

Safer and Stronger Communities Scrutiny and Policy Development Committee

Thursday 12 March 2020 at 5.00 pm

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

The Press and Public are Welcome to Attend

Membership

Councillors Ben Curran (Chair), Tim Huggan (Deputy Chair), Sue Auckland, Penny Baker, Dawn Dale, Karen McGowan, Pat Midgley, Anne Murphy, Peter Price, Peter Rippon, Kaltum Rivers, Andrew Sangar, Richard Shaw, Vacancy and Vacancy

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. 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 and recording is allowed under the direction of the Chair. Please see the website or contact Democratic Services for further information regarding public questions and petitions and details of the Council's protocol on audio/visual recording and photography at council meetings.

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 Alice Nicholson, Policy and Improvement Officer, on 0114 2735065 or email alice.nicholson@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
12 MARCH 2020**

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 13th February, 2020.
- 6. Public Questions and Petitions**
To receive any questions or petitions from members of the public
- 7. Update on Housing +**
Report of the Head of Neighbourhood Services.
- 8. Community Safety Partnership Annual Report**
Verbal report of the Director of Housing Services.
- 9. Scrutiny Annual Report 2019/20 Draft Content and Work Programme 2020/21**
Report of the Policy and Improvement Officer.
- 10. Date of Next Meeting**
The next meeting of the Committee will be held on a date to be arranged.

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ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

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.

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 (selflessness; integrity; objectivity; accountability; openness; honesty; and leadership).

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 DPIs 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.

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 Audit and Standards Committee in relation to a request for dispensation.

Further advice can be obtained from Gillian Duckworth, Director of Legal and Governance on 0114 2734018 or email gillian.duckworth@sheffield.gov.uk.

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Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 13 February 2020

PRESENT: Councillors Ben Curran (Chair), Tim Huggan (Deputy Chair), Sue Auckland, Penny Baker, Dawn Dale, Karen McGowan, Pat Midgley, Peter Price, Peter Rippon, Kaltum Rivers, Andrew Sangar and Richard Shaw

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1. APOLOGIES FOR ABSENCE

1.1 An apology for absence was received from Councillor Anne Murphy.

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 Councillor Sue Auckland declared a personal interest in Item 8 on the agenda – Private Sector Housing Regulation and Selective Licensing Update (Item 7 of these minutes) - on the grounds that she is a private sector landlord.

4. MINUTES OF PREVIOUS MEETING

4.1 The minutes of the meetings of the Committee held on 24th October, 2019 and 16th January, 2020, were approved as correct records.

5. PUBLIC QUESTIONS AND PETITIONS

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

6. HATE CRIME IN SHEFFIELD

6.1 The Committee received a report and presentation providing an update on what is currently being carried out to address hate crime and incidents in the city. The report also provided an overview of the national picture in relation to hate crime.

6.2 Present for this item were Maxine Stavrianakos, Head of Neighbourhood Intervention and Tenant Support Services and Mark Seston, Performance and Partnership Manager, Safer Neighbourhood Service (SNS).

6.3 Maxine Stavrianakos gave background information to the report and presentation. She said the Community Safety Partnership Hate Crime Co-ordinator was now in post and was looking at how people report hate crime and to raise awareness and develop a better understanding of hate crime and how it affects individuals and communities. She said that during the past year, events had been held to raise

awareness of what hate crime was, training professional bodies to identify hate crime and there had been an attendance in school assemblies to educate students on how hate crime was committed and its effects on victims, families and wider communities. Mrs. Stavrianakos said the definition of hate crime was any incident or criminal offence perceived to be motivated by hostility or prejudice towards a person, and could be for a number of different reasons such as race, religion, sexual orientation or disability. She then referred to non-crime hate incidents whereby it was perceived that action against a victim was motivated by hostility but no criminal offence was committed. She said that recently there had been an increase in "mate crime" which was the exploitation of vulnerable people and in particular, a rise in those who had been targeted by criminals through the obituary columns. Mrs. Stavrianakos then referred to the hate crime strands as set out in the presentation and said that numbers of reported hate crime incidents were increasing year on year. She stated that the Partnership had provided £10,000 in funding towards the "Stop Hate UK" campaign by providing a hate crime reporting line, but hate crime was greatly under reported and the main challenges facing the Partnership was to raise awareness as the public had a lack of understanding as to what hate crime was, were not aware of how to report it, had a lack of trust in reporting incidents to the police and the fear of reprisals if offenders were not dealt with.

6.4 Members of the Committee made various comments and asked a number of questions, to which responses were given as follows:-

- There are a number of ways people can report hate crime, either to the police, online, or through the city council's webpage. There are a number of ways it can be reported and a list would be provided to Members.
- With regard to the incident of crime against someone in the Jewish community last summer, this was the first time anything of this nature had been reported and a meeting is to be arranged with the Rabbi in Sheffield to ascertain whether this was an isolated case or whether there had been other occasions when incidents of hate crime against the Jewish community happened, but had not been reported.
- It was acknowledged that there was a need to promote online and telephoning mechanisms including those that are "third party" and do not involve direct contact with the police. There was a need to make sure this message was passed on to all agencies and departments.
- In response to a comment from a Member who said that she had not seen any literature relating to the Stop Hate UK campaign for the last two years, it was acknowledged that, although proactive in the beginning, this was work in progress and it was accepted that more needed to be done to step up advertising the campaign and a better distribution of leaflets.
- The police were unable to force victims to take matters further. Victims were fearful that the police would name them to the perpetrators and there would be further reprisals for the victim and/or their family.

- The Sheffield Community Safety Partnership were working with their counterparts in core cities and across South Yorkshire who have encountered similar difficulties in encouraging people to report hate crime, with the aim of finding a solution to this. Work was also ongoing with Liverpool, who also use the Stop Hate UK reporting tool, to understand how they promote services.
- Ongoing work is taking place with South Yorkshire Police to ensure that staff are provided with regular training on hate crime/incidents to enable them to monitor hate crime, identify emerging trends and intelligence, and take proactive steps to disrupt and prevent escalation. This work links into the partnership. The police command team also look at all hate related incidents/crimes on a daily basis to ensure appropriate action/escalation.
- Training sessions can be arranged for Councillors on hate crime, equalities and prevent to assist them identifying possible hate crime victims within their communities, so they might be better placed to offer help and advice to victims and their families.

6.5 RESOLVED: That this Committee:-

- (a) thanks Maxine Stavrianakos and Mark Seston for their contribution to the meeting; and
- (b) notes the contents of the presentation and report now submitted, and the responses to the questions raised, and the additional information to be supplied.

7. PRIVATE SECTOR HOUSING REGULATION AND SELECTIVE LICENSING UPDATE

- 7.1 The Committee received a report and presentation giving an update on the London/ Abbeydale/Chesterfield Road Selective Licensing scheme.
- 7.2 Present for this item were Janet Sharpe, Director of Housing and Neighbourhood Services and Catherine Hughes, Team Manager, Private Housing Standards.
- 7.3 Janet Sharpe reported the progress to date of the Scheme, outlining the number of inspections that had been carried out, the number of properties that were compliant with the licence conditions and the number of properties where a serious hazard had been found.
- 7.4 Catherine Hughes referred to the team structure of the Private Housing Standards Team (PHST), which, due to reductions in Government grants and austerity measures, had been reduced by around 60% over the past 10 years. She stated that the priority of the PHST was to protect some of the most vulnerable people living in private sector properties, but around 40% of those properties were built pre 1919 and the condition of those properties had deteriorated. The most recent stock condition survey shows that 10,801 of private rented properties have a Category 1 hazard. She said that the Private

Sector Housing Service was ranked as one of the best in the country in supporting tenants, working closely with landlords to improve standards and take enforcement action against those landlords who flout the law and put tenants at risk. She referred to the numbers of Houses in Multiple Occupation in the city and how the Team carry out inspections, issue licences and then renew such licences every five years. She also made reference to the number of asylum seeker properties across the city.

7.5 Members made various comments and asked a number of questions, to which responses were given as follows:-

- With regard to student accommodation, there were some 60,000 students across the city and when new schemes in the city centre are completed, the majority of students, if affordability allows, prefer to move into the newest properties, leaving the older schemes struggling to fill up and being under-occupied.
- Some of the earlier built student accommodation blocks were purpose built and not fit for family use. The service has been looking at some of the under-occupied blocks to see if they can be altered to make them fit for use.
- With regard to cladding in tower blocks, the Government was doing a lot of work to remove the risk of fires following the disaster at the Grenfell Tower block. The powers governing fire safety was shared between the Housing Service and the Fire Service. The Government has introduced a funding programme to make it easier for building owners to access resources to remove combustible cladding to their properties. This work had been carried out to the Housing Service owned properties, but some private landlords were proactive in accessing the funding available and carrying out the works, others were slow to react, but it was hoped that all properties in Sheffield would be made safe during the next 12 months.
- The Housing Service works in partnership with the majority of letting agencies in the city, providing help and advice to improve housing standards. A lot depends on the arrangements that landlords have with their lettings agent, some agencies were given full responsibility, but it can be challenging to get landlords to co-operate. Where an unscrupulous landlord is exposed as providing sub-standard and dangerous accommodation, the City Council will take enforcement action against them. The City Council are aware and monitor those landlords/agencies who do not act correctly and responsibly. The Service also provides guidance for landlords and managers who hold licences for houses in multiple occupation or who are licensed under the Selective Licensing Scheme.
- Due to national policy changes, a student housing strategy was being developed. This strategy will explore the potential impact of these changes on the existing and future student accommodation provision in Sheffield. The city has a mixed accommodation offer for students, with an increasing

amount of Purpose Built Student Accommodation (PBSA) and whilst demand for PBSA was continuing to grow, existing stock was still not at full occupancy and there was a risk that the provision of more PBSA will lead to oversupply and older blocks falling empty. It was hoped that this and housing plans for the city as a whole would be known by the end of the summer.

- There has been a lot of work carried out by the Director of Housing and Neighbourhood Services, along with the respective Cabinet Members, regarding the Strategic Housing Market Assessment which was now complete, but they are looking to see if there was a need to update some of the housing plans for the city so that they will be in a position to put forward a report to Cabinet on this by the end of the summer.
- One of the challenges is around how to improve private rented houses across the city. The Housing Service was working with landlords in order for them to improve the basic standards of their properties, particularly to many of the older properties' thermal comfort. Part of the city's Health and Wellbeing Strategy was the need to ensure that those in poor health had access to decent housing, a warm and comfortable place to live and the aim was to see how properties could be improved and make sure that landlords were tackling Category 1 hazards to make sure that housing stock was up to an acceptable standard.
- As can be seen from the results of the survey which has been carried out, some families don't want the disruption of moving out of their properties whilst repairs were being carried out or even being rehoused. The perception of some tenants was that "I've put up with it, so I'll carry on with it", so homes fall further into disrepair.
- Part of the city's Health and Wellbeing Strategy acknowledges the current shortage of affordable housing and that a number of owner-occupied and private rented properties across the city are classed as having an excess cold hazard due to a mix of financial hardship and poor property conditions, and work was ongoing to address this.
- The introduction of Selective Licensing into an area can bring widespread benefits to the local community, by ensuring that all privately rented property within the designated area was safe and well managed, but the Scheme was costly to manage so there was a need to determine which area would benefit more from the Selective Licensing. The aim was for the Licensing and Enforcement Team to visit every property in the designated area to ascertain the condition of the property, assess it and make sure it was fit for purpose and only when that was completed, move on to the next area. The aim was to look at where the most serious cases were and deal with them before moving on to the next difficult area. Consultation with all affected people, such as tenants, residents, landlords, managing agents, businesses, Police, Fire Service, local councillors etc., needed to be held to determine whether the Scheme would be beneficial to the area. There was a need to deal with one area at a time rather than city-wide.

- Landlords need to make sure that tenants dispose of their waste properly. The Housing Service works with the Environmental Health Service to serve notices on those who do not maintain their properties, although it was felt that if a fixed penalty notice has been served or fines issued, the landlord would pass the cost on to tenants.

7.6 RESOLVED: That this Committee:-

- (a) thanks Janet Sharpe and Catherine Hughes for their contribution to the meeting;
- (b) notes the contents of the report and presentation now submitted together with the comments now made and the responses to the questions raised; and
- (c) endorses the decision taken by the Cabinet at its meeting held 20th June, 2018 to designate an area of London Road, Abbeydale Road and Chesterfield Road for the Selective Licensing of privately rented properties, and requests that:-
 - (i) an annual report, giving feedback on the Selective Licensing Scheme, to see more detail on a regular basis, be brought to this Committee;
 - (ii) the Scheme be extended to other areas of the City; and
 - (iii) the Cabinet Member for Transport and Development continue to work with the Director of Housing and Neighbourhood Services relating to Page Hall.

8. PAGE HALL SELECTIVE LICENSING REVIEW

8.1 The Committee received a report which outlined the outcome of the work which had been carried out by the Private Housing Standards Team (PHST) during the Selective Licensing Scheme which came into operation in April, 2014, in the Page Hall area of the city and ended in April 2019. The report which was presented was produced in 2018, which was four years into the scheme. There has been a lot of activity in Page Hall and the PHST had engaged with local schools, the MAST team and Adult Social Care workers. Initially, there were some landlords that didn't want their properties to become part of the scheme, so they sold up. However, the majority of landlords worked with the PHST and carried out the necessary works to the properties to ensure they were compliant. Where landlords did not carry out necessary works, enforcement action was taken. Common issues remaining in the area were around waste, how properties were managed and the level of rents people are paying. Councillor Paul Wood, Cabinet Member for Neighbourhoods and Community Safety, has asked that the PHST be involved in matters of waste and waste in housing. Everything that needed to be licensed was licensed and the works that needed to

be done had been carried out. It has been found that there were some issues in the area immediately around Page Hall and these were being investigated.

8.2 RESOLVED: That the Committee:-

- (a) notes the contents of the report now submitted together with the comments now made and the responses to the questions raised; and
- (b) expressed their thanks to Catherine Hughes and the Private Sector Housing Team and the Housing Service for their help and assistance on cases within their areas. They wanted to thank the team for their professionalism and helpfulness.

9. WORK PROGRAMME 2019/20

9.1 The Committee received a report of the Policy and Improvement Officer (Alice Nicholson), attaching the Committee's Work Programme for 2019/20. She provided an update on the outstanding items of business.

9.2 RESOLVED: That the Committee approves the Work Programme as detailed in the report and agrees that the following items of business be brought to the next meeting:-

- Community Safety Partnership Annual Report.
- Update on Housing +.

10. DATE OF NEXT MEETING

10.1 It was noted that the next meeting of the Committee would be held on Thursday, 12th March, 2020 at 5.00 p.m., in the Town Hall.

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Report to Safer and Stronger Scrutiny & Policy Development Committee 12 March 2020

Report of: Bev Mullooly, Head of Neighbourhood Services

Subject: Update on Housing+

Author of Report: Claire Lane, Neighbourhood Manager

Summary:

This paper provides an update on the Housing+ service. It outlines how the service has developed since the last update in March 2018 and invites comments from Members on their experiences along with suggestions and recommendations from the Committee for future development.

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 update provided, discuss the impact of Housing+ and provide any comments, suggestions or recommendations from the Committee on the future development of Housing+.

Background Papers:

None

Category of Report: OPEN

Report of the Head of Neighbourhood Services – Update on Housing+

1. Introduction

- 1.1 Housing+ was introduced in October 2016 as part of a restructure of the Housing and Neighbourhoods Service. The offer to council housing tenants in the City is a more proactive approach to housing management and support to sustain their tenancy. Neighbourhood Officers are responsible for a patch of properties and are a named point of contact for the housing service. Each tenant/household is offered an annual visit so we better understand our customers and how we can support them and household members to sustain their tenancy and ultimately help build resilient and sustainable neighbourhoods.
- 1.2 Neighbourhood Officers are responsible for delivering range of functions in the neighbourhood alongside the annual visits, including anti-social behaviour (ASB), tenancy management, rehousing advice/assessment and community engagement. They will also provide support and advice on health and wellbeing, employment, training and volunteering. Where households need more specialist support officers will offer advice and signposting to appropriate services.
- 1.3 Members of the Safer and Stronger Scrutiny & Policy Development Committee were last provided with an update in March 2018. This paper explains how the service has developed since the last update and invites comments from Members on their experiences along with suggestions and recommendations from the Committee for future development.

2. Housing+ Update

- 2.1 Performance data demonstrates that Housing+ has had a positive impact on sustaining tenancies and enabling tenants and their household members to access support where this is required. This will be covered in more detail in the following section.
- 2.2 In November 2018 the management of the early stages of rent recovery was transferred to the Income Management and Financial Inclusion team. This decision was taken due to the roll out of Universal Credit and the significant concern around the impact on tenants. A large number of staff in the Neighbourhood Teams would have required training in preparation for this.

Neighbourhood Officers continue to have a positive impact on the amount of rent collected. They play a key role in setting clear expectations for new and existing tenants and increasing the numbers of tenants who pay their rent by direct debit. The number of tenants paying by direct debit has risen from 8,761 in 2016/17 to 12,114 in 2018/19.

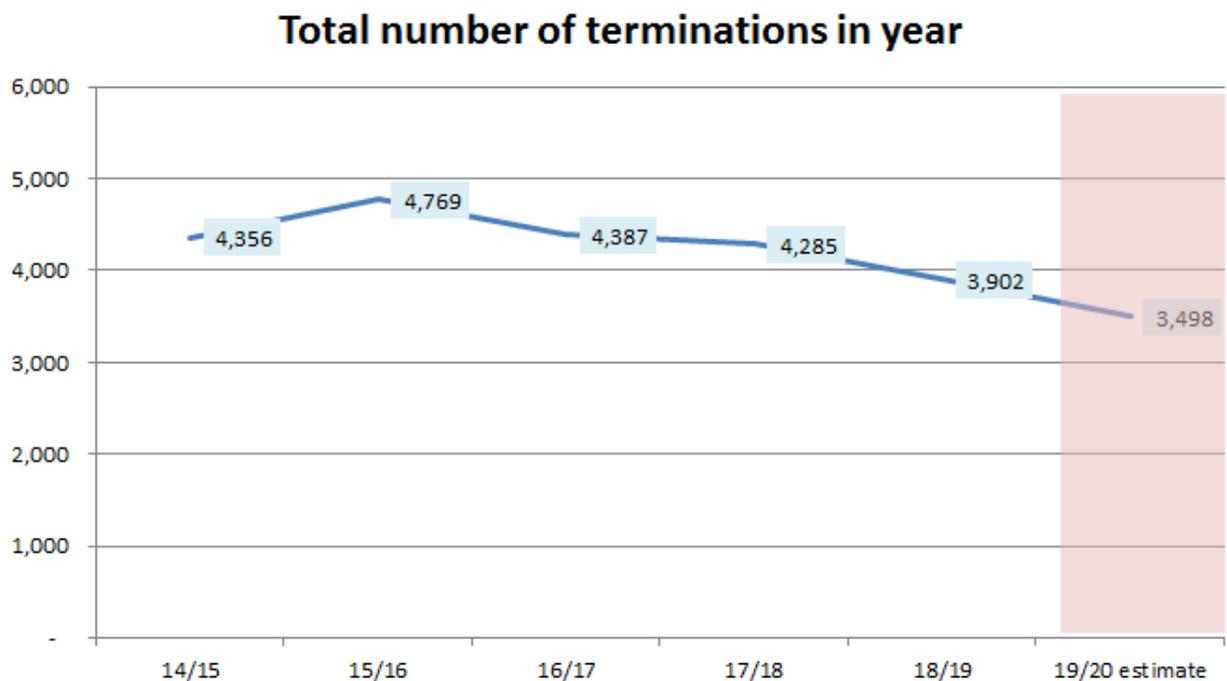
2.3 Neighbourhood Officers have provided improved access to services by working with tenants in their own homes. They have provided access to more than just council housing services by developing a greater understanding of the needs of their tenants and the services available to them. They are visible within the local community and have built links and partnerships with a range of local community services in order to support tenants to live independently, sustain their tenancies and to help develop the community asset. A key focus was to deliver services to tenant's homes this has been achieved and has contributed to a reduction in tenants accessing services via customer access points and the call centre.

3. Performance

3.1 Tenancy Terminations/Sustainability

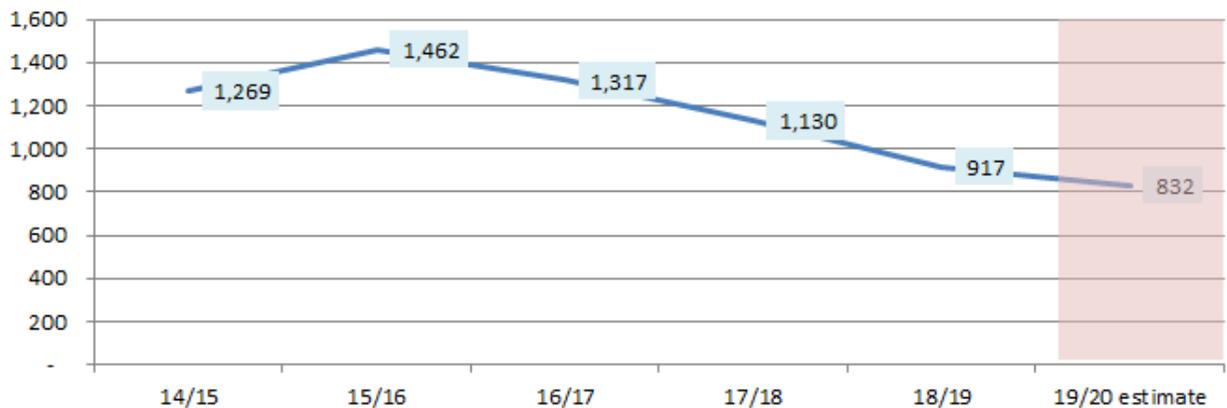
The Housing+ service has contributed to increased sustainability of tenancies. Since the introduction of the service in October 2016 tenancy terminations have reduced:

- 4,769 terminations in 2016/17
- 3,902 terminations in 2018/19 and
- 3,498 terminated in 2019/20 (estimated figure)



Tenancies terminating within 2 years have reduced from 1,269 in 2014/15 to 917 in 2018/19, with a further estimated reduction to 832 at year end in 2019/20. Tenancies terminating within 1 year have also reduced from 675 in 2014/15 to 436 in 2018/19.

Terminations in year (tenancy length 2 years or less)



A contributing factor for the reduction in tenancy terminations is the support that is identified and provided to tenants. Staff are working together across council services, partners and the voluntary sector to support tenants/household members. This is driving more streamlined, better integrated and individually tailored support.

We are now analysing the data from our visits/referrals to understand more about our tenants and the support they need to sustain tenancies. This will help to shape the future service and highlight areas to strengthen.

3.2 Anti-Social Behaviour

The number of anti-social behaviour (ASB) cases for council housing tenants have decreased from approximately 5,000 in 2016/17, when Housing+ was implemented, to under 3,000 in 2019/20.

Housing+ has contributed to this decrease by increasing contact with customers and making clear the expectations of managing and conducting a tenancy. It has also allowed officers to detect issues earlier and they have built effective relationships with the local policing teams.

We have positive examples of neighbourhood officers working closely with our safer neighbourhoods team and local policing teams. Working in partnership, and engaging with the local community, we have responded to ASB issues and taken positive actions. An example of this is tackling ASB within the Foxhill area, which resulted in arrests and successfully obtaining a criminal behaviour order which had a significant impact and reduced reporting of ASB in the area. The neighbourhood officer played a key role in gathering information and reassuring the local community in partnership with the local Policing and safer neighbourhood teams.

3.3 Annual Visits

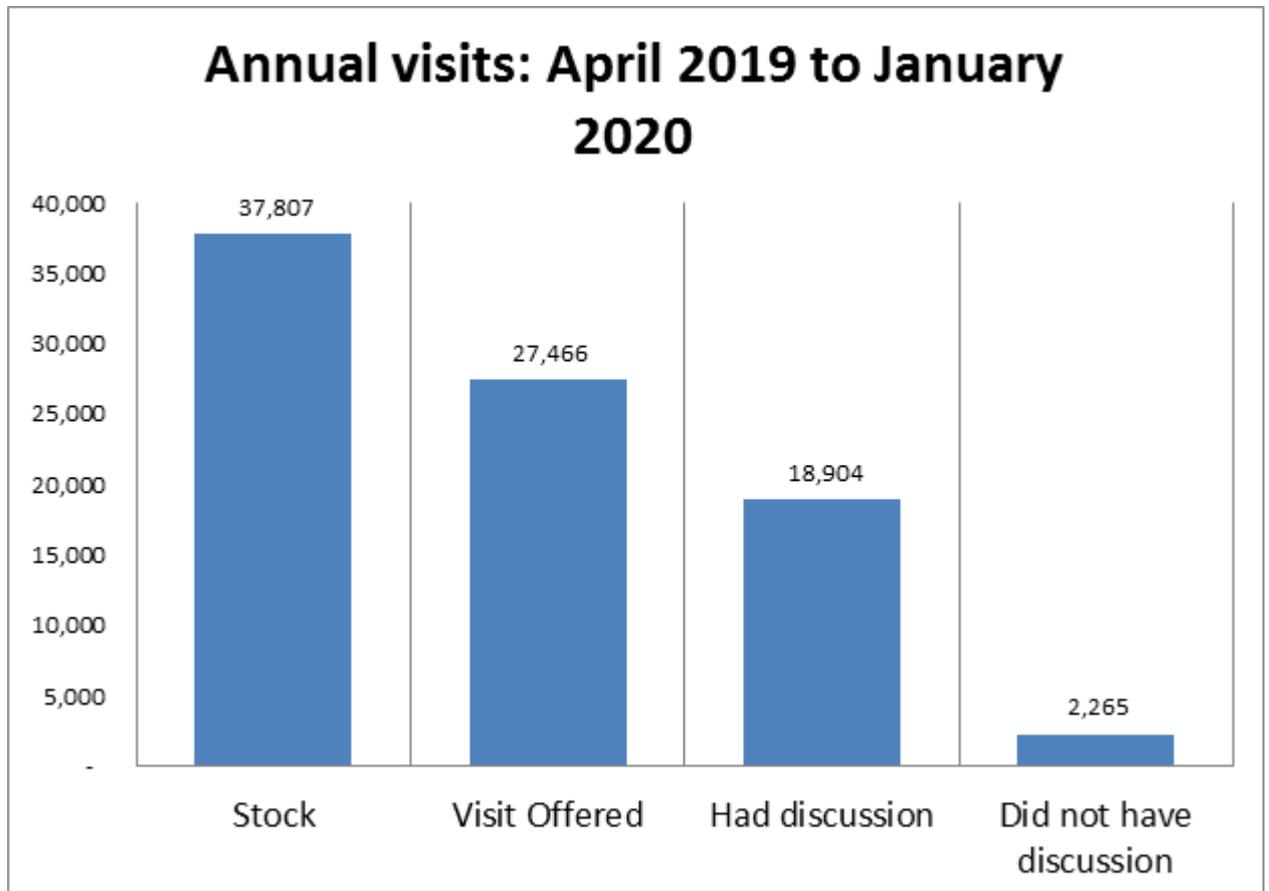
A key priority of the Housing+ service is to support tenants and households to be resilient, independent and well. The offer of an annual visit has provided all tenants with an opportunity to discuss tenancy concerns and access support to sustain and enjoy their home. The preventative nature of the Housing+ approach has allowed for issues to be identified earlier and mitigating actions to be taken.

In 2018/19 32,551 tenants were offered an annual visit, which is 83% of our stock. 16,058 tenants welcomed the opportunity to have a discussion with their Neighbourhood Officer.

So far this year, from April 2019 to the end of January 2020:

- 27,466 annual visits (73% of our stock) have been offered to council tenants.
- 18,904 (69%) of these tenants have welcomed a discussion with their Neighbourhood Officer.
- 2,265 tenants (8%) have chosen not to access this part of our service and therefore no discussion has taken place.

Please note for those tenants who we are currently supporting, as a result of the annual visit, or those currently being offered a visit; these numbers are not included in the table below.



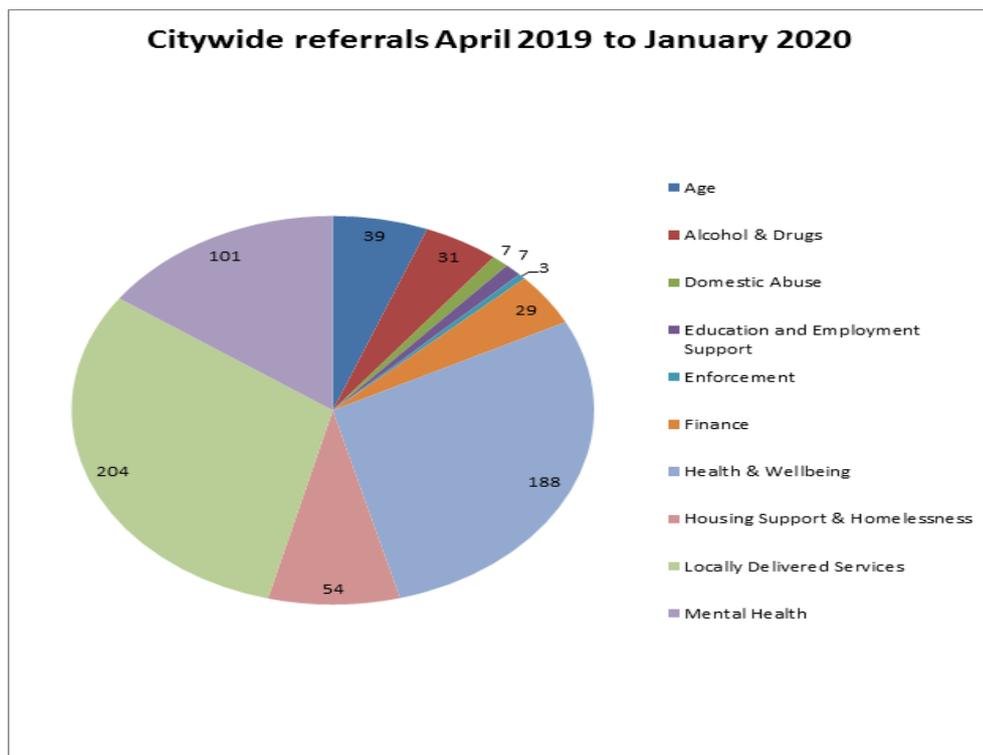
3.4 Support referrals

The Housing+ service has addressed tenancy related issues through the annual visit process and these issues have been detected and resolved earlier. The annual visit offer has also improved access to support for tenants/household members which has helped to increase individual/household resilience.

As a result of the 18,904 discussions held with tenants, in 2019/20, we have made 663 referrals into services to provide support and specialist advice. Discussions with our tenants, as part of the annual visit offer, have enabled us to access support early and in some cases prevent further interventions/escalation.

The highest referrals were:

- 204 into locally delivered services (e.g. social cafes, luncheon clubs, local sports centre), linking tenants into their local community which contributes to increasing community resilience and reducing social isolation.
- 188 to health and wellbeing services
- 101 to mental health services



We are identifying some 'unmet' need/demand, however to be confident of what this is telling us we need to gather more data and carry out further analysis.

4 Partnership working

The Housing Plus approach has a focus on increasing preventative intervention with tenants and their families. Strengthening partnership working in local communities has contributed to this objective. An example of this is our joint work with our partners within the wider council, NHS, clinical commissioning group, the Police; and a range of services and local organisations to jointly commission a locality based neighbourhood hub. This is within the South East of the City and is intended to develop supportive and resilient communities.

The hub supports the shift to preventive measures rather than responding to crisis. Using restorative practice to give individuals the power to know how to keep themselves healthy, resilient and live well.

The Neighbourhood hub will:

- Take an innovative and problem solving approach
- Have co-production at the heart of service delivery
- Work in partnership with other services to mainstream resources.
- connect practice to ensure quality services are delivered to the right person at the right time

Neighbourhood Officers are co-located with services (as above) which enables daily partnership working and regular attendance at TAP (Team around the Person) meetings. These meetings involve multiple agencies, as well as the individual, to agree a care package to support the individual's needs. The TAP is a preventative model to help individuals receive the right support at the right time.

Winter update 2020

WELCOME

THE SOUTH EAST NEIGHBOURHOOD HUB NEWSLETTER

Mosborough, Birley, Beighton and Woodhouse



Firstly a big thank you for all who came to our Launch on the 4th November, we were delighted to see so many of you drop into the hub and join us for a cup of tea and tour.

What is the hub and why...

The hub represents a 'Social Care' response at a community level to reducing demand at intervention points and looking at further improving joint working.

This delivery project aims to make positive improvements to the outcomes of individuals and communities. The hub acts as an enabler to integrate services to work together to find community and partnership solutions to:

- Problems that could make it more likely to be admitted to hospital.
- Managing crisis locally to avoid hospital admissions where possible.
- Getting people out of hospital quickly and maximising their independence on return to the community.
- Reduce demand on adult social care
- Reduced accident and emergency attendance
- Improved individual wellbeing

CONNECTING PRACTICES

Services working together were essential in the initial planning and creation of the hub. In the run up to the launch we ran a number of connecting practice workshops with stakeholders where we discussed how the hub can help each service.

We are particularly excited to tell you all about our latest 'Connecting Practice Workshop', where we have had the opportunity to work together to develop good practice and develop the Team around the Person (TAP) multidisciplinary meeting.

Our connecting practice events continue to run, with the next event taking place on **Wednesday 5th February from 9.30 – 12.30 at the Art Space, Crystal Peaks Library.**

TAP WHAT ARE THEY???

TAP (Team around the Person) is a meeting involving multiple agencies as well as the individual to agree a care package to support the individual's needs. The TAP is a preventative model to help individuals receive the right support at the right time.

Further information including the TAP pathway and referral form is available on our website www.sheffield.gov.uk/home/social-care/tap-neighbourhood-hubs.html



FACILITIES

- 5 Spacious meeting rooms that can accommodate from 2-12 people
- 4 medical consulting rooms
- 20 hot desk spaces (8 with laptops, screens and keyboards)
- An opportunity to network and connect practice
- Full use of the project team, including information, advice and co-ordination of Huddles and TAP's (multi-disciplinary meetings)
- Private rooms with WIFI are perfect for supervisions
- Fully equipped staff room where the kettle is always on!

Stay informed of training and events by viewing our "what's on in hub" page on our website

OUR DOOR IS ALWAYS OPEN

Our door is always open for anyone wishing to visit, have somewhere to touch down or a change of scenery.

OPENING TIMES

Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 – 16:45

CONTACT US

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5 Tenant Feedback

We conduct a customer satisfaction survey for the annual visit. The survey results for this year, in the table below, show that tenants who have received an annual visit are very satisfied with the service provided.

Housing+ Visit Survey	Year so far	Q1 Av	Q2 Av	Q3 Av	Q4 Av	Total responses
The neighbourhood officer fully explained to me what the purpose of the Housing+ (annual) visit was about	9.3		9.5	9.2		221
The officer was professional and polite	9.5		9.8	9.4		224
It was helpful to talk to the Neighbourhood Officer	9.3		9.6	9.1		222
The advice I was given was helpful and that I was able to be directed to other appropriate services	9.2		9.3	9.1		192
I felt comfortable having a conversation with my Neighbourhood Officer about a variety of issues	9.4		9.7	9.3		225
I was satisfied with what was agreed from the visit	9.2		9.5	9.1		218
Any support needs I have were identified and addressed	9.0		9.3	8.9		160
I feel happier (less anxious/less stressed) in my tenancy as a result of the visit	9.0		9.0	9.0		206

6 Housing+ Review

- 6.1 The Housing+ service is currently under review to determine if it is operating effectively and to consider any improvements that will create more efficiencies and provide the best outcomes for tenants.
- 6.2 Data obtained has demonstrated that the service is having a positive impact on sustaining tenancies and supporting tenants. Feedback from customers also supports this.
- 6.3 We are conducting a detailed analysis of the information that we have gained about our tenants, and their households, and what their needs are from our service and wider. We will use this to shape our future service. We are also currently reviewing our internal processes and procedures with a view to streamlining and focusing on customer outcomes. We will also explore best practices of other local authorities and housing associations through our newly established tenancy sustainability benchmarking group.

6.4 We have conducting a staff survey across all 7 neighbourhood teams. We are currently collating this feedback and will use this to focus on areas to improve and to ensure our staff have the tools and knowledge to carry out their role effectively. Headline results from 102 responses are:

- 88% understood what was expected in their role
- 75% felt empowered to use their own judgement and initiative
- 63% felt they had the appropriate training and tools to carry out their role.
- Over 65% felt that our relationship with mental health services requires improvement

7 Recommendation

7.1 Consider the update provided, discuss the impact of Housing+ and provide any comments, suggestions or recommendations from the Committee on the future development of Housing+

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Report to Safer and Stronger Communities Scrutiny and Policy Development Committee Thursday 12th March 2020

Report of: Policy and Improvement Officer

Subject: Safer and Stronger Communities Scrutiny and Policy Development Committee: Scrutiny Two Year Progress Report 2018-20 and themes for drafting Work Programme 2020-21

Author of Report: Alice Nicholson, Policy and Improvement Officer
alice.nicholson@sheffield.gov.uk
0114 273 5065

Summary:

This report provides the Committee with a summary of its activities over the current and previous municipal year for inclusion in the Scrutiny Progress Report 2018-20. The Committee is asked to consider and comment on this additional document.

This report is unusual, in that it covers two municipal years. This has been achieved by bringing forward the publication timeline for the 2019/20 Annual Report and merging it with the previous year, 2018/19.

The draft progress report was discussed at the February meeting of the Overview and Scrutiny Management Committee. Who agreed the list of themes/topics in section 2 of this report are forwarded as suggestions only to the newly formed committee in 2020/21 to consider as part their Work Programme.

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	
Briefing paper for the Scrutiny Committee	
Other	X

The Scrutiny Committee is being asked to:

- Scrutiny Progress Report 2018/20: S&SC Draft Content: Consider and comment on the draft content (Section 1.0 and additional document)
- Work Programme 2020/21: Suggest the list of topics outlined in section 2.0 for consideration as part of the 2020/21 Work Programme by the newly formed committee (Section 2.0)

Background Papers: None
Category of Report: OPEN

Safer and Stronger Communities Scrutiny and Policy Development Committee
12th March 2020

1.0 Scrutiny Progress Report 2018-20

- Each Scrutiny Committee will produce a summary of their activities and outcomes, over the past two municipal years, for inclusion in the Scrutiny Progress Report 2018/20. A draft summary of this Committees activity and outcomes is attached - please see additional document.
- The full list of topics considered by this Committee during 2018/19 and 2019/20 is as follows:

2018/19	2019/20
Hate Crime Task Group - initial response to recommendations of the task group	Street Culture Task Group Committee Recommendations
Hate Crime - verbal updates from partners	Fire Safety on Tower Blocks, Council High Rise Residential Buildings and including Hackitt Review interim report
Fire Safety on Council High Rise Residential Blocks	Gun and Knife Crime in the city - scene setting with CSP & SYP
For Information - update report on Financial Inclusion Strategy	Fire Safety on Tower Blocks - latest report on cladding
Challenge for Change - Access to Rehousing Services	Petition - Make Housing Developers be Transparent About Costs in Sheffield
Update on Welfare Reform	Street Culture Update - Are we ready for Christmas
Tower Blocks Update - Fire Safety on Council High Rise Residential Blocks	Call-In of Cabinet Decision: Community Infrastructure Levy Neighbourhood Portion (Local CIL)
Street Culture (<i>venue outside Town Hall</i>)	London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing - update post implementation
Neighbourhood Policing in Sheffield	Challenge for Change: How well is Anti-social Behaviour dealt with by the Housing Service
Update on South Yorkshire Police 101 service	Councillor's Guide on spending the CIL Neighbourhood Portion (Local CIL)
Safer and Sustainable Communities Partnership Board - Annual Reporting	Gun and Knife Crime - open evidence gathering session
Fire Safety in Housing - Progress Update	Sheffield Community Safety Partnership - Annual Reporting
Street Culture Task Group - verbal update	Rough Sleeping Initiative
Housing+ review and progress	Street Culture Task Group Committee Recommendations- progress update
Street Culture Task Group report of recommendations	Scrutiny Work Programme Review 2018/19
Scrutiny Annual Report 2017-18 Draft Content & Work Programme 2018-19	

FOR INFORMATION: Hate Crime - update report in response to Committee recommendations	
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2.0 Work Programme 2020-21

- The list below outlines topics which are suggested for consideration as part of the Work Programme for the 2020-21 municipal year, by the new committee when it is formed. This includes annual items, topics that the Committee have considered and recommended there be a future update on and also items that were identified, but not considered in 2019-20.

Carry forward of suggested topics not considered this municipal year
101 service - The Police non-emergency number - operation and performance update - performance still an issue, prioritise for 2020/21
Housing - housing affordability and affordable housing, housing supply, student housing - Schedule as early as timeline for strategies/policy allows 2020/21
Refugee Needs Review - July 2020
Gun and knife crime - continuing a scrutiny review, current hold on this pending identification of policy/delivery area to review, see Contextual Safeguarding Strategy (April 2020)
Items considered this year where future update requested or annual monitoring
Community Safety Partnership – statutory role of Safer and Stronger Communities Scrutiny and Policy Development Committee to scrutinise this
Selective Licensing annual reporting on scheme(s) in operation
Tenant scrutiny of housing services (Challenge for Change) – review of action on recommendations of the projects to date; and latest project report
Housing Stock Increase Programme – Annual Update

3.0 The Scrutiny Committee is being asked to:

- Scrutiny Progress Report 2018/20: S&SC Draft Content: Consider and comment on the draft content (Section 1.0 and additional document)
- Work Programme 2020/21: Suggest the list of topics outlined in section 2.0 for consideration as part of the 2020/21 Work Programme by the newly formed committee (Section 2.0)

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Safer & Stronger Communities Scrutiny & Policy Development Committee
Chair: Cllr Ben Curran (2018-2020)

South Yorkshire Fire & Rescue Service draft Integrated Risk Management Plan

South Yorkshire Fire and Rescue Service (SYFRS) published the above plan for consultation summer 2019, the Committee looked at this plan in July 2019, along with a petition *Opposing Fire Service Cuts*, that had been presented to Full Council 12th June 2019. The Committee heard from Chief Officers of SYFRS and local representatives of Fire Brigade Union and made recommendations to the Chief Fire Officer to consider alternative ways to achieve savings, along with high level concerns around community safety if crews were reduced from 5 to 4 on a fire engine as was proposed, plus impact on health and wellbeing of firefighters if introduced.

The Committee's concerns and recommendations were part of the evidence considered by South Yorkshire Fire Authority September 2019 when they had to make a decision on the proposals in the Plan. Following the Fire Authority meeting South Yorkshire Fire and Rescue Service announced that it would spend the rest of the financial year 2019/20 exploring alternative methods of achieving the required savings and to recruit firefighters to reduce the amount of money it is currently having to spend on overtime. This was in line with suggestions of this Committee.

Fire Safety on Tower Blocks

The Committee continue to keep a watching brief on Fire Safety on Tower Blocks in Sheffield, receiving regular updates on blocks in our ownership and position in regard blocks privately owned.

Scrutiny Review - Gun and Knife Crime

The Committee began a look at gun and knife crime in the city, and set up a task group 2018/19 to find out *Has the City got it Right?* when it comes to tackling this crime. The Committee heard from a range of organisations, those at front end of responding to crimes, community and organisations working with young people. The key finding is an overwhelming sense this is about Young People and getting right our offer for them in the city, and that we definitely want to allow time to see the impact of awareness/education initiatives, such as SYP Guns and Knives take Lives Programme, voluntary and community activity and provisions like Unity Gym, Mums United, different ways of working such as Team Fortify, projects such as Home Office funded Project 0114 in Sheffield. This will be one to revisit in future year.

Controlling Migration Fund

Cabinet made a decision on an application to the Government Controlling Migration Fund. This raised some concerns in regard to the purpose of the fund and aims of the project proposed in Sheffield. Members of the public raised this at a meeting in September 2019, as a result the Committee at its meeting in October 2019 examined in more detail the Controlling Migration Fund project here in Sheffield, heard from the City of Sanctuary and Cohesion Sheffield to understand the project better and respond to the concerns of the community with this fund.

Selective Licensing – Private Housing Standards

The Committee has received updates on selective licensing schemes in the city, including a review of the expired Page Hall scheme and the ongoing London Road, Abbeydale Road and Chesterfield Road scheme. These are part of a continuing scrutiny of Private Housing Standards to ensure our private housing stock is suitable for Sheffield tenants.

Challenge For Change

The Committee maintain their support for the work of the Sheffield tenant scrutiny panel, *Challenge For Change*, they received the recommendations of the latest projects of the tenant scrutiny panel, looking at *How Well is Anti-social Behaviour dealt with by the Housing Service (2018/19)* and *Customer Access (2019/20)*. The Committee have asked for reporting in six months time of actions in response to the panel's recommendations.

In brief

The Committee continues its oversight of Street Culture following its earlier task and finish review receiving updates in response to their recommendations, such as winter preparedness *Are we Ready for Christmas?;* and a multi-agency progress update on work around Street Culture.

The Committee also considered and commented on a range of other reports on the following topics:

- Update on Welfare Reform
- Neighbourhood Policing in Sheffield
- Call-In of Cabinet Decision: Community Infrastructure Levy Neighbourhood Portion (Local CIL)
- Rough Sleeping Initiative

You can find papers, reports and minutes of previous meetings [here](#)