



Author/Lead Officer of Report: Owen Roe –
Project Officer

Tel: 0114 2735353

Report of: *Catherine Hughes, Neighbourhood Int & Tennant Support*

Report to: *The Executive Director of Place, Laraine Manley*

Date of Decision: *18th March 2020*

Subject: *Proactive intervention in the private rented sector in the east of Sheffield, funded by Controlling Migration Fund grant*

Is this a Key Decision? If Yes, reason Key Decision:-	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
- Expenditure and/or savings over £500,000	<input checked="" type="checkbox"/>	
- Affects 2 or more Wards	<input checked="" type="checkbox"/>	
Which Cabinet Member Portfolio does this relate to? <i>Neighbourhoods and Community Safety</i>		
Which Scrutiny and Policy Development Committee does this relate to? <i>Safer and Stronger Communities</i>		
Has an Equality Impact Assessment (EIA) been undertaken?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If YES, what EIA reference number has it been given? 670		
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-		
<i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i>		

Purpose of Report:

Following 2 bids to Ministry of Housing, Communities & Local Government (MHCLG), the Sheffield City Council have been granted £ 577,680 by MHCLG from Controlling Migration Fund (CMF). The both grants were accepted (as approved via non-key decision reports) by the Council.

This report seeks approval for implementation of the outcomes agreed with the MHCLG. It is proposed that the Private Housing Standards (PHS) team will deliver the programme of proactive interventions designed to identify and combat issues relating to poor quality property conditions and management practices in private rented properties in the East of Sheffield, with particular focus on links these issues may have to recent migration in the area.

In meeting the outcomes in the proposal the Council would recruit new officers on fixed-time basis for the duration of the project. Upon completion, the Council is required to submit to MHCLG an impact summary by 31st October 2020.

Recommendations:

It is recommended that the Council:

R1, Approves implementation of the Proposal as detailed in this report that includes producing an ownership database of private rent housing in the East of Sheffield and sharing impact summary and other learning outcomes with Government colleagues to inform best practice.

R2, Approves that the Private Housing Standards team to undertake a series of recruitment to the posts.

R3, Notes that in order to undertake scoping work, three of the posts have already been filled in (as explained in paragraph 1.13).

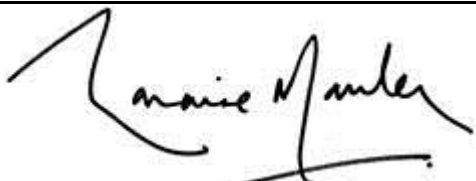
R4, Notes the grant monies would be spent internally.

Background Papers:

Appendix A - SCC Funding from Controlling Migration Fund

Appendix B – Logic Model

Appendix C - Tabular Summary of Project Objectives

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Sonya Oates & Alison Charlesworth
	Legal: Janusz Siodmiak
	Equalities: Louise Nunn
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT member who approved submission:  Laraine Manley, Executive Director. Place
3	Cabinet Member consulted: Paul Wood
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: Owen Roe
	Job Title: Project Officer
Date: 18th March 2020	

1. PROPOSAL

- 1.1 The Controlling Migration Fund (CMF) was launched by the Ministry of Housing, Communities & Local Government (MHCLG) in November 2016, with £73.6m of a total pot of £100m initially allocated to projects across England. In August 2018 the fund reopened, inviting bids for the remaining £26.4m.

CMF is comprised of two separate elements:

- **Section I - Local Service Impact:** this is the £100m funding, reserved for Local Authority projects aiming to mitigate the impacts of recent migration in their local areas.
- **Section II - Enforcement:** an additional £40m worth of Home Office Immigration Enforcement staff time, to be used to tackle illegal immigration, available upon request from Local Authorities.

- 1.2 Sheffield City Council (SCC) has made a number of successful bids for *Section I – Local Service Impact* CMF grants, which are described in *Appendix A*.

Sheffield City Council (SCC) has not submitted any bid to the *Section II - Enforcement* fund.

- 1.3 The Private Housing Standards (PHS) service's CMF bid was submitted in October 2018, and was awarded £577,680. SCC's acceptance of this funding has been approved internally by two Officer Non-Key Decisions¹ and this paper now seeks approval for the proposed use of these funds.

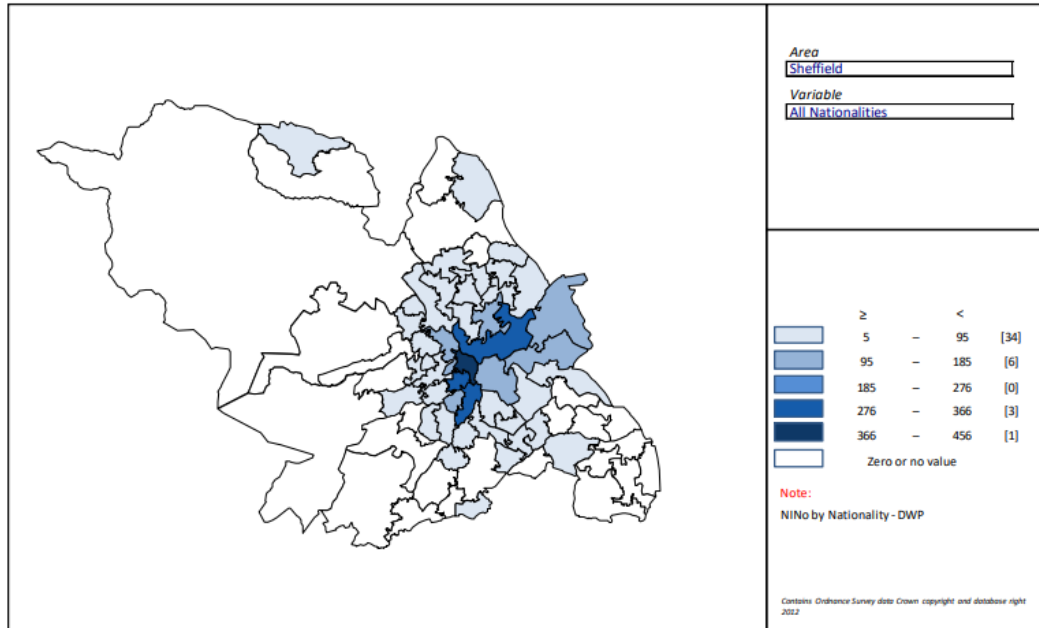
- 1.4 The central issue the bid sought to address was concerned with property condition and management standards in Private Rent (PR) property in the east of Sheffield, possibly linked to recent migration into the area. In 2011 just over 71% of people in Sheffield who had lived outside the UK one year previously were housed in the PR sector², in line with the 2012 findings of the Joseph Rowntree Foundation that 75% of migrants arriving in the UK are initially housed in the PR sector. Newly arrived migrants seeking homes often avoid conventional channels such as letting agents or local authorities, instead relying on friends or employers to help them find accommodation. This often results in informal letting arrangements, without legal oversight, or where tenants feel intimidated and unwilling to make complaints. Use of tied accommodation, where accommodation is directly linked to work, also leads to situations where the tenant is less likely to raise concerns, as they may fear for their subsequent job security. These factors, combined with possible low expectations amongst migrants, can result in poor property conditions, overcrowding and poor management standards going unchallenged, and leave vulnerable tenants at risk of harm and exploitation.

¹ <http://democracy.sheffield.gov.uk/mglIssueHistoryHome.aspx?IId=28271> & <http://democracy.sheffield.gov.uk/ieDecisionDetails.aspx?Id=2360>

² 'UK Migrants and the Private Rented Sector' Joseph Rowntree Foundation, 2012

1.5 National Insurance Number (NINo) data suggests 4,091 (EU 47%, non-EU 53%) long-term migrants (those registering for a National Insurance Number) arrived in Sheffield in 2018, from 85 different countries of origin. Romania was the top country of origin for migrant workers overall with a total of 427 arrivals in 2018, followed by India with 342, Poland with 237 and Slovakia with 228 arrivals. Over two thirds (around 3000) of working migrants arriving in Sheffield in 2017 were from non-accession countries.

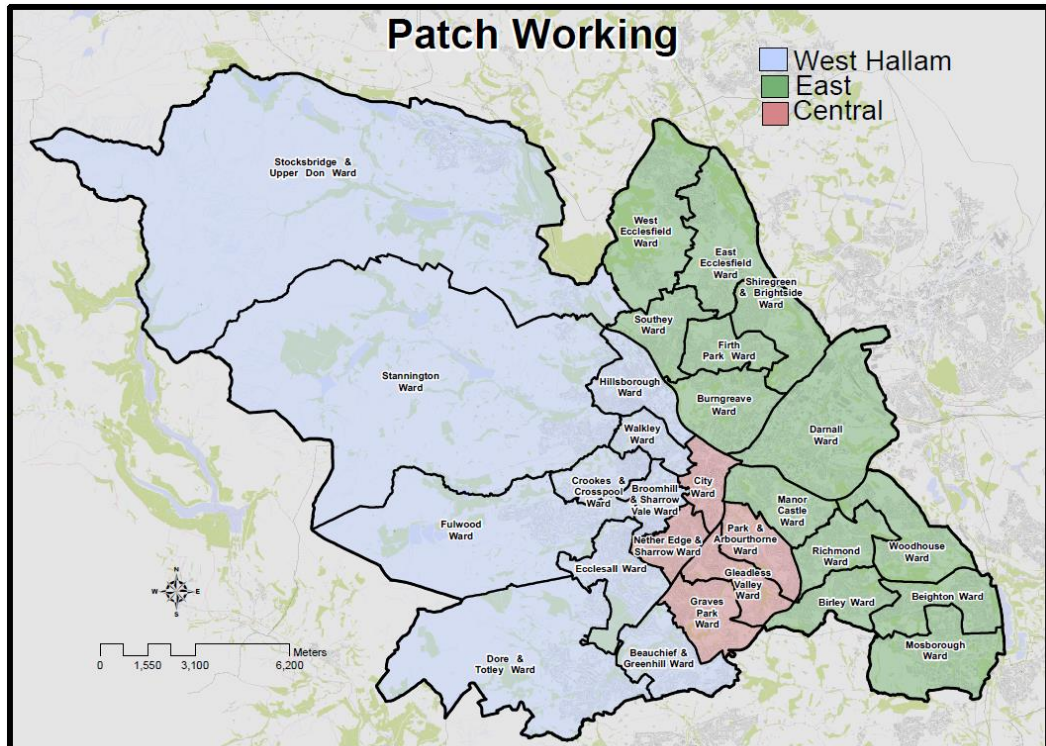
1.6 The map below shows the geographical settlement of these new arrivals in 2018, by Major Super Output Area (MSOA)³:



1.7 The east of Sheffield in particular has seen recent and unplanned immigration, resulting in some considerable strains on community cohesion. There has been significant Roma Slovak immigration into the east of Sheffield since 2004, following the acquisition of treaty rights as EU citizens to travel here and seek work. Exact figures for the numbers of Roma in Sheffield are acknowledged to be difficult to arrive at, but it has been estimated that at least 3000 Roma had settled in Sheffield by 2009⁴, rising to 6000 by 2016⁵. The initial focus of this immigration was the Burngreave, Tinsley, Firth Park, Darnall and Page Hall areas, but it is understood that it has now also dispersed into other areas across the East of the city.

1.8 The PHS team divides the city into three patches for distribution of work, as per the map below:

³ 'Sheffield Local Migration Profile 2019' – Migration Yorkshire, using DWP NINO data
⁴ 'Roma in Sheffield Report' Migration Yorkshire,
⁵ 'Sheffield Local Migration Profile' Migration Yorkshire, Dec. 2016.



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NINo data shows that 40.6% of long term migrants into Sheffield in 2018/19 settled in MSOAs that make up the PHS East Patch.

- 1.9 The PHS team currently receive reports from numerous sources regarding problems with the management and condition of privately rented properties in the east of the city. The PHS team’s response to these reports is by nature reactive and unplanned, and not informed by a solid evidence base regarding the condition and locations of the area’s PR housing, including where migrants are housed, or of particular issues linked to these properties.
- 1.10 The current limited reactive work in the east of the city has found that many landlords operating in the area have inherited properties, or rent properties out they previously lived in. They therefore tend to be less experienced and can lack basic knowledge and skills for effective property and tenancy management.
- 1.11 The PHS service propose to use the CMF grant to allow recruitment of additional dedicated staff on fixed-time basis for the duration of the project to undertake proactive work in the East of Sheffield, primarily using a variety of intelligence sources to ascertain which properties are privately rented, and then conducting interviews with the tenants to discuss their housing experience. We plan to use this information to map PR property, record its ownership and occupation, and record any issues with property condition and management practices with these properties.
 - 1.11.1 It is proposed that the project will:
 - Improve Council’s knowledge concerning migrants residing in private rented accommodation in Sheffield and share this with

partners

- Improve private rented property conditions in the city
- Improve management standards in the target areas to benefit both tenants and the wider community
- Reduce crime and fraud linked to private rental accommodation in Sheffield through better intelligence and partnership working in the target areas
- Re-iterate the social 'norms' to reduce community tensions.

The central output of the work in the East of the city is the production of an ownership register which will highlight issues within the private rented sector in the East and across the city, focussing on links to recent migration, informed by reliable and recent evidence gathered by the staff this bid would fund. This would allow for targeted, efficient and appropriate strategies to be devised tackling the problems identified. The register will be produced by April 2020.

- 1.11.2 Once the project is completed, the Council would prepare impact summary and ownership database of private rent housing in the east of Sheffield to be submitted to MHCLG by 31st October 2020.

The data will be anonymised before submission.

- 1.12 The dedicated staff team will consist of:

Post Title	Number of posts
<i>Project Lead</i>	1
<i>Intelligence officer</i>	2
<i>Environmental Housing Practitioner</i>	3
<i>Environmental Support Officer</i>	2
<i>Tenancy Sustainment Officer</i>	1
<i>Tenancy Relations Officer</i>	1

It is important to point out that there are challenges with regards to recruitment of Environmental Housing Practitioners & Support Officers. It has been recognised nationally that there has been a significant drop in the numbers of students studying towards an Environmental Health degree.

Combined with increases in designated powers and responsibilities of Local Authorities towards the ever growing private rented sector nationally, the recruitment process has become much more competitive in recent years.

- 1.13 To enable preparatory scoping work to take place, the following posts have already been filled:

Post Title	Number of posts
<i>Project Lead</i>	1
<i>Intelligence officer</i>	1
<i>Tenancy Sustainment Officer</i>	1

These officers have focussed initially on the Burngreave ward, combining desktop survey work with door-knocking to build an understanding of the PR sector in the ward, in terms of its location, ownership and occupants, and in terms of any management or property condition issues that become apparent. These findings will inform the work of the dedicated project staff team across the East of Sheffield.

- 1.14 2011 Census data showed that Burngreave's housing stock comprises roughly 20% private rent properties, 15.8% of Burngreave residents were born abroad, and 1.5% of residents had lived in the UK for less than 2 years. As such, it was selected as the area of focus for initial work, combining relatively high PR numbers and high levels of migration, with potential to allow identification of trends that may exist in areas of the east of the city where housing conditions and tenant demographics are similar.
- 1.15 A central part of the ongoing scoping work has been the production of a Data Protection Impact Assessment, which has been used as the basis for an agreement with colleagues in the Commercial & Business Development team, allowing PHS officers to use reports run from Council Tax systems to identify PR properties in Sheffield. Although not comprehensive, these reports, when used in conjunction with records of previous work by the PHS team, have enabled officers to target PR property far more efficiently than previously was possible. This technique has been trialled with Council Tax data for Burngreave, and would form part of the wider work across the east of the city, and enable the production of the ownership database for PR property which was a key part of the bid document's proposed outputs.
- 1.16 The outputs of the dedicated staff team described in 1.12 & 1.13 were set out in appendix to the bid document, as required by the CMF guidelines, formatted as a '*Tabular Summary of Project Objectives*'. A version of this, revised to match the awarded funding, is available as Appendix B, and demonstrates the work to be carried out by the team.
- 1.16 Partnership Working will be important to the success of the project; key partners will be the Police, Environmental Services, the Councils ASB team. The Health & Safety Executive and Gangmasters & Labour Abuse Authority.
Understanding the sensitivity that surrounds migration and immigration and any work that is undertaken in relation to these issues, it is essential to clarify the role of the Private Sector Housing Team is not to seek proof of immigration status during visits or inspections but to ensure that tenants are living in safe and secure homes.

2. HOW DOES THIS DECISION CONTRIBUTE?

2.1 *An in-touch organisation*

The work proposed will enable the council to better understand the diverse needs of the population in the East of the city in relation to their housing choices, and empower private rented tenants to be able to sustain their tenancies successfully. Landlords of PR property are under no obligation to notify the Council about their property, unless it falls into a licensing regime (Selective Licensing, or licensing of HMOs (Houses in Multiple Occupation)), so the intelligence this proposal would gather in terms of the location, condition and management of such properties would allow for a far greater understanding of, and a more informed approach to the PR sector in the east of the city.

2.2 *Strong economy*

It is anticipated that the combination of investigation and enforcement work this proposal entails would deliver investment in housing in the area in order to improve conditions, which will support and compliment the city's ambition to be a growing city economically. Improving the condition and safety of homes is vital to the overall attractiveness of the area and is a key component to why people choose to live and work in the area.

2.3 *Thriving neighbourhoods and communities*

This proposal will lead to investment and support to improve housing conditions, which will help increase the confidence in the area and encourage empty properties to be brought back into use. It will identify and attempt to tackle anti-social behaviour linked to PR property, and ensure that PR tenants are better informed about their rights and responsibilities.

2.4 *Better health and wellbeing*

This proposal will allow work to gain a better understanding of and then address hazards in the home, poor property conditions and poor management practices in PR accommodation, which will help create safer home environments contributing to an overall improvement in physical, mental and emotional health and wellbeing of tenants, who are often extremely vulnerable.

2.5 *Tackling inequalities*

By working to identify and target intervention toward PR accommodation where landlords let high risk dangerous properties, this proposal will improve the living conditions of residents who live in substandard accommodation, and ensure vulnerable tenants receive fair treatment in the maintenance and management of their homes.

3. HAS THERE BEEN ANY CONSULTATION?

3.1 One of the projects key activities will be to consult with local residents,

tenants and landlords.

As outlined in more detail within this report questions will be asked of tenants around the quality of their housing and tenancy.

If there are concerns about the safety of tenants due to either the standard of their accommodation or the behaviour of their landlord, PHS Officers can take further action provided the tenants agree to this having had the process explained to them fully.

Once gathered the information provided by local residents will inform proposals of what actions and recommendations are suggested following the conclusion of the project.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

4.1.1 Equality of Opportunity Implications were considered and an Equalities Impact Assessment (EIA) was completed and subsequently approved. The EIA found that the project would bring positive impacts in terms of health, race and cohesion.

4.2 Financial and Commercial Implications

4.2.1 This Section 31 grant must be spent by 31st March 2020; however projects are permitted to continue beyond this date to account for staff recruitment and programme delivery. The grant is intended to fund the activities identified for the 'Addressing Impacts of Migration Linked to Private Rented Housing in Sheffield' project in the Council's bid submission and agreed by MHCLG.

The project must not be funded by grant monies other than the MHCLG funding awarded in the offer letter (no duplicate funding).

From a risk management point of view a project exit strategy should be developed by the Project Manager in case there is any change in MHCLG funding levels and also as there are no alternative sources of funding identified should there be any ongoing costs after the grant funding has ended.

An Impact Summary must be completed and submitted to the MHCLG by 31st October 2020. Sheffield City Council is expected to share the impact summary and other learning with Government colleagues to inform best practice.

All public sector procurement is governed by both European Legislation and UK National Law. In addition, all procurement in Sheffield City Council must comply with its own Procurement Policy, and internal

regulations known as 'Contracts Standing Orders' (CSOs).

Contracts Standing Orders requirements will apply in full to the procurement of services, goods or works utilising grants. All grant monies must be treated in the same way as any other Council monies and any requirement to purchase/acquire services, goods or works must go via a competitive process.

The Project Manager will need to read, understand and comply with all of the grant terms and conditions and the Code of Conduct for Grant Recipients.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/771152/2019-01-15 Code of Conduct for Grant Recipients v. 1.01.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/771152/2019-01-15_Code_of_Conduct_for_Grant_Recipients_v.1.01.pdf)

4.3 Legal Implications

4.3.1 There is no specific power that enables the Council to implement this particular project / work in the City. Under the General Power of Competence within the Localism Act 2011, the Council are permitted to do anything that individuals of full legal capacity may do giving the Council the power to take reasonable action it needs 'for the benefit of the authority, its area or persons resident or present in its area'. This includes entering into such agreements and incurring expenditure against the grant as detailed in the report.

4.3.2 The outcomes have been set out in the bid and confirmed by MHCLG. Any issues risking delivery must be communicated to the MHCLG CMF lead. The Council is also required to produce an impact summary.

4.3.3 Of particular note are implications arising from Data Protection Legislation, the Council must ensure that any statutory obligations are addressed. Anonymised data generated by the project could be shared with other Government agencies and local authorities.

4.4 Other Implications

4.4.1 Information Management have been consulted and offered support in the productions of the Data Protection Impact Assessment.

Human Resources will be required for support in regards to any recruitment for the project.

5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1 Local Authorities have a legal duty to address poor housing conditions in the private rented sector. The PHS service is the regulatory and prosecuting authority for this activity in Sheffield. As such, there is no real

'do-nothing' option in terms of tackling poor housing conditions in the east of the city.

- 5.2 Continuing with the existing reactive work, without use of the awarded funds, is the closest to a 'do-nothing' option. This would not allow for any programme of proactive intelligence-led property inspections and investigations, and mean current budgetary pressures are not alleviated.
- 5.3 Using the funding for a programme of interventions that deviates substantially from that set out in the original bid could represent a breach of the grant conditions, and bring a real risk of claw back of the funds, as well as possibly negatively impacting any possible future bids.

6. REASONS FOR RECOMMENDATIONS

- 6.1 There are now well over 40,000 private rented properties in the city; around 19% of the city's housing stock. This sector has doubled in Sheffield in the last 10 years, and is predicted to reach 25% of all housing by 2025. In 2008 there were 18,000 properties within the private sector with around PHS 60 officers managing this work. At present there are around 40,000 properties and the PHS service has a team of around 30 officers, so the service has had to prioritise work to tackle the most serious statutory and regulatory breaches. Despite this, Sheffield has one of the strongest enforcement track records in the country for tackling poor housing conditions, but the additional funding would allow for enhanced work above that which is currently possible.
- 6.2 The use of CMF grant as detailed in this proposal will allow a range of outcomes and benefits, and these are fully outlined in the *Logic Model & Tabular Summary of Project Objectives* attached as Appendices B & C

Appendix A – SCC Funding from *Controlling Migration Fund*

Date	Project	Amount	Description
2017	<i>Sheffield Community Investment Deal (SCID)</i>	£835,000	Community based project located in marginalised communities in North-East and East Sheffield, responding to concerns from local people with more on the ground officers, better organised local services and engaging established and new communities through community development initiatives to improve their areas.
2017	<i>Local Authority Asylum Support Liaison Officers (LAASLO)</i>	£100,000	Match-funding for a pilot project in which two officers will support asylum seekers and their families before and during the 28-day “move-on” period from government support following a positive decision.
2019	<i>Welcome to Sheffield</i>	£198,620	This project develops and delivers English Language development strategies that will enable and support adults and families to Integrate within the Northeast and East communities of Sheffield.
2019	<i>Improving Private Housing in the East</i>	£577,680	This project, as outlined in this report.

Appendix B – Logic Model

Activity	Outcome/Broader Impact	Indicator/Measure of Success	Pre-CMF Level (Baseline)	Post-CMF Level
2 x Intelligence Officer (City)	DIRECT OUTCOMES <i>Better, more thorough use of information available to combat criminality and fraud relating to private rented properties</i>	<i>Will input into 100% of Fit & Proper checks and 100% of checks on ownership and management. To monitor and record all progress and outcomes of all resulting investigations.</i>	<i>No Baseline data (new post)</i>	<i>N/A Project not complete</i>
	BROADER/RESIDENT IMPACT <i>Enforcement work is better informed and targeted. Properties and individuals of concern are identified sooner, as are trends with issues related to properties in the area. Consequences of poor property condition and management on the wider community are identified and addressed sooner. Suspicious financial arrangements and criminal behaviour identified and reported, so crime is reduced.</i>	<i>To investigate the portfolios of landlords, managers and agents that do not pass the Fit and Proper checks in order to target poor practises and support vulnerable tenants</i>		<i>N/A Project not complete</i>
Lead Environmental Housing Practitioner (East)	DIRECT OUTCOMES <i>Co-ordinated approach to project work in East of city</i>	<i>To assist the Environmental Housing Manager in ensure the output targets of East project team are met</i>	<i>No baseline data</i>	<i>N/A Project not complete</i>
	BROADER/RESIDENT IMPACT <i>Better understanding of issues relating to private rented properties and migration in the East, and best way to address</i>	<i>Work by PHS team and other agencies in area will be informed by the intelligence gathered, meaning it is more appropriate, more effective, and more resource efficient.</i>	<i>No baseline data</i>	<i>N/A Project not complete</i>

	<p>issues. <i>Issues in the East affect whole community; this proposal will identify best way to address these.</i></p>			
1 x Tenant Relations Officer (East)	<p>DIRECT OUTCOMES <i>Vulnerable tenants are supported to avoid illegal eviction and possible homelessness. Increased reporting of rogue landlords. Better signposting to appropriate services. Decreased illegal evictions. Tenants have responsibilities explained clearly.</i></p>	<p><i>150 individual Tenancy Relation Officer cases opened by 2020 in the East of the city.</i></p>	<p><i>The team received the following Tenant Relation enquiries via Customer Service Advisors from 2016 – 2018 405 – 2016/17 409 – 2017/18 Figures are recorded city wide so no East specific data is available at this time</i></p>	<i>N/A Project not complete</i>
	<p>BROADER/RESIDENT IMPACT <i>Increased reporting of rogue landlords. Better signposting to appropriate services. Decreased illegal evictions. Tenants have responsibilities explained clearly. Rental property and management standards in area rise. More stable tenancies reduce churn of tenants, less litter, noise, ASB. Better access to local services as inappropriate migrant contacts are reduced.</i></p>	<p><i>More sustainable tenancies due to reduced churn will result in more stable tenancies.</i></p>	<p><i>No baseline data</i></p>	<i>N/A Project not complete</i>
1 Tenancy Sustainment Officer (East)	<p>DIRECT OUTCOMES <i>Tenants, particularly migrants, are supported to sustain successful tenancies and engage with PHS team</i></p>	<p><i>100% of tenants of proactively inspected properties are offered support</i></p>	<p><i>No such support currently in place</i></p>	<i>N/A Project not complete</i>

	<p>BROADER/RESIDENT IMPACT <i>Increased reporting of property issues and rogue landlords by tenants. Better understanding of responsibilities and social norms of being a tenant. Reduction in inappropriate use of services. Rental property and management standards in area rise. More stable tenancies reduce churn of tenants, better understanding of responsibilities leads to less litter, noise, ASB. Better access to local services as inappropriate migrant contacts are reduced.</i></p>	<p><i>Work by PHS team and other agencies in area will be informed by the intelligence gathered, meaning it is more appropriate, more effective, and more resource efficient.</i></p>	<p><i>No baseline data</i></p>	<p><i>N/A Project not complete</i></p>
	<p>DIRECT OUTCOMES <i>Properties of concern are inspected, enforcement work undertaken, and intelligence gathered about landlords and tenants in the area</i></p>	<p><i>200 proactive property visits, resulting in 80 full property inspections carried out.</i></p>	<p><i>No proactive inspections currently taking place.</i></p>	<p><i>N/A Project not complete</i></p>
<p>3 x Environmental Housing Practitioner (East)</p>	<p>BROADER/RESIDENT IMPACT <i>Improvement of private rented property and management standards. Identification of properties, areas or individuals of concern. Increase in knowledge gathered about housing and tenants in area. Rental property and management standards in area rise. Positive impacts on public health as hazards are reduced.</i></p>	<p><i>Work by PHS team and other agencies in area will be informed by the intelligence gathered, meaning it is more appropriate, more effective, and more resource efficient.</i></p>	<p><i>No baseline data</i></p>	<p><i>N/A Project not complete</i></p>
<p>2 x Environmental Support Officer (East)</p>				

	<i>Better working relationships between services benefit wider population if they access these services. Suspicious financial arrangements and criminal behaviour identified and reported, so crime is reduced.</i>			
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Appendix C – Tabular Summary of Project Objectives

Resource/input	Output / Activity	Baseline output level (if known)	Target output level	Actual Outputs (to be completed at close of project)	Intended Outcome	Intended Broader Impact	INTENDED RESIDENT BENEFIT
2 x Intelligence Officer (City)	Obtaining, reviewing and sharing information relating to possible criminality and /or fraud relating to private rented properties	None – Licensing scheme has not yet begun, and these would be new posts	Will input into 100% of Fit & Proper checks on LAC area landlords, and 100% of checks on ownership and management		Better, more thorough use of information available to combat criminality and fraud relating to private rented properties	Enforcement work is better informed and targeted. Properties and individuals of concern are identified sooner, as are trends with issues related to properties in the area	Consequences of poor property condition and management on the wider community are identified and addressed sooner. Suspicious financial arrangements and criminal behaviour identified and reported, so crime is reduced.
Lead Environmental Housing Practitioner (East)	Assist the Environmental Housing Manager is managing the staff delivering the team delivering the patch working in East Patch	None – this is a new post, part of a new project team	To assist the Environmental Housing Manager in ensure the output targets of East project team are met		Co-ordinated approach to project work in East of city	Better understanding of issues relating to private rented properties and migration in the East, and best way to address issues	Issues in the East affect whole community, this proposal will identify best way to address these
1 x Tenant Relations Officer (East)	Immediate support and advice to tenants encountered during operation of licensing	The team received the following Tenant Relation enquiries via Customer	150 individual Tenancy Relation Officer cases opened by 2020 in the East of the city.		Vulnerable tenants are supported to avoid illegal eviction and possible homelessness	Increased reporting of rogue landlords. Better signposting to appropriate services. Decreased illegal evictions. Tenants	Rental property and management standards in area rise. More stable tenancies reduce churn of tenants, less

	<i>scheme</i>	<i>Service Advisors from 2016 – 2018 405 – 2016/17 409 – 2017/18 Figures are recorded city wide so no East specific data is available at this time</i>				<i>have responsibilities explained clearly.</i>	<i>litter, noise, ASB. Better access to local services as inappropriate migrant contacts are reduced.</i>
<i>1 x Tenancy Sustainment Officer (East)</i>	<i>Engage with and support vulnerable tenants in the area to maintain successful tenancies.</i>	<i>None, these are new posts, part of a new project team</i>	<i>100% of tenants of proactively inspected properties are offered support</i>		<i>Tenants, particularly migrants, are supported to sustain successful tenancies and engage with PHS team</i>	<i>Increased reporting of property issues and rogue landlords by tenants. Better understanding of responsibilities and social norms of being a tenant. Reduction in inappropriate use of services</i>	<i>Rental property and management standards in area rise. More stable tenancies reduce churn of tenants, better understanding of responsibilities leads to less litter, noise, ASB. Better access to local services as inappropriate migrant contacts are reduced.</i>
<i>3 x Environmental Housing Practitioner (East) 2 x Environmental Support Officer (East)</i>	<i>Carry out proactive targeted inspection work, and respond to reactive service requests generated by our work in the area</i>	<i>None, these are new posts, part of a new project team</i>	<i>200 proactive property visits, resulting in 80 full property inspections carried out.</i>		<i>Properties of concern are inspected, enforcement work undertaken, and intelligence gathered about landlords and tenants in the area.</i>	<i>Improvement of private rented property and management standards. Identification of properties, areas or individuals of concern. Increase in knowledge gathered</i>	<i>Rental property and management standards in area rise. Positive impacts on public health as hazards are reduced. Better working relationships between services benefit wider</i>

						<i>about housing and tenants in area.</i>	<i>population if they access these services. Suspicious financial arrangements and criminal behaviour identified and reported, so crime is reduced.</i>
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