

Borough Council of  
**King's Lynn &  
West Norfolk**



# **Environment and Community Panel**

## **Agenda**

Wednesday, 6th July, 2016  
at 6.00 pm

in the

**Committee Suite  
King's Court  
Chapel Street  
King's Lynn  
PE30 1EX**



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**King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX**  
**Telephone: 01553 616200**  
**Fax: 01553 691663**

Tuesday, 28 June 2016

Dear Member

**Environment and Community Panel**

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 6th July, 2016 at 6.00 pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

**AGENDA**

**1. Apologies for absence**

To receive any apologies for absence.

**2. Minutes (Pages 6 - 9)**

To approve the minutes of the previous meeting.

**3. Declarations of interest**

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

Those declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

**4. Urgent Business**

To consider any business which, by reason of special circumstances, the Chairman proposed to accept as urgent under Section 100(b)(4)(b) of the Local Government Act, 1972.

**5. Members Present Pursuant to Standing Order 34**

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

**6. Chairman's Correspondence**

If any.

**7. Leisure Trust Update**

**8. Joint Working with Norfolk Constabulary**

**9. Homelessness Update (Pages 10 - 28)**

**10. Work Programme (Pages 29 - 30)**

**11. Date of the next meeting**

To note that the next meeting of the Environment and Community Panel is scheduled to take place on **31<sup>st</sup> August 2016** at **6.00pm** in the Committee Suite, King's Court, Chapel Street, King's Lynn, PE30 1EX.

To:

**Environment and Community Panel:** Miss L Bambridge (Vice-Chairman), Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, G Hipperson, M Hopkins, J Moriarty, P Rochford, C Sampson (Chairman), T Smith and A Tyler

**Portfolio Holders:**

A Lawrence (items 8 & 9) , A Wright (item 7)

**Management Team Representatives:**

Honor Howell

**Appropriate Officers:** The following officers are invited to attend in respect of the Agenda item shown against their name

J Greenhalgh – item 8

S Farley – item 9

**Executive Directors  
Press**

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**ENVIRONMENT AND COMMUNITY PANEL**

**Minutes from the Meeting of the Environment and Community Panel held on  
Wednesday, 25th May, 2016 at 6.00 pm in the King's Court, Chapel Street,  
King's Lynn**

**PRESENT:** Councillors C Sampson (Chairman), Miss L Bambridge, A Bubb,  
Mrs S Collop, Mrs S Fraser, G Hipperson, J Moriarty, P Rochford, T Smith and  
A Tyler.

**Officers:**

Vicki Hopps – Environmental Health Manager (Commercial)  
Honor Howell – Assistant Director

**EC1: APPOINTMENT OF CHAIRMAN FOR THE MUNICIPAL YEAR**

**RESOLVED:** That Councillor Colin Sampson be appointed as  
Chairman of the Environment and Community Panel for the Municipal  
Year.

**EC2: APPOINTMENT OF VICE CHAIRMAN FOR THE MUNICIPAL YEAR**

**RESOLVED:** That Councillor Lesley Bambridge be appointed Vice  
Chairman of the Environment and Community Panel for the Municipal  
Year.

**EC3: APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Mrs C Bower, B  
Long and A Lawrence.

**EC4: MINUTES**

**RESOLVED:** The minutes from the Environment and Community Panel  
Meeting held on 25<sup>th</sup> March 2016 were agreed as a correct record and  
signed by the Chairman.

**EC5: DECLARATIONS OF INTEREST**

Councillor A Tyler declared an interest in item EC11: Appointments to  
Outside Bodies – West Norfolk Disability Forum as he worked part time  
in a care home.

**EC6: URGENT BUSINESS**

There was none.

EC7: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There was none.

EC8: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC9: **MATTERS REFERRED TO THE PANEL FROM OTHER COUNCIL BODIES AND RESPONSES MADE TO PREVIOUS PANEL RECOMMENDATIONS/REQUESTS**

There was none.

EC10: **FOOD SAFETY TEAM ANNUAL UPDATE**

The Environmental Health Manager (Commercial) provided the Panel with an update on the work of the Food Safety Team.

A copy of the presentation is attached.

The Chairman thanked the Environmental Health Manager for her presentation and invited questions and comments from the Panel. The Environmental Health Manager responded to questions from the Panel as summarised below.

She explained that different organisations had different responsibilities delegated to them by the Food Standards Agency and the Borough Council had responsibility for food businesses within the area including restaurants, schools and food manufacturing businesses.

Food businesses were required to register with the Borough Council 28 days in advance of operation, but this was sometimes not the case and officers kept an eye on when new businesses were opening within the area so that they could contact them to ensure that they were correctly registered.

The Environmental Health Manager confirmed that Tattoo Parlours required a Premises Licence and the individual also required a Personal Licence.

The Panel was informed that the Borough Council had a duty to maintain a public register of cooling towers and ensure that they were maintained and cleaned out properly as they had the potential to cause legionella and legionnaires disease.

The Borough Council also dealt with lifting operations and held an equipment register. All lifts were checked annually by the relevant insurance company who subsequently provided a report to the Borough Council to outline any failures. If a high risk fault was identified, officers would visit the premises to ensure that repairs had been completed.

The Environmental Health Section also monitored Sunday Trading Hours. Legislation currently prevented larger shops from opening for over six hours on a Sunday.

With regards to Ship Sanitation Inspections, the Council was usually given 24 hours' notice if an inspection was required. If no trained officers were available to perform the inspection the ship would have to be inspected at the next port it was docked at.

**RESOLVED:** The update was noted.

EC11: **APPOINTMENTS TO OUTSIDE BODIES**

The Chairman invited the Panel to nominate representatives to participate in the outside bodies and partnerships which fell within the Panel's remit. The nominations would be presented to the Full Council meeting on 30<sup>th</sup> June 2016 for approval.

**RESOLVED:** That the following nominations be presented to the Full Council meeting on 30<sup>th</sup> June 2016:

1. Council/College Liaison Board – Councillor T Smith
2. Area Museums Committee – Councillors A Tyler, T Bubb and T Smith
3. NCC Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel – Councillor Westrop and one vacancy for substitute Member
4. Norfolk Health and Overview Scrutiny Committee – Councillor Mrs S Young and T Smith (substitute)
5. West Norfolk Community Transport Project – Councillor Mrs S Fraser
6. West Norfolk Disability Forum – Councillors T Bubb, Mrs S Fraser, M Cheney of Horsbrugh, Mrs S Squire and A Tyler.

EC12: **WORK PROGRAMME**

The draft work programme for 2016/2017 was presented to the Panel. Members of the Panel were encouraged to submit items for consideration to the Chairman.

The following items were discussed/identified for inclusion on the Work Programme:

- Members were encouraged to feedback to Sarah Moore on the Grounds Maintenance Review and an update would be provided to



the Panel in October, once feedback from the summer season had been received.

- Councillor Hipperson suggested that the Panel look at the effect of Wind Turbines on air travel and light aircraft.
- Councillor Moriarty requested that Policy Development and Scrutiny Training be arranged for Members.
- The Work Programme and Agenda be amended so that the Panel could identify how they would be dealing with items, e.g. scrutiny, policy development or updates.

**RESOLVED:** The Work Programme for 2016/2017 was agreed.

EC13: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel was scheduled to take place on Wednesday 6<sup>th</sup> July 2016 at 6.00pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.

**The meeting closed at 7.15 pm**

## **REPORT TO ENVIRONMENTAL AND COMMUNITY PANEL 6<sup>th</sup> July 2016**

### **HOMELESSNESS REVIEW**

#### **Background**

The Homelessness Strategy 2015 – 2019 was approved in January 2015 and identified that there should be an annual review in June each year starting in June 2016.

The Homelessness Review has been undertaken in 3 parts – each of which forms an appendix to this report

1. A review of current issues related to homelessness in BCKLWN, future threats and potential solutions
2. A review of homelessness trends
3. A review of the Homelessness Strategy Action Plan

#### **Developments and trends since January 2015**

There was a significant rise in homelessness applications and decisions in 2013-14 and this has continued. In addition to formal investigations, there is much work undertaken in providing advice and preventing homelessness. Approximately 2,000 households are assisted with advice in any given year. Signs are that pressure on homelessness and housing advice services is rising and not falling.

There have been a number of positive developments since the adoption of the Homelessness Strategy including newly commissioned services to meet changing needs. These include an extension of advice and support services to people suffering from domestic abuse, support for vulnerable homeless people with multiple needs and a newly commissioned housing debt and advice service. A number of shared house projects have been developed with housing associations partners and the Purfleet Trust to meet the needs of single homeless people. The housing needs of care leavers have been the subject of joint working with Children's Services.

However, there are negative pressures most notably access to rented accommodation, fewer new social rented homes for those in need, income and debt issues for households together with an increase in issues related to younger single people and those with mental health issues. There has been a recent rise in the number of people rough sleeping in tents.

The high demand and lack of available settled accommodation has led to an increase in the use of temporary accommodation including bed and breakfast outside the Borough when all other avenues have been explored.

## **Future issues**

Demand exceeds supply for rented accommodation and it is predicted this will continue. Rents in the private sector continue to rise and are increasingly unaffordable for households likely to approach the Council for advice and assistance.

The welfare reform agenda will bring forward challenges for household budgeting which is likely to impact on the ability for those that are in receipt of benefits being able to meet housing costs – including those in work.

There has been discussion of changes to the duties of local housing authorities such as BCKLWN. These appear to be additional duties so the scope of homelessness legislation could cover a wider range of people at an earlier stage of their potential homelessness. There are no firm proposals in place but any additional duties would put further pressure on the Council's resources and will be kept under review

To meet potential future issues, it is proposed to review the Council's role in increasing housing supply – including affordable and temporary accommodation – whether directly or indirectly. A new housing debt and advice service is to be launched and the impacts of welfare reform will continue to be closely monitored. Demand for shared accommodation for those under 35 is likely to increase and the Council will review its role in supporting new provision with partner housing providers. The need for housing and support will be kept under review with partners with the ideal of commissioning services to meet those needs albeit difficult in a time of budgetary constraint.

Detailed information can be found in the appendices to this report

## **Conclusion**

Members note the Homelessness Review. Officers will be available at the meeting to provide more information and answer questions

## **Environment and Community Panel 6 July 2016**

### **HOMELESSNESS REVIEW Appendix 1**

#### **Positive issues and changes – what has worked well**

- Good working relationship around accessing Emergency Direct Action Beds with Merchants Terrace (Genesis Housing).
- Development of training houses that accommodate and support vulnerable single homeless people. These are a partnership between The Purfleet Trust, Freebridge Community Housing and the Borough Council. There is also a shared house provided and managed by Broadland Housing.
- Use of Homelessness Prevention Fund to prevent homelessness by e.g. assisting with rent deposits / rent in advance, reducing rent arrears, travel to an area of safety or reconnection to an area where accommodation is available.
- IAA (Insecure Accommodation Award) to help people access housing through the housing register before they lose their home and become homeless.
- Tenancy sustainment work - Preventing eviction from housing association properties through partnership working with Stonham Homestay (tenancy support service), Freebridge Community Housing and the Borough Council.
- Joint work with Police and Immigration Service to reduce rough sleeping and any associated criminal activity to people with no recourse to public funds.
- Review of protocols with partners e.g. Youth Homelessness Protocol, Intentional Families Protocol, Tenancy Sustainment Protocol.
- Commissioning of housing, debt and generalist advice services (July 16).
- Work with domestic abuse agencies such as Leeway Domestic Abuse Service including commissioning a drop in service with the Borough Council Offices and a telephone service covering West Norfolk.
- Commissioning intensive support service with the Purfleet Trust.
- Working in partnership with the Purfleet Trusts Pathways Centre which delivers e.g. training, washing, meals.
- Work with Norfolk County Council Children's Services relating to young people and care leavers e.g. Jointly commissioned Housing Officer Post (Norfolk housing authorities and Norfolk County Council) to reduce the number of young people in care and to develop / facilitate appropriate housing pathways, Care Leavers Transition Panel a partnership to facilitate appropriate housing pathways.
- Daily Multi Agency Risk Assessment Panels – working in partnership to plan for high risk people suffering domestic abuse.
- Early Help Hub - A partnership led by Children's Services making sure that vulnerable families receive that the right support is available as soon as someone needs it.

- 180 scheme – A partnership led by the Police to manage priority and prolific offenders.

### **What hasn't worked so well**

- Local housing allowance used for housing benefit increasingly below the actual cost of private renting which has been increasing – causing affordability issues and difficulty for people accessing or retaining private rented homes.
- Former tenant debt including rent arrears, court costs, damage exclude many households accessing the private rented sector (primarily) but also social housing.
- Increasing income limits for private rented homes mean even working families have issues in accessing them.
- Lettings agent fees and set up costs very high – up to £1850 for a 3 bedroomed house to be paid before a key can be turned in the door.
- Pressure of increasing rents and set up costs restricts the ability of homeless people in accessing the private rented sector.
- Issues in relation to clients with mental health issues i) discharge from mental health institution ii) changing provision/ no specialist residential accommodation iii) securing suitable accommodation including on a temporary basis for those with mental health issues iv) practical arrangements for those with limited capacity in assessment, attaining and retaining accommodation v) increase in clients with mental health issues
- Increased in rough sleeping , an increase from 3 to 5 reported to DCLG in the last financial year.
- Reductions in new social housing for rent due to funding changes – capital grants and rent control in housing associations
- Increasing demand on housing options/homelessness service especially single parents and single people.
- Increasing violence and aggression from clients towards staff.
- Increased use of temporary accommodation including bed and breakfast accommodation outside the West Norfolk area.

### **Who are the excluded people with limited access to housing and associated services?**

- Vulnerable groups including those with complex needs, undiagnosed mental health, domestic abuse as well as those recognised mental health needs.
- Single people under 35 with restricted housing benefit.
- Young/single individuals and those with intense support needs.
- People with high rent arrears, debts with previous landlords and general debt.
- People who are ineligible for housing assistance and who are unaware of their entitlements.
- People who are intentionally homeless – this is increasing.

- People with substance misuse issues.
- Offenders including sex offenders.

### **What are the barriers to finding and retaining accommodation?**

- Demand for rented accommodation exceeds supply – especially 2 bedroomed accommodation in Kings Lynn
- Lack of affordable accommodation, increasingly with housing benefit restrictions or those on a low income.
- Landlords not willing to accept tenants on benefits.
- Need for housing solutions (accommodation and support) in the transition from temporary or supported accommodation to a settled home.
- High up front costs in accessing private rented homes - obtaining deposits, rent in advance, agent's fees.
- Household income and debts.
- Lifestyle – chaotic, drug use, domestic abuse, not having the skills to maintain property such as paying bills, managing money. Taking personal responsibility - including understanding ramifications of not adhering to tenancy rules and agreements.
- Gaps in provision of floating support e.g. no specialist young person service.

### **Future threats:**

- Reduction in funding opportunities for charitable/supporting/advice organisations.
- Reductions in commissioned services and public sector financial constraints.
- Reduction in new rented social housing development – shift in priority to lower cost home ownership potential risk to future of Buy to Let market.
- Local housing allowance rates frozen until 2020 but private rents increasing.
- Housing Association allocation policy reviews for under 35 year olds who may have their housing benefit level reduced.
- Changes to supported accommodation including temporary accommodation subsidies for homeless households.
- Extension of benefit cap which could affect up to 163 households in West Norfolk – rolling out Autumn 2016.
- Potential impact of Universal Credit e.g. processing delays, direct payments to claimants, budgeting, arrears
- Further restrictions for young people and housing costs – especially for under 21 year olds housing costs in Universal Credit
- Not having the time/or staff to help all those that require assistance if demand continues to rise.

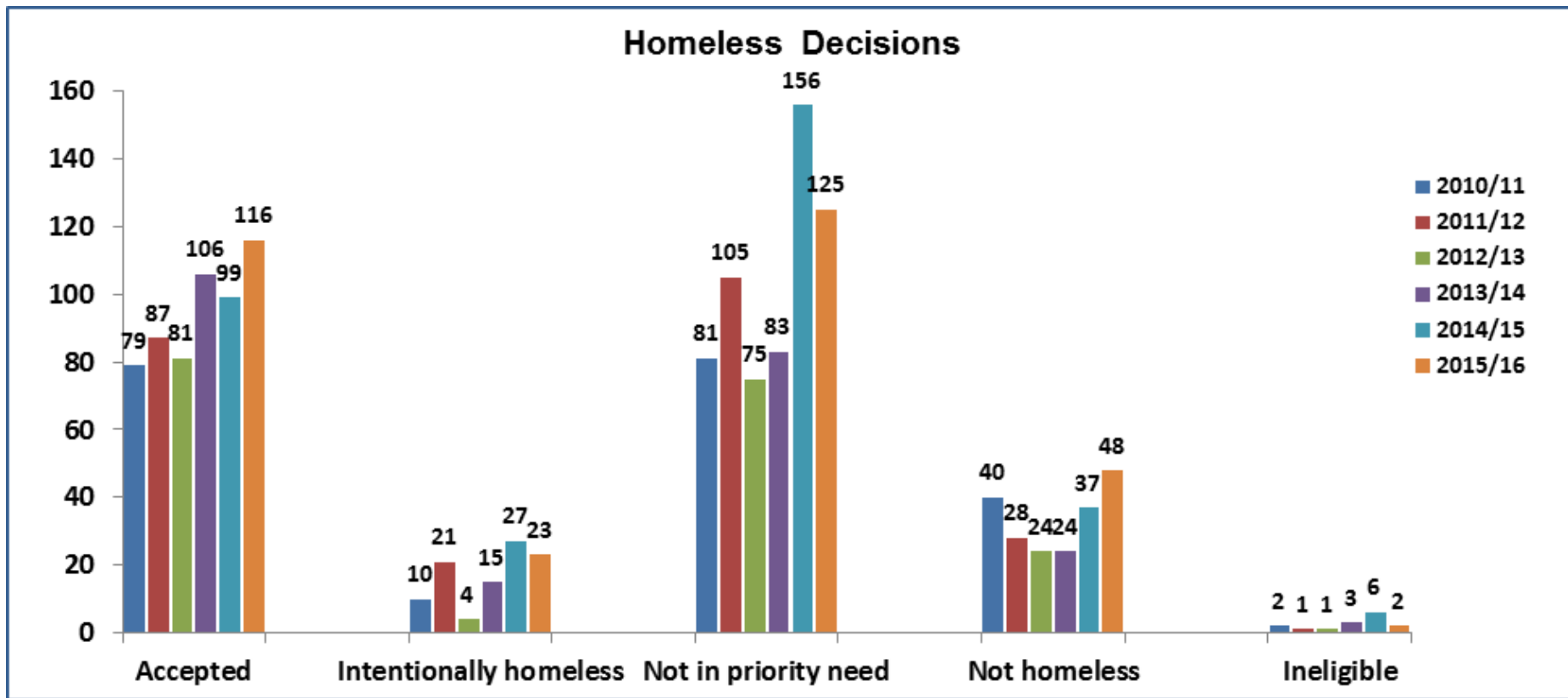
- Potential changes to definition of homelessness and local authority duties especially changes to priority needs criteria and changes to duty to intervene at earlier date.

### **Potential Opportunities and Solutions:**

- Development of more shared houses with housing associations.
- Housing advice and options online – including promotion of lower cost home ownership.
- Commission money and debt advice services.
- Continue with a multi-agency approach to share information and work in partnership.
- Work within the Council and with partners to monitor the impact and promote initiatives to mitigate welfare benefit changes where possible.
- Develop a Tenancy Fraud initiative to make best use of social housing for those in need.
- Evaluate planned legislative changes within private rented sector to seek opportunities to promote better quality and management of homes.
- Direct or indirect action to increase new suitable housing supply – including affordable such as starter homes, custom build, private rented accommodation.
- Major housing developments e.g. NORA.
- Expand the temporary accommodation offer including directly provided accommodation including consideration of residential caravans.
- Work with housing and housing support providers on new models of delivery.
- Investigate the business case for provision of private sector leasing schemes and/or social lettings agency.
- Acquiring properties for private rented schemes.
- Consider piloting a dual diagnosis property with partners.
- Keep need for step down and move on accommodation under review.
- Continuing to tackle rough sleeping with partners and monitoring need for outreach or other solutions

**Environment and Community Panel 6 July 2016 Appendix 2 – Homelessness activity and trends**

**Table 1** This table outlines the Homelessness applications that have proceeded to a formal decision stage in the last 6 years – definitions can be found at the end of this Appendix. This table does not include enquiries, advice and homelessness preventions undertaken by the Housing Options Team where the case did not continue to a completed decision. In many cases, homelessness can be prevented through advice or other solutions offered by Housing Options Teams

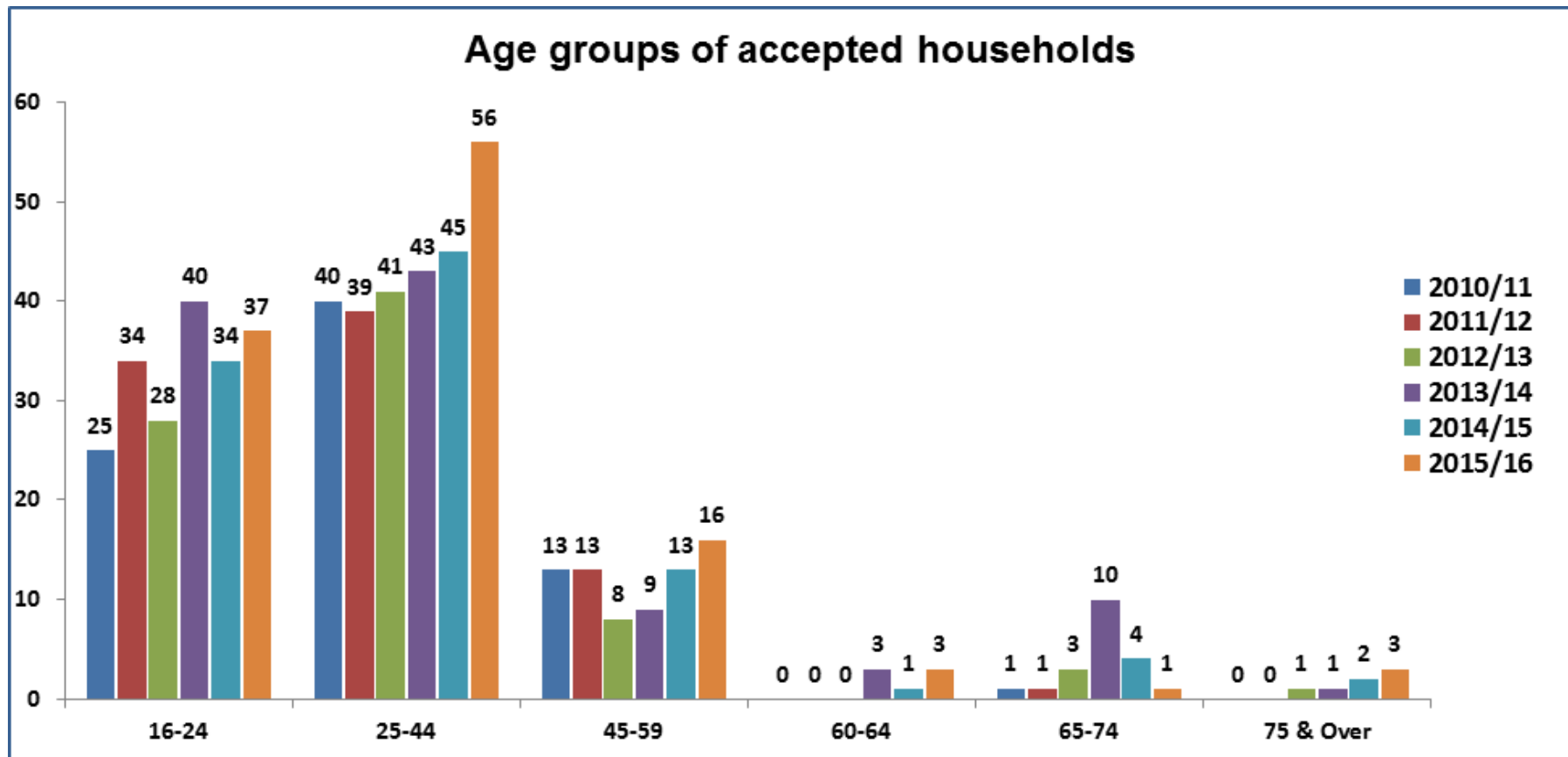


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Table 2

This table focusses on those households who have been assessed and the Council has 'accepted' a full housing duty which means we have to secure accommodation for the household



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**Table 3 – causes of Homelessness (acceptances)**

This table looks as the causes of the homelessness for those households for whom we owe a full duty to secure accommodation over the last 6 years

<b>King's Lynn and West Norfolk</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
<b>Parents no longer able or willing to accommodate</b>	9%	10%	9%	13%	12%	13%
<b>Other relatives or friends no longer able or willing to accommodate</b>	11%	13%	16%	16%	8%	11%
<b>Non-violent relationship end</b>	11%	9%	19%	13%	21%	15%
<b>Violent relationship end</b>	16%	16%	20%	7%	4%	22%
<b>Racial / other violence / harassment</b>	1%	7%	1%	1%		5%
<b>Rent / mortgage arrears</b>	9%	13%	9%	5%	9%	7%
<b>Loss of private rented accom (Term of AST / Reasons other than term of AST)</b>	33%	14%	23%	22%	19%	18%
<b>Left institution or LA care</b>	0%	8%	0%	8%	5%	0%
<b>Other reasons*</b>	9%	10%	4%	16%	4%	9%

## Definitions

**Acceptances:** households found to be eligible for assistance, unintentionally homeless and falling within a priority need group (as defined by homelessness legislation) are referred to as statutory “acceptances”. These households are consequently owed a main homelessness duty by a local housing authority. The main duty is to secure settled accommodation.

**Decisions:** refers to decisions taken of households that apply for assistance under the Housing and Homelessness Acts.

**Priority need groups:** include households with dependent children or a pregnant woman and people who are vulnerable in some way e.g. because of mental illness or physical disability. The priority need categories were extended by Order in January 2002 to include, additionally: applicants aged 16 or 17; applicants aged 18 to 20 who were previously in care; applicants vulnerable as a result of time spent in care, in custody, or in HM Forces, and applicants vulnerable as a result of having to flee their home because of violence or the threat of violence (in addition to domestic violence, which is one of the original priority need groups)

**Intentionally homeless** Where investigation has shown that someone has done or failed to do something which has caused their homelessness e.g. failed to pay rent or mortgage when they could have done or moved out of a property when they could have stayed there

**Environment and Community Panel - 6 July 2016**  
**Appendix 3 – Review of Homelessness Strategy Action Plan 2015-2019**

**Priority 1 - Early intervention to prevent homelessness whenever possible**

<b>Action</b>	<b>Key tasks</b>	<b>Timescale</b>	<b>Responsibility/lead</b>	<b>Resources</b>	<b>Progress</b>
Improve communications and awareness with public and partners – increasing awareness of realistic housing options	Undertake a review of information and communication including website and on line Housing Options	2014-15	Housing Services Operations Manager	Review to be undertaken within existing resources. On line housing options subject to costs and budget availability	Under way. Website information reviewed and to be released as part of Corporate launch Online and self help advice reviewed and to be implemented as part of Homeconnections project
	Hold 2 Housing Options Forums per year	Twice a year	Housing Options Manager	Within existing resources	Undertaken via alternative thematic forums
Review best practice and seek	Undertake a review of ways in which services	2015-16	Housing Services Operations	Within existing resources	Ongoing and as part of the

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continuous improvements	are delivered Consider developing the GOLD standard	Ongoing	Manager		Homeconnections Project
Maximise role of Homechoice scheme	Keep under review the use of Insecure Accommodation Awards Ensure the needs of (potentially) homeless people are taken into account in review of Social Housing Allocations Policy	Ongoing and as Policy is reviewed	Senior Allocations Officer	Within existing resources	Ongoing
Minimise households becoming homeless at the end of Flexible (fixed term) tenancies	Develop protocols with Registered Providers in final year of Flexible (fixed term) tenancies Implement as appropriate Review Tenancy Strategy	2017/18	Housing Strategy Officer	Within existing resources	Due 2017/18
Implementation of a multi agency Early Help Hub lead by Children's Services.	Early Help Hub is about making sure that the right support is available as soon as someone needs it and reducing the need for intrusive crisis level interventions.	Ongoing	Housing Options Manager with Norfolk County Council + partners	Within existing resources Any new service subject to review and budgetary provision	Ongoing
Review debt and income advice for	Establish a baseline assessment of debt and	2015/16	Policy & Partnership,	Assessment within existing resources	Completed New services

public including potential for joint commissioning, pooled funding and service re-design	income services in West Norfolk Scope options and map outcomes, governance and monitoring framework Review opportunities for increasing awareness in schools Commission relevant services – potentially jointly with others Monitor		Rev's & Bens, Housing Options Manager & Finance Team	Changes subject to budgetary provision	commissioned with implementation in July 2016
Prepare for implementation of Universal Credit in West Norfolk	Co-ordinate awareness and activity through Welfare Reform Group  Undertake information and awareness campaigns for public and partners	Ongoing – quarterly meetings  2015-16	Council Information Centre Manager with internal and external partners	Within existing resources	Completed Revenues and Benefits Manager lead
Review Debt Policies with Registered Providers	Undertake a review of existing debt policies and procedures Identify impacts on homeseekers including homeless people and Registered Providers	2015-16	Senior Allocations Officer/Housing Options Manager with Registered Providers	Within existing resources	Ongoing Further analysis will be possible once Homeconnections business information completed with

					greater reporting ability
Review existing and introduce new tenancy sustainment protocols with partner organisations	Work with Registered Providers and support workers to review especially in relation to any changes in service or funding Involve Norfolk County Council in tenancy sustainment work at an early stage Revise in relation to impact from Universal Credit	Ongoing  Ongoing  2016/17	Housing Options Manager	Within existing resources	Ongoing       Due 2016/17

#### **Underlying principles in day to day work**

- Develop early intervention initiatives and maximise homelessness preventions through Home Options approach
- Implement discharge of duty through Private Rented Sector Offers where possible
- Consideration of Private Sector Leasing opportunities (added 2016 review)

#### **Corporate targets – annual targets monitored quarterly**

- Number of homelessness acceptances – seek to minimise
- Number of households in temporary accommodation – seek to minimise

**Priority 2 - Working to ensure an appropriate supply of good quality affordable accommodation in both private and public sectors**

<b>Action</b>	<b>Key tasks</b>	<b>Timescale</b>	<b>Responsibility/lead</b>	<b>Resources</b>	<b>Progress</b>
Review funding mechanism to bring forward development – including cross-subsidy, co-investment and private investment	Continue to investigate innovative mechanisms and bring forward proposals	2015/16	Housing Strategy Officer	Review within existing resources	Ongoing
Explore opportunities to invest in housing using existing commuted sums and land holdings	Review following the creation of a Local Authority Housing Company	2015/16	Housing Strategy Officer	Review within existing resources	Ongoing
Make best use of home in the social sector including increasing supply of family and other homes to help prevent and tackle homelessness	Encourage the development of under-occupation initiatives with Registered Providers Report and monitor at Homechoice Partnership meetings	2015/16 Twice a year	Senior Housing Allocations Officer	Within existing resources	Ongoing
	Review potential for de-designation having regard to housing demand and turnover	2015/16	Housing Strategy Officer		
		2015/16	Housing Service		



	Review the potential for a social housing tenancy fraud initiative		Operations Manager/Legal Service Manager with Registered Providers		being led by Audit team. Training and partnership event October 2015. First conviction January 2016
Deliver the empty homes scheme with Freebridge Community Housing to bring homes back into use	Achieve target of 40 homes	By 31 March 2015	Housing Development Officer	Within existing staffing resources but scheme utilising HCA and FCH funding	Achieved
Review the outcomes and opportunities arising from the Shared Housing Schemes	Set up a project group Agree outcomes and objectives Develop evidence base Produce a report and agreed actions for the future as appropriate	2016/17	Housing Services Operations Manager, Housing Strategy Officer, Housing Options Manager with partners	Project Group and assessment within existing resources Any new plans subject to resource availability	Work has been done with FCH and Purfleet Trust. There are now 6 shared houses in the area and this will be kept under review
Work with Freebridge Community Housing (FCH) to review demand for housing and make best use of	Review demand and turnover for housing – by type, area and other factors	2015/16	Housing Strategy Officer (with FCH)	Within existing resources	Ongoing

existing stock					
Secure sufficient, appropriate temporary accommodation to meet the immediate needs of homeless households	Regularly review use of temporary accommodation and move on Review models of temporary accommodation and funding e.g. temporary accommodation subsidy	Ongoing Formal review and reporting quarterly	Housing Options Manager	Review within existing resources Future development dependant on resource availability	Ongoing Reviewed and reported on monthly basis Work continues on funding streams including impact of changes or cessation of temporary accommodation subsidy

#### **Underlying principles in day to day work**

- Respond to any funding opportunities that come forward to develop accommodation or services and support appropriate bids – as occur
- Continue to use planning powers and housing enabling role to bring forward new affordable housing
- Work in partnership to bring forward unviable sites – all –
- Utilising new infrastructure funding streams from the HCA to help increase the supply of new housing – added 2016 Review

#### **Corporate targets – annual targets monitored quarterly**

- Number of new social housing units – seek to maximise

#### **Priority 3 – Working together to support households with more complex needs**

<b>Action</b>	<b>Key tasks</b>	<b>Timescale</b>	<b>Responsibility/lead</b>	<b>Resources</b>	<b>Progress</b>
Ensure housing	Review 16/17 year old	2015/16	Housing Options	Within existing	Completed

pathways and protocols are agreed and reviewed with partners for key client groups	homelessness protocol Review intentionally homeless families protocol Review hospital discharge protocol Develop a rolling programme to review including mental health services	2016/17	Manager – with Norfolk County Council  Housing Options Manager	resources	Completed  Relative priorities to be reviewed including priority for mental health and tenancy sustainment protocols
Seek to ensure that homelessness is recognised as a priority for action with Health and Social Care partners – amended 2016 Review	Ensure representatives are regularly briefed  Support the development of Joint Strategic Needs Assessment  Review the need to develop a robust Evidence Base for health and homelessness	Ongoing  Ongoing  2015/16	Housing Services Operations Manager  Housing Strategy Officer  Housing Strategy Officer	Within existing resources	Briefing undertaken Work channelled through JSNA
Improved data sharing across organisations including mental health review possibility of	Develop through Partnership bodies and as part of review of protocols	Ongoing	Housing Options Manager with partners	Within existing resources	Norfolk wide and local agreements in place

county wide data sharing agreement					
Work in partnership to develop suitable housing and support for those with complex needs	Ensure representation on Supporting People Groups Review need for new specialist housing	Ongoing	Housing Services Manager  Housing Strategy Officer	Within existing resources Any new development subject to available funding	Commissioned a service delivered by The Purfleet Trust that supports people with complex needs
Review the impact of No Second Night Out	Review and produce a report	2016	Housing Options Manager	Within existing resources	Reports produced and to be kept under review

**Underlying principles in day to day work**

- Continue to work with organisations who assist with helping rough sleepers to reconnect, re-engage and leave the streets
- Respond to any funding opportunities that come forward to develop accommodation or services and support appropriate bids
- Support partnership working whenever possible and in a manner which maximises dialogue and joint work but minimises unproductive time

**National data**

- Undertake annual rough sleeper assessment

## ENVIRONMENT & COMMUNITY WORK PROGRAMME 2016/2017

### 25 May 2016

- Nominations to Outside Bodies
- Membership of Informal Working Groups (if any are in existence)
- Food safety team Annual Update – Vicki Hopps

### 6 July 2016 – meeting to be preceded by a tour of the depot at 3.30pm

- Leisure Trust Update – Alive Leisure
- Joint working with Norfolk Constabulary – John Greenhalgh
- Homelessness Update – Sheila Farley

### 31 August 2016

- Waste and Recycling – David Thompson
- Pay to use Loos – C Bamfield
- Urban Facilities, enhancement and street furniture
- Norfolk Waste Partnership – Chris Bamfield

### 12 October 2016

- Waste and Recycling Behaviour change programme – Chris Bamfield
- Annual Review of increase in Licensing Fees (originally came to Panel in October 2015) – John Gilbraith
- Air Quality Annual Update - Dave Robson
- Update on Grounds Maintenance Review – Originally came to Panel in Jan 2016 – Chris Bamfield/Sarah Moore

### 23 November 2016

- Leisure Trust

**17 January 2017**

- Norfolk Museums Service – Annual Update – Robin Hanley
- Capital Programme/Budget

**8 February 2017**

**15 March 2017**

- Annual Feedback reports from Outside Bodies
- West Norfolk Disability Forum – Annual Update

**26 April 2017**

**To be confirmed**

- Effect of wind turbines on the fishing industry and air travel industry
- Visit to the air raid shelter
- Visit to Crematorium
- Visit to Leisure facilities – Oasis and Downham Market Leisure Centre
- Waste/Recycling/Depot & Nursery Visit