

Safer and Stronger Communities Scrutiny and Policy Development Committee

Thursday 28 March 2013 at 3.00 pm

**To be held at the Town Hall, Pinstone
Street, Sheffield, S1 2HH**

The Press and Public are Welcome to Attend

Membership

Councillors Chris Weldon (Chair), Penny Baker (Deputy Chair), David Barker, Nikki Bond, Simon Clement-Jones, Sheila Constance, Richard Crowther, Jayne Dunn, Denise Fox, Martin Lawton, Shaffaq Mohammed, Peter Rippon and Chris Rosling-Josephs

Substitute Members

In accordance with the Constitution, Substitute Members may be provided for the above Committee Members as and when required.

PUBLIC ACCESS TO THE MEETING

The Safer and Stronger Communities Scrutiny Committee exercises an overview and scrutiny function in respect of the planning, development and monitoring of performance and delivery of services which aim to make Sheffield a safer, stronger and more sustainable city for all of its residents.

A copy of the agenda and reports is available on the Council's website at www.sheffield.gov.uk. You can also see the reports to be discussed at the meeting if you call at the First Point Reception, Town Hall, Pinstone Street entrance. The Reception is open between 9.00 am and 5.00 pm, Monday to Thursday and between 9.00 am and 4.45 pm. on Friday, or you can ring on telephone no. 2734552. You may not be allowed to see some reports because they contain confidential information. These items are usually marked * on the agenda.

Members of the public have the right to ask questions or submit petitions to Scrutiny Committee meetings. Please see the website or contact Democratic Services for further information.

Scrutiny Committee meetings are normally open to the public but sometimes the Committee may have to discuss an item in private. If this happens, you will be asked to leave. Any private items are normally left until last. If you would like to attend the meeting please report to the First Point Reception desk where you will be directed to the meeting room.

If you require any further information about this Scrutiny Committee, please contact David Molloy, Scrutiny Policy Officer on 0114 2735065 or email david.molloy@sheffield.gov.uk.

FACILITIES

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall. Induction loop facilities are available in meeting rooms.

Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

**SAFER AND STRONGER COMMUNITIES SCRUTINY AND POLICY
DEVELOPMENT COMMITTEE AGENDA
28 MARCH 2013**

Order of Business

- 1. Welcome and Housekeeping Arrangements**
- 2. Apologies for Absence**
- 3. Exclusion of Public and Press**
To identify items where resolutions may be moved to exclude the press and public
- 4. Declarations of Interest**
Members to declare any interests they have in the business to be considered at the meeting
- 5. Minutes of Previous Meeting**
To approve the minutes of the meeting of the Committee held on 10th January, 2013
- 6. Public Questions and Petitions**
To receive any questions or petitions from members of the public
- 7. Bed and Breakfast Accommodation for Homeless Households**
Report of the Executive Director, Communities
- 8. Community Safety Update 2013**
Presentation by Inspector Paul McCurry, Head of Community Safety
- 9. Date of Next Meeting**

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ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

New standards arrangements were introduced by the Localism Act 2011. The new regime made changes to the way that members' interests are registered and declared.

If you are present at a meeting of the Council, of its executive or any committee of the executive, or of any committee, sub-committee, joint committee, or joint sub-committee of the authority, and you have a **Disclosable Pecuniary Interest** (DPI) relating to any business that will be considered at the meeting, you must not:

- participate in any discussion of the business at the meeting, or if you become aware of your Disclosable Pecuniary Interest during the meeting, participate further in any discussion of the business, or
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

You **must**:

- leave the room (in accordance with the Members' Code of Conduct)
- make a verbal declaration of the existence and nature of any DPI at any meeting at which you are present at which an item of business which affects or relates to the subject matter of that interest is under consideration, at or before the consideration of the item of business or as soon as the interest becomes apparent.
- declare it to the meeting and notify the Council's Monitoring Officer within 28 days, if the DPI is not already registered.

If you have any of the following pecuniary interests, they are your **disclosable pecuniary interests** under the new national rules. You have a pecuniary interest if you, or your spouse or civil partner, have a pecuniary interest.

- Any employment, office, trade, profession or vocation carried on for profit or gain, which you, or your spouse or civil partner, undertakes.
- Any payment or provision of any other financial benefit (other than from your council or authority) made or provided within the relevant period* in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

*The relevant period is the 12 months ending on the day when you tell the Monitoring Officer about your disclosable pecuniary interests.

- Any contract which is made between you, or your spouse or your civil partner (or a body in which you, or your spouse or your civil partner, has a beneficial interest) and your council or authority -
 - under which goods or services are to be provided or works are to be executed; and
 - which has not been fully discharged.
- Any beneficial interest in land which you, or your spouse or your civil partner, have and which is within the area of your council or authority.
- Any licence (alone or jointly with others) which you, or your spouse or your civil partner, holds to occupy land in the area of your council or authority for a month or longer.
- Any tenancy where (to your knowledge) -
 - the landlord is your council or authority; and
 - the tenant is a body in which you, or your spouse or your civil partner, has a beneficial interest.
- Any beneficial interest which you, or your spouse or your civil partner has in securities of a body where -
 - (a) that body (to your knowledge) has a place of business or land in the area of your council or authority; and
 - (b) either
 - the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or
 - if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, or your spouse or your civil partner, has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

Under the Council's Code of Conduct, members must act in accordance with the Seven Principles of Public Life (selflessness; integrity; objectivity; accountability; openness; honesty; and leadership), including the principle of honesty, which says that 'holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest'.

If you attend a meeting at which any item of business is to be considered and you are aware that you have a **personal interest** in the matter which does not amount to a DPI, you must make verbal declaration of the existence and nature of that interest at or before the consideration of the item of business or as soon as the interest becomes apparent. You should leave the room if your continued presence is incompatible with the 7 Principles of Public Life.

You have a personal interest where –

- a decision in relation to that business might reasonably be regarded as affecting the well-being or financial standing (including interests in land and easements over land) of you or a member of your family or a person or an organisation with whom you have a close association to a greater extent than it would affect the majority of the Council Tax payers, ratepayers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the Authority's administrative area, or
- it relates to or is likely to affect any of the interests that are defined as DPs but are in respect of a member of your family (other than a partner) or a person with whom you have a close association.

Guidance on declarations of interest, incorporating regulations published by the Government in relation to Disclosable Pecuniary Interests, has been circulated to you previously, and has been published on the Council's website as a downloadable document at [-http://councillors.sheffield.gov.uk/councillors/register-of-councillors-interests](http://councillors.sheffield.gov.uk/councillors/register-of-councillors-interests)

You should identify any potential interest you may have relating to business to be considered at the meeting. This will help you and anyone that you ask for advice to fully consider all the circumstances before deciding what action you should take.

In certain circumstances the Council may grant a **dispensation** to permit a Member to take part in the business of the Authority even if the member has a Disclosable Pecuniary Interest relating to that business.

To obtain a dispensation, you must write to the Monitoring Officer at least 48 hours before the meeting in question, explaining why a dispensation is sought and desirable, and specifying the period of time for which it is sought. The Monitoring Officer may consult with the Independent Person or the Council's Standards Committee in relation to a request for dispensation.

Further advice can be obtained from Lynne Bird, Director of Legal Services on 0114 2734018 or email lynne.bird@sheffield.gov.uk

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Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 10 January 2013

PRESENT: Councillors Chris Weldon (Chair), Penny Baker (Deputy Chair), David Barker, Simon Clement-Jones, Richard Crowther, Jayne Dunn, Denise Fox, Martin Lawton, Peter Rippon and Chris Rosling-Josephs

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1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillors Nikki Bond, Sheila Constance and Shaffaq Mohammed.

2. EXCLUSION OF PUBLIC AND PRESS

2.1 No items were identified where resolutions may be moved to exclude the public and press.

3. DECLARATIONS OF INTEREST

3.1 Members declared the following personal interests in Item 6 – Allocations Policy Review – Welfare Reform Consultation Results and Item 7 – The Housing Revenue Account Business Plan 2013/14 - Update:-

- Councillor Martin Lawton – Member of the Local Management Board of Acis Group Limited;
- Councillor Peter Rippon – Member of Shiregreen Community Homes;
- Councillor Richard Crowther – Member of the Sheffield Homes North West Area Board;
- Councillor Denise Fox – Member of the Sheffield Homes South East Area Board; and
- Councillor Chris Rosling-Josephs – Member of the Sheffield Homes South East Area Board.

4. MINUTES OF PREVIOUS MEETING

4.1 The minutes of the meeting of the Committee held on 8th November 2012, were approved as a correct record, subject to the amendment of Item 3 – Declarations of Interest, by the substitution of the words “Councillor Chris Rosling-Josephs – Member of the Sheffield Homes South East Area Board” for the words “Councillor Jayne Dunn – Member of the Sheffield Homes North West Area Board”.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 There were no petitions submitted or questions raised by members of the public.

6. ALLOCATIONS POLICY REVIEW - WELFARE REFORM CONSULTATION RESULTS

6.1 The Head of Housing Commissioning, Communities Portfolio, submitted a report containing details on the findings of the third and final phase of consultation on the draft Allocations Policy.

6.2 Sharon Schonborn, Allocations Policy Review Manager, Communities Portfolio, gave a presentation on the findings of the final phase of consultation, and referred to a number of officer recommendations. Reference was also made to additional documentation, sent out prior to the meeting, which included Version 15 of the draft Allocations Policy, together with details of the changes made to that version, and details of the proposed action in response to the receipt of a petition on 5th December, 2012, requesting the Council to give priority to households with young people for ground floor accommodation.

6.3 Members of the Committee raised questions and the following responses were provided:-

- Whilst it was very difficult for officers to predict how many people would be affected by the restrictions in bedroom eligibility, it was envisaged that families with more children were more likely to be affected. Officers would only be able to assess precisely how many people would be affected following implementation of the Policy.
- In terms of the recommendation to specifically include in the Policy, the ability to award an extra bedroom to applicants who have a disability and are assessed as having the need for an additional room (subject to affordability of a larger property award), the current legal position on this indicates that where applicants with a disability required an additional bedroom for a family member or their carer, such applicants would not attract an additional bedroom tax. However, the Department for Work and Pension (DWP) were presently appealing this, so the position regarding this was not clear at the present time.
- Pregnant women were deemed as a priority need for homelessness, but would only be entitled to benefit for a one-bedroom property until the birth of the child. This could mean multiple moves in a short space of time.
- Applicants who were forced to pay the bedroom tax would be able to apply for discretionary housing benefit payments and successful applicants would receive such payments for a limited period. However, each application would be determined on their individual merits, based on criteria provided by the DWP, as there would be limited funds available.
- On the basis that there were no major problems at the present time, there were no plans to introduce a priority for children at height. When

accommodation was advertised, there was no reference to what level it was on but if requested, this was something that could be included in future adverts. It was accepted that it would be helpful for families if they had all the relevant information, including the level of the accommodation, so that they could be fully informed when making their choice. Under the Council's Homelessness Policy, tenants had the right of a review in terms of the suitability of the offer of accommodation made to them.

- The age limit in terms of determining whether young people who had been continually registered on their parents/guardians' application should have applications considered in their own right, was set at 25 as this was considered to be the age when the majority of such people had made the decision as to where they wanted to live.

6.5 RESOLVED: That the Committee:-

- (a) notes the contents of the report now submitted, the information contained in the additional papers circulated prior to the meeting, and the responses to the questions now raised; and
- (b) approves the draft Allocations Policy, as set out in Version 15 of the draft circulated prior to the meeting, for submission to the Cabinet, subject to the additional recommendations as follows:-
 - (i) that the Policy allows applicants to re-apply within two years if their bedroom eligibility is going to be affected during that time;
 - (ii) that the Policy specifically includes the ability to award an extra bedroom to applicants who have a disability and are assessed as having the need for an additional room (subject to affordability of a larger property award);
 - (iii) that an applicant who is pregnant be considered for additional bedroom eligibility three months prior to their due date subject to affordability;
 - (iv) that the Policy be amended to be compliant with the new regulations, meaning that Armed Forces applicants would be given additional priority if they fall within one or more of the statutory priority groups, with such priority being backdated to the date they joined up;
 - (v) that a priority for children at height be not introduced, but (A) adverts for properties should contain information as to what floor any high rise accommodation is located on, (B) consideration must be given to the individual circumstances of applicants to ensure that any high rise offer is appropriate and (C) applicants given offers of high rise accommodation as their final offer be informed of their right to review the suitability of the offer; and
 - (vi) that an exception to the one application rule per applicant, for young people who have been continually registered on their parents/guardians' application, and who had still not left the family home, be written into the

Policy.

7. THE HOUSING REVENUE ACCOUNT BUSINESS PLAN 2013/14 - UPDATE

7.1 The Executive Director, Communities Portfolio, submitted a report providing a summary of the key changes influencing the Housing Revenue Account (HRA) Business Plan update for 2013/14 and focusing on welfare reform as a key risk to the Business Plan. In attendance for this item were Liam Duggan, Council Housing Client Team Manager, Communities Portfolio, and Maxine Stavrianakos, Sheffield Homes.

7.2 Member of the Committee raised questions and the following responses were provided:-

- This Committee had agreed, at a previous meeting, to extend priority rehousing to tenants under-occupying two-bedroom dwellings.
- At the present time, the rules set out in the Rent Arrears Policy, agreed in 2001, still applied. Working practices had changed to enable tenants to be paid benefit on a monthly basis, but the official changes would be implemented in early April 2013. Following on under the Universal Credit system, people would be entitled to receive benefit payments any day of the month, but there was likely to be a period of change until the new arrangements were in place. This was likely to be in 2017. Support would be provided where required, and tenants would be able to apply for assistance from the hardship fund. This fund would not comprise a financial payout, but would involve the writing off of arrears.
- If tenants had genuine rent arrears, and were deemed to be genuinely struggling financially, they would be granted an affordability priority.
- There would be changes to the computer-generated letters. Prior to June/July 2012, the first letter was sent out three weeks in arrears, whereas now they were sent out five weeks in arrears. The plan was to find out which day each tenant received their benefit.
- The Council had undertaken a huge amount of work in terms of communicating the changes to tenants, which had included leaflets and information on letters sent to tenants and posters in Area Housing Offices and other public venues, as well as on buses and other modes of transport. Additional staff had been employed specifically to visit, and provide basic advice to, those tenants who were likely to be affected by a benefit cap or under-occupancy. A number of tenants had requested advice, and had been referred to the Debt Advice Service or other independent debt workers, including the Citizens' Advice Bureau. A number of tenants had been interested in downsizing properties, and had been provided with the relevant advice.
- If people were wanting to downsize, and they had genuine rent arrears, they would not be penalised. In fact, it would assist the Council if people wanted to

downsize. Despite this, it was highly likely that, due to the changes, the number of evictions would ultimately increase.

- Officers would assess all cases of rent arrears, and those tenants deemed to have genuine arrears would not be penalised.
- It was likely that there would be huge pressure on Sheffield Credit Union and officers were looking at how the Council could support the Union. It was likely that the Union would have to levy a small charge for its services.

7.3 RESOLVED: That this Committee:-

- (a) notes the contents of the report now submitted, together with the responses to the questions raised;
- (b) thanks Liam Duggan and Maxine Stavrianakos for responding to the questions now raised; and
- (c) requests that a detailed report on the effects of welfare reform, to include a full analysis of the numbers of people who have moved, or wanted to move, following the changes, be submitted to its meeting in September 2013.

8. HOUSING STRATEGY 2013 TO 2023

8.1 The Executive Director, Place Portfolio, submitted a report on the Council's Housing Strategy 2013-2023. The report attached, as appendices, the Draft Housing Strategy 2013-2023, the Draft Action Plan 2013-2016, which would be refreshed every three years to make it responsive to the local and national housing landscape, and Housing Strategy Performance Indicators.

8.2 Derek Martin, Director of Housing, Enterprise and Regeneration, introduced the report, inviting comments from the Committee prior to the submission of the report to the Cabinet for final approval.

8.3 Members of the Committee raised questions and the following responses were provided:-

- A small team of officers in Development Services was working with developers in order to encourage them to construct more properties in the City, advising them on what the Council would like to see in terms of development in the City, and stressing the importance of providing both affordable and quality accommodation.
- The Council was aware of the fact that people needed a choice in terms of properties they wished to move to, and that they shouldn't be forced to move out of the area in which they lived to get such a choice. On this basis, there was a need to review the types of accommodation in each area of the City to ensure, where possible, that there was a reasonable mix of accommodation in each area.

- All owners of long-term empty properties in the City have been contacted and requested, where relevant, to take any necessary steps to bring their properties back into use. They have also been provided with advice in terms of re-letting their properties, including details whereby the Council or Housing Associations could sub-let the properties.

8.4 RESOLVED: That this Committee:-

- (a) notes the contents of the report now submitted, together with the responses to the questions raised;
- (b) thanks Derek Martin and his colleagues for the work involved in drafting the Housing Strategy and for responding to the questions now raised; and
- (c) requests that any further views and comments on the housing priorities identified in the Housing Strategy be referred to Derek Martin prior to submission of the Strategy to the Cabinet for final approval.

9. DATE OF NEXT MEETING

9.1 It was noted that the next meeting of the Committee would be held on Thursday, 14th March 2013, at 2.00 pm in the Town Hall.



Report to Safer and Stronger Communities Scrutiny & Policy Development Committee

Report of: Richard Webb, Executive Director Communities

Subject: Bed and Breakfast accommodation for homeless households

Author of Report: Belinda Gallup, Service Manager Housing Solutions
273 5239

Summary:

Scrutiny Committee Members have requested assurances about the suitability of the Bed and Breakfast accommodation used by the Council to house homeless households.

This report provides information about the Bed and Breakfast establishments that are used, the schedule of requirements issued by Housing Solutions to these establishments and the licensing requirements that establishments are required to adhere to.

It also provides an update about the short to medium term work plan in relation to the agreements that the Council currently has with Bed and Breakfast establishments.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	X
Other	

The Scrutiny Committee is being asked to:

Consider the report and comment on the proposed work plan described within the report.

Background Papers:

Housing Solutions Bed and Breakfast Schedule of Requirements

<https://www.sheffield.gov.uk/in-your-area/housing-services/private-sector-housing/private-landlords/houses-in-multiple-occupation#house>.

Category of Report: OPEN

Report of the Executive Director of Communities

Bed and Breakfast (B&B) accommodation for homeless households

1. Introduction/Context

- 1.1 Committee members have requested information about the B&B accommodation used for homeless households in Sheffield and this report will provide information about the accommodation that is used and also inform members about plans to introduce a Supported Accommodation Pathway for homeless households in the city.
- 1.2 The local authority is not required to provide accommodation for all homeless people in the city. The Council has a statutory duty to provide temporary accommodation for households who are homeless, eligible for assistance and whom the authority has reason to believe are in a priority need group, i.e. are vulnerable within the definition of the legislation governing homelessness. This accommodation is provided whilst the authority carries out enquiries to determine whether a full rehousing duty is owed.
- 1.3 As well as temporary accommodation which is used to house homeless households, the Council also uses B&B accommodation. It is widely recognised that B&B is not suitable accommodation for homeless people. There are statutory requirements on local authorities to ensure that no family is placed in B&B accommodation for a period of longer than 6 weeks and that B&B accommodation is never used for homeless 16 or 17 year olds. Sheffield meets these statutory requirements.

2. Main body of report and matters for consideration

- 2.1 The Council's reliance on B&B accommodation to house homeless people has reduced significantly in recent years. In April 2008 there were nearly 150 households in B&B accommodation and by December 2012 this figure had reduced to around 20 households.
- 2.2 Many people who experience homelessness are able to secure their own alternative settled accommodation and to return to a stable and settled life. However, many others require the intervention and support of services, including the local authority, to assist them in securing alternative accommodation.
- 2.3 Becoming homeless can have a huge detrimental impact on people, damaging their mental and physical wellbeing, their ability to sustain and find employment and disrupting their family life.
- 2.4 As well as the social cost of homelessness, to the individuals affected and the wider community, there are significant financial costs. The cost to the Council of B&B provision for the year ending March 2012 was £200,000. This represents a huge reduction from 2009 when the cost was £1.2m.
- 2.5 The Council will only be able to reduce the use of temporary accommodation, including B&B usage, by focussing more on prevention rather than crisis intervention. Whilst homeless presentations and acceptances have reduced to date this year, as a result of the prevention work already underway, there are very real concerns that when the full

impact of the Welfare Reforms are implemented that homelessness will increase as more households in the city are unable to afford to continue living in their accommodation.

- 2.6 The Council has a range of temporary accommodation which it uses to temporarily house homeless households whilst enquiries are carried out. There are a total of 245 units available across the city, comprising 1bed, 2bed, 3bed and a very few 4bed units.
- 2.7 Additionally, the Council uses five B&B establishments in the city. People are referred on a spot book basis and these are all private businesses and there is no requirement for them to take referrals from the Council.
- 2.8 Members had asked for assurances that these establishments are appropriate and suitable and detailed below are a summary of the checks and standards that establishments undergo.
- 2.9 B&Bs are required to comply with all relevant licensing and registration requirements relating to houses in multiple occupation and these are outlined in the attached papers. Colleagues in Private Sector Housing will inspect B&B establishments to determine whether licensing is required and that they meet the appropriate standards in relation to numbers of bathrooms, WC facilities and possible additional kitchen facilities. Fire safety is also inspected to ensure that there is an appropriate fire detection system in each premises. Additionally, gas, electric and insurance certificates are requested at the required times.
- 2.10 In April 2011 officers in Housing Solutions, working with legal officers, developed a Schedule of Requirements which was sent to the five B&B establishments which the Council used for homeless households. This schedule is also attached in the background papers.
- 2.11 Three of the five establishments signed up to this schedule. Of the remaining two that didn't, one has very recently been repossessed and officers will now be talking to the new owner about signing up to the schedule.
- 2.12 As previously stated, the establishments that we use are run as private businesses and we have a spot book arrangement with them, as such the Council cannot require them to agree to any service level agreement or Schedule of Requirements and we are reliant on their willingness to do this.
- 2.13 The schedule details a minimum level of service and standards, including, but not limited to ensuring that:-
 - 2.13.1 a member of staff is available on site 24/7;
 - 2.13.2 bedrooms are for the sole use of the customer, with a minimum of a bed per person, wash hand basin and a wardrobe;
 - 2.13.3 customers are able to secure belongings in a lockable space or able to access use of a safe;

- 2.13.4 bins are emptied daily and rooms cleaned immediately before occupancy and daily thereafter;
 - 2.13.5 bathroom facilities are available at all times and towels changed on a daily basis;
 - 2.13.6 bedding is available for each bed, cot or moses basket and changed weekly, or when there is a change of occupancy;
 - 2.13.7 breakfast is available everyday between 7am – 9.30am, with minimum requirements about what is to be provided.
- 2.14 Establishments are required to report on to the appropriate body any incidents of abuse which are disclosed to them, or where they have a concern about potential abuse or neglect.
- 2.15 Referrals can be made 24/7 and establishments are responsible for booking out customers when the local authority ends its duty to provide temporary accommodation.
- 2.15 The Schedule of Requirements is due to be revised and updated in the next three months. As stated above, there is no compulsion on establishments to sign up to the schedule, however, senior managers within Housing Solutions will be meeting with proprietors to try and engage them in the process of revising the schedule and to hopefully obtain their engagement in this process.
- 2.16 The three year Homeless Strategy, agreed in 2010, is now in need of revision. Two of the key principles of the new strategy will be to shift from crisis prevention to intervention work, and to reduce the high rate of acceptances in the city, which historically have been higher than other core cities. Ultimately, this will reduce the levels of homelessness in the city and in turn, the number of people placed in temporary accommodation and B&B. However, the impact of the Welfare Reforms are not yet fully known and it is likely that these will result in an increase in the levels of homelessness in the city, thus making the preventative work that the Council does even more important.
- 2.17 The Housing Solutions service is currently working to develop a Supported Accommodation Pathway for customers who need extra support to sustain their housing. The pathway will ensure that supported housing units in the city are used where support is required. This is anticipated to reduce the use of B&B and will ensure that placements in supported accommodation are based on need rather than availability.
- 3. What does this mean for the people of Sheffield?**
- 3.1 It is anticipated that the full roll out of the Welfare Reforms will increase the levels of homelessness throughout the UK. It is therefore essential that the focus of the Council's homelessness services is to prevent homelessness at the earliest point and thereby reduce the numbers of households in the city who do become homeless.
- 3.2 Where homelessness cannot be prevented then it is essential that those people who require temporary accommodation are housed via a supported accommodation pathway which provides them with the necessary support to enable them to move on and sustain suitable housing.

- 3.3 Whilst there may always be a need to use B&B accommodation, this should only be regarded as an emergency, short term option, until supported accommodation is available and only in exceptional circumstances. Should the people of Sheffield become homeless they have a right to expect that they will be housed in suitable, appropriate accommodation and there needs to be a range of accommodation available to meet the differing needs of individuals and families.

4. Recommendation

- 4.1 Members wanted assurances that the B&B accommodation in Sheffield is suitable for the customers who are referred. This report illustrates that the licensing and registration requirements need to be adhered to and that there is a Schedule of Requirements which most of the B&B establishments that the Council uses have signed up to.
- 4.2 If Members wish to have an input into the revision of the schedule then a draft can be brought back here for the committee to comment on.
- 4.3 Members are asked to note the contents of this report.

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Housing Solutions

Bed and Breakfast

SCHEDULE OF REQUIREMENTS

1.0 SCOPE

This Schedule sets out requirements by Sheffield City Council Housing Solutions (Housing Solutions) of providers of a Bed and Breakfast service (Providers) for Homeless people (Service Users) and of establishments where that service is provided (Establishments).

In accepting a referral from Housing Solutions or by the Out of Hours Service, Housing Solutions and the Provider will agree to the terms as stated in this Schedule.

2.0 MINIMUM STANDARDS OF SERVICE

Where applicable standards will comply with those cited in ‘Management of Houses in Multiple Occupation (England) Regulations 2006’ and where applicable the Establishment must be licensed by the Local Authority.

Plus:

- 2.1 **Staffing:** the Provider will ensure a member of staff is available on site 24 hours a day , seven days a week, 365 days a year
- 2.2 **Heating and Lighting:** the Provider will ensure that there is available heating and lighting reasonable to the season.
- 2.3 **Decoration:** the Provider will ensure that wall and ceiling decorations are clean and not stained.
- 2.4 **Bedroom Provision:** the Provider will ensure that bedrooms are for the sole use of the Service User. The bedroom will include a bed per person*, wash hand basin and a wardrobe as minimum.

*a maximum of two people to be expected to share a double bed (with their agreement to sharing).

A cot or moses basket should be provided for children under 6 months old.

A cot should be provided for children under 2 years old.

A z-bed or similar should be provided for children sharing a room with parents.

- 2.5 **Security:** the Provider will ensure that the Service User is able to secure belongings through a lockable space or able to access use of a safe.

- 2.6 **Cleanliness of Rooms:** the Provider will ensure that bins are emptied and rooms cleaned immediately before occupancy and daily thereafter. The

Provider will arrange with the Service User in advance the time of day that the room will be made available for cleaning.

- 2.7 **Bathroom Facilities:** the Provider will ensure that a bath and/or a shower, toilet, wash basin and hot and cold water and clean towels for each Service User are available at all times. Towels are to be changed on a daily basis.
- 2.8 **Bedding:** the Provider will ensure that sheets, blankets or Duvets, pillows and pillowcases are clean and available for each bed, cot, Moses basket and z-bed. These will be changed weekly or when there is a new Service User using the bed.
- 2.9 **Breakfast:** the Provider will ensure that breakfast is available for Service Users everyday between 7am and 9.30am, including food that is appropriate for babies and children, which includes a minimum of a hot drink, cereal and toast with a source of protein i.e. egg/ bacon/cheese/beans. A high-chair and sterilizing equipment should be available for families with babies.
- 2.10 **Prior to the agreement being signed.** All Establishments will be inspected by Housing Solutions or its agent to ensure they are fit for purpose and meet the minimum standards of service. All Establishments will be required to provide Housing Solutions with copies of the Gas and Electricity Safety Certificates, and a copy of the Public Liability Insurance Certificate. Housing Solutions staff may then inspect the Establishments annually, and may organise an inspection by Private Sector Housing. If Private Sector Housing do inspect and make recommendations, the Provider is required to comply with these.

3.0 OFFENSIVE MATERIAL

- 3.1 The Provider will ensure that material is not displayed in their Establishment that could offend on the grounds of race discrimination, sex discrimination, sexual preference or religious discrimination.

4.0 VULNERABLE ADULTS AND CHILDREN SAFEGUARDING PROCEDURES

- 4.1 In the event that a Provider has an incident of abuse disclosed to them, sees an incident, or has concerns about potential abuse or neglect, they have a duty to pass the information on to either the Adult Access Team on 0114 2734908, the Children's Access Team on 0114 273 4855, and/or the Police on 0114 2202020 and notify Housing Solutions on 0114 27 35335.

5.0 CHARGES

- 5.1 Housing Solutions will pay the following rates for Bed and Breakfast:

Single Service Users (one adult and up to one child under 6 months old):
£28.20 per room per night including VAT (£23.50 excluding VAT)

Couples: (2 adults and up to one child under 6 months old):

£50.04 per room per night including VAT (£41.70 excluding VAT)

Families: (up to 2 adults and up to one child under 6 months old, and at least one child over 6 months old):

£54.96 per room including VAT (£45.80 excluding VAT) plus £10.08 per additional child per night including VAT (£8.40 excluding VAT).

There will be no extra charge for Bank Holidays.

Housing Solutions will not pay for any damage caused by Service Users.

5.2 Cancellation Penalties: Housing Solutions will pay penalties for late cancellation notifications after 1700 hours at the following rates:

Single Service Users: £20.04 including VAT (£16.70 excluding VAT)

Couples: £40.08 including VAT (£33.40 excluding VAT)

Families: £40.08 including VAT (£33.40 excluding VAT)

Housing Solutions will pay a standard single (£28.20) or double (£50.04) room rate where the Service User fails to arrive at the Establishment on the arranged day of arrival, providing the Out of Hours Service do not subsequently make a "like for like" booking that night.

6.0 PROCEDURE FOR REFERRALS TO BED AND BREAKFAST

6.1 Housing Solutions will allocate Service Users to Providers who have signed this Schedule of Requirements as fairly as possible, to distribute Service Users evenly across the range of Establishments (unless the circumstances of an individual Service User mean that that Service User can only be placed in a particular location).

6.2 Housing Solutions will make a telephone call to the Provider requesting details of accommodation available and giving brief details and a risk assessment of the Service User. If suitable accommodation is available with the Provider; Housing Solutions will seek to obtain immediate verbal acceptance of the referral from the Provider. Housing Solutions will then e-mail a Confirmation of Booking form (Appendix A) confirming details of the booking to the Provider.

6.3 The Provider will, upon receipt of the emailed Confirmation of Booking form from Housing Solutions, acknowledge by return email.

6.4 When the Provider accepts a referral of a Service User, the Provider will provide Housing Solutions with a sample copy of their standard Agreement which the Provider intends to use with each Service User whilst they stay in that accommodation. The documentation that must be given to Service Users will include:

- a copy of the Provider's Formal Complaints Procedure,
- Health & Safety Procedure,
- Equal Opportunities Procedure,
- Drugs/Alcohol Policy

- Any other rules and procedures which the Provider currently operates at their Establishment.

7.0 HOUSING SOLUTIONS SERVICE TERMS & CONDITIONS OF BOOKINGS

- 7.1 Housing Solutions Service will issue the Service User with a “Confirmation of Booking into Hotel/Bed and Breakfast Accommodation” form (Appendix A). The Service User is required to arrive at the Provider’s Establishment with this form. This includes an explanation of what actions or behaviour would be likely to result in the council’s duty to provide interim accommodation to cease (see Appendix B).

In the event that the Service User fails to arrive at the Establishment, the Provider will telephone **and** e-mail the Housing Solutions as soon as this becomes apparent to inform them of this.

- 7.2 Upon arrival at the Establishment, the Provider will ensure that there is a member of staff available to greet the Service User and to show them to their room and around the facilities available at the Establishment, including Health and Safety, visitors/signing in book, key procedure and Fire procedure.
- 7.3 The Provider is to verify that the Service User has a valid receipt from Capita in respect of Housing Benefit (Housing Benefit Receipt) **prior** to booking the Service User into the Establishment. Where the Applicant does not provide the Housing Benefit Receipt upon request by the Provider, the Provider will telephone Housing Solutions (during working hours) in order to try to obtain confirmation of this.

If the Service User is booked into the Establishment without this confirmation, Housing Solutions will **not** be responsible for payment of the service.

- 7.4 Where a Service User is placed in the Establishment via the Out Of Hours Service, the Service User will not be in possession of a Housing Benefit Receipt. The Provider is able to accept the Service User in such cases. However, the Provider is required to inform the Service User that they **must** attend the Housing Solutions Service at Howden House **by 10.00am on the next working day** in order to have a housing options interview and to make a claim for Housing Benefit.
- 7.5 As soon as the Service User arrives at the accommodation, the Provider must ensure that the Service User is informed they will be required to sign the ‘Daily Signing-In Sheet’ **by 9.30am the following morning for that night’s stay**. An example of the form appears at **Appendix C**. This sheet must be signed each day in respect of that particular night. The Accommodation Provider must **not** ask the Service User to sign the sheet in advance of any subsequent nights **under any circumstances**. The Provider is required to e-mail a copy of the Daily Signing-In Sheet to Housing Solutions **by 9.30am on the next working day** showing the full name/s and corresponding signature of all persons who stayed at the accommodation the previous night.

- 7.6 If the Provider is unable to obtain the signature of a Service User, full reasons for this must be noted on the Daily Signing-In Sheet and the Provider must telephone Housing Solutions by 9:30am on the next working day to advise them of this. A decision will then be made by Housing Solutions as to whether the Service User should be booked out of the Establishment. If the Provider fails to notify Housing Solutions that it has not been able to obtain the signature of the Service User, Housing Solutions shall not be liable for payment of the Bed and Breakfast which has already been provided, and will **not** pay for any subsequent Bed and Breakfast for the Service User.
- 7.7 The Provider will ensure that Service Users receive any telephone messages with information from Housing Solutions.
- 7.8 Housing Solutions reserves the right to visit the Establishment including the individual rooms at any reasonable time to either visit the Service User, inspect the rooms and the Establishment or to check that records are being maintained and practices are being followed by the Provider.
- 7.9 Housing Solutions reserves the right to immediately suspend use of an Establishment whilst investigating serious complaints or allegations. The Provider will be informed of the reason for the suspension and given an estimate of how long the investigation will take to conclude, as well as informed of the outcome of the investigation.
- 7.10 The Provider will supply Housing Solutions with a weekly invoice stating the following information;
- Invoice date
 - Invoice number
 - Name & case number of client
 - Dates accommodated (from/to)
 - Total number of nights
 - Total charge per Service User
 - Total value of invoice

Housing Solutions can provide a template for this information if required.

8.0 REFERRALS / BOOKINGS MADE BY THE OUT OF HOURS SERVICE

- 8.1 The Out of Hours Service will normally operate between the hours of 5.00pm – 8.30am Monday to Friday, at other times as may be directed and, 24 hours during weekends and Bank Holidays.
- 8.2 When the Out of Hours Service is in operation, all referrals/bookings made to Providers are in accordance with the above schedule of requirements set out for referrals/bookings usually made by The Housing Solutions Service, except that no paperwork will be given to the Service User.

9.0 BOOKINGS OUT

- 9.1 Housing Solutions will telephone the Provider and confirm the date of the last night for staying at the Establishment. Housing Solutions will then e-mail a Confirmation of Booking Out Form (Appendix D) to the

Accommodation Provider. The Provider will then be required to acknowledge the receipt of the form.

10.0 GUIDANCE FOR DEALING WITH SERVICE USERS WHO DO NOT STAY IN THE ESTABLISHMENT OVERNIGHT

- 10.1 In the event of an emergency, where a Service User intends to spend one night away from the Establishment, the Service User will be requested to contact Housing Solutions in advance in order to discuss the reasons for doing so. **Any Service User who does not comply with this procedure will be automatically booked out of the Establishment.**

If the Provider has been informed by the Service User **or is aware** that the Service User will be staying elsewhere overnight, the Provider is also required to contact Housing Solutions that same day or, by 9.30am at the latest on the next working day, and provide reasons for the Service User's absence from their Establishment.

Once Housing Solutions has been informed with reasons, either by the Service User or by the Provider that the Service User will be staying elsewhere overnight, Housing Solutions will make a decision as to whether or not the Service User will continue to be further provided with Bed and Breakfast accommodation. Housing Solutions will inform the Provider, by telephone, as to the decision reached and will e-mail written confirmation of this decision.

- 10.2 The Provider is required to enter details of this decision by Housing Solutions on the Daily Signing-In Sheet, which will then be subsequently submitted to Housing Solutions when payment is requested.

11.0 PAYMENT CONDITIONS

- 11.1 The Provider is to provide invoices to:

Accommodation Team
Housing Solutions
Sheffield City Council
Floor 3, Howden House,
1 Union Street
Sheffield.
S1 2SH

Any queries regarding payments should be put in writing and sent to the above address so that they can be investigated.

- 11.2 Sheffield City Council will make reasonable endeavours to pay all invoices within 30 days of receipt by cheque or BACS method subject to the following conditions:

- Each invoice submitted is accompanied by the fully completed Daily Signing- In Sheet for that Service User which **must** cover their full period of stay.
- The name of the Service User on the invoice matches the name provided on the Daily Signing- In Sheet.

- The Provider provides a clear written explanation on the Daily Signing-in Sheet where they are unable to provide a Service User's signature.
 - Housing Solutions has not already issued a booking out form by **3.00pm** in respect of the day to which the invoice relates.
- 11.3 Payment will be delayed pending the outcome of any investigation required where one or all of the conditions in Clause 11.2 are not complied with and/or where information provided in respect of the Service User and/or periods of accommodation on invoices does not match the information shown on the City Council's own records.

Click to Send

CONFIRMATION OF BOOKING INTO HOTEL / BED AND BREAKFAST ACCOMMODATION

Name of Establishment:

Date of Booking:

Time:

Case No.:

Household Details				
First Name	Surname	D.O.B.	M/F	Cost Per Night £ Inc. VAT
Total				£ -

To accommodation reception staff:

Please accommodate the above household.

Note: This booking is made in accordance with the conditions of the Referral Agreement and Schedule of Requirements annexed thereto between the City Council and the Accommodation Provider.

From: Inclusive ONLY
 To (last night):

Housing Solutions Officer:

Instructions for Hotel / Bed and Breakfast Accommodation Provider:

APPENDIX B

Name Of Establishment:

You have been booked into temporary accommodation under Part VII of the Housing Act 1996, whilst we (Sheffield City Council Housing Solutions service) investigate your Homeless application. Please note that you may be moved to alternative temporary accommodation as required without consultation or notice.

You must keep to the Accommodation Provider's Terms and Conditions whilst staying in this accommodation. Upon your arrival at the Establishment, the Accommodation Provider will issue you with a copy of these Terms & Conditions and will show you around the accommodation being provided for you and the facilities available.

NOTE: You will *not* be admitted to this Establishment unless you provide your Housing Benefit Claim receipt. Please ensure you take this with you.

You will be required to sign a sheet for each night that you stay in the accommodation. If you do not sign this sheet, you may be booked out and other accommodation may not be provided for you. You must ensure you sign this sheet only for each night you stay there. Under no circumstances must you sign the sheet if you are not staying in the accommodation that night, and you must not sign the sheet for more than 1 night at a time.

If you intend not to stay at any time you must inform both the Accommodation Provider and Sheffield City Council's Housing Solutions Service (Tel: 273 5142) in advance of this to discuss the reasons. We will then make a decision as to whether or not we will continue to provide accommodation to you after this. If you do not stay at the accommodation and fail to inform Housing Solutions we will book you out of the accommodation immediately and we may not provide you with further temporary accommodation.

If you lose this accommodation because you have failed to comply with the Accommodation Providers' Terms and Conditions, Sheffield City Council may have no duty to provide you with any further temporary accommodation.

You should be provided with;

- Clean towels and bed linen
- A cot or moses basket if you have a child under 18 months old
- Enough beds for each member of your family
- Use of a safe for valuables
- Breakfast between 7am-9:30am
- A clean room that is cleaned daily

Please be mindful that the B&B is a private establishment with other paying guests and your behaviour whilst staying here needs to be respectful of this.

We expect you to;

- Leave the room at a time agreed with the B&B staff so that the room can be cleaned every day
- Keep your appointments at Howden House with Housing Solutions staff
- Treat the B&B staff and property with respect

Please note that if you, or any member of your household or visitors, threaten or abuse staff, or damage property, then the B&B staff may call for the police and arrests may follow.

If you, your household, or one of your visitors cause excessive damage or disturbance, then Sheffield City Council may consider ending the duty to continue providing you with accommodation while we investigate your homeless application.

The Housing Solutions Officer will contact you at this address about your homeless application. **It is very important that you contact us if we leave a message for you to do so.**

If we subsequently agree to re-house you, you will be made **one suitable offer of accommodation** and will be required to leave this Establishment. The Housing Solutions Officer will let you know how long you can stay in this Hotel/Bed & Breakfast accommodation after the offer has been made.

Other Important Information

If you are not happy with the accommodation provided, in the first instance, you should raise your concerns with the Accommodation Provider. If this does not resolve the matter, you should then contact the Housing Solutions Service on 273 5142 to discuss the matter further.

Signed Applicant

Signed Applicant

Witness

Date

Please see separate sheet for instructions on how to get to this Establishment



Sheffield City Council – Housing Solutions – Daily Signing-In Sheet

Establishment Name: _____ W/E _____ / _____ / _____

Note for Resident before signing (please read carefully):

Please sign below only for the night that you have stayed. You **must not** sign for nights that you have not yet stayed. If it is found that you have signed for nights that you have not yet stayed then Sheffield City Council will book you out immediately and will **not** provide you with any further temporary accommodation. If you are asked by any member of staff at this Establishment to sign for nights you have not yet stayed, **you must inform Housing Solutions immediately on 0114 273 5142.**

If you are unable to sign this sheet for any reason, **you must inform Housing Solutions immediately on 0114 273 5142.** Failure to sign this sheet **daily** will result in immediate booking out of this Establishment and further temporary accommodation may not be provided.

SIGNATURES

PRINT FULL NAME HERE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Page 27							

Note for Accommodation Provider: Please indicate first and last night of stay above

APPENDIX D

Sheffield City Council
Housing Solutions
2nd Floor, Howden House, Sheffield S1 2SH
Tel: (0114) 273 5142 Fax: (0114) 273 5549

CONFIRMATION OF BOOKING OUT OF HOTEL / BED AND BREAKFAST ACCOMMODATION

Name of Establishment:

Date:

Time:

Applicant Name:

Case No.:

To Accommodation reception staff:

Please book out the above applicant:

Date of last night of residence:

Housing Solutions Officer:

Instruction for Hotel / Bed and Breakfast Accommodation Provider:

1. Reply to this email

This will confirm that the above booking out details have been accepted by you in accordance with the conditions of the Referral Agreement and Schedule of Requirements annexed thereto between the City Council and the Accommodation Provider.

Sheffield *where everyone matters*



CUSTOMER SERVICE EXCELLENCE





Community Safety Update 2013

Safer and Stronger Communities Scrutiny Committee
28 March 2013
Paul McCurry, Head of Community Safety



Background

- The Safer and Sustainable Communities Partnership is responsible for tackling crime, anti-social behaviour and drug and alcohol misuse, and promoting community cohesion, community involvement and volunteering
- The SSCP provides an environment for public, voluntary and private sector partners to work together to build safe and sustainable communities



Police and Crime Commissioner

- Police Authorities no longer exist
- Came into place Nov 2012 – Shaun Wright
- Aims to bring the voice of the people into policing and be accountable for it
- Holds the police force and community safety partners to account
- Sets the Council Tax precept



Police and Crime Panels (PCP)

- Established in each force area to provide regular public scrutiny of the PCC
- PCP is formed by all local authorities in a force area
- The Members for Sheffield are: Cllr Hary Harpham, Cllr Helen Mirfin-Boukouris, Cllr Talib Hussain, Cllr Sylvia Anginotti



Partnerships Strategic Priorities

- Reducing anti-social behaviour and low level offending
- Working to create sustainable and cohesive communities
- Tackling substance and alcohol misuse
- Protecting the most vulnerable



Joint Strategic Intelligence Assessment (JSIA)

- An overview of crime, disorder and substance misuse in Sheffield
- Includes sustainable communities issues
- Looks at current, new and long-term issues
- Produced annually
- Informs the priorities for the Partnership and Plan 2013
- All partners contribute data and other relevant information to the process





JSIA Priorities 2012

- Domestic Burglary
- Shoplifting and metal theft
- Alcohol and drugs
- Youth Offending
- Burngreave Ward
- Central Ward
- Darnall Ward



Partnership Plan Priorities 2013

- To reduce anti-social behaviour, damage and low-level offending
- To help create sustainable and cohesive communities
- To reduce violent crime by tackling substance misuse
- To protect the most vulnerable
- To support Young adults
- To increase public confidence
- To introduce a whole household approach to community safety



Performance

- Quarterly reports to 2 Performance Managements Frameworks
 - SSCP's
 - Community Services Service Plan
- Both cover headline indicators on main priority themes measured against a baseline
- Partnership activity refocused when performance declines



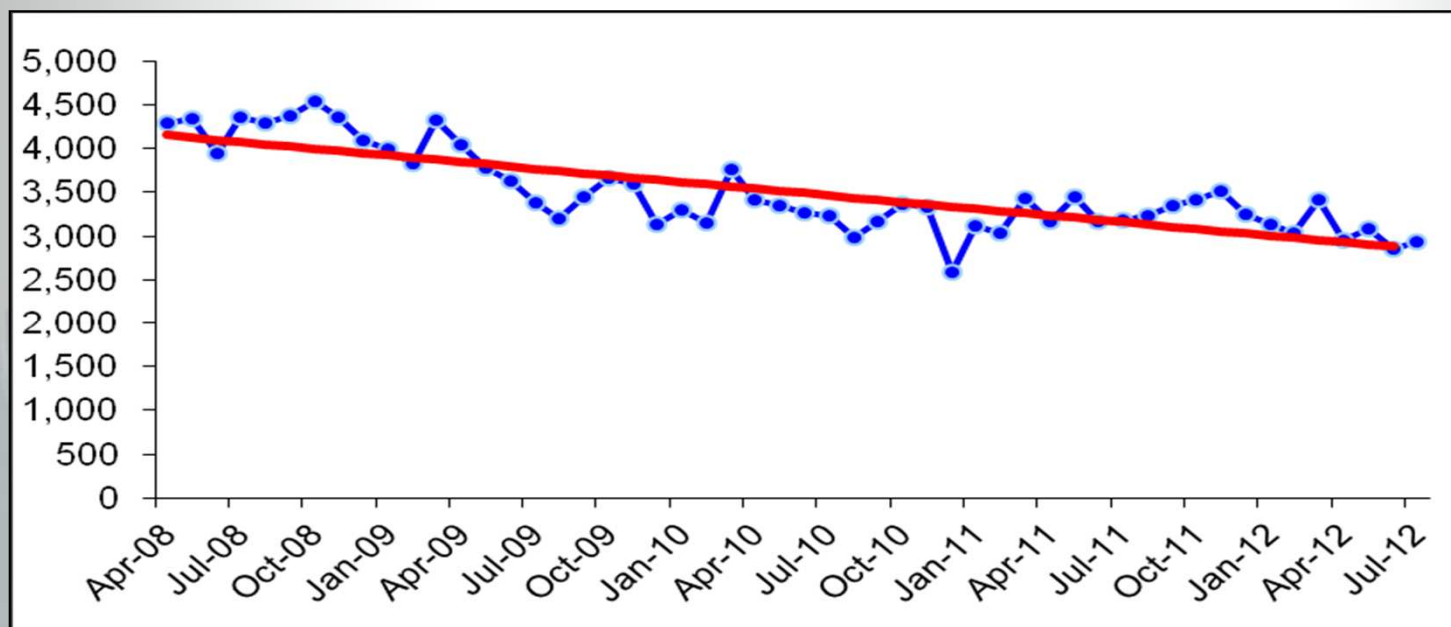
Performance

- ASB down showing a 13% reduction compared to 11/12
- Hate Crime – levels of reporting showing an increase with positive increases in levels of disability Hate Crime reporting linked to work currently being undertaken
- Burglary showing an increase of 2%. Targeted actions being taken to address



Performance

- **Victim-based crime in Sheffield April 2008 – Jul 12**





Achievements

Ending Gang & Youth Violence (EGVY)

- Programme & Commissioning group established to provide multi agency strategic oversight and monitoring Sheffield Gangs Strategy 2012-15
- Network of 27 VCF groups established and supported with small grants to develop new innovative ways to address gang and youth violence
- SCC & SYP media strategy developed



Achievements

Domestic Violence

- Greater awareness of services means reporting is rising
- Overall levels of domestic violence continue to fall
- Continued development of domestic and sexual abuse services
- Increased referrals to the services from agencies
- SCC Community Services are committed to providing £216,000 funding for 13/14 to sustain the service
- First Domestic Homicide Review approved for publication in the country



Achievements

Partnership Resource Allocation Meeting (PRAM)

- provides a forum for ensuring that the most vulnerable people experiencing ASB are identified and receive appropriate support;
- provides a means for concentrating agency resources on risk and vulnerability as well as focussing agencies on working together following the Pilkington case;
- provides an evidence based link into Vulnerable Adults Panel



Achievements

Community Justice Panels (CJPS)

- Currently 42 Volunteer Case-Workers, aged from 18yrs to 72yrs, from all backgrounds and areas of Sheffield and representative of the diverse population
- South Yorkshire Police, Sheffield Homes and other registered social landlords refer to The Community Justice Team
- To date nearly 600 referrals ranging from; noise nuisance, boundary and access disputes, theft, assault, hate-crime and criminal damage
- 2012 study found 98.8% of all participants referred said they were “highly satisfied” with the service they received





Achievements

Hate Crime reporting centre at First Point





Budget

- Most community safety work takes place through mainstream budgets of all partners
- The Council and Police and Crime Commissioner contribute to a discretionary budget for the Partnership to allocate





Challenges

- PRAM – current pilot to go city wide
- Burglary – further investment
- Addressing vulnerability
- Mental health
- Ending gang and youth violence – sustaining the work
- Sexual exploitation



Going Forward

- ASB – changes
- Successful families
- Cohesion and migration
- Service changes in light of reduced budget
- Risk management

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