the bad weather. When we have closed hostels previously we have then supported extra emergency projects such as creating supported flats within

Goscote House to assist with high profile cases that were rough sleeping. What is the “back up plan” for the next high profile encampment? In section 1.2.8 it states that the number of placements into temporary accommodation has remained consistent, I feel this is a misleading statement. It will have remained consistent as there are only the same amount of beds, it could not have increased as we haven’t got any extra beds. Has a list been collated of those that were identified as meeting a threshold but not placed as there was no space? Have the number of placements onto the dormitory beds been shared with the public? This would also show why the rough sleeping figures may not be an accurate figure i.e. someone could have rough sleep from Friday night, been placed on a dormitory bed on the Thursday night so has effectively rough slept for 7 night but as the count is only done on a Friday morning they would not have been counted. The rough sleepers count and figures quoted in 2.51 are again affected the same as the example above i.e. someone presents as homeless to Housing Options on the Monday. They are assessed as at risk of rough sleeping but are not seen during the count on the Friday morning, maybe the outreach team only had one team out that week due to staff absence. They cannot cover the whole city in the timeframe given with only 4 staff. In my opinion this could be seen as manipulation of the figures. It is not specified/made clear within the proposal which of the units will be reduced. When the proposal was put to staff at a meeting with the unions present, we were informed that this was 100% of Supported housing but we actually have 74 units and an extra 30 units that we carry the management function for. Within the report it states that the reduction in bed spaces would be achieved by cutting the internal provision by 60 units. Those properties would then be returned to general stock to be re-let generating income for the HRA. Supported Housing currently pay rent for all of their properties and then collect substantially more when using the property as a shared house i.e. a three bed house as a general let is approx. £75 a week income, but when used by Supported Housing it generates that £75 a week and then £218 a week per room. £654 a week income. As the government have now announced that they are postponing the decision on the supported housing exemption to the benefit cap then it seems we would be throwing a large income stream away. A redesign of the internal bed spaces could be looked at to make efficiency savings rather than cutting the income. The proposal doesn’t show what savings would be met by reducing the internal bed spaces. I would like to think this information should be available to allow the decision to be made based on the information. When our beds are full for the majority of the time how can we reduce and where will these people go? Adding extra rough sleepers to the streets will then have a knock on effect to other departments such as city cleansing as they will have more mess to clear up from the rough sleepers.

I think it will increase rough sleeping in the city.

Increase street homeless due to reduced move-on from the Dawn centre. Supported Housing funds itself through Housing Benefit with the Government agreeing to exempt the LHA cap for Supported Housing and Hostels – unsure to where the saving will be made if service is cut.

I thought we had more in the region of 72 – 74 supported housing units?, where are the 60 identified within the proposal please?. What is the level and quality of floating support that is going to replace the existing support provided by the Supported Housing staff? Unless there is an increase to the existing capacity of floating support available, then having to take on and deliver additional medium to high levels of support for approximately a further 70 or so individuals can only mean a diminution in the level and therefore effectiveness of any such support. It therefore

logically follows that this does run the risk of the people who are to be displaced into alternative independent accommodation, end up failing in their new homes and a significant number will be at risk of rough sleeping within the city. The proposal stipulates that these units have people who require only low to medium support ?, that's not my understanding, current service users' would be categorised as requiring medium to high support and certainly not low to medium support as indicated within the proposal report. If the proposal to end Supported Housing is agreed then there is a high risk that a number of these single adults will not be able to maintain living in the new independent accommodation. I assume this new independent accommodation is going to be within the private rented sector? An area of housing which is becoming increasingly more difficult to access for people who are welfare dependant. The government's own statistics from the DCLG last published in June 2016 for the 12 month period ending March 2016 show that the biggest single reason why people are becoming homeless in the first place is due to private landlords not renewing their tenants short hold tenancies. Due to a mix of factors such as concerns over having their rent paid direct to them from tenants under the Universal Credit proposals and also that they can realise much higher rents by renting their properties out to people who are not welfare dependent, and therefore can charge rents in excess of the LHA limits. This was the reason for 32% of people becoming homeless out of a total of 14,780 who presented as becoming Homeless in the 3 month period in England from Jan 16 to Mar 16. I am concerned that it will not be so simple to find independent accommodation within the private rented sector for these service users. What contingency plans are or will be in place to find these service users alternative independent accommodations. My real and genuine concern about this proposal is that it will result in a marked increase in the most recognisable form of homelessness, i.e. rough sleeping. The Council's recent figures for weekly rough sleepers as identified via the Homeless Outreach team shows identified rough sleeping numbers have averaged about 16 from August 2015 to August 2016, but these figures themselves do not reflect the reality of rough sleeping in the city of Leicester. These figures have been comprised from a brief 2 hour window snapshot every Friday morning. Until recently the figures for rough sleeping where based on an actual 5 day morning count from Monday to Friday. However, even allowing for the Friday snapshot figures to be considered, there is in all likelihood the risk of a stepped increase in rough sleeping within the city. This will become evident to business owners, residents and visitors to our city.

Proposal 2

Reduce the number of offender accommodation units from 30 to 15.

Impact	Number of respondents
It will have a negative impact	7
It will have a positive impact	1
It won't make a lot of different	0
No opinion	3

No answered	1
Total	12

Summary of identified impacts of this proposals:

- More likely that people will re-offend
- Less specialist support for offenders
- Cost of accommodating offenders in custody
- Cost of dealing with crime and court costs
- Greater burden on general provision accommodation and risks associated with high risk offenders in the Dawn Centre

All feedback received

<p>Less provision for offenders is not good for the community. The less support offenders get, the more likely they are to re-offend. You stated this might be mitigated by offering “housing advice (including accommodation based support) to help prevent homelessness upon the release from prison, and therefore reduce reoffending.” The accommodation based support will have less specialist support and therefore risks being less effective, and the housing options is massively unlikely to help in my experience as the current level of housing opportunities for singles is minimal. If one of the aspects you were considering was re-introducing Prison Visits then my opinion is that this would be a waste of resources as these visits were extremely ineffective. I think this proposal is likely to result in an increase in re-offending if carried out.</p>
<p>In my opinion reduction to bed spaces available to offenders and ex-offenders will have immediate negative implications. This is because people from this customer group usually associate with people alike. The further limitations to bed spaces available to this group, will most likely result in them having to seek assistance from other offenders/ex-offenders and people who they’ve been association before going into custody. This in turn is likely to result in re-offending, with immediate cost to residents of Leicester, and the ongoing cost to accommodating them in custody. As oppose to this scenario, enabling them to enter the pathway and providing them with necessary support, provides the opportunity for this circle to end, and to address the underlying issues why people offend/re-offend. I believe that any changes achieved by reducing bed spaces for this particular customer group are somewhat short sighted, as the cost of dealing with crime, court costs and the cost of accommodating people into custody is likely to be higher. I believe that both NPS and CRC should work jointly with the local authority not only in relation to information sharing, but also in sharing the cost of offender accommodation. By doing so they would enable the local authority to make necessary savings to their services, yet ensure that cost is not passed elsewhere, namely back to their services.</p>
<p>Provision of accommodation and support for high risk offenders is limited already. Further restriction of this funding will place a greater burden on general provision for homeless individuals as offenders living custody have to use non –specialist routes to access accommodation.</p>
<p>The problem is that there are 15 less units. How will managing the remaining 15</p>

units compensate for this loss?

The proposal, not only outlines the reduction in Offender provision but infers that any 'overflow' may be accommodated in existing temporary bed space provision ie the Dawn Centre. The Dawn Centre accommodates 54 individuals who are all vulnerable in their own right. The expectation to accept higher risk ex-offenders could have serious consequences for existing service users as well as staff. The Dawn Centre has always prided itself on giving individuals a 'second chance' but personal safety (for service users and staff) must always be prioritised

The likelihood is that the overflow of offenders and ex-offenders will be referred to the Dawn Centre. As the Dawn Centre already accepts the current overflow of very high risk and difficult to manage individuals it will increase the overall risk of the Dawn Centre which already runs on very limited resources and is under staffed. The risk to staff, other services and members of the public will increase and these cases will be difficult to move on. If the loss of Supported Housing is taken into account then the picture becomes bleaker as move on for both those with an offending history and those without will be limited.

I have limited knowledge of the service but if these people are not accommodated then surely they will have a strong possibility that they will reoffend therefore they will meet a threshold to be placed which will then fall to the Dawn Centre rather than the specialist provision. Losing these 15 units would then also put extra pressure on the remaining internal provision to take the offenders into our remaining bed spaces.

Proposal 3

Review how support is provided to service users at the Dawn Centre and Border House

Impact	Number of respondents
It will have a negative impact	8
It will have a positive impact	3
It won't make a lot of different	0
No opinion	1
No answered	1

Total	12*
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*One respondent chose 2 options

Summary of identified impacts of this proposals:

- Additional costs in relation to review and any changes.
- Support staff can focus on support and move on, landlords can focus on these functions
- Conflict between the landlord and support role
- Additional cost of tendering out services
- Redundancy costs for deleting in-house services
- Intensive support will not be given at the level it is now
- Service users may suffer including related to positive outcomes of re-housing and street homelessness
- Increase in average length of stay in hostels
- Use of B and B will increase

All feedback received:

This proposal needs further explanation as it is unclear what is meant by separating out the landlord function. Homelessness is on the increase and will be affected by changes that are due including the benefit caps and the implementation of Universal Credit. Understandably money needs to be saved within the housing department but it is unclear how this will be achieved by separating the two functions. Again it can take time to work with a vulnerable person and achieving a shorter length of stay is not always in the best interest of service users. A person may arrive at the DC after rough sleeping with health and engagement issues and these cannot always be addressed in a short period of time. Someone's housing application alone can take several weeks to be registered especially if they have had an unsettled life style and do not have ID. They will also need several weeks in order to pay their arrears and this may be difficult due to delayed benefits claims. Certainly if the other proposals go ahead to close supported and reduce the ex-offender beds the Dawn Centre will be clogged with high risk, chaotic and vulnerable service users who would not be able to sustain their own tenancy and will have nowhere to move on to. One of the reasons that the current length of stay is so long is that staffing has been reduced dramatically at the Dawn Centre and the staff find themselves firefighting and are not able to give the intensive support that is required. It would be a better idea to look at reducing the catering facilities at the DC as this does take staff away from support. The entrance to the DC should also be looked at and the other services based at the Dawn Centre should be encouraged to share the reception duties in order to relieve staff to complete support.

I think this is a good proposal as it may eliminate the current conflict of interest with hostel staff whereby on one hand they want to provide support and move people on, but on the other hand they want the hostel to be used in order to safeguard its future. The support staff can focus on support and move on. The landlords can focus on those functions. However, if both aspects are managed by the same person the conflict may remain.

I believe that this could have somewhat positive and somewhat negative impact. I am however concerned that whilst savings are sought in many other areas, additional cost will occur in relation to review and any changes. The aim is to provide more effective services to the service users. I feel that better data collection, transparency, putting the customer in the centre of everything we do and closer scrutiny, could help in achieving the same goal. The money could be used on providing further assistance to the service users, instead of dealing with the possible wrongdoings of the employees, where's no guarantee that a more efficient service will be achieved at the end.

It is unclear how this will reduce costs overall. The provision of support, if provided in-house would be dependent on re-designing existing support provision to re-focus on Hostel residents only, or by tendering for extra outside provision, which would surely be an additional cost. Deleting existing in-house support provision would result in redundancy costs. At any rate there would be limited savings achieved. Has an existing model for this been analysed and the plan costed to show actual benefits to service and cost reductions?

Depends upon the success of the division of these functions.

Proposal 3 is that a review will take place about how support will be provided at both the Dawn Centre and Border House. At present there can be no response to this as the proposal is only that there is going to be a review! However, the statement *'We believe this could lead to a more effective service, help reduce the average length of stay and provide a greater turnaround of hostel vacancies'* needs a response:

- Proposal 1 – this is looking to reduce the 'homelessness pathway by 60 units. The Dawn Centre as an Assessment Centre, looks to move individuals in to suitable long term accommodation as soon as possible. Supported Housing provision (the 60 units) is a wonderful opportunity for individuals to gain confidence in their 'journey' toward independent living. The accommodation is self-catering and as a result the ineligible rent (the rent charge not covered by Housing Benefit) is cheaper ie. £7.91 per week as against £39.20 per week at the Dawn Centre (a catering project). This makes a real difference if your benefit income (ESA or JSA over 25) is £73.10 per week. It is imperative that temporary accommodation is affordable. A clear current rent account is needed to access social housing
- 30% of Dawn Centre leavers progress in to LCC Supported Housing (the 60 units under threat in proposal 1). Without this, 'bed-blocking' will be inevitable and counterproductive in the aim to *'reduce average length of stay'*
- Proposal 3 makes no mention of targets for the average length of stay it wishes to achieve. Surely such KPI's are necessary to ensure a *'more effective service'*
- To reduce the *average length of stay and provide a greater turnaround* will depend on the availability of one bed social housing and one bed and shared private accommodation – that is private landlords who will accept Housing Benefit. 'Right to Buy' and 'Pay to Stay' (which will incentivise people to buy) will reduce the availability of affordable housing
- Nowhere in this proposal is there any indication of where and how the accommodation will be sourced for Dawn Centre leavers to move in to.

- It also needs mentioning that the proposal indicates that work needs doing to prevent individuals being institutionalised. This is clearly naïve and misunderstood. We are daily dealing with chaotic and complex individuals who invariably have come through the care and judicial system. We do our very best to try and ‘stabilise’ them for the relatively short period they reside with us.
- During the last homelessness review, frontline hostel staff was reduced by nearly 30% and accommodation beds at the Dawn Centre increased by 25%
- Last winter 2015/16 the Dawn Centre offered 10 extra winter beds from December 1st 2015 to the end of February 2016 (64 individuals in total) They continued until July 2016 because there was high demand due to the number rough sleeping in the City Centre.

Even with all this, the Report is still critical of the service provided.

The intense support staff give service users with their move-on will not be given at the level it is now. This could increase tenancies failing due to the issues homeless people face are not identified and support put in place. Resulting in more street homeless.

“We believe this could lead to a more effective service, help reduce the average length of stay and provide a greater turnaround of hostel vacancies.” I would like to see what evidence the above statement is based on. I understand that for the last 2 years, the SAR have had two streams of the Single Homeless Pathway in operation (in relation to singles) using the Dawn Centre (LCC) and Mayfield house (VS) as assessment centres. I would like to think that enough data has been collated in this time for a statistically accurate ‘compare and contrast’ report to be compiled. If this is the case and the evidence recorded from the data has proved that Mayfield (VS) has performed better than the DC (LCC) over the last 2 years, I would like that to be presented to the staff affected by this potential decision. This would support your above statement and give way to the belief that the primary motivation for reducing LLC’s involvement with the DC, to a landlord function, is purely financial. My colleagues are aware of the severe financial cuts that central government have imposed on Local Authorities, and therefore the difficult decisions that need to be made on what services to retain. If the above statement just implied that severe financial cuts needed to be made and the cheapest way to provide this service, was to put the support element of the DC out to tender, this would’ve been an more accurate and honest statement.

I am unable to have an opinion on this as there is no information on how this would work or what this proposal means. This to me seems like a comment rather than a proposal. How would this work? What savings would be met and how would they be met? What evidence is there that this would lead to a more effective service? How would it reduce the average length of stay and how would this be evidenced bearing in mind the opposing factors such as reducing internal provision.

Hostel staff have received intense training with assessing service user’s needs and issues. If service goes to Landlord function the Service User’s may suffer and the positive outcomes with re-housing and reducing street homeless will suffer also.

Firstly, why were the 16 hostel officers who currently work at both the service areas within proposal number 3 not invited to the meeting which took place at the Dawn

Centre back in August when the proposal report was discussed? Especially as affected staff under proposal nbr 1 were invited from Supported Housing. Can you explain please exactly what the Landlord function would entail and the subsequent effect it would have to the current staffing levels. What actual evidence is there to support the assumption that it would help reduce the average length of stay and provide greater turnaround of hostel vacancies. ? Given that from October 1st 2016 all Approved Homeless Cases instead of being housed into Council or H.A. stock, they can only be placed into the private rented sector, as per the 2016 Housing and Planning Bill, this is going to cause an actual bottleneck, i.e. the turnaround in families leaving Border House and into the private rented sector will simply increase the length of time families remain in border house. That's simply down to the fact that there are not enough private sector landlords willing to let their properties to people who are welfare dependent, they can achieve higher rents from renting to people in employment. It's a landlords market and has been for some years now. Also, it is laudable that the Council has been able to reduce the number of families and singles who were in B&B accommodation. However, if proposals 1 and mainly 3 are implemented, there is a high risk that the Council's usage of B&B will dramatically increase. Due in no small part to the fact that families will have to remain in Border House longer until a suitable private rented sector property becomes available, this in turn will have an impact on those families becoming new to homelessness, i.e. we have a duty to provide them with temporary accommodation but Border House is full. Also, the proposal report stated that there is no repeat family homelessness. This is factually incorrect, yes repeat family homelessness is relatively low, and however it does still occur.

Proposal 4

End the grant subsidy for Leicestershire Cares, Centre Project and One Roof, Leicester

Impact	Number of respondents
It will have a negative impact	4
It will have a positive impact	0
It won't make a lot of different	1
No opinion	6
No answered	1
Total	12

Summary of identified impacts of this proposals:

- Greater cost in the long term
- Reduces the choice of services available
- Greater demand on the remaining services

All feedback received:

It sounds like a shame to have to end so many schemes, but I don't know enough about this to comment
I guess it's worth stating that without clear information what outcomes are the above services deliver currently, it's difficult to comment on this proposal. I do however believe that reduction to any support services available to homeless people, will have a negative impact, and create most cost to the City of Leicester both in shorter and longer run. Providing greater choice of support to people who are homeless or at risk of becoming homeless, enables better outcomes to people accessing those services. There are signs that some customers to better when accommodated at one provider, then when accommodated at another one. There might be various reasons to this, however when applying the same logic to support services, choice could help in better chances of achieving a positive result by the service users.
The wrap-around services already exist so by re-jigging existing services, where would the saving come from? By contracting out there would be new costs incurred. By removing existing support from funded providers there would be a greater demand on the remaining already existing services, which are also being cut by not filling or deleting vacant posts and restricting budgets for staff development and resources.
I feel the end of the grant for Leicestershire Cares is not an issue as I feel it has lost it's momentum. It had some really good success stories. The Centre project, will the loss of this be picked up by services attending the Y support service instead?
There's a lot of stuff being ended / discontinued. Hard to see how this can have anything but a negative impact unless the review of the "wrap around" services can adequately compensate for the removal of grant subsidies.

Proposal 5

End the specific floating support for offenders

Impact	Number of respondents
It will have a negative impact	4
It will have a positive impact	2
It won't make a lot of different	1
No opinion	4
No answered	1
Total	12

Summary of identified impacts of this proposals:

- Support workers at generic services will not be able to support people as effectively.
- Offenders failing their tenancies are likely to re-offend

All feedback received:

Support Services for offenders exists as a specialist area for a reason, and I believe that reason is that offenders need specialist support. I doubt that support workers offering a generic service will be able to support them as effectively. I think LCC has
--

a responsibility to the community and should continue to support offenders as much as possible to reduce the risk of re-offending and to reduce crime in the community.

My knowledge of how efficient or productive is the floating support service to offenders is very limited. I do believe that a more specific service, one that is working closely with NPS and CRC, is the most effective way in supporting this particular group of service users. I also believe that a more specific service, somewhat tailored to this specific group, is likely to deliver better outcomes, thus reduction in the overall cost of supporting this group over the years. I believe that both NPS and CRC should work jointly with the local authority not only in relation to sharing information, but also in sharing of the cost of supporting offenders who are successful in securing tenancies. Offenders/Ex-offenders failing their tenancies are highly likely to re-offend, with high cost implications throughout, up until another tenancy is secured and at risk of failing, and the service user at risk of re-offending.

Again, unless the plan is to provide no support at all in future, it's hard to see where the savings from this proposal will be achieved as the demand for the generic support service increases.

If the aim is accurately calculated and executed then it won't make a lot of difference or could make a positive difference. It depends!

As long as this is taken into account if/when STAR floating support goes into review. They currently don't pick people up to support very quickly so people may slip through the net.

Other comments and suggestions

Summary of identified impacts of this proposals:

- Homeless services need a multi-agency approach, including costs
- Reduction in bed spaces should be spread over time
- Any reduction in services is counterproductive over time
- Stream line work undertaken and increase current productivity
- Consider proposals as part of the full review of Homelessness Strategy next year
- The current Homelessness Strategy will no longer be achievable
- Supported Housing needs to expand by taking on 3 bedroom houses and turning them into shared houses
- Some of the existing exclusive possession accommodation held as supported could be converted to accommodate 2 people
- Reduce the catering facility at the Dawn Centre
- Share the reception duties at the Dawn Centre with other agencies.

All feedback received:

I don't envy your task. I understand something has to give when we're asked to make savings again and again. However, I honestly don't think reducing offender support is the way to go. Maybe a middle ground of only offering specialist offender support to people who meet a certain threshold? i.e. very prolific offenders with complex needs, or risky offenders.

I believe that the approach towards homelessness and prevention should be multiagency, not only in its name, but even more in sharing costs. As outlined above, the reduction in bed spaces due to changes to LHA should be spread over time. Sustaining the current number of bed spaces, and some cost involved, could be pass onto other departments within the local authority as a temporary measure. Savings could be achieved in other areas, where the costs of dealing with effects of homelessness would increase otherwise. It might be that any negative implications must first be identified, and the stake holders who are likely to be affected cost wise, should be discussing sharing of the costs to prevent any increase in spending within their individual areas, this could include the NHS. In relation to support available to people who are homeless and at risk of homelessness, I believe that any reduction in those services is counterproductive and will have negative implications over time. There's no golden solution to homelessness, but wider range of services available, is likely to assist wider group of service users, or service users with more varied circumstances. I'd suggest discussion related to cost sharing with Jobcentre+, NHS and other. The services that are tailored to offenders/ex-offenders should be enhanced and supported further, but instead of cost being met by the Homelessness Services, it should be shared between all interested parties, as better outcomes are likely to lead to substantive savings elsewhere. The above is mainly related to cost, however appropriate considerations were given to the impact the changes might have on the individuals and the City of Leicester as a whole. In addition to ones related to cost sharing, I also have ideas concerning cost savings. Those however would involve streamlining the work we do, improvement in the productivity of the workforce, training, and reductions in staffing levels, which I guess are not part of this consultation.

Evidence cited in the Scrutiny Report as a basis for business reasons for reducing services and removing funding is flimsy at best. The growth in need for homelessness services is apparent and snap-shot statistics and minimal or marginal changes don't reflect the overall trend of increasing need and demand for services. When the financial pressure to reduce services is the only driver for change, this can't be presented as positive innovation or improvement by the use of vague ideas and questionable statistics. There is hardly any detail about the practical steps and organisational changes that will be needed to maintain a reasonable level of service. There is no evidence base shown for either the efficacy of the planned changes or the expected cost savings envisaged from these changes.

Physical people need physical provision at the end of the day so I suppose if the above changes do not reduce the physical provision or somehow increase it then the overall impact will be positive.

It is pertinent to explain that during the compilation of this 'proposal' there has been no contact with the LCC Homelessness Services Management Team (HSMT) to seek suggestion and comment. It is assumed that the only reason for consultation now is to ensure that the Council can demonstrate 'meaningful consultation' for staff

at risk of compulsory redundancy. With the wealth of experience available in Leicester City Council's homelessness sector it is disappointing that our views have not been sought particularly in sections 2.39 – 2.51 'Adopting new ways of working in the current strategy' & 'Supply and demand of temporary accommodation for single people and childless couples' Data collection and the presentation of statistical information is always open to interpretation particularly when dealing with the complex and emotive issues faced by those who are homeless and rough sleeping. Clearly the HSMT are aware of the severe cuts being imposed by local government and the necessity for 'efficiency savings'. However the Housing Scrutiny Commission needs to ensure that the outcome of implementing this proposal does not have a negative impact on the Council's Core Strategy and financial goals. The current financial concerns within the Local Authority must ensure that all resources are used in the most cost effective way. In January 2017 the LCC Homelessness Strategy 2013 /2018 will begin to be under full review in readiness for consultation and presentation the following year. Why when there will be clear duplicity with what is outlined in this proposal are we not waiting to formalise both then and importantly make savings on what will be a costly exercise? The main reason for the above is that if the proposals outlined are ratified and progressed, some of the '6 principles' in the current Homelessness Strategy will be no longer be achievable. Identified inaccuracies in this 'Proposal' 1.2.12 'Housing First' is identified as an excellent initiative particularly for the 43 families mentioned. It must be stressed that Housing First and its principles was never identified as a means to prevent access in to temporary accommodation by offering a social housing tenancy at point of presentation for families with little or no support needs. This is and always has been called a 'Direct Let'. I am surprised that such an abuse of the 'Allocations Policy' has been allowed. There would have been families at Border House who should have been offered these tenancies first. Although the reduction in B&B use is a valuable cost saving, citing Housing First and not a 'Direct Let' as the reason is at best misleading. This is further exacerbated by mentioning 'Housing First' under **Adopting new ways of working within the current strategy** 2.39 – I cannot accept this at all – there are complex and chaotic singles who need 'Housing First' and the resources and rhetoric needs directing this way not to reduce bed and breakfast accommodation for families. 2.36 Leicester City Council works to the 'No Second Night Out agenda.....We believe that no one rough sleeps because we do not have a bed to offer..... We do not work to the NSNO agenda. I can speak with some authority on this as I was in 2015 collating and presenting information for LCC on those presenting as rough sleeping and the question was asked as to how many nights they had rough slept prior to presentation. This information is no longer collated. During the last 2 months there were no vacancies on the Dormitory beds for 41 nights out of 61. Based on this we cannot state what is outlined in the proposal – 2.36 as for 41 nights there were no Dormitory beds available to place rough sleepers on. I would happily present this information to the Housing Scrutiny Commission or answer any specific questions they may have in relation to this response I have attached an amended copy of the proposal with this by email – see my comments on Proposal 1 to clarify (Appendix 1.)

Proposal 1 - Supported Housing needs to expand by taking on three bedroom houses and turning them into shared houses. This is ideal accommodation to prepare for independent living and because of the local housing allowance and benefits caps for young and single persons shared accommodation may be the only move on option available to them. This type of supported housing accommodation would be ideal for service users to prepare for independent shared accommodation.

Some of the existing exclusive possession accommodation held by supported could be converted to accommodate two persons making it shared accommodation and allowing it to fall into the category of specified accommodation. This would ensure that Revenues and Benefits would continue to pay Housing Benefit. Both of these options would create revenue for the HRA.

Proposal 3 - Reduce the catering facilities at the Dawn centre and encourage other services to share the reception duties in order to relieve staff to complete support.

Client Records 2015/2016 data -EIA Homelessness Strategy Proposals (August 2016)

	LCC FAM. ACCOM	LCC TEMP. ACCOM	Leicester - Beacon Hill House	Leicester - Bradgate House	Leicester Floating Support for Offenders	Norman House Project	Ready for Work	The Centre Project	Grand Total
AGE									
16-17	1	0	0	0	0	0	1	2	
18-25	52	65	3	5	5	9	5	16	160
26-40	124	174	18	21	34	17	26	30	444
41-65	37	99	9	4	20	5	19	55	248
66-93	1	6	0	0	0	0	0	7	14
(blank)				1					1
Grand Total	215	344	30	31	59	31	50	109	869
DISABILITY									
Mobility	6	14	2		3	2	2	5	34
Visual Impairment	1	3						1	5
Hearing Impairment	1				4			1	6
Progressive Disability/Chronic Illness (e.g. MS, Cancer)	2	3			5		2		12
Mental Health	5	43		2	35	5	6	41	137
Learning Disability	1	6	1		21		1	17	47
Autistic Spectrum Condition		2				1		2	5
Other		6	1		1		1	8	17
Refused to Disclose		1							1
DOES THE CLIENT CONSIDER THEMSELVES TRANSGENDER?									
Does not wish to disclose	1	1							2
Don't know		3			5				8
No	214	336	29	30	54	31	50	108	852
Yes		4	1	1				1	7
Grand Total	215	344	30	31	59	31	50	109	869
HOUSEHOLD RELATIONSHIP OF CLIENT									
Child	115								115
Other	6								6
Partner	70								70
Grand Total	191								191
ETHNIC ORIGIN									
Asian or Asian British Bangladeshi		2						2	4
Asian or Asian British Indian	16	9	2	2	2		1	11	43
Asian or Asian British Other	19	15			3	1	2	5	45
Asian or Asian British Pakistani	6	7		1			2	2	18
Black or Black British African	28	25			3		9	4	69
Black or Black British Caribbean	10	8	1	2	3	1		2	27
Black or Black British Other	3	1			3			2	9
Chinese/Other ethnic group: Other			1						1
Mixed Other	2							1	3
Mixed White & Asian	2	2						2	6
Mixed White & Black African	1	3							4
Mixed White & Black Caribbean	2	14	1	2	1	4	1	4	29
Other ethnic group	19	3			1		1		24
Refused	3	3						2	8
White British	86	234	25	24	42	25	28	70	534
White Irish	1	3						1	5
White Other	17	14					6	1	38
(blank)		1			1				2
Grand Total	215	344	30	31	59	31	50	109	869
RELIGION									
0	1								1
Any other religion	4	1		1					6
Buddhist						1			1
Christian (all denominations)	45	34	7	9	27	20	39	54	235
Does not wish to disclose	18	20						5	43
Hindu	9	3			1			8	21
Muslim	39	27	1	1	2	1	7	6	84
None	66	226	20	19	16	9	1	30	387
Not known	28	30	1	1	12		2	3	77
Sikh	5	3	1		1			3	13
(blank)								1	1
Grand Total	215	344	30	31	59	31	50	109	869
SEX									
F	159	76		2	7	4	15	34	297
M	56	268	30	28	50	27	34	75	568
(blank)				1	2		1		4
Grand Total	215	344	30	31	59	31	50	109	869
SEXUAL ORIENTATION									
Bisexual	2	4	1	1	1			1	10
Does not wish to disclose	5	18			4			8	35
Gay man		2			1		1	3	7
Heterosexual	208	315	25	28	52	31	49	96	804
Lesbian	2			1				1	4
Not Known			4	1					5
Other		3							3
(blank)					1				1
Grand Total	215	344	30	31	59	31	50	109	869
MENTAL HEALTH									
Mentally Disordered Offenders		2			3	1			6
Mental Health Issues (Other than Mentally Disordered Offenders)	13	143	3	5	28	8	16	44	260
Grand Total	13	145	3	5	31	9	16	44	266
DRUG AND/OR ALCOHOL PROBLEMS									
Alcohol Problems	1	39	3	6	13	4	9	1	76
Drug Problems		84	7	7	20	10	1	1	130
Drug and Alcohol Problems	1	19	3	2	2	11	1		39
Total (Drug and/or Alcohol Problems)	2	142	13	15	35	25	11	2	245

Equality Impact Assessment (EIA) Template: Service Reviews/Service Changes

Title of spending review/service change/proposal	Homeless Services
Name of division/service	Housing
Name of lead officer completing this assessment	Helen McGarry
Date EIA assessment completed	28 th October 2016
Decision maker	City Mayor
Date decision taken	

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EIA sign off on completion:	Signature	Date
Lead officer	Caroline Carpendale	
Equalities officer	Irene Kszyk	
Divisional director	Chris Burgin	

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents, and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy, but must be complete.

- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.
- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

1. Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will current service users' needs continue to be met?

The Monitoring the Homelessness Strategy (24 months) report is proposing changes to some homeless services currently funded by the City Council. The reason these are being made is to contribute towards the overall savings the council needs to make over the next 2 – 3 years.

These proposals are:

- to reduce the Council's supply of supported housing for single people and couples by 60 units.
- a reduction in the number of offender accommodation units we commission from 30 to 15.
- to review how support is provided to service users at the Dawn Centre and Border House, which are accommodation based support services. It is proposed that the landlord function of the Dawn Centre and Border House are separated out
- to end the grant subsidy for Leicestershire Cares, which provides people in temporary accommodation with employment support.
- to end the grant subsidy for the Centre Project, which provides a day centre for people at risk of homelessness.
- To discontinue the one-off grant subsidy to One Roof, Leicester befriending scheme.

The main service needs of service users is to be provided with support to prevent them from becoming homeless or to be

provided with temporary accommodation, with support, to help homeless people achieve independent living. Service users affected by the proposals will be assessed to establish their current needs. For those in temporary accommodation will seek to move people into independent accommodation with floating support, if necessary. For those receiving specific offender floating support we will assess current needs and if support needs to continue we will provide this through our generic floating support services. For those grant funded services service users will be able to access the day centre at the Dawn Centre to receive ongoing support.

Current service users should not be affected by the proposals to review how support is provided to service users at the Dawn Centre and Border House. There are no proposals to reduce the bed spaces at these services so the same number of people will be able to access these. Also, there is no proposal to reduce the level of support provided, just a review of who should provide the landlord and support function.

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2. Equality implications/obligations

Which aims of the Public Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.

	Is this a relevant consideration? What issues could arise?
<p>Eliminate unlawful discrimination, harassment and victimisation How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic</p>	<p>For this equality impact assessment no significant impacts have been identified</p>

<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	<p>An eligibility criteria is in place for people accessing temporary accommodation and floating support services and this will continue. This ensures that those people most in need of support can access services.</p>
<p>Foster good relations between different groups Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	<p>Support provided to homeless people and those facing homelessness helps to develop skills to live independently in their own homes. This includes integration into the community, taking part in leisure activities and support to find education, training or employment</p>

3. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

LCC supported housing – the service works on the principle of service users remaining in temporary accommodation for an average of 4 months. In general this means 180 homeless people per year could be affected by the proposal to reduce this type of accommodation by 60 units. The people currently living in this accommodation may be affected by this proposal because they will have to find alternative accommodation. This service is used to accommodation single people and couples.

Offender accommodation – The contract with the commissioned provider states that in general service users will remain in temporary accommodation for an average of 4 months. There are currently 30 units of this type of accommodation. The proposal means that in general 45 people per year could be affected by the proposal to reduce the number of this type of accommodation. 15 people currently living in this accommodation may be affected by this proposal because they will have to find alternative accommodation. This service is used to support single people.

Offender floating support – The contract with the commissioned provider states that in general service users will be provided with support for up to 6 months. 42 people are commissioned to receive support at any one time. In general this means 84 people could be affected by the proposals to stop providing this specialised service. This service is used generally to support single people. Alternative support may need to be found for existing service users if this was still needed.

Dawn Centre and Border House – The Dawn Centre provides temporary accommodation for homeless singles and couples, while the Dawn Centre provides temporary accommodation for families. The current proposal is to carry out a review of how support is provided at these services, which would not impact on any service user, current or in the near future. When the review has been completed a further EIA will need to be completed to identify any impact for proposals resulting from the review.

Leicestershire Cares – Leicestershire Cares is grant funded by the council to provide support for people in temporary accommodation to find employment, training or work experience. The funding is given to support 35 people at any one time and this tends to be for single people. If the proposals are agreed support would need to be found from other agencies, where necessary, for the current clients and those who may have accessed the service in the future.

Centre Project – The Centre Project is grant funded by the council to provide a drop in centre for people who are homeless or threatened by homeless. The funding is given to provide this service 3 afternoons a week, with a target of supporting 35 service users per week. The service provides advice and activities to support people to live independently, maintain their own accommodation and prevent homelessness. If the proposals are agreed support would need to be found from other agencies, where necessary, for the current clients and those who may have accessed the service in the future. The main users of the service are those people who face social isolation.

One Roof (Leicester) – The Centre Project is grant funded by the council to provide a be-friending scheme to those people threatened with homelessness and are socially isolated. This tends to be single people, who could be impacted by the proposals.

Any decommissioning decisions will affect anyone experiencing or facing homelessness, also people who may become homeless in the future, the service they receive may change. Staff employed by existing providers, within scope of the proposals, will be effected if services are de-commissioned. Internal LCC staff working in in the supported housing service will

be affected if the proposals are implemented following the consultation process. External providers that may be effected are:

- Adullam Housing Association
- Home Group Limited (Stoneham)
- Centre Project
- Leicestershire Cares
- One Roof (Leicester)
- NACRO

Temporary accommodation will continue to be provided for statutory households and to some other client groups who meet our eligibility criteria for temporary accommodation. We anticipate the biggest impact will be on single people.

Generic floating support will continue to be provided to people to prevent homelessness, decisions about who receives floating support will continue, based on a persons assessment against the council's eligibility service.

The impact of the temporary accommodation and floating support proposals will be dependent on whether a service user meets the council's eligibility criteria, rather than any protected characteristic.

Service users who would have accessed support from the grant funded services will be able to receive support from the day centre based at the Dawn Centre.

4. Information used to inform the equality impact assessment

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data,

national trends, etc.

Service user profiling information has been collated from client record forms, which services complete when support begins for each individual. This information is comprehensive and includes profiling data on age, disability, ethnic origin, religion, gender, sexual orientation, mental health and drug and alcohol issues. The information that is not available relates to gender re-assignment, marriage and civil partnership, pregnancy and maternity. Although we do not have some of this data we do know that some services are specifically for single people and couples (offender accommodation, supported housing, Dawn Centre), while others are for families (Border House).

From the data available, as an overview, the proposals will have the biggest impact on people with an age of between 26 and 40, a white ethnic origin, men and people with a mental health disability.

Profiling information for clients who started their support from services effected during 2015 / 16 is provided at the end of this EIA.

5. Consultation

What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders? What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs?
- How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

A public consultation took place on the proposals between the 14th September 2016 and the 12th October 2016. The focus of the consultation was to establish whether people thought there would be an impact from these proposals and if so, what would these be. The consultation included an on-line survey on the council's consultation page of the website, for which 200 responses were received; a workshop with the Homeless Reference Group, this comprises of people with an interest in providing homeless

services in the city; providers were asked to encourage their current service users to complete the on-line survey or hard copies of the survey were provided; key stakeholders, such as Probation; officers within the council, who could be effected by the proposals, were also asked for their comments.

For each of the proposals the majority of people responding to the consultation stated it would have a negative impact (see consultation response report). In particular the following potential impacts were identified by people responding to the consultation:

- In future it would be more difficult for single men to access supported housing.
- People with a disability would receive less support.
- There would be an increase in homelessness and rough sleeping amongst single people.
- The health of people with a mental health disability would deteriorate.
- Offenders leaving prison would find it harder to secure accommodation on their release, which would lead to greater re-offending
- Vulnerable people, particularly those with learning difficulties and mental health issues would face further social isolation.

Several comments were received about ending the grant funding to the Centre Project, stating the people currently using this service faced a barrier to accessing the alternative day centre at the Dawn Centre. It was felt that these people would not want to go to the Dawn Centre to receive support.

6. Potential equality Impact			
<p>Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal <u>because of their protected characteristic(s)</u>. Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.</p> <p>Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially <u>vulnerable groups</u>, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).</p>			
Protected characteristics	Impact of proposal: Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal? How does the protected characteristic determine/shape the potential impact of the proposal?	Risk of negative impact: How likely is it that people with this protected characteristic will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact? These should be included in the action plan at the end of this EIA.
Age¹	51% (444) of people using the services within the proposals were between 26 and 40 years	Possible, low risk As there is to be a reduction in	The council has a statutory duty to provide temporary accommodation for homeless families and

¹ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

	<p>old during 2015 / 16, with a further 29% (248) between 41 and 65. It is therefore likely that these age groups will be most affected by the proposals. This could mean less opportunity to access supported accommodation and those requiring offender accommodation. This in turn could lead to an increase in homelessness and re-offending</p>	<p>the number of temporary accommodation and specific floating support places for offenders it is possible that fewer people will be able to access these services or there are delays in being able to receive services. However, it is a low risk as eligibility criteria's are in place to ensure those most vulnerable continue to receive services. It is also a low risk because support can be provided from the day centre at the Dawn Centre.</p>	<p>vulnerable single people and couples. Therefore support for these people will continue. For those people that don't meet this statutory duty there is an eligibility criteria in place for temporary accommodation and floating support services. This means that those most vulnerable will continue to be provided with temporary accommodation and floating support services. The eligibility criteria is based on the needs of an individual rather than a particular protected characteristic The Housing Options Service provides advice and support for other people to access accommodation in the private sector and signpost to other agencies for support. Unemployed homeless people will still be able to gain support from the Job Centre to get them into work, education and training. Current and future users of the Centre Project and the One Roof befriending scheme will be able to access support from the Y Advice day centre based at the Dawn Centre. This has an open door policy from where any homeless</p>
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			person or those threatened with homelessness can access support.
Disability²	202 people accessing the services within the proposals stated they had a disability, with 67% (137) stating this was related to mental health issues. This could mean less opportunity to access supported accommodation and those requiring offender accommodation. This could lead to an increase in homelessness and re-offending	Possible, low risk As above	As above
Gender Reassignment³	We have no data related to gender re-assignment so it is unknown what the potential impact would be or the numbers effected by the proposal	Possible, low risk As above	As above
Marriage and Civil Partnership	We have no data related to gender re-assignment so it is unknown what the potential impact would be or the numbers effected by the proposal	Possible, low risk	As above
Pregnancy and	We have no data related to	Unlikely, low risk	The council has a statutory duty to

² Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

³ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

Maternity	pregnancy and maternity. However, the council has a statutory duty to provide temporary accommodation to homeless families which is provided at Border House. A further EIA will need to be completed following the review of the support provided here to assess the impact of any future proposals. Families will also be able to continue to receiving floating support from the generic services, which are not affected by these proposals	The impact is unlikely and risk low because we have a statutory duty to provide temporary accommodation to homeless families. Also, generic floating support is not affected by these proposals	provide temporary accommodation for homeless families. This is provided at Border House. Where there are no vacancies at this provision the council has the option to use bed and breakfast establishments. There is an eligibility criteria in place for floating support to ensure those most in need receive services.
Race⁴	61% (534) of people accessing services within the proposals during 2015 / 16 were of a white British background. This could mean less opportunity to access supported accommodation and those requiring offender accommodation. This could lead to an increase in homelessness and re-offending	Possible, low risk As there is to be a reduction in the number of temporary accommodation and specific floating support places for offenders it is possible that fewer people will be able to access these services or there are delays in being able to receive services. However, it is a low risk as	The council has a statutory duty to provide temporary accommodation for homeless families and vulnerable single people and couples. Therefore support for these people will continue. For those people that don't meet this statutory duty there is an eligibility criteria in place for temporary accommodation and floating support services. This means that

⁴ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

		eligibility criteria's are in place to ensure those most vulnerable continue to receive services. It is also a low risk because support can be provided from the day centre at the Dawn Centre.	those most vulnerable will continue to be provided with temporary accommodation and floating support services. The eligibility criteria is based on the needs of an individual rather than a particular protected characteristic The Housing Options Service provides advice and support for other people to access accommodation in the private sector and signpost to other agencies for support. Unemployed homeless people will still be able to gain support from the Job Centre to get them into work, education and training. Current and future users of the Centre Project and the One Roof befriending scheme will be able to access support from the Y Advice day centre based at the Dawn Centre. This has an open door policy from where any homeless person or those threatened with homelessness can access support.
Religion or Belief 5	45% of people accessing services within the proposals	Possible. Low risk	As above

⁵ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city's population. Given the diversity of the city there is always scope to include any group that is not listed.

	during 2015 / 16 stated they had no religion. 27% (235) stated their religion was Christian. This could mean less opportunity to access supported accommodation and those requiring offender accommodation. This could lead to an increase in homelessness and re-offending	As above	
Sex⁶	65% of people accessing services within the proposals in 2015 / 16 were men. This could mean less opportunity to access supported accommodation and those requiring offender accommodation. This could lead to an increase in homelessness and re-offending	Possible, low risk As above	As above
Sexual Orientation⁷	92% (804) of people accessing services within the proposals in 2015 / 16 were heterosexual. This could mean less opportunity to access supported accommodation and those	Possible, low risk As above	As above

⁶ Sex: Indicate whether this has potential impact on either males or females

⁷ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

	requiring offender accommodation. This could lead to an increase in homelessness and re-offending		
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal?</p> <p>All protected characteristics have been commented on because the proposals will impact on all current homeless people and future homeless people. From the data we have available the impact will be greatest for single people between the ages of 26 – 40, people with a mental health disability, from a white British background, with no religion or a Christian belief, men and heterosexuals.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?</p> <p>N/A</p>			

Other groups	<p>Impact of proposal: Describe the likely impact of the proposal on children in poverty or any other people who we consider to be vulnerable. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?</p>	<p>Risk of negative impact: How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?</p>	<p>Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA.</p>
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<p>Children in poverty</p>	<p>Children of homeless families or those threatened with homelessness are likely to be living in poverty. The council has a statutory duty to provide temporary accommodation to homeless families which is provided at Border House. A further EIA will need to be completed following the review of the support provided here to assess the impact of any future proposals. Families will also be able to continue to receiving floating support from the generic services, which are not affected by these proposals</p>	<p>Unlikely, low risk</p> <p>The impact is unlikely and risk low because we have a statutory duty to provide temporary accommodation to homeless families. Also, generic floating support is not affected by these proposals</p>	<p>The council has a statutory duty to provide temporary accommodation for homeless families. This is provided at Border House. Where there are no vacancies at this provision the council has the option to use bed and breakfast establishments. There is an eligibility criteria in place for floating support to ensure those most in need receive services.</p>
<p>Other vulnerable groups – offenders and ex-offenders</p>	<p>During 2015 / 16 111 offenders or ex-offenders were provided with temporary accommodation in the specific offender provision. A further 59 people received support from the specific floating support service for offenders. The proposals could impact on this group of people as the number of temporary accommodation units is proposed to be reduced from 30 to 15 and it is proposed the funding for the specific floating support service is</p>	<p>Possible, low risk</p> <p>As there is to be a reduction in the number of temporary accommodation and specific floating support places for offenders it is possible that fewer people will be able to access these services or there are delays in being able to receive services. However, it is a low risk as eligibility criteria's are in place to ensure those most vulnerable continue to receive services. It is</p>	<p>The Council has a duty to co-operate with probation services to support homeless offenders and ex-offenders. Some specific offender accommodation will be available for those people posing a high risk and alternative temporary accommodation is available for lower risk people in the generic provision. Offenders will also be able to access floating support from the generic floating support services.</p>

	<p>to end. This could result in delays accessing services for these people or lead to great homelessness and re-offending</p>	<p>also a low risk because support can be provided from the day centre at the Dawn Centre.</p>	<p>The council has a statutory duty to provide temporary accommodation for homeless families and vulnerable single people and couples. Therefore support for these people will continue. For those people that don't meet this statutory duty there is an eligibility criteria in place for temporary accommodation and floating support services. This means that those most vulnerable will continue to be provided with temporary accommodation and floating support services. The eligibility criteria is based on the needs of an individual rather than a particular protected characteristic The Housing Options Service provides advice and support for other people to access accommodation in the private sector and signpost to other agencies for support. Unemployed homeless people will still be able to gain support from the Job Centre to get them into work, education and training. Current and future users of the Centre Project and the One Roof befriending scheme will be able to access support from the Y Advice</p>
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			day centre based at the Dawn Centre. This has an open door policy from where any homeless person or those threatened with homelessness can access support.
Other vulnerable groups – people with drug and alcohol issues	28% of all people accessing services within the proposals during 2015 / 16 stated they had a drug and / or an alcohol problem. The proposals could mean that there could be delays for these people accessing temporary accommodation or floating support services. As a result of this there could be a rise in homelessness for this group, rough sleeping, street drinking, crime and general anti social behaviour	Possible, low risk As the number of homeless services are being reduced it is possible that this group will be impacted upon. However, it is a low risk as eligibility criteria's are in place to ensure those most vulnerable continue to receive services. It is also a low risk because support can be provided from the day centre at the Dawn Centre.	The council has a statutory duty to provide temporary accommodation for homeless families and vulnerable single people and couples. Therefore support for these people will continue. For those people that don't meet this statutory duty there is an eligibility criteria in place for temporary accommodation and floating support services. This means that those most vulnerable will continue to be provided with temporary accommodation and floating support services. The eligibility criteria is based on the needs of an individual rather than a particular protected characteristic The Housing Options Service provides advice and support for other people to access accommodation in the private sector and signpost to other agencies for support. Unemployed homeless people will still be able to gain support from the Job Centre to get them into

		<p>work, education and training. Current and future users of the Centre Project and the One Roof befriending scheme will be able to access support from the Y Advice day centre based at the Dawn Centre. This has an open door policy from where any homeless person or those threatened with homelessness can access support.</p>
<p>7. Other sources of potential negative impacts Are there any other potential negative impacts external to the service that could further disadvantage service users over the next three years that should be considered? For example, these could include: other proposed changes to council services that would affect the same group of service users; Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that would negatively affect residents; external economic impacts such as an economic downturn.</p>		
<p>Reduced funding from Central Government will require further savings from homeless services in the coming years. A review of the Homeless Strategy is to take place during 2017 and further changes to the funding of homeless services in the city may be identified through this.</p>		
<p>8. Monitoring Impact You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:</p> <ul style="list-style-type: none"> ▪ monitor impact (positive and negative, intended and unintended) for different groups ▪ monitor barriers for different groups ▪ enable open feedback and suggestions from different communities ▪ ensure that the EIA action plan (below) is delivered. 		
<p>Monitoring systems in place include:</p>		

- Complaints received
- Feedback from the Homeless Reference Group
- 6 monthly reports to the Housing Scrutiny Commission and the Executive outlining the outcomes of the Homeless Strategy
- Contract monitoring of commissioned and internal services

9. EIA action plan

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
Identify worsening situations for homeless people or those threatened with homelessness as a result of the implementation of the proposals	Analyse the monitoring information above to see if the proposals have had an impact on any particular group	Head of Service for Homelessness and Housing Advice	Six monthly monitoring



Housing Scrutiny Committee
Technical Services
Programme overview

October 2016

Lead Officer: Phil Davison

Useful information

- Ward(s) affected: All
- Report author: Phil Davison
- Author contact details: 0116 454 3069
- Report version number: 0.1

1. Purpose of report

This report provides an overview of the Technical Services programme.

2. Briefing

2.1 Introduction

The second phase of the Technical Services Programme started in September 2015 and was given a total savings target of £7m. It was established to conduct spending and service reviews in the following areas.

- Stores
- Depots
- Disposals
- Facilities Management
- Reactive Maintenance
- Planned Maintenance
- Planning, transport and economic development
- The energy and environment teams

The overall programme to achieve £7m p.a. of savings from 2019/20 from the areas listed above (including a corporate landlord model) was approved by the City Mayor on 19th August 2016.

This report provides a further update on the delivery of the programme.

2.2 Vision for the programme

The vision for the programme is to:

To deliver a clear and effective joined up maintenance function for all buildings owned and managed by the council, supported by a functional stores service and a high quality facility management service.

Achieving a range of benefits including financial savings and income generation, and an improved experience for internal and external customers.

The programme is designed to focus on improving internal services through reviews and consolidation exercises, whilst the wider portfolio of corporate buildings reduces. It

has the potential to impact on all Leicester City Council staff in some way.

2.3 Programme scope and delivery

2.3.1 Transforming Depot Services

This work-stream focuses on how 35 depot sites across the city can be rationalised. Some of these depots are primarily stores or workshops, and others are depots with staff based there. The depots cover a range of service areas, namely Parks and Open Spaces, Housing, City Cleansing, Transport Fleet, Cemeteries and Crematoria. Some are used for the purpose of storing supplies for repairs and maintenance of properties, roads and fleet. Others are used as workshops to support repairs functions, for the storage of fleet vehicles including specialist vehicles used in the upkeep of parks and open spaces for example, and as bases for craft workers and other staff.

In the first phase of the work an initial 8 sites have been identified and agreed for early disposal. These have been identified as readily surplus to requirements and disposal will have little impact on service delivery and negligible impact on staff.

The second phase of the review is working on identifying depots that are not a strategic priority for future service delivery, not in the right locations and not fully utilised as depots, and will propose a future model which rationalises further the remaining 27 depots. This will be developed into a business case for approval in early Autumn.

2.3.2 Corporate Landlord Transformation Project

The Corporate Landlord approach evolved from looking at how facilities services and planned and responsive maintenance were delivered across the council. Representatives from both Housing and Estates and Building Services (EBS) attended a series of workshops to look at existing work structures and services delivered. Both services deliver similar works, albeit to significantly different types of property, and there would be merit in increasing the crossover of services delivered in the future.

From a strategic level, site visits to other councils such as Derby, Manchester and Wolverhampton who had or were implementing a Corporate Landlord approach were conducted. It became clear that Leicester could learn from their experiences for corporate buildings and that significant benefits could be achieved by implementing this approach locally.

Work is underway to plan for the delivery of this project.

2.3.3 Stores Transformation Project

This work stream initially commenced with Housing and Highways stores services in May 2015, and has subsequently been absorbed into the wider Technical Services Programme.

The stores transformation project was approved by the Assistant City Mayor on 9th June 2016. This will bring Highways and Housing Stores together in a move towards a managed service by an external supplier. This is expected to deliver savings of £1.8m p.a. from 2019/20.

The project has three key elements to it – staffing and structure, procurement and location. Highways stores have been undertaking a mini review supported by HR to unpick the roles that crossover between stores and operations. Housing's focus has been on working with Unions and affected staff to ensure they have been fully consulted, and in conducting a voluntary redundancy exercise.

The location of the stores site is also a consideration in terms of minimising the impact on services delivered to residents by the operatives. Working with the Housing Transformation Programme, particular requirements are to ensure matters such as waste transfer stations and easier access to the stores service are built in. A large proportion of the stores function based at Blackbird Road has already relocated to Leycroft Road, where there are stores functions for both Highways and Housing. The sites at Leycroft Road are also part of the Transforming Depot Services Project, and there are linked dependencies to both projects which are being carefully managed. As part of the procurement exercise to find a supplier, we will be asking for a price based on the service being located at an existing LCC site (e.g. Leycroft Road) or a site of their own.

The procurement element is currently putting together the documentation for the general requirements and consultation with both Housing and Highways staff primarily, and the legal and procurement teams, is underway. It is expected that the procurement exercise will commence in October or November 2016 following the completion of the staffing consultation exercise.

It is anticipated that the new service provider will have been identified by April 2017. This will be implemented alongside the existing stores function to ensure service continuity.

2.3.4 Energy and Environment

A key element of the Technical Services Programme is the delivery of sustainable energy and environmental initiatives. This forms a key part of working across the Council to maximise carbon reduction and engage with staff and partners to be more environmentally friendly. There are plans to commence a service review in the autumn.

2.3.5 Disposal of surplus assets

This is a reactive work-stream which runs alongside and responds to the decisions taken in other work-streams within the programme, such as Stores and Depots and other programmes such as Using Buildings Better and Transforming Neighbourhood Services. It supports the appraisal of disposal options in relation to buildings in each work-stream as appropriate, and co-ordinates the disposal of those assets that become surplus. Disposal routes can include sale, demolition and subsequent sale or development, housing development, provision of school places and community asset transfer.

There has been a focus at the outset on tightening up the process by which disposals are managed and to ensure that all relevant aspects are properly considered including for example how we effectively decommission facilities management and ICT infrastructure in existing buildings identified for disposal.

2.4 Programme Benefits

The programme overall is aiming to deliver savings from 2016/17, rising to some £7.0m p.a savings from 2019/20 across the entire project areas. Table 1 outlines a description of the expected benefits by project area, whilst Table 2 below outlines the breakdown of the proposed financial savings as set out in the City Mayor decision of 19th August 2016.

Table 1

Project area	Description of Benefit
Corporate Landlord Transformation Project	Better alignment of the council's land and property assets to strategic priorities of the council through development of a strategic asset management plan with one division being responsible for carrying it out.
	Front line staff free to deliver service specific works
	A clear approach with Estates and Building Services being responsible for providing safe, functioning and efficient buildings for all council departments.
	Centralised data and oversight of all council's buildings including information relating to the statutory compliance within buildings.
	Consistency in the treatment of budgets and tighter control of costs.
	Streamlined processes, including reduction in complicated non-value adding activities including service recharges
	Establish a centralised Facilities Management budget for the council.
	Establish the appropriate staffing levels to deliver these services and then set the right price level for their delivery (internally and externally).
	The corporate landlord model will reduce the total level of contracts to the optimum level and ensure the prices are set at the right level thereby delivering savings for the council
Depots / Disposals	Reduction in number of LCC operational buildings
	Release of sites for business investment and value to economy or for housing and increase in total housing yield
	Total value of capital receipts
	Co-locating services, enabling equipment, location and plant sharing and therewith enable services to better prioritise income generating service provision to external customers.
Energy/ Environment / All	Reduction in carbon emissions form LCC estate

Table Two: Proposed Cumulative Savings (£000s)

	2016/17	2017/18	2018/19	2019/20
	£000's	£000's	£000's	£000's
1 Staffing review / organisational restructure	-	200	1,050	1,665
2 Corporate Landlord	100	350	450	675
3 Centralised FM Budget	-	325	325	325
4 Services to Schools	-	75	150	150
5 Building Maintenance and cost recovery	-	80	150	200
6 Procurement / Contract Management exercise	-	200	500	500
<i>Sub-total Corporate Landlord Model</i>	<u>100</u>	<u>1,230</u>	<u>2,625</u>	<u>3,515</u>
7 Stores - Approved 9th June £1.5m now £1.8m	180	1,063	1,815	1,815
8 Transforming Depot Services	82	189	340	340
9 Energy and Environment	32	235	400	400
10 Planning , Transportation and Economic Development	505	690	690	700
11 Fleet	-	-	-	200
Total	899	3,407	5,870	6,970

2.6 Cross Programme opportunities

Whilst the Technical Services programme in its own right is a significant piece of work for the Council to deliver on, there are very close links to and dependencies with other programmes and divisions.

In terms of Housing, elements of the Technical Services Programme will help to support the changes being delivered in the Repairs and the Voids Improvement Projects as part of HTP. The Stores project will provide an effective service delivered by sector experts and will help facilitate easier access to materials. Operatives will be able to manage materials more effectively and access to these materials will be quicker. This will have a positive knock on effect on the levels of service provided to the residents. The management of waste, and the provision of skips and hippo bags will be incorporated into this part of the project, together with ensuring that the location of waste transfer stations minimise the travelling for operatives also. There is also consideration of the best use of plant equipment and how this is purchased or hired; therefore this element will also be built into the future contract.

The depots project and the disposals project also impacts on elements of Housing. Already some housing depot sites have been identified as surplus to operational requirements, whilst the wider project is looking at options to bring together depot functions to a single site. This has the potential to free up land that can be considered for housing development opportunities and maximise the return on these assets longer term. Provision for the existing workshops and stores sites at Blackbird Road are a big part of that and the options for those going forward have not yet been established.

Relating to the work as part of the Corporate Landlord, there will be efficiencies realised through the consolidation of facilities functions and how some of these services are procured. Also, there is a big opportunity to look at the work types required by corporate premises and see if there are ways in which the skills and abilities of the current housing operatives could be utilised.

3. Financial implications

The target savings for this review are some £7m p.a. from 2019/20 and are intended to come from a range of areas as detailed in the report. They will make a significant contribution to the Council's financial pressures.

However, the risks to delivery should be noted. The individual savings are of necessity largely estimates at this stage. Significant organisational and cultural change across the Council is entailed. The implementation will take place against a backdrop of generally declining budgets and building closures where the premises costs may already have been factored into savings to be counted towards service-led spending reviews. The savings will inevitably be challenging to achieve in full.

It should also be noted that the savings will be shared across the General Fund and the Housing Revenue Account. Hence they will contribute to the pressures occasioned by the cuts in Government funding and the annual rent reductions respectively. As a guide based on the budgets, this could be in the region of 28% HRA (£2m) and 72% General Fund (£5m).

Colin Sharpe, Head of Finance, ext. 37 4081

4. Legal implications

There are no implications arising directly from the recommendations. Legal services are being engaged on aspects of the review and will continue to support however it should be noted some of the larger projects will require significant legal support and as such legal input should be sought from early stages, where not already.

Emma Horton
Head of Law (Commercial, Property & Planning)

5. Equalities implications

When thinking about the council's building stock, the main equalities issue is that of people's access to buildings to receive services (location relative to where they live) and access into a building should they have mobility difficulties. The Transforming Neighbourhood Services programme addresses the issue of local access to services and buildings that house them through its resident consultation activities for respective areas of the city. This is therefore not a consideration for this proposal.

Access into any council owned building is an ongoing issue for consideration and review as a reasonable adjustment for mobility impaired people wishing to use the building, as visitors or as tenants. This consideration is addressed within the Corporate Landlord Transformation Project cited in Table 1 of the report.

There are no other equalities implications directly arising from the proposed changes to the operation of Technical Services.

Irene Kszyk, Corporate Equalities Lead, ext. 374147.



STAR gambling survey

Decision to be taken by: n/a

Decision to be taken on: n/a

Lead director: Miranda Cannon

Useful information

- Ward(s) affected: All
- Report author: Jerry Connolly
- Author contact details: 37 6343; jerry.connolly@leicester.gov.uk
- Report version number plus Code No from Report Tracking Database:

Suggested content

1. Purpose of report

To provide the Housing Scrutiny Commission with information about the STAR (Supporting Tenants And Residents) survey of clients who might have difficulties with gambling.

2. Summary

STAR staff took a sample survey of clients in February 2016 to assist the Neighbourhood Services and Scrutiny Involvement (NSCI) Scrutiny Commission.

2. Recommendation

That the attached report from STAR be noted

4. Report/Supporting information including options considered:

The information gathered by the STAR survey has been used by members to help assess the extent to which gambling has had an impact on vulnerable communities within Leicester.

The survey data was used to frame recommendations by the NSCI, and has been:

- Sent to the Gambling Commission at their request
- Presented to a regional meeting of the East Midlands Scrutiny Network (July 2016)
- Presented to a national conference of the Local Government Association on new approaches to managing local gambling risk (October 2016)

The data is set out in the attached report for members of the Housing Scrutiny Commission following a request at the Commission meeting on 10th October 2016.

5. Financial, legal and other implications

5.1 Financial implications

None

5.2 Legal implications

N/A

5.3 Climate Change and Carbon Reduction implications

N/A

5.4 Equalities Implications

The equalities considerations raised in the report to NCSI in April 2016, are still relevant for consideration within the context of the STAR survey: the purpose of (this) review and recommended actions is focused on protecting vulnerable individuals, groups and communities in the city by better understanding the impact of gambling on individuals and their families, in particular the impact of fixed odds betting; and to better identify and monitor negative impacts experienced across different protected characteristics (age, ethnicity and gender) as a result of gambling

It is suggested the following equality considerations from the draft statement of gambling policy should inform the proposed actions of the (NCSI) report:

Protection of vulnerable people:

- That the licensing objective of protecting children from harm will be promoted.
- Action will be taken to ensure the safety of vulnerable people in licensed premises.

Promotion of good relations:

- Account will be taken of the effect of specific applications on community cohesion, including the need to balance the benefits of cultural and community activities with limited local disturbance.

Irene Kszyk, Corporate Equalities Lead, ext 374147.

5.5 Other Implications

N/A

6. Background information and other papers:

Report to the Neighbourhood Services and Community Involvement Commission: 4th April 2016

7. Summary of appendices:

8. 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

9. Is this a “key decision”?

No

STAR GAMBLING SURVEY 2016

Between the 1st and 5th of February, 2016 the STAR Team carried out a sample survey of people who came into their offices, asking if they had any issues with gambling.

Of the 46 respondents who took part, 21 said that they had a problem with gambling – 46%

There were around 10 to 13 respondents from each STAR area, part from St Matthews, where there were only 3.

THE FINDINGS

- The majority of people who said that they had a problem with gambling were in the Saffron area – more than 50% of all responses.

RESPONSES BY STAR AREA

STAR team	NO GAMBLING PROBLEM	GAMBLING PROBLEM	GRAND TOTAL
Beaumont Leys	9	1	10
Braunstone and City	7	3	10
New Parks	6	4	10
Saffron	2	11	13
St Matthews and Highfields	1	2	3
Grand Total	25	21	46

AGE BAND

- Most respondents were in the 25 to 50 age band, although a significant number were in the older 50+ age group.

AGE BAND	RESPONDENTS
18 to 25	1
25to 50	11
50 to 65	7
65+	2
Grand Total	21

ETHNICITY

- The majority of respondents with gambling issues were in the 'white British' ethnic group.

	ASIAN OR ASIAN BRITISH INDIAN	BLACK OR BLACK BRITISH CARIBBEAN	OTHER	WHITE BRITISH	WHITE OTHER	Grand Total
Count of Ethnic	1	1	1	17	1	21

GENDER

- Most respondents with a gambling problem were male – 70%.

	FEMALE	MALE	Grand Total
Count of gender	6	15	21

HOUSEHOLD TYPE

- Most respondents with a gambling problem were single – 67%

	COUPLE	COUPLE WITH CHILDREN	OAP 55+	SINGLE 25 – 54	Grand Total
Count of Household Type	3	2	2	14	21

METHODS OF GAMBLING

- Most people with a gambling habit gambled in person, rather than on-line.

HOW DO YOU GAMBLE	RESPONSES
In Person	17
Online	4
Grand Total	21

DISTANCE TRAVELLED TO GAMBLE

- All respondents travelled no further than half a mile to gamble.

HOW FAR DO YOU TRAVEL TO GAMBLE	RESPONSES
Half to five miles	9
Home	3
Within half a mile	9
Grand Total	21

WHERE DO YOU GAMBLE

- Just over 50% of those with a gambling issue gambled in a betting shop.
- Scratch cards and lottery were the second largest source of gambling

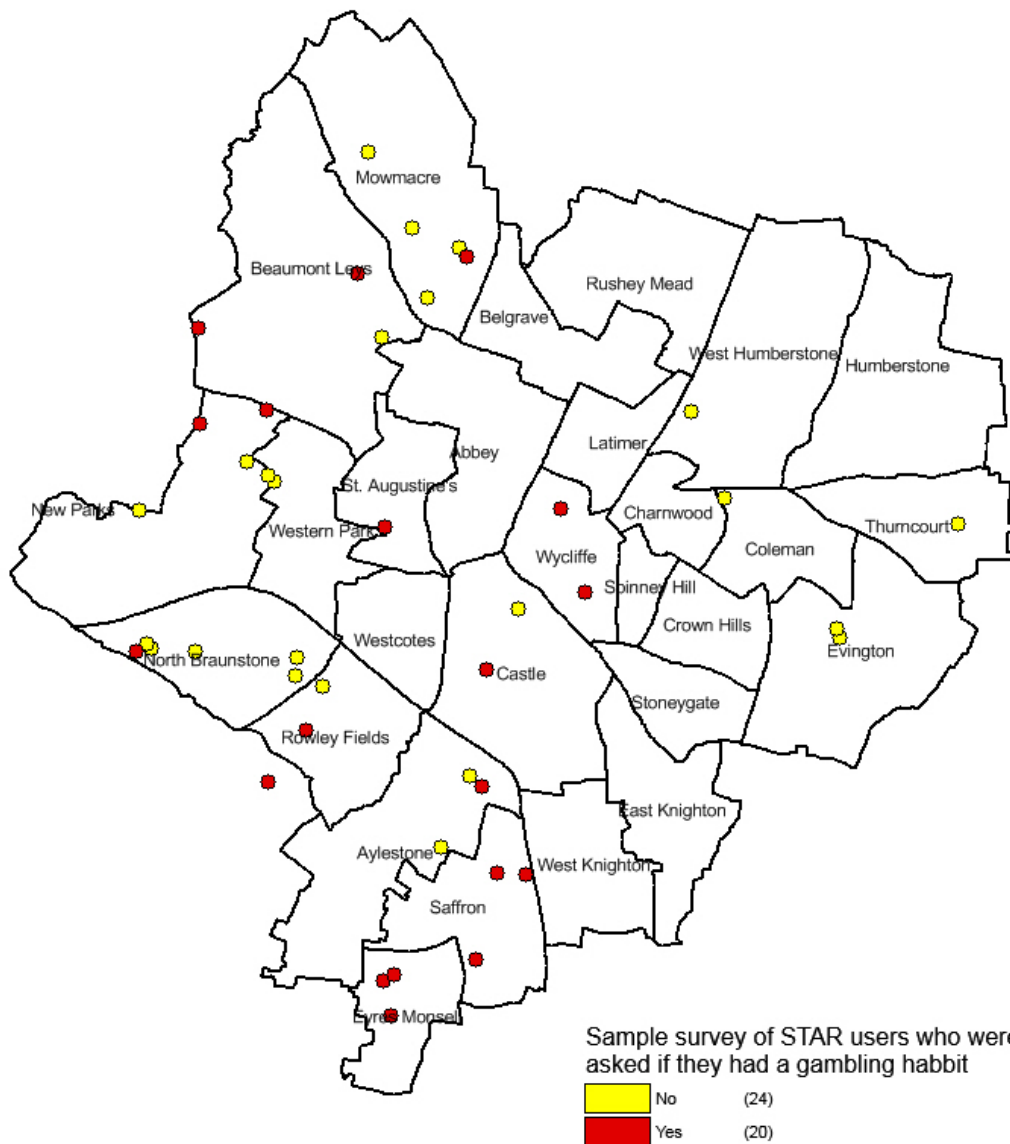
WHERE DO YOU GAMBLE	RESPONSES
Betting Shop	12
Bingo	1
Online	2
Scratch Cards/Lottery	6
Grand Total	21

Experiences of those who said that they had a gambling problem

Respondents who said that they had a gambling problem were asked to describe the impact of gambling on their lives.

- The amounts of money spent on gambling varied from £4 to £250 a week, but even at the lower end, because many of the respondents appeared to be on lower incomes, these still had significant effects on their day to day ability to maintain their household.
- Six of the 21 respondents specifically mentioned their gambling habit meaning they could not afford food.
- Impacts ability to pay bills, on health, crime (shoplifting to support a habit), debt, relationships and maintaining tenancy were also mentioned by respondents.
- 13 of the respondents talked about the addiction having a significant negative impact on their lives.

**Distribution of respondents to STAR's gambling survey
by postcode**



Tenants' and Leaseholders' Forum Action and Decision Log

28th July 2016

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Redvers Forryan, Jean Williams, Janet Sthatham

Also attended: Dipesh Joshi, Russell Taylor, Stephanie McBurney, Alan Cook, Tony Waterfield

Apologies: Ebrahim Jasat, Paresh Shah, Pauline Lowey, May Jones, Adrian Wills, Jamal Abdulla, Helen McGarry, Tim Draper, Julie Turner.

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No.	Agenda item	Actions and decisions
1.	Action log update	<ul style="list-style-type: none"> • At the request of the Forum arrangements have been made for a representative from the Environmental Health and Parks team to attend the next Forum meeting • Following a visit to see the improved cleaning at Guthlaxton Street Wendy Biddles requested information on the cost of the new product used. Also, feedback on the use of the product in other areas.
2.	Domestic violence awareness – Stephanie McBurney	Stephanie McBurney, the council's Domestic Violence Co-ordinator gave the Forum a presentation on domestic violence, This included information about the definition of domestic violence and services available to people who need support
3.	Crime and Disorder in Leicestershire – Alan Cook	Alan Cook from the Leicestershire Police came to the Forum to talk about crime and disorder in the city.

Appendix E

		Alan explained that the main areas for increased crime in the last 12 months were related to vehicle crime and theft of bicycles.
4.	Transforming Neighbourhood Services	<p>Dipesh Joshi provided an update on the Transforming Neighbourhood Services Project, prepared by Adrian Wills, the Head of Neighbourhood Services. This included an update on implementing changes in the North West area of the city.</p> <p>The briefing also explained that talks had been taking place with people in the North East area of the city to gather ideas about planning the future of neighbourhood buildings. This area covers Belgrave, Rushey Mead, Humberstone and Hamilton and Thurncourt wards.</p> <p>Forum members were asked to raise the awareness of the Transforming Neighbourhood Services project in their areas and encourage people to respond to future consultations on this.</p>
5.	Responsive and Planned Repairs Improvement Project update – Tony Waterfield	<p>Tony Waterfield gave an update on the project. He explained that the main repairs performance indicators had improved, but there was still room for improvement. The focus going forward is to address the issues preventing us completing repairs on first visits, ensuring jobs stay with an individual until they are completed and the emphasis being on customer service. The key change taking place at the moment is re-organising staff to work within a new structure.</p> <p>Tony to look into the forum's concerns about the lack of Clerk of Works visits taking place at tenant's homes following repairs.</p>
6.	Local issues	Forum members were asked if they wanted to raise any local

		<p>issues at the meeting.</p> <ul style="list-style-type: none"> Jean Williams stated that the number of grass cuts in her area had been reduced from 8 to 5. This was causing a problem because the grass was growing to an unacceptable height and when it is cut there are more grass cuttings being left behind.
7.	Any other business	<ul style="list-style-type: none"> May Jones asked for her thanks to be passed on to the Customer Services Centre on Granby Street, for the way in which they responded to a recent enquiry, Also, to note her appreciation for staff at the Saffron Housing Office for their work helping to equip a playground in the area. Jean Williams asked for a presentation on the Housing and Planning Act 2016, particularly flexible tenancies and Pay to Stay.
Next meeting date:		<p>Date: Thursday 29th September 2016 Venue: Ante room (1.24) Town Hall</p>

Tenants' and Leaseholders' Forum Action and Decision Log

29th September 2016

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Redvers Forryan, Jean Williams, Janet Statham, May Jones

Also attended: Dipesh Joshi, Tim Draper, Vijay Desor, Martin Clewlow, Victoria Hudson, Jonathan Parkes Bowens

Apologies: Ebrahim Jasat, Paresh Shah, Pauline Lowey, Moussa Rugerinyange, Jamal Abdulla, Helen McGarry

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No.	Agenda item	Actions and decisions
1.	Action log update	<ul style="list-style-type: none">• At the request of the Forum, the cost of new communal cleaning equipment was given out. The on-going running costs of the system will be calculated when the system has been used for a period of time.• At the request of the forum, concerns regarding the apparent lack of Clerk of Works visits to inspect repairs had been raised to Tony Waterfield. Officers are now looking into this and will provide feedback when gained.• A response to Jean William's query regarding grass cutting in the centre area of the city was given. It was explained that the wet weather early in the summer put the grass cutting behind, but this is now up to date.
2.	Housing & Planning Act 2016 – Vijay Desor	Vijay Desor, the council's Head of Service for Income Management gave the Forum a presentation on the Housing and

		Planning Act 2016. Vijay made specific reference to Pay-to-Stay, Flexible Tenancies, the sale of high value assets and how the Act as a whole may affect the council's ability to provide homes.
3.	Channel Shift – Dipesh Joshi	Josh continued his presentation on Channel Shift, which he was unable to finish at the last forum meeting and showed its benefits for tenants and residents.
4.	Change in repairs working hours – Martin Clewlow	Martin Clewlow, Head of Service spoke with the Forum regarding the internal change in the craft operative working hours. Martin explained that this would not have an impact on tenants reporting repairs.
5.	Overview of Parks Service – Victoria Hudson	Victoria Hudson, the council's Community Development Manager, Neighbourhood & Environmental Services came to the Forum to give an overview of the parks service, which covers nearly 22% of the city's area.
6.	Overview of Environmental Health – Jonathan Parkes Bowen	Jonathan Parkes Bowen , Team Manager for Local Services and Enforcement came to the Forum to give an overview of the work of Environmental Health Officers in Leicester
7.	Local issues	Forum members were asked if they wanted to raise any local issues at the meeting <ul style="list-style-type: none"> • May Jones asked whether they are closing the Kingfisher Centre in Saffron and raised concerns if this were to happen
7.	Any other business	<ul style="list-style-type: none"> • Discussions took place about how the Forum could be promoted. The Forum requested that Councillors were invited to a future Forum meeting. Wendy and Joe to discuss this with Helen McGarry when they next meet.

		<ul style="list-style-type: none">• Wendy Biddles requested a breakdown of the funding available to the Forum and how much has been spent so far.
Next meeting date:		Date: Thursday 13th October 2016 Venue: Ante room (1.24) Town Hall

Housing Forward Planner 2016/17 (31/10/2016)

HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2016/17			
MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
10th October 2016, 6.15pm Agenda meeting 14 September 2016	Introduction of new departmental staffing Northgate IT update Rent arrears quarterly update STAR (including refugee resettlement programme) – update Work programme	Chris Burgin Mike Watson	
15th November 2016, 6.15pm Agenda meeting 26 th October 2016	Homelessness strategy Technical service and stores update STAR Gambling Survey 2016 Tenant forum – meeting notes Work programme		
19th December 2016, 6.15 pm Special Meeting	Special meeting to consider HRA proposals and rent setting Work programme		
30th January 2017, 6.15pm Agenda meeting 4 th January 2017	Area managers' presentation – 12 month changes and challenges Customer Services Data Housing Register update Quarterly Rent Arrears Update Ex-forces Homelessness Work programme		

Housing Forward Planner 2016/17 (31/10/2016)

<p>20th March 2017, 6.15pm Agenda meeting 22nd February 2017</p>	<p>Area managers' presentation – 12 month changes and challenges</p>		
<p>To be allocated 2016/17 99</p>	<p>Tower block management Goscote House remodelling Pay to stay High value vacant homes levy UC/HB cap/ bedroom tax/ rent arrears Update on implementation of the Northgate system Corporate plan: Key decisions: Redevelopment of decommissioned hostels and houses in multiple occupation Council House Building – moved from 15 November</p>	<p>Awaiting government information Minute 36 refers</p>	