

Committee Manager: Erica Keegan (Ext. 37547)

19 December 2013

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held in Committee Room 1 at the Arun Civic Centre, Maltravers Road, Littlehampton on **Thursday, 9 January 2014 at 6.00 pm** and you are requested to attend.

Members: Councillors; Clayden (Chairman), Edwards (Vice-Chairman), Bicknell, Mrs Bower, Mrs Goad, Mrs Harrison, Haymes, Mrs Oakley, Oliver-Redgate, Mrs Pendleton, Squires, Dingemans (Cabinet Member), Mrs Madeley (Deputy to Cabinet Member), Elkins (Cabinet Member), Gammon (Deputy to Cabinet Member)

A G E N D A

1. APOLOGIES FOR ABSENCE

Please send your apologies to Erica Fredericks – tel: 01903 737547 or e-mail: erica.fredericks@arun.gov.uk

2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of personal and/or prejudicial/pecuniary interests that they may have in relation to items on this agenda.

You should declare your interest by stating:

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial/pecuniary interest

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent.

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 7 November 2013

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing will update Members on the current position with respect to Gas Safety Certificates

6. *ROUGH SLEEPER AND COLD WEATHER PROVISION

This report and presentation by Stonepillow provides an update on progress with the Nightshelter that opened at Glenlogie on 1st November 2013. This report also highlights two issues that the Working Group may wish to consider and subsequently recommend to Cabinet.

7. *ROUGH SLEEPERS' STRATEGY

This report sets out the updated Rough Sleepers' Strategy 2013, setting out the current situation of rough sleeping in Arun and the services available to respond to the needs of this client group.

8. *RETENDER OF THE GAS SERVICING AND MAINTENANCE CONTRACT FOR COUNCIL DWELLINGS AND CORPORATE PROPERTIES

This report seeks approval to tender a contract for Gas Servicing and Maintenance of Council Housing and Corporate Properties for a five year period with the option of extending the contract for a further two years dependant on performance, effective from 1st April 2015.

9. *WORK PROGRAMME 2013/14

To note the Work Programme for 2013/14.

(Note: *Indicates report is attached for Members of the Committee only and the press (excluding exempt items). Copies of reports can be viewed on the Council's website at www.arun.gov.uk or can be obtained on request from the Committee Manager.)

‘Subject to Approval at the Next Working Group Meeting’

HOUSING & CUSTOMER SERVICES WORKING GROUP

07 November 2013 at 6.00 p.m.

Present: - Councillors Clayden (Chairman), Edwards, (Vice-Chairman) Bicknell, Mrs Oakley and Mrs Pendleton

Councillors Dingemans, Elkins and Gammon were also present for either all or part of the meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors; Mrs Bower, Mrs Goad, Mrs Harrison, Mrs Madeley, Oliver-Redgate & Squires.

2. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

3. MINUTES

The Minutes of the meeting held on 10 September 2013 were approved by the Working Group and were signed by the Chairman.

4. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing reported that of the 11 Gas Safety Certificates outstanding, four had been booked for inspection, 4 final reminders had been sent, two were void properties and one was subject to an injunction.

5. CUSTOMER SERVICES BRIEFING ON LOCAL GOVERNMENT ASSOCIATION PEER REVIEW

The Head of Human Resources and Customer Services provided Members with a verbal update on the Local Government Association (LGA) Peer Review. It was explained that the review would consider the following, corporately, with respect to Arun’s approach to Customer Services:

- whether the Council understands its local context and established a clear set of priorities
- If there is clear financial planning to ensure long term viability and evidence that it is being successfully implemented
- whether there is effective governance and decision making arrangements in place to respond to key challenges and manage change, transformation and disinvestment
- If organisational capacity and resources are focused in the right areas in order to deliver the agreed priorities.

‘Subject to Approval at the Next Working Group Meeting’

It was reported that the Membership of the Peer Team would include:

- a Leader of a District Council sharing a number of characteristics with Arun
- a Member with significant experience of excellent customer services
- Chief Executive
- a Senior Officer with significant experience of excellent customer services
- a Peer Review Manager

Members were informed that the review would take place, on site, over two to three days and the specific timing of this would be decided in December 2013. The Head of Human Resources and Customer Services advised that there was a possibility that the review would take place in March 2014.

The Working Group noted the update.

6. ARUN DIRECT PERFORMANCE UPDATE

The Head of Human Resources and Customer Services introduced the Contact Centre Manager and the Chairman welcomed him to the meeting. A presentation was given to the Working Group on the Performance of Arun Direct over the last six months.

Key items presented were call volumes, the development of Arun Direct and its operational progress from 2008 to 2013, technology, the contact centre's strengths, identified areas for development and the future vision.

Call Volumes were described as being subject to peak and trough fluctuations and were noted as 4% higher than last year. The Contact Centre Manager informed Members that the Arun Direct Team were highly skilled and self-motivated and quick to react, consistently adapting working methods to meet business and customer needs. It was noted that staff concentrate on resolving customer queries at first point of contact whilst working within a target driven, quality focused, environment. This Customer Service focus was rewarded when Arun Direct received the Customer Service Excellence Award 2013. Survey feedback had also shown high customer satisfaction with the Arun Direct service.

The Contact Centre Manager stated that Arun Direct was heavily dependent on technology and advisers used an average of nine applications to resolve calls. The Contact Centre Manager explained that due to this dependence Arun Direct worked closely with IT and a Service Level Agreement had been adopted. Members were advised that current technology required update and alternatives would be considered over the next six months.

‘Subject to Approval at the Next Working Group Meeting’

It was pointed out that any additional services absorbed by Arun Direct in the future would require an additional staff resource as existing staff were already operating at full capacity.

Following a short question and answer session Members expressed how impressed they were with the efficient and friendly service from the Staff in Arun Direct.

The Chairman thanked the Contact Centre Manager for his presentation and encouraged Members to visit Arun Direct should they wish to see contact centre operations, at first hand.

7. UPDATE ON HOUSING DEVELOPMENT PROGRESS

The Head of Housing introduced the Housing Project Development Officer and the Chairman welcomed him to the meeting. The Housing Project Development Officer then delivered a presentation on the New Council Homes Programme 2013/14. Members were informed that the Council’s objective was to achieve Housing Development through a combination of Buy Backs and New Builds.

The presentation explained -

- that Housing Management had advised of the need for two bed room houses based on analysis of the waiting list and the effects of the bedroom tax. Any new housing developed would be charged at Social Rent rates.
- that the Council had bought seven properties so far and had concentrated on the purchase of two bedroom properties.
- how the New Build programme had begun the process to determine 30 suitable plots of land. The Council’s existing land holdings were examined for potential sites where gaps could be in filled and new houses built. The constraints were outlined as small sites restricted by other houses, the loss of open space and parking which would need to be assessed and garage ownership issues.
- how Hyde Martlet had achieved the same type of build programme about four years ago.
- that a Housing Association called Hastoe and Chartered Surveyors, Welling Partnership, had been appointed following a procurement process.
- that a public consultation process would be followed. Part of the process would inform people in the locality what had been proposed. Letters would be sent to residents in Wick from 11th November 2013 advising residents living near garages that survey work would be carried out. A consultation exhibition event was also planned where proposals would be sent to all residents and comments invited.

‘Subject to Approval at the Next Working Group Meeting’

- it was anticipated that following a planning permission process new builds should begin from May/June 2014.

The Housing Development Project Officer then invited questions from Members.

The main issue raised was with respect to Central Government’s Policy on Right to Buy. Members commented that they would not wish to invest in social rent properties if they were subsequently sold under right to buy. It was advised that any new builds would have a cost floor attached so people would have a right to buy but the normal discount would not be available for fifteen years. It was also emphasised that residents would not be able to buy for less than the Council’s cost price. The Cabinet Member for Housing pointed out that the working group was straying off topic and this discussion would be more appropriate within a Housing Policy item.

Members of the working group welcomed the positive news that much needed, social rate, houses would be developed. The Chairman stated that the working group would keenly follow housing development progress and thanked the Housing Development Project Officer for his presentation.

8. UNDER OCCUPANCY INCENTIVE SCHEME

The working group received a report from the Housing Services Manager which reviewed the Council’s Homes Under-Occupation Scheme currently in place. Members were informed that the scheme’s purpose was to encourage under occupying tenants to move to smaller accommodation which would make right sized properties available for customers on the Housing Register and help tenants affected by the Bedroom Tax to move to right sized accommodation.

It was explained that this scheme had been operating for some years to encourage tenants to downsize by helping with the costs of moving up to the value of £2000. It was noted that during 2012/13 eleven customers took advantage of the Incentive Scheme. The next steps were outlined as follows:

- Promote the Scheme in the second half of 2013/14 with a cash incentive of £1,500;
- Advertise the Scheme in the October Residents’ Newsletter and on the ADC web-site;
- Remove the criteria of specific property types, and make the Scheme available to all ADC Tenants who down-size irrespective of property type, including those who down-size via a mutual exchange;
- Remove the need to provide quotes and invoices for expenses and replace with a cash incentive after the move has taken place;
- (Allow flexibility for staff to promote incentives via quotes and invoices if this will assist Customers with the cost of removals); and

‘Subject to Approval at the Next Working Group Meeting’

- Review the outcomes of the re-promoted Scheme at the end of 2013/14.

The working group, in discussing this report, welcomed the proposals. Comment was made that although it was a good scheme the challenge would be to persuade tenants to move. It was recognised that financial incentives alone were not always enough and although people can be encouraged to move it is ultimately up to individuals whether they want to or not.

The working group then

RECOMMEND TO CABINET

- (1) the adoption of a modified Under-Occupation Incentive Scheme which will operate until 31st March 2014.
- (2) that a report is completed for the Housing & Customer Services Working Group which reviews the outcomes of the repromoted Under-Occupation Scheme with a view to continuing, if it proves successful.

9. NEW HOUSING IT UPDATE

The Policy and Performance Manager presented his report which provided background and detail in relation to the procurement of the replacement I.T. Housing System.

Members were informed that the present system, Simdell Housing Management, was introduced seventeen years ago and this application had now reached the end of its life for a number of reasons. It was explained that the Simdell System was based on 1980's technology which restricted the introduction of new, more efficient, ways of working and affected the Council's ability to keep up with new legislation.

It was reported that funding for the replacement Housing I.T. System had been drawn from the Housing Revenue Account Budget and the cost of implementation would be classified as capital expenditure. The project timetable was outlined with an expected completion date of January 2015.

In discussing this report Members agreed with the necessity to replace the existing system. The working group then noted the progress with the replacement Housing I.T. System and thanked the Policy and Performance Manager for his report.

10. WORK PROGRAMME 2013/14

‘Subject to Approval at the Next Working Group Meeting’

The working group considered the work programme and the following points were raised:

- The Head of Housing requested an additional item for the meeting scheduled on 9 January 2014 on Rough Sleepers Strategy and the working group agreed.
- The Democratic Services Officer made comment with respect to the amount of information reports the working group received and whether alternative ways of providing information updates could be explored. One concern was the amount of work information reports caused officers. The Democratic Services Officer offered to circulate information when necessary by e-mail, website or hard copy.
- It was agreed that the Lead Officers would discuss the way forward with respect to expected items at the meetings in January and February 2014 with the Chairman and report to the next meeting of the working group for approval.

(The meeting concluded at 7.40pm)

AGENDA ITEM NO.6ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 9 January 2014

Decision Paper

Subject : ROUGH SLEEPER & COLD WEATHER PROVISION

Report by : Brian Pople

Report date: December 2013

EXECUTIVE SUMMARY

This Report and presentation by Stonepillow provides an update on progress with the Nightshelter that opened at Glenlogie on 1st November 2013. The report also highlights two issues that the Working Group may wish to consider and subsequently recommend to Cabinet.

RECOMMENDATIONS

That the Housing & Customer Services Working Group:-

1. Recommend to Cabinet an extension of 2 months (starting May 2014) to the initial 6-month trial period so that any operational issues can be considered in relation to the Nightshelter operating when the temporary accommodation units above are commissioned in May 2014.
2. That the existing method of funding Nightshelter clients be continued for the 2-month extension period.

1.0 INTRODUCTION

- 1.1 At the September meeting of the Working Group, it was recommended to Cabinet that a 6-month trial period be approved for the enhanced Severe Weather Emergency Protocol (SWEP) at Glenlogie, Bognor Regis, which will be open every night during the winter period. Additionally, 3 daytime surgeries will operate to provide signposting and additional support. The trial period started on 1st November 2013 and is due to end on 30th April 2014.

2.0 DEVELOPMENTS SINCE THE NIGHTSHELTER OPENED

- 2.1 It was agreed that the operating costs for the building would be met by the Council and that Stonepillow would support staffing costs via Housing Benefit payments that would be received for each client. A rent officer assessment had been carried out

which resulted in a significant shortfall in the funding. This shortfall has been met from DWP funding and is able to be continued until the end of the pilot period. The Council and Stonepillow are continuing to explore ways in which the payment of Housing Benefit can be maximized to support the Nightshelter operation.

2.2 Members will recall that the floors above the basement at Glenlogie are to be converted to create 5 x 2-bedroom flats and 1 x 1-bedroom flat which will be used for temporary accommodation. This accommodation will significantly help to reduce the Council's spend on Bed & Breakfast, especially in relation to family accommodation. The conversion works have started, however it is unlikely to be completed before the end of the pilot period of the 30th April 2014. Looking to the future, it was suggested that, as part of the pilot, it would be useful to see if there were any operational issues that emerged as a result of the Nightshelter operating in the basement whilst the floors above were used for temporary accommodation. In the event that the Working Group support the operation of the Nightshelter for a further two months until the end of June 2014, sufficient DWP funding exists to cover this period.

3.0 PROPOSALS

3.1 The building works in connection with the temporary accommodation are due to be completed during the first half of May 2014. In order to test out the viability of the Nightshelter operating alongside the temporary accommodation, it is proposed that the pilot project for the Nightshelter be extended by a further 2 months.

3.2 It is proposed that Benefit payments in relation to operating the Nightshelter for a further 2 months would continue along similar lines to the existing arrangements.

Background Papers: None

Contact: Brian Pople
Head of Housing
Tel: 01903 737718
Email: brian.pople@arun.gov.uk

ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP
9 JANUARY 2014Decision Paper

Subject : Rough Sleepers' Strategy

Report by : Judy Knapp

Report date: Dec 2013

EXECUTIVE SUMMARY

This report sets out the updated Rough Sleepers' Strategy 2013, setting out the current situation of rough sleeping in Arun and the services available to respond to the needs of this client group.

RECOMMENDATIONS

The Housing & Customer Services Working Group recommends to Cabinet that:

1. the Rough Sleepers' Strategy is extended until 2016/17.
2. the Strategy is adopted.

1.0 BACKGROUND

- 1.1 Arun's previous Rough Sleepers' Strategy was produced in 2011 and outlined the services available in the district.
- 1.2 Services for rough sleepers have changed and the Housing department has developed new partnerships to meet the needs of the street homeless.
- 1.3 The Rough Sleepers' Strategy sets out the services available in the district as well as detailing the partnerships between the Council and other agencies.

2.0 SERVICES IN ARUN

- 2.1 The 6 month pilot period of the Glenlogie night shelter will help the Council to understand the need for emergency housing solutions for rough sleepers, and is an opportunity to develop a closer working relationship with Stonepillow.

- 2.2 Arun is a member of the SHORE partnership (Sussex Homeless Outreach Reconnection & Engagement) which has a central government grant to develop solutions to rough sleeping across West & East Sussex.
- 2.3 The Housing Options service offers housing advice and assistance. The Options team liaises with charities, statutory agencies and private sector landlords to seek housing solutions for all client groups including the street homeless.
- 2.4 The Council supports, and is assisted by, charitable and voluntary organisations providing services for the street community and the homeless, including Stonepillow, Worthing Churches Housing Project, local churches and food banks.
- 2.5 The Bognor Street Community Outreach Project is a joint venture between Arun, West Sussex CC, Sussex police and CRI. It was set up to reduce the numbers of Eastern European street drinkers and rough sleepers in Bognor, with an emphasis on responding to substance misuse. Its remit is expanding into proactive engagement with Eastern European workers and their employers.
- 2.6 Sussex Police is developing a Street Communities Project to address the issues of anti-social behavior and crime caused by the street community, some of whom may be rough sleepers. A series of multi-agency 'pop-up hubs' have been organised. The first took place in Bognor in November 2013.

3.0 OFFER TO ROUGH SLEEPERS

- 3.1 Outreach workers will make contact with rough sleepers to link them into services. The SHORE outreach workers should be in post in early 2014 and will work in partnership with existing outreach initiatives by NSNO workers, CRI and Sussex Police.
- 3.2 Severe weather provision will be provided at Glenlogie when the weather is forecast to fall below 0 degrees Celsius for at least 3 consecutive nights.
- 3.3 After reviewing the outcomes of the pilot period of the Glenlogie night shelter, decisions will be made regarding future hostel provision in Arun.
- 3.4 Reconnection and repatriation solutions will be explored by the SHORE outreach project in liaison with Sussex Police and UKBA where appropriate.

4.0 RECOMMENDATION

- 4.1 It is recommended that the Rough Sleepers' Strategy will be in place until 2016/17.

Contact: Judy Knapp 01903 737740

Rough Sleepers Strategy

2013 to 2015

Approved by Cabinet on dd/mm/yy
Decision Notice Ref....
Due for review in yyyy

Contents

1. Introduction	3
2. Aims of the Strategy	4
3. Rough sleeping in England – Government Statistics	4
4. Rough Sleeping in Arun	5
5. Rough Sleeping Services in Arun	7
6. Proposed Offer to Rough Sleepers	10
7. Enforcement action and removal	12
8. Monitoring the implementation of the Strategy	12

1. Introduction

- 1.1 The Government's housing strategy '*Laying the foundations: a housing strategy for England*' (November 2011) identified rough sleeping as 'the most visible and damaging form of homelessness' and said that tackling it would be a priority.
- 1.2 Housing authorities have a statutory duty to secure permanent accommodation for unintentionally homeless people in priority need¹. The priority status applies to a range of client groups including: those with dependent children or pregnant; those who are vulnerable as a result of old age, mental illness or disability; 16 & 17 year olds; care leavers; former service personnel. However this safety net does not extend to homeless people who are deemed not to be in priority need. For these non-priority applicants, the local authority has a duty 'to ensure that the applicant is provided with advice and assistance in any attempts he or she may make to secure that accommodation becomes available for his or her occupation.'
- 1.3 Homeless people who are not successful in obtaining alternative accommodation, despite advice and assistance provided by local authorities, or who do not approach an authority for assistance, may therefore find themselves sleeping rough.
- 1.4 Homeless Link² confirm that some people are more vulnerable to homelessness and rough sleeping because they have particular support needs or have fewer rights and an individual is considered more likely to become homeless if they have :
- been in care as a child or had a disturbed childhood
 - a mental illness or addiction
 - been in the armed forces
 - spent time in prison
 - migrated to the UK from Eastern or Central Europe or arrived as an asylum seeker.

As well as these personal factors, specific events can precipitate homelessness, including:

- relationship breakdown or death of a partner
- domestic violence
- leaving home or care
- leaving institutions (prison, hospital or the armed forces)
- getting into debt, specifically mortgage or rent arrears

- 1.5 Arun is working with statutory and voluntary sector partners to develop a response to rough sleeping to reduce it to as low a level as practically possible in the District.

¹ The priority need categories are set out in section 189 of the 1996 Housing Act.

² Homeless Link is a national charity supporting those working directly with homeless people in England

2. Aims of the Strategy

- 2.1 'A properly housed community' a place where 'everyone has a home which meets their needs and is of a decent standard' is one of Arun's ambitions for all its residents.³ The Rough Sleepers Strategy and overarching Homelessness and Housing Strategies are fundamental to achieving this aim.
- 2.2 The main aims of the Arun Rough Sleepers Strategy are to:
- Reduce the number of people sleeping rough in Arun to as close to zero as possible
 - Increase the options and life chances of rough sleepers and those who may resort to sleeping rough by giving them access to advice and support services, principally to be achieved by membership of the Sussex Homeless Outreach Reconnection Engagement (SHORE) partnership
 - To meet the aims of the No Second Night Out Initiative (NSNO)
 - Ensure the on-going provision of emergency shelter, support and advice for rough sleepers particularly in the winter months within Arun District

3. Rough sleeping in England – Government Statistics

- 3.1 In 2010 the Government began to publish statistics about the extent of rough sleeping. The statistics are a snapshot of the number of people sleeping rough in each local authority area on a single night between 1 October and 30 November, based on a count or estimate.
- 3.2 Rough sleepers are defined as: 'People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or 'bashes').'⁴ The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes or organised protest, squatters or travellers.
- 3.3 The Autumn 2012 total of rough sleeping counts and estimates in England was 2,309. This was up by 128 (6%) from the Autumn 2011 total of 2,181 following a 23% rise the previous year. All 326 local housing authorities in England provided a figure. The total was comprised from counts provided by 43 local authorities and estimates provided by 283 local authorities.

³ Arun DC Community Strategy 'Our Kind of Place' 2008-2026

⁴ Homeless Link definition of rough sleeping

3.4 The rough sleeping statistics for the last 4 years in West Sussex are shown below:

Authority	2010	2011	2012	2013
Adur	0	0	0	
Arun	25	10*	26	18
Chichester	15	15	26	
Crawley	16	11	17	
Horsham	6	5	2	
Mid Sussex	3	2	6	
Worthing	5	7	8	

* Street count - all other figures are estimates

Source *Department of Communities and Local Government*

3.5 The local authority members of the SHORE partnership undertook their 2013 rough sleeper count or estimate on 27/28 November 2013. Arun and Chichester held a shared estimate meeting. Partner agencies contributed to the estimate including housing staff from both local authorities, Sussex police and Stonepillow. The estimate includes individuals known to be sleeping out on that night, excluding those in hostels or making their own informal arrangements such as sofa surfing.

4. Rough sleeping in Arun

4.1 The 2013 figure of 18 rough sleepers is a marked reduction from the 2012 figure of 26. The reduction coincides with the opening of the Glenlogie night shelter. On the night of the estimate 8 people were accommodated in Glenlogie.

4.2 The Arun estimate of 18 rough sleepers revealed the following:-

- 14 rough sleepers were men and 4 were women
- 13 were UK nationals, 5 from outside the UK
- The majority were sleeping rough in Littlehampton or Bognor Regis

4.3 In the winter of 2012/2013, Stonepillow⁵ recorded that 64 individuals, and on average 15 individuals a night, made use of Arun's SWEP (Severe Weather Emergency Protocol) emergency accommodation provided at Glenlogie in Bognor Regis for 26 nights when the weather was forecast to be below 0°C for three consecutive evenings. This figure of 64 is significantly higher than the 2012 street count figure of 26 as confirmed in 3.4 above.

4.4 In 2011 and 2012 Arun provided funding for a Rough Sleepers Resettlement Link Worker employed by Stonepillow. Anecdotal evidence from that worker about the circumstances of those people who they assisted in 2012 is summarised below:-

- The Resettlement Link Worker received 61 referrals in 2012 with over 43% being rough sleepers for more than 6 months
- The majority of referrals made were for clients who had a local connection with Arun. Three clients were supported to gain accommodation outside the district

⁵ Stonepillow are a charity based in Chichester offering shelter, information and support to empower homeless and vulnerable people to make positive changes in their lives.

- 40% of clients had alcohol/substance misuse issues and 45% had mental health issues.
- 30% of rough sleepers were assisted to move into supported housing. One of the main issues with this approach was the long waiting lists for vacancies.
- The main barrier for clients to obtain private rented accommodation was requirement for a rent deposit.

4.5 Housing Register

4.5.1 In October 2013, Arun's Housing Register included 320 housing requests from people with a housing status of No Fixed Abode (NFA). Approximately 70% (229) were male applicants and 30% (91) were women. The average age of the male applicants was 34 (12 over pensionable age) and the average age of the female applicants was 29 (6 over pensionable age). In contrast to the number of housing requests, only 27 applicants (16 male and 11 female) were registered and therefore eligible to bid for accommodation. The main reason for not registering applicants was the Council's inability to contact them.

4.6 Migrant Workers

4.6.1 Many migrant workers from central and Eastern Europe are attracted to West Sussex because of the availability of work as agricultural labourers on local farms. The majority of migrant workers obtain employment and accommodation in the UK. However, a minority become destitute as a result of loss of employment and accommodation and restrictions on access to public funds. Anecdotal evidence suggests that some rough sleepers in the area may be working on local farms but choose not to rent accommodation because of its high cost in relation to their wages. This can contribute to Arun's rough sleeping population.

4.6.2 Migrant workers from countries in the European Union (EU) or European Economic Area (EEA) have broadly the same rights to housing as UK workers providing they are classified as a 'worker' (this may include where an individual is not working but seeking work). With effect from 2014, Bulgarian and Romanian citizens will have the same rights as migrant workers from other EU countries. Transitional arrangements are in place for Croatian nationals who are expected to have the same rights as other EU nationals with effect from 2018 although this may be extended to 2020. There is concern that, with an increase in the number of migrant workers entering the UK, those with housing difficulties may also increase.

4.7 Community Safety Issues

4.7.1 Drug and alcohol abuse and street violence are associated with rough sleeping and can have wider community safety implications. The Littlehampton area is subject to a Designated Public Place Order (DPPO). This order has been made because nuisance or annoyance to members of the public and/or disorder associated with the consumption of alcohol has been identified. The effect of this order gives the police a discretionary power to require persons not to consume alcohol or to seize and dispose of it. This power does not leave the police with a compelling duty to challenge every person consuming alcohol, but it gives them power to target those who are engaged in or, in the officers' opinion,

about to become engaged in anti-social behaviour connected with the consumption of alcohol. The police may also act in response to complaints received from members of the public.

5. Rough Sleeping Services in Arun

5.1 A range of services for rough sleepers are currently provided and proposed:

1. The provision and further development of Glenlogie in Bognor Regis as hub for rough sleepers to include direct access accommodation
2. Access to advice and support services principally achieved by membership of the Sussex Homeless Outreach Reconnection Engagement (SHORE) partnership
3. Support via the Council's Housing Options Service
4. Complimentary services provided by other statutory and voluntary agencies working across Arun
5. Sussex Police street community project

5.2. Glenlogie, Bognor Regis

5.2.1 Arun has provided a SWEP (when the temperature has fallen below or been predicted to fall below zero) for the last two years (2011 and 2012) at Glenlogie in Bognor Regis. The service has been run by Stonepillow on the Council's behalf.

5.2.2 The Council has recently agreed to trial nightly opening of the shelter, working in partnership with Stonepillow. The shelter will be open for seven days a week, irrespective of weather conditions, for a six month period from November 2013 to April 2014. In addition Glenlogie will be open on three days per week to offer advice and support to rough sleepers, the homeless, and those who fear they may become homeless. Glenlogie will be complimentary to Stonepillow's night shelter (St Josephs) and day centre facilities in Chichester (The Glassworks). The facility also provides a gateway into Stonepillow's specialist services and 'move-on' accommodation. Arun will review the success of this initiative in order to consider the development of a permanent service.

5.3 SHORE Partnership

5.3.1 The SHORE (Single Homeless Outreach Reconnection & Engagement) housing authorities from West & East Sussex are working together the deal with the issues of rough sleeping and the single homeless, supported by funding received from the Department for Communities and Local Government (DCLG) until April 2015.

5.3.2 The Initiative will support work across all of the Authorities' areas, specifically to bolster front line provision to address and prevent single homelessness and rough sleeping, with the aim of ensuring that all single homeless people approaching any of the Authorities receive consistent, tailored advice and assistance as appropriate to address or resolve

their homelessness or rough sleeping. The project will work toward an appropriate offer of suitable accommodation if required through the development of a robust No Second Night Out model of provision as well as access to any additional support they may need.

5.3.3. The Key Objectives of the Initiative are:

- to carry out overall needs analysis and relevant mapping of current provision of services for single homeless and rough sleepers
- develop a No Second Night Out model across Sussex and appropriate Reconnection Service
- to help prevent homelessness for single people in the Authorities' administrative areas
- to develop access routes into the private rented sector building on existing services
- to ensure access to the private rented sector and develop services such as deposit schemes
- to facilitate joint working between the Authorities' internal services and external partners
- to ensure that effective outreach services are developed across Sussex and that there are sufficient front line resources to offer advice and assistance to all single homeless households
- to develop a Sussex-wide rough sleeping reporting method to provide emergency bed options for homeless single people
- to share good practice examples across the Authorities

5.4 Housing Options Service

5.4.1 Arun staff provide a Housing Options advice service for homeless people from their offices in Littlehampton. From October 2013 a Systems Thinking review is being undertaken to understand the service from the perspective of customers. This will consider the purpose of the service, the ways in which the system could be better designed to meet customers' needs in the best way possible, avoiding waste. The outcomes of the Systems Thinking Review will help understand whether the team has the right resources to meet demand for housing help and advice as well as applications from customers who are homeless or threatened with homelessness.

5.5 Services provided by statutory and voluntary agencies

5.5.1 Stonepillow

Stonepillow offers shelter, information and support to empower homeless and vulnerable people to make positive changes in their lives. Stonepillow provides services in Arun & Chichester to offer a pathway from the street to independent living, based on the core ethos of Health, Housing and Work, the foundations for longer term recovery. Stonepillow is working with Arun to develop its own service hub based at Glenlogie.

The No Second Night Out outreach team works closely with the Arun Resettlement workers to engage with hard to reach rough sleepers on the street but also identify new rough sleepers, supporting them to secure accommodation.

A specialist Probation Worker engages with soon-to-be or newly released offenders, who have a local connection with the Arun area and need support to access Health, Housing and Work.

The Housing Team manages 42 units of supported accommodation tailored to clients' specific needs. Stonepillow also works closely with private landlords to assist their clients to access affordable housing.

The Stonepillow Restore is a Recycling Social Enterprise, which offers work experience opportunities for rough sleepers to engage in work and obtain work related skills in many different areas, including IT, manual trades, driving and administration.

Stonepillow also administer the Local Assistance Network for the Chichester & Arun area, including emergency food, fuel top ups, moving costs and furniture for individuals and families on low incomes.

The Hubs provide the pathway into all Stonepillow services and these can be made in person or by phone. Some services will also accept direct referrals and information can be found through www.stonepillow.org.uk

5.5.2 Bognor Street Community Outreach Project

Bognor Street Community Outreach Project is funded by West Sussex County Council, working in partnership with CRI. Its aim is to reduce the number of street drinkers and rough sleepers in Bognor Regis by supporting them to address their alcohol and/or drug use and to access services.

5.5.3 Citizens Advice Bureaux (CAB)

The Arun and Chichester CAB aim to offer advice on debt, housing, welfare benefits, employment, consumer problems, family issues, legal issues and many other areas. The CAB offer advice at their advice centres in Bognor Regis, Littlehampton and Chichester. Advice can also be obtained over the telephone. The CAB work closely on housing issues with Shelter, West Sussex.

5.6 Sussex Police Street Communities Project

Sussex Police have appointed a former Government advisor to work on a unique Street Communities project in 2013/2014. This initiative is intended to develop a collaborative, multi-agency response to street communities across Sussex.

The reasons for the project are to try to address the high cost of policing street communities, as both perpetrators and victims of crime, including instances of murder. Two pop-up hubs are planned for late 2013 and early 2014: one in Eastbourne in East Sussex and one in West Sussex located in Glenlogie, Bognor Regis. These will provide multi agency assessment and a short burst of targeted activity working with street communities over one to three days and nights in community venues. One aim is to evaluate the costs and savings of different interventions. The project will include some

short term outreach work. Faith groups and the voluntary sector will play a role in befriending and supporting clients.

6. Proposed Offer to Rough Sleepers

6.1 CLG good practice guidance encourages local authorities to develop a clear “offer” which sets out the assistance the authority can provide for people who are sleeping rough. This offer needs to be consistently communicated to rough sleepers and to local communities, faith groups and the statutory and voluntary agencies who are working with them. The proposed offer to rough sleepers in Arun is based on the following issues;-

- Outreach services (i.e not office based)
- Advice and support
- Severe weather provision
- Reconnection services to enable individuals to return home
- Enforcement action and removal

6.2 Outreach

6.2.1 Outreach is an essential first step in making contact with people who are rough sleeping to identify their needs and refer them to advice and support services. To be effective, outreach staff need to be experienced in working with this client group and include people who can communicate with non-English speakers in their own languages.

6.2.2 SHORE has received funding from central government to support a new Outreach Service for Rough Sleepers in Sussex for 2013/14. SHORE is offering commissioned grants to provide outreach services and strengthen local communities through three hubs:

- Hub 1 Crawley, Horsham & Mid Sussex
- Hub 2 Arun, Chichester & Worthing/Adur
- Hub 3 Eastbourne, Hastings, Lewes, Rother & Wealden

The outreach services will be in place in early 2014.

6.3 No Second Night Out

The SHORE authorities have agreed that rough sleepers should not spend more than one night sleeping rough in Sussex. To achieve this there will be:

- A rapid response to new rough sleepers
- A Single Service Offer of suitable accommodation and support for new rough sleepers
- A commitment to people who have been sleeping rough over a longer period to engage with their individual needs and to find appropriate solutions
- A focus on linking people who migrate into Sussex local authority areas back to accommodation and services where they have a local connection and where they are most likely to sustain a life away from the street

6.4 Severe Weather Provision

6.4.1 Glenlogie in Bognor Regis (see 5.2 above) will be available as a direct access night shelter between 1.11.13 and 30.4.14 irrespective of the forecasted temperature.

6.4.2 Glenlogie will provide;-

- Somewhere warm and dry to sleep in basic dormitory style accommodation with bedding and toiletries provided;
- Access to hot drinks and a meal;
- An initial assessment of needs;
- Links to advice and support services at Glenlogie see 6.3 above.

6.4.3 In order to enhance the safety of staff, volunteers and service will have clear policies to manage behaviour and risk and will work closely with the police and community safety teams to respond appropriately to any incidents which arise.

6.5 Reconnections

6.5.1 The 14 SHORE housing authorities in West & East Sussex will develop a staged approach to services provided for EEA nationals. This will include ensuring people are supported to fulfil their treaty rights, receive offers of support for documentation and employment. Reconnection back to their country may also be an option.

www.routeshome.org.uk is a DCLG funded website designed to help local authorities and others to help people reconnect to their own country. The website includes good practice guidelines, consulate information, and Eastern and Central European country information, Administrative removal and involvement of United Kingdom Border Agency (UKBA) and successor bodies will be implemented at an appropriate stage in the process, in partnership with Sussex Police.

SHORE authorities are also developing a Reconnections Protocol. Its purpose is to assist rough sleepers, particularly new arrivals into a local authority area, to reconnect with the area/country from where they originate. Alternatively they may be assisted to relocate to an area where they either have:

- accommodation; or
- support networks; or
- other connections to another local authority area.

The Protocol is aimed at acting in the best interests of the client to ensure they are reconnected to areas they are familiar with and can access services in the community leading to the securing of more stable accommodation within that area. The Protocol sets out a framework across Sussex to facilitate rapid reconnection or relocation to prevent people sleeping rough in our area unnecessarily.

The Protocol does **not** over-ride any legal requirements or obligations which are placed on individual local authorities within the SHORE grouping. Each local authority is responsible for ensuring they fulfil any legal duties and obligations placed on them. This includes any obligations they have to clients who have a priority need as defined by legislation. As such this Protocol is aimed at assisting those sleeping rough with reconnection or relocation, over and above statutory duties owed to the client by the identifying local authority.

7. Enforcement Action and Removal

7.1 Housing Services will work in partnership with Community Safety and Sussex Police to identify problematic individuals whose anti-social behaviour may require enforcement action, such as injunctions and ASBO's.

8. Monitoring the implementation of the Strategy

8.1 The responsibility for monitoring the implementation of the offer to Rough Sleepers will lie with the Housing Services Manager who will ensure that the Housing Management team and the Cabinet Member for Housing are kept updated as appropriate. The responsibility for the effective implementation of the SHORE Action plan lies with the local authority working group of which Arun is a member.

AGENDA ITEM NO.8ARUN DISTRICT COUNCILHOUSING & CUSTOMER SERVICES WORKING GROUP – 9th January 2014

Decision Paper

Subject : RETENDER OF THE GAS SERVICING AND MAINTENANCE
CONTRACT FOR COUNCIL DWELLINGS AND CORPORATE PROPERTIES

Report by : Steve Beer

Report date: December 2013

EXECUTIVE SUMMARY

This report seeks approval to tender a contract for Gas Servicing and Maintenance of Council Housing and Corporate Properties for a five year period with the option of extending the Contract for a further two years dependant on performance, effective from 1st April 2015.

RECOMMENDATIONS

That the Housing & Customer Services Working Group:-

1. Recommend to Cabinet to tender a contract for Gas Servicing and Maintenance of Council Housing and Corporate Properties for a five year period with the option of extending the Contract for a further two years without resubmitting the Contract for tender. The value of the Contract over the initial period of five years is estimated to be approximately £4 Million.
2. Approve a tender evaluation model based on weightings of 60% for price and 40% for quality and focused on the following:-
 - Technical and Operational arrangements
 - Quality Assurance Systems (with particular reference to customer care and involvement in continuous service improvement during the life of the Contract).
 - Systems and Procedures for ensuring all aspects of Health & Safety Policies, Procedures and Regulations are maintained.

1.0 BACKGROUND

- 1.1 The Council has approximately 2500 properties with full gas central heating and/or gas heating appliances such as fires and back boiler units. There is also an ongoing programme to install heating in Council dwellings without it, where the tenant wishes to have central heating installed although this is not possible in all cases as some areas of the District have no mains gas supply.

- 1.2 The Council, as a Landlord, has a responsibility under the “Gas Safety (Installation and Use) Regulations 1998: Regulation 36 – Duties of Landlords” for the ongoing maintenance of gas installation pipework, gas appliances and their flues to be maintained in a safe condition and to carry out annual safety checks on all gas appliances and their flues.
- 1.3 A Contract, equivalent to the British Gas 3 star Servicing Arrangement, to undertake all work relating to these responsibilities, was awarded to Robert Heath Heating Ltd at Cabinet on 25th January 2010. This Contract commenced on 1st April 2010.
- 1.4 The Contract was awarded for a three year period with an option to extend for a further two years subject to price and performance. The award of the Contract included a tender evaluation procedure which assessed both the price and quality of service proposed by the prospective tenderers.
- 1.5 During the course of the initial three year Contract the performance of the Service Provider was closely monitored by the Housing Services Reactive Maintenance Team. During the life of the Contract all Council properties with central heating or other gas appliances have had the necessary servicing, maintenance and safety checks carried out. All other Council properties are visited on a periodic basis to check existing gas carcassing where installed or whether a new gas supply has been installed by the tenant.
- 1.6 In the third year of the Contract discussions took place with Robert Heath with a view to taking the option to extend the existing Contract for a further two years as permitted within the Contract.
- 1.7. Both better financial terms and an improved and extended service over the two year Contract extension were proposed by Robert Heath Heating Ltd and after much consideration the extension of the Contract was awarded on 26th July 2012.

2.0 PROPOSALS

- 2.1 It is the intention to seek Expressions of Interest via OJEU and a national trade publication as early as possible in the New Year. Changes in European legislation now dictate that the Specification of Works should be available at this pre-tender stage so a delay will be inevitable because the Specification requires to be completely rewritten and updated to reflect current best practice and value.
- 2.2 The programme for tendering has yet to be finalized but it is envisaged that tenders will be sought around July 2014, evaluation completed by the end of October 2014 and the contract awarded in December 2014. The option of having two contracts, one for domestic dwellings, the other for commercial works, is under consideration. This will give the successful Service provider(s) three months to mobilise the Contract(s) and also give the incumbent Service Provider, should they be unsuccessful, to de-mobilise and effect a smooth handover.

Background Papers: None

Contact: Steve Beer Maintenance Services Manager
Tel: 01903 737908
Email: steve.beer@arun.gov.uk

Housing & Customer Services Working Group - 2013/14 (please note all dates for agenda items subject to review)							
Meeting Date		23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
Agenda Prep Timetable		* B/H on Monday		* B/H on Monday			
Draft Reports to Erica by 11am Thurs		25-Apr-13	20-Jun-13	15-Aug-13	10-Oct-13	05-Dec-13	20-Feb-14
Agenda Prep Date 3pm		30-Apr-13	24-Jun-13	19-Aug-13	14-Oct-13	10-Dec-13	25-Feb-14
Final Reports to Erica by 11am Mon		* 7-May-13	01-Jul-13	* 27-Aug-13	21-Oct-14	16-Dec-13	03-Mar-14
Despatch Agendas by 2pm Thurs		09-May-13	04-Jul-13	29-Aug-13	24-Oct-13	19-Dec-13	06-Mar-14
Date of Meeting 6pm		23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
OSC Meeting Dates		04-Jun-13	30-Jul-13	17-Sep-13	12-Nov-13	21-Jan-14	TBC
Cabinet Meeting Dates		24-Jun-13	22Jul/27Aug?	16-Sep-13	18-Nov-13	10-Feb-14	14-Apr-14
Full Council Meeting Dates		10-Jul-13	04-Sep-13	23-Oct-13	08-Jan-14	05-Mar-14	14-May-14
Item	Lea	Origin					
Election of Chairman & Vice-Chairman		ToR	*				
Terms of Reference		ToR	*				
Work programme - set and review		ToR	*	*	*	*	*
Review of Housing Contractors Mears	BP		*				
Customer Access Strategy	JF		*		*		*
Review of Rough Sleepers & Cold Weather Shelter Provision	BP			*	*		*
Impact of Welfare Reform Act (including Bedroom Tax, Housing Rent Arrears and Housing Allocations)	BP			*			
Update on Housing Development Progress	BP				*		
Tenant Under Occupation Scheme	BP				*		
Housing Strategy Update	AE						*
Complaints Process Review	BP						*
Secure Tenant Agreements Annual Review	BP						*
Housing Business Plan Annual Review	BP						

Meeting Date			23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
Agenda Prep Timetable			* B/H on Monday		* B/H on Monday			
Draft Reports to Erica by 11am Thurs			25-Apr-13	20-Jun-13	15-Aug-13	10-Oct-13	05-Dec-13	20-Feb-14
Agenda Prep Date 3pm			30-Apr-13	24-Jun-13	19-Aug-13	14-Oct-13	10-Dec-13	25-Feb-14
Final Reports to Erica by 11am Mon			* 7-May-13	01-Jul-13	* 27-Aug-13	21-Oct-14	16-Dec-13	03-Mar-14
Despatch Agendas by 2pm Thurs			09-May-13	04-Jul-13	29-Aug-13	24-Oct-13	19-Dec-13	06-Mar-14
Date of Meeting 6pm			23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
OSC Meeting Dates			04-Jun-13	30-Jul-13	17-Sep-13	12-Nov-13	21-Jan-14	TBC
Cabinet Meeting Dates			24-Jun-13	22Jul/27Aug?	16-Sep-13	18-Nov-13	10-Feb-14	14-Apr-14
Full Council Meeting Dates			10-Jul-13	04-Sep-13	23-Oct-13	08-Jan-14	05-Mar-14	14-May-14
Item	Lea	Origin						
Gas Servicing Contract	BP						*	
Gas Safety Certificate Updates	BP			*	*	*	*	*
New Housing IT System Update	BP					*		
Tenancy Fraud - Report Back on Photo ID Pilot	BP							*
Development of Tenants Panel	BP				*			
Landlord Accreditation Scheme (include Choice Based Lettings)	BP							
Disabled Facility Grants	BP							
Deleted Items								
Energy Efficiency & Fuel Poverty Strategy removed from this WP as dealt with at OSC								
Items for 2014/15								
Impact of Welfare Reform Act (including Bedroom Tax, Housing Rent Arrears and Housing Allocations)								
Housing Business Plan Annual Review								

Meeting Date		23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
Agenda Prep Timetable		* B/H on Monday		* B/H on Monday			
Draft Reports to Erica by 11am Thurs		25-Apr-13	20-Jun-13	15-Aug-13	10-Oct-13	05-Dec-13	20-Feb-14
Agenda Prep Date 3pm		30-Apr-13	24-Jun-13	19-Aug-13	14-Oct-13	10-Dec-13	25-Feb-14
Final Reports to Erica by 11am Mon		* 7-May-13	01-Jul-13	* 27-Aug-13	21-Oct-14	16-Dec-13	03-Mar-14
Despatch Agendas by 2pm Thurs		09-May-13	04-Jul-13	29-Aug-13	24-Oct-13	19-Dec-13	06-Mar-14
Date of Meeting 6pm		23-May-13	16-Jul-13	10-Sep-13	07-Nov-13	09-Jan-14	19-Mar-14
OSC Meeting Dates		04-Jun-13	30-Jul-13	17-Sep-13	12-Nov-13	21-Jan-14	TBC
Cabinet Meeting Dates		24-Jun-13	22Jul/27Aug?	16-Sep-13	18-Nov-13	10-Feb-14	14-Apr-14
Full Council Meeting Dates		10-Jul-13	04-Sep-13	23-Oct-13	08-Jan-14	05-Mar-14	14-May-14
Item	Lea	Origin					
Gas Safety Certificate Updates (Verbal Update at every meeting)							
Development of Tenants Panel							
Landlord Accreditation Scheme (include Choice Based Lettings)							
Disabled Facility Grants (Sept/Oct 2014)							