

Safer and Stronger Communities Scrutiny and Policy Development Committee

Thursday 8 March 2018 at 4.45 pm

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

The Press and Public are Welcome to Attend

Membership

Councillors Chris Peace (Chair), Sue Auckland, Penny Baker (Deputy Chair), Michelle Cook, Richard Crowther, Dawn Dale, Keith Davis, Terry Fox, Mark Jones, George Lindars-Hammond, Magid Magid, Karen McGowan, Zahira Naz, Joe Otten and Zoe Sykes

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
8 MARCH 2018**

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 18 January 2018
- 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. Street Culture Task Group Recommendations**
Report of the Street Culture Task Group
- 9. Safer and Stronger Communities Scrutiny and Policy Development Committee - Scrutiny Annual Report 2017-18 Draft Content and Work Programme 2018-19**
Report of the Policy and Improvement Officer

For Information Only

- 10. Hate Crime**
Report of the Head of Neighbourhood Intervention and Tenant Support
- 11. 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 18 January 2018

PRESENT: Councillors Chris Peace (Chair), Sue Auckland, Penny Baker (Deputy Chair), Michelle Cook, Richard Crowther, Keith Davis, Terry Fox, Mark Jones, Magid Magid, Karen McGowan, Zahira Naz, Joe Otten and Zoe Sykes

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1. APOLOGIES FOR ABSENCE

- 1.1 An apology for absence was received from Councillor Dawn Dale.

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 Zoe Sykes declared a personal interest in Agenda Item 7 (Safer and Sustainable Communities Partnership), as she was an Area Co-ordinator for Neighbourhood Watch.

4. MINUTES OF PREVIOUS MEETING

- 4.1 The minutes of the meeting of the Committee held on 14th December 2017, were approved as a correct, subject to the amendment of paragraph 3.1 (Declarations of Interest) to read 'Councillor Zoe Sykes declared a personal interest in Agenda Item 6 (Neighbourhood Policing in Sheffield), as she was an Area Co-ordinator for Neighbourhood Watch'. Arising from consideration of the minutes, it was noted that:-

- In relation to paragraph 6.6(d) (Neighbourhood Policing in Sheffield), Inspector Richard Burgess would speak to the officer in charge of the 'Smart' contact service at Atlas Court and come back with proposed dates for Committee Members to see a demonstration before it went live.
- In relation to item 7.3(b) (Update on South Yorkshire Police 101 Service), the Chair, (Councillor Chris Peace) requested that arrangements be made for Committee Members to visit Atlas Court for a briefing and demonstration of the new 101 Service and for consideration to be given as to how to brief all Council Members.

5. PUBLIC QUESTIONS AND PETITIONS

- 5.1 In response to a public question asked by Alan Kewley, namely 'When will scrutiny of the Council's Locality Management system be restored to this

Committee's Work Programme?', the following points were made:-

- Councillor Jayne Dunn, (Cabinet Member for Neighbourhoods and Community Safety), indicated that she had met with representatives of Sheffield for Democracy and accepted that existing arrangements for public engagement needed to be looked at, as the present system was not working effectively, but with any replacement needing to be sustainable.
- The Chair, (Councillor Chris Peace), pointed out that Neighbourhood Working remained on the Committee's Work Programme and would be considered when there was something to scrutinize.
- Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support) indicated that she would check the Council website to confirm whether it contained information on meetings of the Sheffield Safer and Sustainable Communities Partnership.

6. SAFER AND SUSTAINABLE COMMUNITIES PARTNERSHIP

- 6.1 The Committee received a presentation on the Safer and Sustainable Communities Partnership which was given by Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support), with additional comments from Chief Superintendent Shaun Morley (South Yorkshire Police).
- 6.2 Also in attendance for this item was Councillor Jayne Dunn (Cabinet Member for Neighbourhoods and Community Safety).
- 6.3 The presentation explained what the Sheffield Safer and Sustainable Communities Partnership (the Partnership) was and included performance comparisons, priorities, additional issues, information on the work of the Police and Crime Commissioner, the budget for Community Safety 2017/18, communications and the composition of the Anti-social Behaviour and Community Safety Team, as well as providing contact details. Particular reference was made to reduction in re-offending, with offender management being seen as critical, and it was emphasised that, if the small cohort who committed crime could be effectively managed, then this would have a substantial effect on crime reduction.
- 6.4 Members made various comments and asked a number of questions, to which responses were provided as follows:-
- Chief Superintendent Morley indicated that he would provide what information he could in terms of the ethnicity mix of offenders in the local neighbouring authorities and equivalent cities referred to in the presentation.
 - If Members heard anecdotal evidence of criminality they should inform the Police.
 - There was not necessarily a link between gangs and youth, with the gangs in Sheffield being concerned with creating drug supply networks. The Police

were endeavouring to dismantle these networks and focus on the individuals involved. The age profile of males involved in criminality was predominantly between 13 and 25 years.

- It was acknowledged that more could be done in relation to hate crime and the appointment of a co-ordinator should improve this, but communications needed to be better. Bids could be made to the Community Safety pot by groups involved in combating hate crime and details of any such applications would be circulated.
- It was recognised that there was a group of males in the City that had grown up and become embedded in drug supply. There was therefore a need to educate young people and gain the trust of the community to address these issues, and it was felt that neighbourhood working should assist in this process. It would also assist in dealing with the link between drugs and slavery.
- Hate crime was to be included on the agenda for the Committee's next meeting.
- Registered Social Landlords (RSLs) were not supplying the Police with relevant information in relation to offenders who were engaged in criminality and living in their properties. Whilst the Partnership had only limited influence on RSLs, work was being undertaken on an approach to anti-social behaviour in Sheffield in conjunction with the Police. It was also felt that RSLs needed to provide finance to fund the legal work with regard to the provision of the required information.
- Good communications between the Police, Council Members and communities was imperative, and there was now a need to look at bespoke engagement strategies in communities and involve Council Members in any consultation on this.
- There had been a South Yorkshire wide meeting with the Police and Crime Commissioner on reoffending and officers wanted to repeat this in relation to Sheffield. There was a need to look at partnership working and scope out how reoffending rates could be affected, with consideration being given to such issues as the provision of rehousing for those coming out of prison. It was known that the Probation Service were keen to get involved with the Council in acquiring properties for this purpose.
- The South Yorkshire Police lead on offender management was Superintendent Paul McCurry.

6.5 RESOLVED: That the Committee:-

- (a) thanks Councillor Jayne Dunn (Cabinet Member for Neighbourhoods and Community Safety), Chief Superintendent Shaun Morley (South Yorkshire Police) and Maxine Stavrianakos (Head of Neighbourhood Intervention and

Tenant Support), for their contribution to the meeting;

- (b) notes the contents of the presentation, comments made and responses to questions;
- (c) supports Councillor Tony Downing (Cabinet Adviser for Neighbourhoods and Community Safety) in his examination of bespoke engagement strategies and requests that he involves the Committee in this process; and
- (d) requests that:-
 - (i) Registered Social Landlords be encouraged to sign up to co-operating with the South Yorkshire Police and the Council in relation to the obtaining of Closure Orders where individuals living in their properties are engaged in criminality;
 - (ii) Chief Superintendent Shaun Morley checks on the status of the Sport FX initiative and informs Maxine Stavrianakos of his findings; and
 - (iii) the Safer and Sustainable Communities Partnership gives some consideration to the issue of reoffending.

7. FIRE SAFETY IN HOUSING - PROGRESS UPDATE

- 7.1 The Committee received a presentation, given by Jill Hurst (Head of Housing Investment and Repairs), which provided a progress update on Fire Safety in Housing following the Grenfell Tower fire. Also present for this item was Councillor Jayne Dunn (Cabinet Member for Neighbourhoods and Community Safety).
- 7.2 Jill Hurst took the Committee through the presentation which covered general progress, Sheffield City Council tower blocks, with particular reference to the Hanover tower block, and provided information on the Grenfell Tower Inquiry and the Independent Review of Building Regulations and Fire Safety being led by Dame Judith Hackitt.
- 7.3 Members made various comments and asked a number of questions, to which responses were provided as follows:-
 - Officers were trying to work with leaseholders of properties with regard to fire safety, but it should be noted that some did not co-operate with regard to access.
 - In tower blocks, the door to each flat was the responsibility of the Council as it provided a barrier to fire.
 - The definition of a high rise block was one which was over 80 metres high or greater than 6 storeys.

- Officers would take advice from the South Yorkshire Fire and Rescue Service to ensure that any remedial works met Government standards and that tenants were safe.
- The Council awaited the recommendations of the Grenfell Inquiry, but it was accepted that sprinklers would help to mitigate risks.
- With regard to low rise and sheltered schemes, fire precaution work had been undertaken under the Decent Homes Scheme. However, the South Yorkshire Fire and Rescue Service had indicated that more could be done and enhancements had occurred. In addition, a fire safety expert would be undertaking sample checks on any works done.
- The South Yorkshire Fire and Rescue Service were committed to the 'Stay Put' policy, but some tenants needed convincing about this.

7.4 RESOLVED: That the Committee:-

- (a) thanks Councillor Jayne Dunn (Cabinet Member for Neighbourhoods and Community Safety) and Jill Hurst for their contribution to the meeting;
- (b) notes the contents of the presentation and responses to questions; and
- (c) requests that the Cabinet Member for Neighbourhoods and Community Safety writes a further letter to the Secretary of State for Housing, Communities and Local Government, to request Government funding for the fire safety measures required in Sheffield City Council's residential tower blocks.

8. STREET CULTURE TASK GROUP

- 8.1 The Chair (Councillor Chris Peace) reported that the recommendations from the Street Culture Task Group would be presented at the Committee's next meeting.

9. WORK PROGRAMME 2017/18

- 9.1 The Committee received a report of the Policy and Improvement Officer, to which was attached the Committee's Work Programme for 2017/18 for Members' consideration.

9.2 RESOLVED: That the Committee:-

- (a) approves the contents of the Work Programme 2017/18; and
- (b) notes that the next Committee meeting would include items on the Hate Crime Task Group progress report, the recommendations of the Street Culture Task Group, the Scrutiny Annual Report 2017/18 and Housing+.

10. DATE OF NEXT MEETING

- 10.1 It was noted that the next meeting of the Committee would be held on Thursday, 8th March 2018, at 4.45 pm, in the Town Hall.



Report to Safer and Stronger Scrutiny & Policy Development Committee 8th March 2018

Report of: Bev Mullooly, Head of Neighbourhood Services

Subject: Update on Housing+

Author of Report: Peter Brown, Project Manager (tel. 29 30241)

Summary:

This paper provides an update on the Housing+ service provided to council housing tenants across the City. It explains how the service has developed over the past year and again 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 This report provides Members with an update on progress in implementing Housing+ in Sheffield. 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, with a named Neighbourhood Officer responsible for their property and the offer of an annual home.
- 1.2 Members of the Safer and Stronger Scrutiny & Policy Development Committee were provided with an early update on progress in April 2017. This paper explains how the service has developed over the past year and again invites comments from Members on their experiences along with suggestions and recommendations from the Committee for future development.

2. How has Housing+ developed?

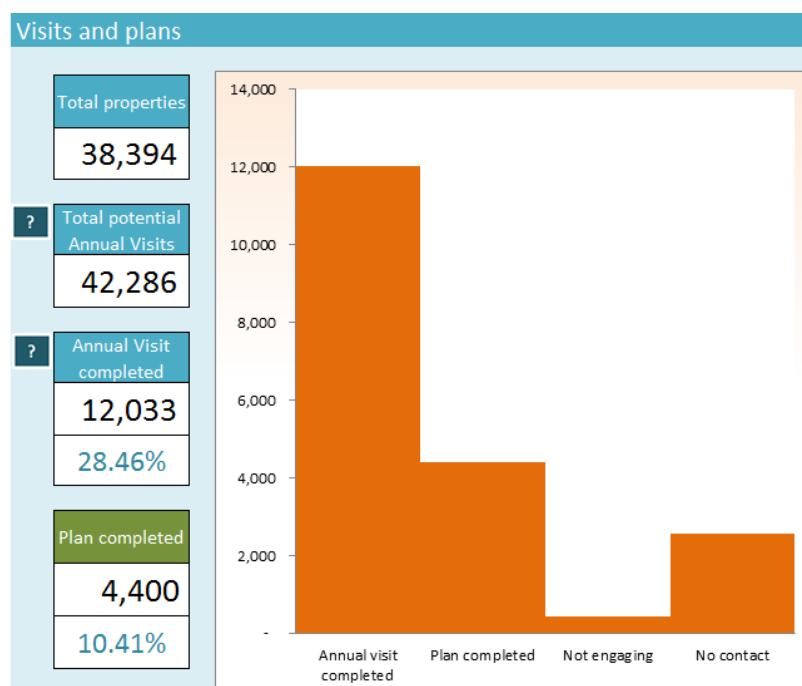
- 2.1 Housing+ was introduced in October 2016 as part of a restructure of the Housing and Neighbourhoods Service. The aim of Housing+ is to work more proactively with council housing tenants across the City to support them in managing their tenancies and increasing the sustainability of neighbourhoods and communities. The City was divided into 170 'patches' of between 200 and 400 council housing properties, with each patch having a named Neighbourhood Officer responsible for working with their tenants on a range of housing and non-housing issues.
- 2.2 This was a new approach for the Housing and Neighbourhoods Service and one that has developed over the past 15 months. There were some initial teething problems, common with any major service transformation, particularly around staff training and ICT. We are working with staff to resolve these issues, although there is still some further work to do around developing fit for purpose ICT systems.
- 2.3 Neighbourhood Officers themselves have developed into their roles using their range of skills and experience to support their tenants. The aim of Housing+ was to provide a more tailored service to tenants, based on local needs. The service has therefore developed in different ways across the City reflecting the local neighbourhoods where council tenancies are located.
- 2.4 The housing management performance of the service during this period of transformational change has remained good. Overall customer satisfaction is strong and rent arrears performance in particular is above target. Performance on reletting empty properties once the repairs have been complete is good. Accompanied viewings are completed within 2

days on average and tenancies signed up promptly afterwards. Satisfaction on ASB case management has dropped below target. An action plan is in place for this and a range of quality measures are being instigated. The performance chart at the end of this report shows the performance for key indicators between October and December 2017.

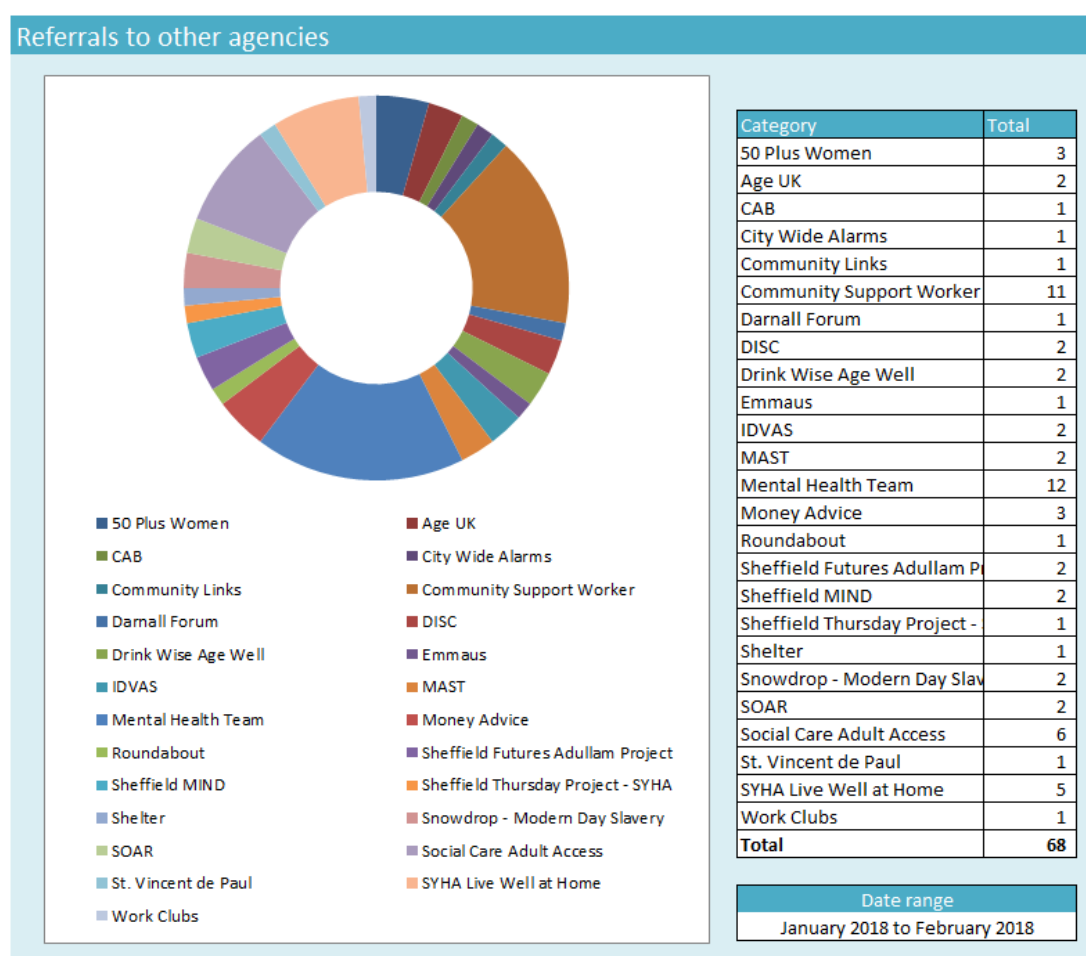
3. How do we know if it's working?

3.1 While the established measures of housing management performance show an overall positive picture, the Housing+ approach has meant that the service has had to change its way of looking at how we are doing. Closely linked to Housing+ has been the development of a new information and performance system for the service. This will allow us to look at data more creatively and understand more about the issues and challenges that the service faces in the future. Crucially it should allow us to deliver a better service to tenants through more informed Neighbourhood Officers understanding the issues of their 'patch'. This report provides Members with a small selection of the data available within 'Infohub'. All this data is presented at the citywide level, but can easily be viewed at a Neighbourhood Team, Ward or 'patch' level.

3.2 The central part of Housing+ is the offer of an annual visit to each tenant. This visit offers the opportunity to discuss with the tenant any concerns with their tenancy, but also any other issues that the tenant may have being part of their local community. Many tenants are self-sustaining and do not either require a visit or have anything to discuss. Some tenants have welcomed the opportunity to meet with the Neighbourhood Officer and get support with their housing or wider needs. Between April 2017 and January 2018, 42% of tenants were offered a Housing+ visit. 6,000 chose not to take up that option. The graphic below shows more details of the 12,000 who did decide to they did not need a visit by the Neighbourhood Officer. We are improving our monitoring of visits through Infohub so will be able to provide even more details in future.



- 3.3 About one third of tenants who have been visited (4,400) did require support with their tenancy. The level of support required has varied, although in some cases significant previously hidden need has been identified and required significant intervention. Working with these tenants, Neighbourhood Officers have drafted a Household Plan setting out actions that both the tenant and the Neighbourhood Officer need to take to deal with whatever issues have presented. Direct tenancy-related issues will be picked up by the Neighbourhood Officer. Other issues may require signposting to another SCC service, partner or agency/organisation. The graphic below shows for January 2018 the referrals made by Neighbourhood Officers to other agencies. This should give Members an idea of the wide range of issues that Neighbourhood Officers are supporting tenants with on a regular basis.



- 3.4 A recent Stakeholder focus group held as part of the Housing+ Health & Wellbeing Study showed that other partner services and organisations have seen some improvements in joint working and information sharing. Although levels of contact have varied across services, there has been an increase in referrals to Community Support Workers and Drug & Alcohol Support.
- 3.5 Neighbourhood Officers are also out and about addressing key concerns of tenants and the service – Anti Social Behaviour (ASB) and rent arrears. The graphic below shows a snapshot of the activities being undertaken by Neighbourhood Officers along with their colleagues in the

specialist Rent Collection and ASB and Community Safety teams. Both of these are key areas that the service needs to develop over the next 12 months, working more closely with the Police on Community Safety issues and tackling the challenges of Universal Credit which rolls out in Sheffield in November this year.

ASB Activity

Contact with Subject	Contact with reporter
3,005	7,106
Contact with other agencies	Case review / meetings /
2,677	1,823
Non-legal interventions	ASB Team court actions
408	11
Legal actions	All other actions
27	3,763

Rents Activity*

*IMFIT is the rent collection specialist team, City is the Neighbourhood Teams

Activity	IMFIT	City
Tenant Phoned	58,351	23,840
Phoned No Contact	44,453	35,496
Phoned Contact	27,128	37,516
Text Contact	16,966	2,103
Housing Benefit Check Done	34,776	46,117
DHP Requested	2,397	1,976
Visited Contact	2,154	8,767
Visited No Contact	7,180	12,226
Hardship Fund requested	480	270
Housing Plus Visit Completed	909	5,637
Eviction Actions	588	27
Other		
Totals	195,382	173,975

- 3.5 The service has also been working with the University of Sheffield to get a tenant perspective on the impact of Housing+. The study will primarily explore the health impacts of the Housing+ approach, and look at the potential benefits of a more holistic way of working linking and signposting tenants to services wider than just housing management. The two-year study concludes in March 2018 and the initial findings will be shared with tenants at the annual citywide meeting in May. There is already some learning from the first year of the study which spoke to over 1000 tenants about their housing experiences.

- Tenants felt it was important to build a relationship with their Neighbourhood Officer to give the tenant confidence in talking to them and not have to deal with a lot of different people.
- Some tenants were unsure about the new arrangements of home visits, preferring only to contact a Neighbourhood Officer when they needed advice.
- Other tenants felt that they would like to be visited more than once a year, or said that talking to a Neighbourhood Officer in their own home would make them feel more at ease.
- All tenants who discussed the issue were entirely willing to make contact with their Neighbourhood Officer if they needed to speak to them.
- Some tenants said that their willingness to discuss sensitive issues with a Neighbourhood Officer would depend upon their

opinion of the individual person, whether they found them approachable, if they felt they could trust them and whether they were able to build a relationship.

- 3.6 The study also talked to Neighbourhood Officers about their early experiences of Housing+. There were some negative experiences of the change process, particularly around training and ICT as described in 2.2. Neighbourhood Officers were able to highlight examples of positive impacts from the introduction of the new service such as;

- Unearthing invisible problems and identifying issues early,
- Reaching vulnerable tenants who have not previously engaged with the service,
- Strengthened relationships with tenants and professionals such as the Police and health service,
- Increased team working
- Decreased property turnover in some areas, and dealing with problems quicker and more efficiently so that tenants are not 'passed from pillar to post'.

- 3.7 Housing+ is also about developing wider community sustainability and having an impact on the neighbourhood as well as the individual. Again the focus is on working with tenants and tenant groups to link them into local networks, both voluntary and statutory, to ensure that everyone benefits from the support which is available. This recent event in Burngreave was a successful collaboration between the Locality Management Team, Housing and Neighbourhood Service, Voluntary Action Sheffield and South Yorkshire Funding Advice Bureau and we hope to be part of more events like this in the future.



4 What does this mean for the people of Sheffield?

- 4.1 The Housing and Neighbourhoods Service manages around 40,000 council housing tenancies in the City. The aim is to provide tenants with the best possible housing management service that takes advantage of the Council's position as a major service provider in the City, ensuring that service delivery is joined-up to the benefit of tenants.

5. Recommendation

- 5.1 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+



These are our Service Promises

October to
December 2017

Here is a snapshot of how we have performed across the city

Keeping your local area clean and tidy



We'll remove dumped rubbish and fly-tipping when you tell us about it or when we spot it on our inspections.

100% of fly-tipping was removed **within one working day**. Our target is **99%**.



Relet properties as quickly as possible and support new tenants



We'll relet empty properties as quickly as we can.

It took an average of 68.3 days to relet properties. Our target is 49 days.

The move of the repairs service back to the Council has created some delays in making empty properties ready to be re-let.



Good quality information and communications



We'll respond promptly to complaints and keep you informed as we deal with them.

81% of complaints were responded to within 3 working days. Our target is **75%**.



A variety of ways to get involved



We'll provide you with good quality information.

7.2 out of 10 customers are satisfied that it is easy to find out about Council Housing services.



Clear communication about what you need to pay and when



We'll offer new tenants additional support in the early weeks of their tenancy.

84% of customers across the city were satisfied with the information they were given about their rent when they signed for their new tenancies.



Keeping your home safe, weatherproof and in good working order, and keeping communal areas safe and well maintained



We aim to ensure all repairs are completed to a satisfactory standard.

87% of customers across the city are satisfied with the repairs service we provide. Our target is **95%**.



Satisfied Customers

8.3 out of 10 people said that they were treated fairly by staff
7.7 out of 10 people said that shared green areas are well maintained
8.4 out of 10 people said they would recommend Sheffield Housing Service to family and friends



This symbol shows we are reporting on our performance against a promise we have made to our customers.

Tell us what you think at www.sheffield.gov.uk/councilhousing

by calling 0114 293 0000 or 0114 205 3333

or email councilhousing@sheffield.gov.uk



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Report to Safer and Stronger Communities Scrutiny and Policy Development Committee Thursday 8th March 2018

Report of: Policy and Improvement Officer

Subject: Safer and Stronger Communities Scrutiny and Policy Development Committee - Scrutiny Annual Report 2017/18 draft content and work programme 2018/19

Author of Report: Alice Nicholson, Policy and Improvement Officer,
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Summary:

This report provides the Committee with a summary of its activities over the municipal year for inclusion in the Scrutiny Annual Report 2017/18. The Committee is asked to consider and comment on this document (Appendix A).

The report also includes topics which it is recommended to carry forward for consideration as part of the 2018/19 Work Programme for this committee.

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	
Other	X

The Scrutiny Committee is being asked to:

- Scrutiny Annual Report 2017/18 - Consider and comment on the Economic and Environmental Wellbeing Scrutiny and Policy Development Committee draft content - Appendix A
- Forward look on Work Programme 2017/18 - Agree topics in section 2.0 to be carried forward for consideration as part of the 2018/19 Work Programme for this committee; and provide any further comment

Background Papers:

None

Category of Report:

OPEN

Safer and Stronger Communities Scrutiny and Policy Development Committee – work programme review 2017/18, scrutiny annual report 2017/18

1.0 Scrutiny Annual Report 2017/18

- Each Scrutiny Committee will produce a summary of their activity over the past municipal year, for inclusion in the Scrutiny Annual Report 2017/18. A draft of Safer and Stronger Communities Scrutiny and Policy Development Committee activity for inclusion is attached - please see Appendix A.
- The Annual Report will also include an overview of the role of scrutiny within the authority and a summary of some of the activities and outcomes across the five Scrutiny Committees.
- The full list of topics considered by this Committee during 2017/18 is outlined below:

Safer and Stronger Communities Scrutiny and Policy Development Committee - List of topics 2017/18	
Hate Crime Task Group - initial response to recommendations of the task group	July
Hate Crime - verbal updates from partners	July
Fire Safety on Council High Rise Residential Blocks	July
For Information - update report on Financial Inclusion Strategy	July
Challenge for Change - Access to Rehousing Services	September
Update on Welfare Reform	September
Tower Blocks Update - Fire Safety on Council High Rise Residential Blocks	September
Street Culture (<i>venue outside Town Hall</i>)	November
Neighbourhood Policing in Sheffield	December
Update on South Yorkshire Police 101 service	December
Safer and Sustainable Communities Partnership Board - Annual Reporting	January
Fire Safety in Housing - Progress Update	January
Street Culture Task Group - verbal update	January
Housing +	March
Street Culture Task Group Report of Recommendations	March
For Information: Hate Crime Task Group – update report to scrutiny recommendations	March

- Safer and Stronger Communities Scrutiny and Policy Development Committee met 6 times in the municipal year 2017/18, including one single agenda item meeting outside the Town Hall at a city centre venue, and set up a Task Group on Street Culture running November 2017 to February 2018.

2.0 Forward look on work programme 2018/19

- Below outlines topics which it is recommended as a forward look for consideration as part of the Work Programme for the 2018/19 municipal year.

Possible Topic		Reasons for selecting topic
Hate Crime	Continue to monitor progress and actions in response to scrutiny recommendations across agencies	Coordinator post expected to be in place 2018
Street Culture	Consider the citywide response and actions to scrutiny recommendations	Response expected July 2018
Private Rented Housing Sector	to be developed - e.g. Selective licensing, tower block safety, evictions	Suggested for 2017/18 – understanding the private rented sector in Sheffield to ensure a suitable offer for all

3.0 The Scrutiny Committee is being asked to:

- Scrutiny Annual Report 2017/18** - Consider and comment on the Economic and Environmental Wellbeing Scrutiny and Policy Development Committee draft content - **Appendix A**
 - Forward Look on Work Programme 2018/19** - Agree topics in **section 2.0** be carried forward for consideration as part of the 2018/19 Work Programme for this committee; and provide any further comment
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Safer and Stronger Communities Scrutiny and Policy Development Committee 2017-2018

Chair: Cllr Chris Peace

Deputy Chair: Cllr Penny Baker

Remit of the Committee: Housing, Community Safety and Crime, Community Cohesion, Social Inclusion and Locality Management

Highlights from the work of the Committee in 2017/18 include:

Fire Safety on Council High Rise Residential Blocks – Following the tragedy of Grenfell Tower, London , June 2017, the Committee sought information from Sheffield City Council Housing Services on the position in regard fire safety for our tower blocks, including actions in regard cladding immediately and following results of cladding tests; actions and review of advice in respect of prevention and what to do in event of a fire; and most importantly communications with residents. In July 2017 the committee invited TARAs to attend a meeting and share their views on the Council response. The TARAs welcomed the response and reassurance of the Council following Grenfell, what was important to them was to see that cladding when removed was replaced soon and that the Council continue to communicate with tenants. The Committee have received two further updates in September 2017 and January 2018 and continue a watching brief to ensure tenants in Sheffield feel safe.

Neighbourhood Policing in Sheffield – South Yorkshire Police shared their neighbourhood policing plans for Sheffield, the proposed structure that is being implemented over 2017/18, the Committee noted especially the positive, improving relationship with current Sheffield City Council safer neighbourhoods arrangements, the move to increased co-location of police and safer neighbourhoods teams; and members of the Committee took up the offer of a visit to the joint working, co-located Safer Neighbourhoods Service at Moorfoot.

Challenge for Change – the committee as in previous years receive the reports of the Challenge for Change Tenant Scrutiny Group. This year they reported on the quality of rehousing Services.

APPENDIX A: Scrutiny Annual Report 2017-18 – S&SC Scrutiny and Policy Development Committee Draft Content

Hate Crime – the Committee continue to monitor actions in response to the Committee’s recommendations following the reporting of the Safer and Stronger Communities Scrutiny and Policy Development Committee’s Hate Crime Task Group, who reported back February 2017, there have been update reports to the Committee on progress on actions July 2017 and March 2018.

Street Culture – the committee meeting on 9th November was held out of the Town Hall at the Cathedral Archer Project and representatives attended from a range of organisations, agencies, commissioned and community groups, these included the Council - Cabinet Adviser and officers, Drug and Alcohol Co-ordination Team, City Centre Ambassadors, South Yorkshire Police, Cathedral Archer Project, Sheffield Street Outreach Team, Street Pastor, Soup Kitchen, and Sheffield City Centre Residents Action Group. They were invited to inform on what is street culture and the issues in Sheffield, the latter also included consideration of a petition to Council for a Night Café. The Committee on hearing this range of information decided to set up a task group to gather more in-depth information and operational evidence, the task group reported its recommendations back to the Committee March 2018.

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Report to Safer and Stronger Scrutiny & Policy Development Committee 8 March 2018

Report of: Maxine Stavrianakos, Head of Neighbourhood Intervention and Tenant Support Service

Subject: Hate Crime

Author of Report: Maxine Stavrianakos, Head of Neighbourhood Intervention and Tenant Support Service, Housing and Neighbourhoods Service

Summary:

The report will update Members of the Committee on recent work to address and raise awareness of hate crime and hate incidents. Following the recent Task Group on hate crime, and while a dedicated post is currently being recruited to, the Safer Communities Partnership has been working to raise awareness and improve the reporting experience for those affected.

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:

Note the report for information

Background Papers:

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

Category of Report: OPEN (please specify)

Report of the Director of Housing and Neighbourhoods Service

Hate Crime

1. Introduction/Context

- 1.1 In September 2016, the Safer Stronger Scrutiny and Policy Development Committee undertook a task and finish cross-party review of hate crime. The group agreed to look at: *To understand the different ways hate crime can be reported in Sheffield, identifying things that are working well and any areas where improvements could be made.*
- 1.2 The task group made a number of recommendations, some of which have been implemented. Others are longer-term and require a co-ordinated partnership effort to embed more action on hate crime into mainstream activity. This report will provide members with an update on what is currently being done to tackle hate crime and hate incidents in Sheffield. The report is structured around the main areas in which members of the task group made their recommendations, to make it easier for members to identify progress.

2. Main body of report, matters for consideration, etc

- 2.1 The task group made recommendations in the following areas:

- Raising awareness and building understanding
- Reporting
- Partnership working
- Improving our understanding

These recommendations will be driven forward by the Sheffield Safer Communities Partnership. Recruitment to the post of Hate Crime Co-ordinator is currently underway, with interviews scheduled to take place in mid-March 2018. This post will be responsible for bringing together both the Council and the Police's response to hate crime. Recruitment to the post has been delayed due to the withdrawal of the original successful candidate in November 2017.

2.2 Raising awareness and building understanding

- 2.2.1 The Safer Communities Partnership has funded social media messages led by Sheffield City Council to raise awareness of hate crime during Hate Crime Awareness Week (16 October 2017) and the week commencing 22 December 2017. The messages took the form of short adverts displayed on social media (Facebook, Twitter, Instagram, Snapchat), promoting the message that hate crime and hate incidents can take many forms and raising awareness that they can and should be reported. The adverts also contained a click through link so that anyone affected could report via Stop Hate UK. The adverts generated discussion online and analysis of them will be possible, to inform future Partnership communications campaigns on hate crime, including the messages that reached the widest audience, were engaged with and in which geographical areas of Sheffield.

2.2.2 The Police and Crime Commissioner, along with South Yorkshire Police and the Safer Communities Partnership, have supported the launch of the *Know The Line* campaign to tackle street sexual harassment. The Safer Communities Partnership will look at ways to further support the campaign in the coming months.

2.3 Reporting

2.3.1 The Safer Communities Partnership has provided funding to Stop Hate UK to provide the hate crime reporting line in Sheffield during 2017/18 and 2018/19 (0800 158 1625). There is further work to do to promote the existence of the line and to further raise awareness of hate crime in general.

2.3.2 The number of calls to the line has so far been low, although is increasing slowly as more awareness is raised. The Safer Communities Partnership is monitoring call levels and working to raise awareness further in 2018/19.

2.4 Partnership Working

2.4.1 Training has been delivered to the new SYP Neighbourhood Policing Teams, to ensure all new staff structures are aware of partnership working to tackle hate crime, use of third party reporting mechanisms including the Stop Hate UK reporting line. Awareness training has also been given to door staff registered with the Security Industry Authority, to ensure any hate crimes or incidents witnessed by door staff at licensed premises are identified and reported appropriately.

2.4.2 The Hate Crime Scrutiny Panel continues to meet monthly to discuss anonymised hate crime cases and identify any learning or improvements. One recent recommendation has been to request all police officers to record as much information as possible when dealing with a hate crime or incident, to ensure it is dealt with most effectively and allow for a meaningful scrutiny process.

2.5 Improving our Understanding

2.5.1 The Cabinet Member wrote to the Police and Crime Commissioner regarding the inclusion of gender motivated hate crime as a category (misogyny and misandry). South Yorkshire Police are awaiting national force guidance from the College of Policing regarding this area of recording, to ensure consistency.

3 **What does this mean for the people of Sheffield?**

3.1 The people of Sheffield will see the profile of hate crime and hate incidents raised over the coming months. It is hoped that communities and affected individuals will better be able to identify when they have experienced hate crime and understand how they can report it, even if they do not wish to directly contact the police.

4. **Recommendation**

4.1 The Committee is asked to note the contents of this report.

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