

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - HOUSING - 20
NOVEMBER 2019

(To be read in conjunction with the Agenda for the Meeting)

Present

Cllr Richard Seaborne (Chairman)
Cllr Peter Marriott (Vice Chairman)
Cllr Richard Cole

Cllr Patricia Ellis
Cllr Michael Goodridge
Cllr Michaela Gray

Apologies

Cllr Christine Baker, Cllr Anna James and Hugh Wagstaff

Also Present

Councillor Jerry Hyman

29. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 23rd September 2019 were confirmed as a correct record and signed.

30. APOLOGIES FOR ABSENCE AND SUBSTITUTES (Agenda item 2.)

Apologies for absence were received from Councillors Christine Baker and Anna James. Apologies were received after the deadline so no substitutes were arranged.

The Chairman advised members of the unfortunate passing of Councillor Jack Lee and asked for a minutes silence before the meeting commenced.

31. DECLARATIONS OF INTERESTS (Agenda item 3.)

There were no declarations in relation to items on the agenda.

32. QUESTIONS BY MEMBERS OF THE PUBLIC (Agenda item 4.)

There were no questions submitted by members of the public.

33. QUESTIONS FROM MEMBERS (Agenda item 5.)

There were no questions submitted by members.

34. CORPORATE PERFORMANCE REPORT Q2 2019/20 (JULY -SEPTEMBER)
(Agenda item 6.)

Housing Delivery and Communities

AS outlined the Housing Delivery and Communities section of the Corporate Performance Report for Q2.

Areas highlighted were:

Community

- A Domestic Homicide Review had been triggered after the sixth domestic homicide since 2011 had taken place.
- Voluntary Action South West Surrey will be carrying out Organisational Health checks on the 12 local organisations the Council helps to fund through SLA's.

Housing Delivery

- Ockford Ridge regeneration project continues to make good progress.
- Contract with CALA Homes to acquire five new homes on their site in Cranleigh.
- Planning applications in the final stages for 3 sites in Chiddingfold and Churt.
- Four events held to celebrate 100 years of Council Housing.
- Private Sector Housing Team are currently reviewing their structure.
- Homeless Forum held recently.

Issues raised by members:

- Cllr Cole asked how the five applications in Chiddingfold and Churt were to be funded. AS advised this would be from the Council's resources.
- Cllr Seaborne asked if in future the number of homes reported could also indicate how many bedrooms this was.
- It was requested that the results of HDC8.2 could be reported back at the next meeting.
- Cllr Seaborne requested that in the finance section any adjustments to the budget are noted.

Housing Operations

AH outlined the Housing Operations section of the Corporate Performance Report for Q2.

Areas highlighted were:

- Recruitment of Compliance Manager and Recharge Officer posts remain vacant however a temporary resource has been identified. Tenancy and Estate Manager role has been filled via an internal promotion.
- Closure Order awarded on a troublesome home in the Borough.
- Rents Team performance remains excellent.
- Non-pneumophilia legionella bacteria issue remains, however, we continue to make changes to the treatments to reduce and ultimately eradicate the issue.
- HO2 and HO4 - Dip in performance as expected due to demobilisation and mobilisation of contracts. Handover arrangements were agreed with some vacant homes and responsive repairs held for new contract commencement

1 April 2019. There has been an improvement in performance as the contracts become established. The team are working closer to target.

- Complaints not performing as required but working with contractors and staff to resolve.

Issues raised by members:

- HO1.3 – Committee to see value for money strategy once completed.
- Legionella issue has taken a long time to resolve. HR advised there have been a number of mitigating actions taken place and level is low. Plans to new pipework are in place.
- The chairman asked for a report on the variance of £500K on the HRA budget.

35. TRANSFORM HOUSING AND SUPPORT (Agenda item 7.) (Pages 7 - 20)

Prior to the meeting the committee received a presentation from Transform Housing and support giving an overview of their work in relation to clients with mental health issues. (see slides attached).

The presentation outlined:

- The background to Transform.
- Types of client they support
- Funding streams
- How they are regulated
- The types of accommodation they provide
- The support that is available
- Referrals process

Issues raised by the committee following the presentation:

- Is there demand for more accommodation for Waverley residents in the categories of clients Transform support? AS advised that WBC could purchase more bed space if required.
- The Chairman asked what provision there was for managing the provision of dementia cases as this was becoming more prolific with residents living longer. Is this something WBC should consider.
- AS advised that the presentation had been set up to provide the groundwork for the committee. YM was asked to scope the needs of residents and unmet need for our clients.

Action: YM to scope out the needs (met and unmet) in Waverley.

36. HOUSING DEVELOPMENT UPDATE (Agenda item 8.)

LB provided an update on current development in Waverley.

These included sites in Chiddingfold, Ockford Ridge, Ryle Road, Aarons Hill, Godalming, Dunsfold, Wonersh, Churt and Cranleigh.

LB also outlines pipeline schemes at feasibility stage.

Issues raised by members:

- What is the thinking behind purchasing the 5 units at Amlets Way? AS advised it was an easy way to increase out stock without the outlay of development. Hyde Housing took most of the affordable stock but did not want these 5 units. Similar offers have been made on other sites.
- Chairman asked how long Site C at Ockford Ridge was likely to be deferred? LB explained it would only be whilst the new planning application goes through to agree the carbon neutral proposals.
- AS advised there would be a Members Briefing on December 4th on Zero Carbon Homes presented by Thakeham.
- LB advised that in the future all briefs will have zero carbon specifications written into them.
- JH asked why as a ward councillor he was unaware of the decision by the HDB to refer to Executive. AS explained that ward councillors will be consulted once the assessment has been carried out and prior to it going to Executive.

37. PRIVATE SECTOR HOUSING (Agenda item 9.) (Pages 21 - 28)

The committee received a presentation from Simon Brisk, Private Sector Housing team, about the Council's functions and responsibilities regarding private sector housing within the borough. (slides attached)

The presentation included:

- Outline of the team
- Types of enquiries received
- Who the customers are
- Types of complaints
- Illegal evictions/harassment
- Houses in Multiple Occupation (HMO's)
- Caravan Sites
- Public Health Funerals
- Disabled Facilities Grants (DFG's)
- Safe and Warm Grant
- Home Improvement Policy

Issues raised by members:

- How do we ensure that materials used in HMOs/blocks are 'fit for purpose' (eg Grenfell cladding). SB advised that we do ensure materials meet regulations but can only go by the information provided by the suppliers.
- Chair asked what the committee could do to help the private sector housing team? SB advised that promoting DFG's was a good way as they are underutilised.
- It was suggested that Simon presents the slides to Towns and Parishes also.

38. WAVERLEY COUNCIL'S CARBON NEUTRAL COMMITMENT (Agenda item 10.)

The Chairman asked for the members to suggest and discuss how the Housing O&S could support the Council to achieve its commitment to be Carbon Neutral by 2030.

PM advised that he has spoken to other councils who are ahead of us in this process and some initiatives have not worked. He suggested some investigation take place on 'lessons learnt' so we do not fall into the same traps.

YM advised we can focus the issues into the work programme so they can be monitored.

It was commented that housing contributes a large amount of carbon emissions but this was ratified by officers who advised that our leisure centres are the biggest contributor. AS advised that a borough-wide stock condition survey was planned to identify areas that required attention. This would include private residences also. The data would be input into the building strategy.

AH advised that the Asset Management Strategy would incorporate carbon reduction initiatives that can be considered.

The chair requested that the report be brought back to the committee when ready which was likely to be the second half of next year.

It was commented that getting people in the right places to reduce car journeys was important but it was recognised this would not be easy.

JH advised that he believed the condition around sustainability was removed from the planning conditions in 2016. YM agreed to find out if this was the case.

AH advised that the Housing Operations service plan incorporates promotion of energy efficiency education.

39. PROGRESS OF RECOMMENDATIONS FROM 'COUNCIL HOUSING: PRIDE OR PREJUDICE' REVIEW (Agenda item 11.)

YM updated the committee on the progress of the recommendations from the 'Council Housing – Pride or Prejudice' review. This review was set up to review the levels of stigmas in the Borough around social housing.

18 priorities/recommendations had been identified. Some timescales had been adjusted, some because the timescales were unrealistic and others because of resource restrictions. Others have been completed. Those outstanding officers are working on.

Priority 18 - The chairman asked if the committee could have sight of the dissertation when completed.

AH advised that the work carried out by this working group had been widely shared across the country.

40. COMMITTEE WORK PROGRAMME (Agenda item 12.)

YM outlined the current work programme.

Januarys meeting was scheduled to cover Service Plans, HRA Budget and the Carbon Neutral commitment. All new items discussed at the meeting will be added to the work programme.

JH suggested some work around Voids and the time it is taking to carry out the works may be of use.

41. EXCLUSION OF PRESS AND PUBLIC (Agenda item 13.)

At 8.38pm, it was RESOLVED that pursuant to Procedure Rule 20 and in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following items on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified in paragraph 3 of the revised Part 1 Schedule 12A of the Act.

42. STATUS REPORT ON IMPLEMENTATION OF HOUSING MAINTENANCE CONTRACTS COMMENCED APRIL 2019 (Agenda item 14.)

The committee considered the exempt report and made comments.


The meeting commenced at 7.00 pm and concluded at 9.00 pm

Chairman




Transform Housing & Support

Overview of Transform's Work with reference to Clients with Mental Health Issues
Waverley Borough Council 20.11.19
.Vicky Johnson / David Hulme



About Transform

- Charity founded in 1972 – as Surrey Community Development Trust (SCDT)
- We are a Housing Association, a Charity and a Company
- In 2011, we changed our operating name to Transform Housing & Support
- In 2016 merged with Cherchefelle HA
- In 2017, we changed our legal name to **Transform Housing & Support**
- Started in Farnham supporting offenders at Gadd House in Middle Church Lane (now Hawkins House)



Hawkins House, Farnham
opened in 1972

Now we support...

- People with a history of offending
- People in recovery from drug and/or alcohol issues
- People with mental health issues
- Homeless individuals or families
- Young people
- People with learning disabilities
- Older people
- People with physical or sensory disabilities
- Single vulnerable people
- Families in temporary accommodation
- Housing related support
- Home Care

Supported Housing

- Mental Health – over 140
- Single Vulnerable Homeless – 300
- Ex Offenders – 33
- Dry and Drug Free and Recovery – 47
- PLD – 27
- YP – 81
- HRS – 200+ (High proportion of clients with MH issues)
- High Support – 10
- Other - 84

Funding

- Housing Costs – Clients responsible for paying the weekly rent costs.
- Support costs
 - Block contracts with Surrey County Council, Wokingham BC.
 - Contracts with Local Authorities including Waverley
 - Spot purchase contracts with agencies and Individuals
 - Funding from other sources eg: Police Commissioner, KSSCRC

Regulators


- Company limited by guarantee and registered Companies House
- Housing – Regulator of Social Housing
- Support through Contract Reviews
- Care Quality Commission (CQC)
- Charity Commission
- Fundraising Regulator
- Clients

Mental Health

- Enduring MH Issues e.g. Schizophrenia, Bi Polar, Personality Disorders, ADHD, Anxiety and Depression, Dementia
- Mental Health issues are the dominant support need of our clients regardless of the client specific scheme they are living in
- Study of all clients Apr 2019 (pool of 956 clients)
 - Mental Health 56%
 - Single Homeless 26%
 - Learning Disabilities 18% (earlier onset of Dementia)
 - Alcohol Issues 14%
 - Physical/Sensory (inc Dementia) 13%
 - Drug Issues 11%

Farnham Team


 **15** bed spaces in **four** shared houses for people with a history of offending

21 bed spaces in **four** shared houses for people in recovery from drug and/or alcohol dependency 

7 bed spaces in a shared house for people with mental health issues



 **29** one bedroom self-contained flats for people with low support needs

 **13** one-bedroom, self-contained flats for homeless people with support needs at Simmonds Court

Housing management provided to a three bed shared house for people with autism





Supporting Waverley people with MH issues

- Godalming shared accommodation
- Simmonds Court
- Shared houses for people with a history of offending
- Dry and drug-free shared houses
- Move on Flats
- 6 units at The Crescent in Woking




We aim to:

- Prevent homelessness
- Help clients manage their MH
- Avoid relapse and hospital admission
- Improve clients' futures
- Empower clients to lead fulfilling lives
- Help clients acquire skills for their future
- Stop the "revolving door"





Accommodation

- Fully furnished
- Self-catering
- Staff onsite or daily visiting support
- Out of hours support service
- No deposit needed
- Housing benefit eligible
- Support with benefits





Support

- Minimum weekly 1:1 keywork meetings
- Holistic individual support plans
- House and group meetings
- Joint working/liaison with client and other agencies, such as CMHRS, GPs Probation, Catalyst I-access, Housing Department






Support provided


- Health (relapse prevention, managing meds, engaging with Health services)
- Daily living skills
- Financial literacy and management skills
- Self confidence and social skills
- Pro-social behaviour (offending and risk management)
- Health
- Feeling safe
- Structure EET
- Relationships
- Maintain accommodation
- Training modules





Modules available

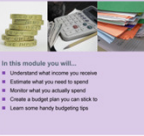
Training module 1:
Writing a CV



In this module you will...

- Understand what a CV is and what it should look like
- Learn the steps to writing a CV
- Learn the seven stages of creating a B&B CV
- Prepare your CV content
- Create your CV on a computer

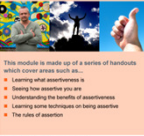
Training module 2:
Budgeting



In this module you will...

- Understand what income you receive
- Estimate what you need to spend
- Monitor what you already spend
- Create a budget plan you can stick to
- Learn some handy budgeting tips


Training module 3:
Assertiveness



This module is made up of a series of handouts which cover areas such as...

- Learning what assertiveness is
- Seeing how assertive you are
- Understanding the benefits of assertiveness
- Learning some techniques on being assertive
- The rules of assertion

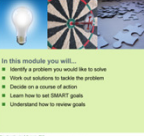
Training module 4:
Anger management



In this module you will...

- Understand what anger is and when it is a problem
- Identify your anger triggers
- Learn how to express anger appropriately
- Understand the thinking styles that cause anger
- Learn some techniques on how to manage your anger

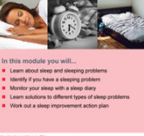
Training module 5:
Problem solving and Goal achievement



In this module you will...

- Identify a problem you would like to solve
- Think out solutions to tackle the problem
- Decide on a course of action
- Learn how to set SMART goals
- Understand how to review goals


Training module 6:
Coping with sleep



In this module you will...

- Learn about sleep and sleeping problems
- Identify if you have a sleeping problem
- Monitor your sleep with a sleep diary
- Learn solutions to different types of sleep problems
- Work out a sleep improvement action plan


Training module 7:
Alcohol



In this module you will...

- Learn about the effects of alcohol
- Identify what alcohol dependency is and how to spot it
- Monitor your alcohol intake
- Consider why you drink and the impact it has on your life
- Learn how to manage your drinking

Training module 8:
Staying safe online



In this module you will...

- Find out about how to protect your privacy online
- Consider the risks of using social media and how to stay safe
- Discover how to identify scam emails
- Find out how to stay safe when shopping and banking online
- Find out about computer viruses and how to avoid them

Referrals process

- Referral forms available on our website.
- Standard referral form completed with consent given for Transform to approach other support agencies for more information.
- Partnership working with WBC and CMHRS.
- Team will consider for most appropriate type of accommodation and level of support.
- Assessment interview.
- “Guesting” period.

Prioritising referrals

- Eligibility criteria
- Housing need
- Support needs versus support funding
- Additional external support
- Risk assessment
- Mix in property



Godalming Project – client profiles

- Seven males
- Aged between 25 and 65 years, average age: 47 years
- Mental Health Diagnosis include:
 - Schizophrenia, personality disorder, drug-induced psychosis, psychotic disorder, high levels social anxiety, panic disorder, depression.
 - All history of self-harm, suicide attempts and hospital admissions
 - 4 have a history of using substances (alcohol/drugs) to self-medicate and manage mental health symptoms.
 - All homeless when referred

Simmonds Court client profiles

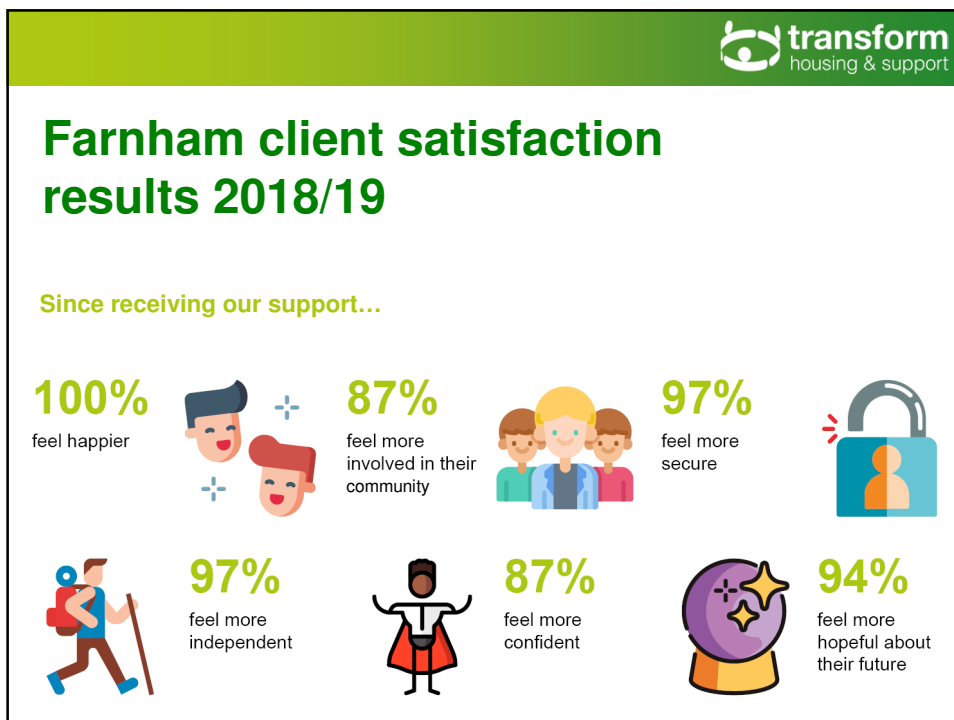
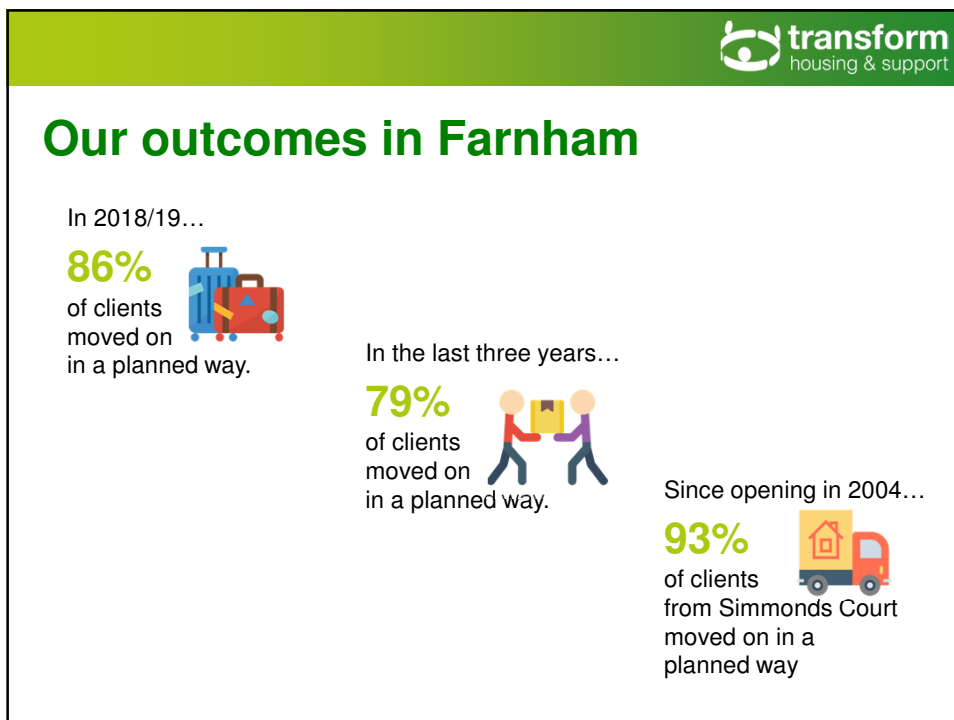
- Four females, eight males
- Aged between 23 and 50 years, average age: 35 years
- Before coming to Simmonds Court:
 - **five** were homeless
 - **two** were with family and **four** moved on from accommodation with higher level of support
- Primary support needs:
 - **five** mental health
 - **five** mental health and substance misuse
 - **two** physical illness/injury

Crescent Agreement

- 14 bed foyer accommodation with IT suite, training kitchen and recreation/craft room
- Block funding for 4 beds from April 2018
- Further two beds added in 2019
- 6 clients currently in situ
- Close relationship has been maintained with WBC
- Good communication lines
- Regular liaison meetings

Current Crescent client profiles


- 3 male, 3 female
- Aged between 20 and 30 yeas
- At point of referral all clients homeless or at risk of homelessness
- Primary client group Mental Health
- Secondary client groups substance misuse and learning disability




Effective support for people With MH issues requires:

- Variety of safe accommodation
- Empathy – understanding of the trauma clients have been through
- Flexibility and persistence
- Lots of partnership working with:
 - Local Authority and statutory services:
 - CMHRS, GPs, DWP, Police, Drug and alcohol agencies, probation
- Non-statutory agencies:
 - Local food bank,
 - Oak Leaf
 - Charities offering voluntary work.

People first: Quote from a Farnham client

 At Transform we are people, not just numbers. Transform enables me to actually go out and live, rather than just being.

Having a breakdown is like dropping a vase that smashes into pieces, which you have to put back together again. Even though it is a broken vessel, you can still use it – and Transform has shown me how. 



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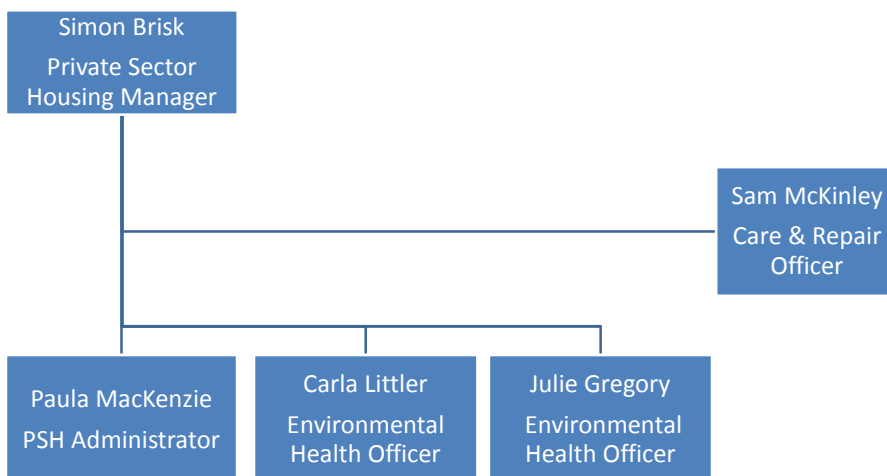


Private Sector Housing Team

An overview of the PSH function by
Simon Brisk
Private Sector Housing Manager



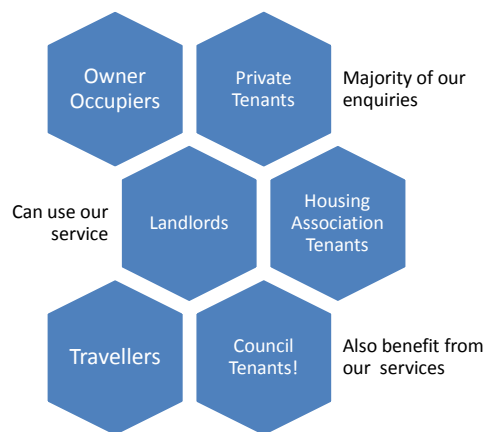
Meet the team



Range of enquiries



Our customers



Housing complaints

Approximately 200 complaints per year

Mainly	Damp & Mould and Excess Cold
Also includes	Fire Safety, Electrics, Risks of Falls and Overcrowding

Managed via:

- Housing Health & Safety Risk Assessments
- Enforcement powers include Improvement Notices, Prohibition Orders, Emergency Remedial Action, Demolition and Management Orders
- Smoke and CO Alarm Regulations
- Minimum Energy Efficiency Standard

Illegal evictions/harassment

- Approx. 10 per annum
- Includes threats of eviction
- Main aim is to prevent eviction happening or reinstate tenant post eviction
- Main form of harassment is unauthorised entry
- Power to reinstate services
- Power to prosecute – ultimate sanction is unlimited fine or imprisonment

Houses in Multiple Occupation

- H**
 - Approx. 500 in Waverley
 - Mainly shared houses and old conversions
- M**
 - Since Oct 2018 all HMOs with 5 or more occupiers have to be licensed by LA
 - Allows us to set conditions on max number of occupants, fire precautions, amenities etc.
- O**
 - Currently 80 licensed HMOs in Waverley
 - LA can take over management of HMO
 - All HMOs must comply with Management Regulations

Caravan sites

- All caravan sites with planning permission must be licensed by LA
- Licence allow control of conditions on fire precautions, health & safety, drainage, access etc.
- LA can prosecute for no site licence or non-compliance with licence conditions
- New power to serve compliance notice and carry out works in default
- 36 current licensed sites in Waverley
 - most are single household



Premises causing a nuisance



Public health funerals

- LA has duty to make funeral arrangements in the absence of anyone else
- LA has first claim to the estate to cover our costs
- Normally involves a search of the property for a will, details of family & friends, valuables etc
- Last year we arranged 5 funerals at an overall cost of £4,500

Disabled Facilities Grants (DFGs)

- Mandatory grant for disabled adaptations e.g. stairlifts, ramps, bathrooms, extensions
- Available to owner-occupiers, private and housing association tenants and landlords
- Means test and £30k limit
- Approx. 40 grant completions each year
- Large increase in government funding (Better Care Fund) to provide an integrated approach
- Grant works reduce admissions to hospitals/care homes and save on care costs at home

Safe and Warm Grant

- Discretionary grant provided by Waverley for works to include heating, insulation, windows, security measures
- Available to disabled, elderly or low income households
- £5k maximum and 10 year condition period
- Approx. 15 grants each year funded through Better Care Fund

New Home Improvement Policy

- Introduced January 2018
- No means test for stairlifts, ramps, rails, steps
- Discretionary top-up available for works above mandatory £30,000
- Prevention grant for minor works – no forms
- Relocation grant for costs associated with moving to more suitable property
- Safe and Warm grant increased to £10,000 and works include removal of housing hazards, rewiring, hoarding and asbestos removal

Effect of changes

- DFG enquiries increased by 45%
- DFG approvals increased over 100%
- DFG spend increased over 100%
- Safe and Warm approvals increased by 40% and spend increased over 100%
- 2 Relocation grants provided
- 2 DFG top-ups provided
- 2 removal of hoarding grants provided

Home Improvement Agency

- Joint agency for Guildford and Waverley currently funded by Surrey County Council and fee income
- They assist approx 90% of clients in Waverley with their grant applications
- Funding from SCC has reduced by 50%
- New Handyperson Service introduced in October 2018 to provide home safety checks and minor works free of charge

Any Questions

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