



**NEWARK &  
SHERWOOD**  
DISTRICT COUNCIL

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[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)

**Chairman: Councillor R.B. Laughton**  
**Vice-Chairman: Councillor T. Wendels**

**Members of the Committee:**

Councillor Mrs K. Arnold  
Councillor Mrs B.M. Brooks  
Councillor Mrs C. Brooks\*  
Councillor G. Brooks  
Councillor Mrs I Brown

Councillor M. Buttery  
Councillor K. Girling  
Councillor Mrs S.M. Michael  
Councillor D. Thompson  
Councillor K. Walker

**Substitutes:**

Councillor D. Batey  
Councillor Mrs G.E. Dawn  
Councillor J. Lee  
Councillor Mrs P. Rainbow  
Councillor Mrs S. Soar

## **AGENDA**

**MEETING:** Homes & Communities Committee

**DATE:** Monday, 7<sup>th</sup> September 2015 at 6.00pm

**VENUE:** Room G21, Kelham Hall

You are hereby requested to attend the above Meeting to be held at the time/place and on the date mentioned above for the purpose of transacting the business on the Agenda as overleaf.

If you have any queries please contact Helen Brandham on 01636 655248.

## **AGENDA**

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### **CONFIDENTIAL AND EXEMPT ITEMS**

None

NEWARK & SHERWOOD DISTRICT COUNCIL

Minutes of the **HOMES & COMMUNITIES COMMITTEE** held on Monday, 15<sup>th</sup> June 2015 in Room G21, Kelham Hall at 6.00pm.

PRESENT: Councillor R.B. Laughton (Chairman)  
Councillor T. Wendels (Vice-Chairman)

Councillors: Mrs B.M. Brooks, Mrs C. Brooks (Opposition Spokesperson), G. Brooks, M. Buttery, Mrs G. Dawn (substitute for Mrs I. Brown), K. Girling, Mrs S.M. Michael, D. Thompson and K. Walker.

ALSO IN ATTENDANCE: Councillors: S. Soar and D.B. Staples

01. APOLOGIES FOR ABSENCE

Apologies for absence were submitted for Councillors Mrs K. Arnold and Mrs I. Brown.

02. DECLARATION OF INTEREST BY MEMBERS AND OFFICERS AND AS TO THE PARTY WHIP

There were none.

03. DECLARATION OF ANY INTENTION TO RECORD THE MEETING

NOTED: that there would be an audio recording of the meeting.

04. MINUTES OF THE MEETING HELD ON 23<sup>RD</sup> MARCH 2015

AGREED (unanimously) that the Minutes of the meeting held on 23<sup>rd</sup> March 2015 be approved as a correct record and signed by the Chairman.

05. REDRESS SCHEME FOR LETTINGS AGENTS AND PROPERTY MANAGEMENT WORK

The Committee considered the report presented by the Business Manager – Environmental Health in relation to new legal requirements for letting agents and property management companies to belong to a recognised redress scheme and the level of monetary penalty to impose for non-compliance with the scheme.

The Business Manager – Environmental Health confirmed that legislation had made it clear that the Authority could retain any income raised through non-compliance with the scheme.

AGREED (unanimously) that:

- (a) the monetary penalty for non-compliance with the scheme be set at £5,000, except where there are identified extenuating circumstances when the level would be determined by the Director – Safety; and

- (b) the Business Manager – Environmental Health be authorised to serve a ‘Notice of Intent’ and a ‘Final Notice.’

06. SEVERE WEATHER GRANT

The Committee considered the report presented by the Business Manager – Community Safety which advised Members of the DCLG Severe Weather Grant and sought approval for the allocation of the grant.

The Chairman congratulated the Community Safety Business Unit for their hard work in securing this grant for the residents of Southwell, Lowdham and the surrounding area.

AGREED (unanimously) that:

- (a) the allocation of the funding as outlined in paragraph 4.1 of the report be approved; and
- (b) Policy & Finance Committee be requested to consider the adding of the £150,000 allocation towards major flood alleviation schemes to the Council’s Capital Programme.

07. NEWARK AND SHERWOOD HOMES: REVIEW OF TENANT INFLUENCE AND INTEGRATION IN DECISION MAKING

The Committee considered the report presented by the Business Manager - Strategic Housing which provided the findings of the review Newark and Sherwood Homes had undertaken on tenant influence and integration in decision making.

A Member asked what arrangements were in place for the current Federation Offices at Bailey Road and whether the building would be converted back into accommodation for letting. The Business Manager – Strategic Housing confirmed that enquiries would be made with N&SH regarding the arrangements for the Federation Offices at Bailey Road.

A proposal was made by the Committee asking that the Company look at amalgamating the Performance Monitoring Panel and Service Improvement Panel. The main reason for that proposal was the view of some Members that the ‘Tenant Influence Mechanisms’ appeared complex and there was a perception that there could be duplication across the groups, with the acknowledgment that it could also be difficult to recruit tenants into the groups as the role was voluntary.

The Committee were interested in how the Company would recruit new tenants within the different mechanisms.

A Member raised concern regarding why literature had already been issued advising that the Federation was to be disbanded, prior to this Committee giving the necessary approvals. The Business Manager - Strategic Housing confirmed that if the Committee were minded to say no, the Company would have to take another look at that issue.

Once the implementation programme had been completed and running for a year, Members requested an update report highlighting whether the anticipated outcomes had been achieved.

AGREED: (unanimously) that

- (a) the proposal for the new structure of tenant influence and integration in decision making as set out in 3.3 be approved;
- (b) enquiries be made with Newark and Sherwood Homes regarding the arrangements for the Federation Offices at Bailey Road and reported back to the Committee;
- (c) the Committee requested that the Company looked at amalgamating the Performance Monitoring Panel and Service Improvement Panel;
- (d) an update report be submitted to a future meeting of the Committee highlighting whether the anticipated outcomes for the implementation programme had been achieved.

08. ANNUAL UPDATE FROM APPOINTED REPRESENTATIVES ON OUTSIDE BODIES

The Chairman sought Members views as to how they wished to receive updates from appointed representatives on outside bodies. Members asked for a list of the outside bodies responsible by the Committee to be included on the agenda for the next Committee meeting, in order for them to decide which reports they would like to receive.

AGREED (unanimously) that a report containing a list of the outside bodies responsible by the Committee, be included on the agenda for the September 2015 meeting of the Committee, in order for Members to consider which reports they would like to receive.

09. LOCAL DEVELOPMENT FRAMEWORK TASK GROUP

The Chairman sought nominations for the appointment of two Members to the Local Development Framework Task Group.

AGREED (unanimously) that Councillors B. Laughton and T. Wendels be appointed to the Local Development Framework Task Group.

10. GENERAL FUND BUDGET PERFORMANCE REPORT TO 31<sup>ST</sup> MARCH 2015

The Committee considered the report presented by the Council's Accountant which compared the General Fund net expenditure of the Committee for the period ending 31<sup>st</sup> March 2015 against the profiled budget for the period.

AGREED (unanimously) that the overall position of the Homes & Communities Committee net expenditure compared to budget at 31<sup>st</sup> March 2015 be accepted.

11. PERFORMANCE MONITORING: NEWARK AND SHERWOOD HOMES

The Committee considered the report presented by the Business Manager – Strategic Housing in relation to performance information relating to the operations of Newark and Sherwood Homes (N&SH) in accordance with the Management Agreement and Annual Delivery Plan.

A Member sought clarification as to whether the Council would be ready to implement Universal Credit by 2015. It was suggested that a report on how Universal Credit would operate through the Council and whether the deadline date would be reached be submitted to a future meeting of the Council.

AGREED (unanimously) that

- (a) the strategic performance information in relation to the activities of N&SH be noted; and
- (b) a report be submitted to the next meeting of the Committee focusing on 'Universal Credit'.

12. EQUALITY & DIVERSITY

The Committee considered the report presented by the Business Manager – Community Safety in relation to progress made over the last year towards the Council's corporate equalities objectives and ongoing work with regard to compliance with the equalities duties set out within the Equality Act 2010.

A Member sought clarification as to the procedures in place for ex-military personnel as there had been an issue in the past which had been dealt with regarding unsuitable accommodation.

The Director – Resources confirmed that the Council was currently signed up to the Military Covenant. He confirmed that he would check what was currently in place regarding this and would submit a report for further consideration by the Committee.

AGREED (unanimously):

- (a) that the contents of the report and the progress made against the Council's Corporate Equality Objectives be noted;
- (b) the actions as described in the report, be endorsed; and
- (c) the procedures regarding suitable accommodation for ex-military personnel be investigated and reported back to a future meeting of the Committee.

13. URGENCY ITEM – MINUTE OF DECISION (CONTRACT FOR CCTV MAINTENANCE)

NOTED: that the contract for the provision of the CCTV Maintenance Services for Broxtowe Borough Council and Newark & Sherwood District Council was awarded to Baydale Control Systems Limited.

The meeting closed at 7.06pm

Chairman

**ANTI-SOCIAL BEHAVIOUR POLICY**

**1.0 Purpose of Report**

- 1.1 To consider a review of the Council's Anti-Social Behaviour (ASB) Policy, taking into account new legislation enacted in 2014 and 2015, and to ask Members to approve the revised Policy.

**2.0 Background Information**

- 2.1 The Council's ASB Policy outlines how the Council will respond to anti-social behaviour and also how it links with other Council policies, such as the Corporate Enforcement Policy. As ASB can mean many different things to different people, the Policy has been purposefully drafted at a "strategic" level. There is no "one" set way to approach and tackle each and every case and officers use a variety of tools and engage with a variety of partners to support victims and resolve issues on an individual basis.
- 2.2 The Policy outlines how the Council will, in line with the Government's change in legislation, aim to ensure that the process is more 'victim' focussed. The Policy contains details of our 'community trigger' process that allows members of the public to request further investigation into a case if they feel that no action has been taken on an issue that has affected them on at least 3 occasions.
- 2.3 Also as an appendix to the Policy, the powers available under the new 2014 Act are outlined. These are powers that may be utilised by both the Police and local authorities, but are just part of many tools that may be used to resolve issues. A copy of the draft Newark & Sherwood District Council Anti-Social Behaviour Policy 2015 – 2018 is attached as **Appendix 1** for Members' consideration.

**3.0 RECOMMENDATION**

**That the draft Anti-Social Behaviour Policy attached to the report as Appendix 1 be approved.**

**Background Papers**

Nil

For further information please contact Lisa Lancaster, Business Manager – Community Safety on Ext 5232

Karen White  
Director – Safety



## Newark and Sherwood District Council

### Anti-Social Behaviour Policy

2015 - 2018

#### Foreword

#### Introduction

Newark and Sherwood District Council is committed to reducing anti-social behaviour in our community. Between 2009/10 and 2013/14 the district saw a reduction of 56% in reported anti-social behaviour, but issues do still occur.

There are no exact definitions of Anti-social Behaviour. It can mean different things to different people but by way of example, it covers issues such as noisy neighbours, drunken behaviour, fly tipping and harassment. Victims can feel distressed, isolated and alarmed by such behaviour, particularly when they are vulnerable, or if they are repeatedly targeted. That's why Newark and Sherwood District Council is committed to working with partners to ensure all victims, but especially vulnerable victims are listened to, kept informed and supported during any investigation.

Anti-social Behaviour came onto the political agenda in 1997 and subsequently specific legislation to assist in tackling it was first introduced in 1998. In 2011 the Government consulted on making changes to anti-social behaviour legislation, in a bid to ensure that powers were more streamlined and that victims were put first.

This updated Policy outlines these changes and other changes in dealing with anti-social behaviour, both locally and nationally. It also identifies how, by working with our partners, the Council will implement and enforce the new powers.

#### Policy Influences

- **Anti-social behaviour, Crime and Policing Act 2014**

The new Anti-social Behaviour, Crime and Policing Act was passed in April 2014. One of the main aspects of the Act is to ensure that victims are put first in any enquiry or investigation. The Act brings in two new measures, Community Triggers and Community Remedy, both of which are specifically designed to give communities and victims a voice in how Anti-social behaviour is dealt with. The Act also seeks to simplify the various different powers to deal with anti-social behaviour issues that were available to authorities and landlords under many different pieces of legislation. These have been reduced to just six, more flexible, powers that can be used to cover a wide range of issues. Further details regarding these changes and the powers available under the Act are set out within **appendix A**

- **Anti-social Behaviour Act 2003**

Although much of this Act has been superseded by the 2014 Act, the approach and powers to tackle anti-social behaviour were initially developed under this Act. This included wider powers such as Crack House Closures, Parenting Orders and Dispersal Zones. Powers under this Act have been used to facilitate much of the work that professionals do today to tackle anti-social behaviour and has allowed organisations to take action on numerous issues that were previously difficult to prevent.

- **Crime and Disorder Act 1998**

This Act brought in the first specific ‘anti-social behaviour’ legislation, and included the Anti-Social Behaviour Order. It also defined anti-social behaviour as “a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself”. The Crime and Disorder Act imposed a duty on local authorities to consider implications for Crime and disorder in all decisions that they make.

**Internal influences include:**

- Newark and Sherwood District Council’s Corporate Enforcement policy
- Bassetlaw, Newark and Sherwood Community Safety Partnership Policy and vision

**Policy statement**

Newark and Sherwood District Council has four main priorities:

- *Prosperity,*
- *People,*
- *Place*
- *Public Services*

The Anti-Social Behaviour Policy will work specifically towards the overarching priorities of ‘People’ and ‘Place’. This Policy sets out how we will work with partner organisations to reduce anti-social behaviour and the impact that it has on people and communities. This includes support for victims and witnesses of anti-social behaviour, and intervention and enforcement against offenders.

We will also work together with partners to utilise the tools and powers we have to reduce environmental crimes, problematic street drinking, graffiti and vandalism.

All of this is intended to help make our communities safe, friendly and clean places in which to live and work.

This also links into the partnership vision for Bassetlaw, Newark and Sherwood community safety partnership vision, which is that it will be ‘*A Partnership delivering safe, friendly, communities*’

**Policy Objectives:**

- To work with partners to support and protect victims of anti-social behaviour
- To carry out early intervention, diversionary work and education to prevent incidents of anti-social behaviour

- To use enforcement and legal powers with partners to target those who continue to cause anti-social behaviour

### **Actions and enforcement**

Prevention and enforcement of anti-social behaviour can be achieved in many different ways. The Council has a staged approach to dealing anti-social behaviour, which is proportionate and appropriate to the behaviour being caused or complained about. Below outlines some of the main actions we will take. Our Policy is ALWAYS to try to prevent at the earliest opportunity before starting enforcement procedures.

Tools used to achieve this include the following:

- **Mediation** – Using qualified experts in mediation to try to resolve issues and come to agreements on a way forward.
- **Good neighbour agreements** – these are informal agreements where neighbours agree to certain types of behaviour and can be a lever to improving neighbourhoods.
- **Education within schools** – this can be on a range of topics including:- alcohol and drugs; (un)acceptable behaviour and consequences; breaking down barriers between different generations etc. These are run either by internal staff, external agencies or a mix of partners.
- **Referral to support services such as Youth Intervention Projects** – This may involve taking young people on training courses or considering a young person or their family to be involved with the ‘Supporting Families’ team.
- **Informal and formal warning notices.** These can be ASB warnings or warnings linked to housing. The Police can also issue cautions.
- **Anti-social behaviour Contracts** – these are more formal agreements which outline expected behaviour and highlight potential repercussions if these are breached. These are formally signed by both the offender and Council and Police staff.

However, if early intervention is not successful in resolving issues, enforcement will be taken forward. Enforcement may be taken for example under the Anti-social, Crime and Policing Act 2014. Action can also be taken under Housing legislation, such as possession proceedings where the perpetrators are Council housing tenants. There are also sanctions under criminal law, such as Harassment warnings or Public Order offences.

Fines can be utilised, as can court orders, injunctions, and even imprisonment. In all cases these will be used proportionally and only when appropriate. Other avenues will be pursued before enforcement is taken.

***However, Newark and Sherwood District Council is committed to reducing anti-social behaviour in the community and WILL use all powers available to it and encourage partners to use enforcement where offences continue to be committed. To do this we may use various techniques including collation of evidence using both covert and overt CCTV, diary records and statements***

## **Supporting the victims**

Under the Anti-social, Crime and Policing Act 2014, the emphasis has moved away from simply targeting offenders, with the priority being to support victims. To underpin this, the Act introduced two new victim focused elements, the Community Trigger and Community Remedy, details of which can be found within Appendix B.

To support the focus on victims, the Council has also carried out the following actions:

- In conjunction with the Police and Crime Commissioner, employed a Victim Support officer specially trained to support vulnerable victims of ASB;
- Set up a multi-agency meeting which meets once a month to discuss how vulnerable victims could be best supported;
- Trained staff in restorative justice techniques and mediation;
- Work closely with other agencies to share information where appropriate so that victims do not get overlooked; and
- Brought in robust risk assessment processes of victims to ensure vulnerable victims are identified at an early stage.

The Council has the welfare and support of victims of ASB as a key priority and will continue to work with our communities to ensure that victims feel that they are listened to and supported.

Complaints regarding ASB can be made online, by telephone, or in person and referrals are often made through partner agencies and services, i.e. Environmental Health, Police and Schools. This is to ensure that victims can access the services as easily as possible.

## **Partnership working**

To ensure that it tackles Anti-social behaviour effectively, the Council will work with a number of external partners. These include:

- Nottinghamshire Police;
- Newark and Sherwood Homes and other registered social landlords;
- Nottinghamshire County Council, specifically the Supporting Families Team and youth services;
- Nottinghamshire probation;
- Schools and educational facilities; and
- Nottinghamshire Fire and Rescue.

By working with partners and sharing information, the Council is able to adopt the best method to deal with each individual case. In many cases enforcement action is jointly taken forward, ensuring that both the offender and victim get a consistent message.

## **Responsibilities**

*Homes and Communities Committee* – This committee has the responsibility for developing and adopting the Council's Anti-Social Behaviour Policy.

*Director of Safety* – Responsibility for ensuring that the Council’s ASB Policy is in place and is being delivered effectively sits within the Safety directorate. The Director of Safety also has responsibility for the authorisation of high level ASB enforcement including Community Protection Closure Orders.

*Business Manager Community Safety (BMCS)* - Responsible for the development of the ASB Policy for the Council and authorisation of enforcement requiring court action. The Business Manager is also responsible for the monitoring of any raised risk ASB cases; any complaints regarding response from the ASB team and any Community Triggers made to the Council. The Business Manager also co-chairs the Vulnerable Persons Panel with Nottinghamshire Police

*ASB officers* – Responsible for dealing with all cases of ASB. They are responsible for notifying the Business Manager of any safeguarding concerns or any raised risk victims cases that they are dealing with. They have delegated authority to take forward any enforcement action not requiring court action. They have delegated authority to issue fixed penalty notices.

### **Performance Monitoring**

Monitoring performance for dealing with ASB will be carried out both internally and externally in the following ways:

Monitored internally:-

- Weekly monitoring of High Risk Vulnerable Cases weekly by BM Community Safety
- Monthly monitoring of breaches of orders
- Monthly monitoring of enforcement action

Monitored externally:-

- Number of ASB incidents within the district recorded by Nottinghamshire police. These can be broken down into the following categories
  - ASB nuisance
  - ASB personal
  - ASB environmental

These details are monitored externally through the Bassetlaw, Newark and Sherwood Community Safety Partnership (BNCSPP), which provides monthly performance reports on both ASB and wider community safety issues. The Partnership has a Performance Group, chaired by a Police Superintendent, which examines performance every two months and reports on risks, changing trends and progress against plans to the Joint Strategic Group of the Partnership bi-monthly. This ensures that where trends change and emerging issues are found the partnership and the Council are able to respond.

Strategically, there is also the Safer Nottinghamshire Board, which considers performance across the county. Bassetlaw & Newark and Sherwood Community Safety Partnership are represented at this meeting and where necessary are required to report on any performance issues and actions put in place.

### **Equalities**

The Council has made a commitment to ensuring that it complies with the requirements of the Equalities Act 2010. Part of this commitment requires an understanding of how policies may affect people with protected characteristics.

It also recognises that people with protected characteristics, such as those who are older or younger, who have disabilities or who are from a minority ethnicity, may be particularly vulnerable to ASB. The Council will work to ensure that any risk assessments or consultation take this into account and that response is tailored accordingly.

### **Policy review and updates**

This policy will be reviewed every 3 years. However interim changes may also be required to reflect any legislative or procedural changes.

### **Complaints**

Should you have a complaint regarding this Policy or how a case has been dealt with, please make us aware.

Newark and Sherwood District Council operates a complaints procedure that can be accessed through the website, via our customers services team on 01636 65000, or by writing to the Council.

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## **Appendix A**

### **ASB powers under the Anti-social Behaviour , Crime and Policing Act 2014**

#### **Crime Prevention Injunctions**

These are designed to tackle bad behaviour before it escalates. The injunction requires a civil burden of proof (being on the balance of probabilities), making it quicker and easier to obtain than previous tools. For adults, breach of the injunction could see them imprisoned or fined. For under-18s a breach could be dealt with through curfews, supervision or detention.

#### **Criminal Behaviour Orders**

A CBO would only be available where a person had been convicted for an offence. This could be any offence, not just one involving anti-social behaviour. The order would be made in a criminal court with a criminal burden of proof (being beyond all reasonable doubt) and breach would be a criminal offence with a maximum sentence of five years' imprisonment, as is currently the case with the stand alone Anti- Social Behaviour Orders (ASBOs) and Criminal Anti-Social Behaviour Orders (CRASBOs). A CBO would ban an individual from certain activities or places and require them to address their behaviour for example attending drug treatment programmes. The main difference between CRASBOs and CBOs is the ability to impose positive requirements as well as prohibitions.

#### **Community Protection Notice**

A CPN may be used by a relevant officer to order a person to do something (or stop doing something) in order to cease 'environmental' ASB, or behaviour having a detrimental effect on quality of life. It replaces litter clearing notices, defacement removal notices and street litter control notices. There is a single order for local authorities to stop persistent environmental ASB like graffiti, neighbour noise or dog fouling (Level 1); and another for police and local authorities to deal with more serious disorder and criminality in a specific place such as closing a property used for drug dealing (Level 2).

Examples of behaviour that the CPN may be used to tackle include noise problems and hoarding. CPNs can be used against 16 and 17-year-olds. Bodies authorised to use CPNs are primarily the police, local authorities and 'a person designated' by the relevant local authority. This extends to providers of social housing.

Officers would have to issue a written warning before issuing a CPN, which gives the offender adequate time for remedial action to be taken.

Where someone fails to comply with a CPN there are a number of options available, these are:

- Fixed Penalty Notice (FPN) - this can be served by a police officer, council officer, or if delegated, an officer representing a Social Landlord (SL). If the FPN issued by the Social Landlord is not paid, then the Council will be responsible for recovering the money and/or prosecution for the original offence.

- Seizure of item(s) used in the commissioning of an offence – this may be carried out by a person designated under the local authority, i.e. officer of the Council or SL.
- Prosecution - dependant on the severity of the offence, a decision can be made to move straight to prosecution. This action would be carried out by the local authority where the CPN was issued by a social landlord or an officer of the Council.
- Remedial works – these are carried out by the Council.

The CPN cannot be used against noise that is classified as ‘statutory nuisance’, which will still have to be dealt with under the provisions of the Environmental Protection Act 1990

### **Community Protection Order (Public Spaces)**

The Community Protection Order (Public Spaces) replaces Designated Public Place Orders, Gating Orders and Dog Control Orders. The new order is intended to deal with a particular nuisance in a particular area that is negatively affecting the community’s quality of life. Unlike the CPN, it will apply to everyone and will impose conditions on the use of a particular area (e.g. restricting the use of a highway late at night by groups of people or the drinking of alcohol in a public space).

Only local authorities may issue community protection orders. The authority must reasonably believe that the behaviour is detrimental to the local community’s quality of life and that the impact of the behaviour warrants restrictions being implemented. The behaviour must be on-going or persistent (or there must be a reasonable belief that future behaviour will be on-going or persistent).

Orders may last for up to three years and may be extended. The breach of an order will be a criminal offence subject to prosecution or a fixed penalty notice.

### **Community Protection Order (Closure)**

These replace Premises Closure Orders, Crack House Closure Orders, Noisy Premises Closure Orders and Closure Orders. Both the police and local authorities will be entitled to apply for such an order.

An order may not be made unless the owner, landlord, licensee and anyone who appears to be residing in the premises have been consulted with. An order may be made if the police or local authority reasonably believes that there is a public nuisance or there is likely to be disorder imminently in the vicinity of, and related to, the premises and that the order is necessary to prevent the occurrence or reoccurrence of such disorder or behaviour.

An order will last for up to 48 hours unless extended by the magistrates’ court (up to 3 Months). Only persons who are habitually resident at the premises may enter the premises during this time. A magistrates’ court may extend the order if they are satisfied that a person has engaged in disorder, anti-social or criminal behaviour on the premises, the use of the premises is associated with the occurrence of disorder or serious nuisance to members of the public and the order is necessary in to prevent the occurrence or reoccurrence of



such disorder or behaviour. Breach of the order, without a reasonable excuse, will be a criminal offence.

### **Police 'Dispersal' powers**

This is a power to direct any individual causing or likely to cause crime or disorder away from a particular place and to confiscate related items. This new power will also enable police officers to direct a person aged 10 and above who has committed, or is likely to commit, ASB to leave a specified area and not return for a specified period of up to 48 hours.

The officer must be of the view that issuing the direction is necessary for the purpose of removing or reducing the likelihood of ASB or crime and disorder. As with the current powers a person who is directed to leave under the power has not committed a criminal offence but refusal to comply with the direction is a criminal offence.

Non-compliance carries a maximum penalty of a fine or three months' detention.

The power, available under current legislation, to return a child under the age of 16 (who is on the streets between 9pm and 6am without an adult) home or to a place of safety is being retained.

Police officers will be able to confiscate items causing or likely to cause ASB. Items can be held at the police station for 28 days and the officer can refuse to return the item if the individual is under 16 and not accompanied by an adult.

### **The Community Trigger**

This occurs if an individual has complained to the Council, Police or a Registered Housing Provider (social landlord) about three separate incidents in the last six months and considers that there has been no action taken by those organisations. Alternatively it also applies if five individuals in the local community have complained separately to the Council, Police or Registered Housing Provider (social landlord) in the last six months about similar incidents of anti-social behaviour and they consider that no action has been taken.

An ASB case review can be called, based on a threshold determined by the local area, the findings of which will be communicated to the Police and Crime Commissioner. This system does not replace any current complaints systems e.g. the Local Government Ombudsman (LGO), or the Independent Police Complaints Commission (IPCC) etc. These will continue to monitor any complaints of service by members of the public. As highlighted previously, a framework for this has been agreed Nottinghamshire wide and locally agreed through the Bassetlaw, Newark and Sherwood Community Safety Partnership and is now available on the Council's website.

**SIMPLIFICATION: FROM 19 TO 6**

**People**



**Places**



**Police powers**



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# Putting Victims First

## Community Trigger Framework

September 2014

Contacts:

- Gerald Connor - Community Safety Manager, Bassetlaw District Council  
[www.bassetlaw.gov.uk](http://www.bassetlaw.gov.uk)
- Lisa Lancaster - Community Safety Manager, Newark and Sherwood District Council  
[www.newark-sherwooddc.gov.uk](http://www.newark-sherwooddc.gov.uk)

## INTRODUCTION

### What is a Community Trigger?

The Community Trigger (CT) is introduced by the Anti-Social Behaviour Crime and Policing Act 2014. **It gives victims and communities the right to request a review of their anti-social behaviour complaints and brings agencies together to take a joined up, problem solving approach to find a solution.** If a CT submission meets the defined threshold, a case review will be undertaken by the local Community Safety Partnership (CSP). Agencies will share information, review what action has been taken and decide whether additional actions are possible.

### Who can use the Community Trigger?

- A victim of Anti-Social Behaviour (ASB) or another person acting on behalf of the victim such as a carer or family member, MP or councillor or professional person.
- The victim could be an individual, a business or a community group.

### Purpose:

- To provide a high level multi-agency case review panel for ASB cases (once the threshold is met).
- Provide victims and witnesses of ASB with a comprehensive action plan for how the ASB will be addressed.

### What is not suitable for the Community Trigger?

- If someone has reported ASB and been given a timescale for response, which has not expired. They will be advised to contact the agency they are working with to discuss what is happening.
- If someone has reported ASB and received a service but they are unhappy with the conduct of a particular agency. They will be advised to submit a complaint under the agency's complaints procedures.

### What will happen?

- If the CT threshold is met a referral will be made to the relevant local who will ensure engagement by those agencies to whom the ASB reports have been made.
- The Case Manager will review the case and consider how the problem could be resolved.
- A response will be sent to the victim detailing what will happen and providing an action plan explaining how the organisations involved will attempt to resolve the ASB.
- If a CT involves ASB that is particularly complex and challenging to address, CSPs may consider including a peer review by a neighbouring CSP as part of the process.
- The Office of the Police and Crime Commissioner will provide a route for victims to query the decision on whether the threshold was met or the way a CT review was carried out, if they remain unhappy following the Community Safety Partnership's response

### **The process for Bassetlaw, Newark & Sherwood (BNS):**

- There is a Single Point of Contact (SPOC) in each district/borough for all submissions. For BNS this is the District Council Community Safety Manager.
- The Relevant local authority will respond to victim confirming receipt of the CT within 3 working days and outline the timescales for an response, which will not exceed 25 working days from receipt of the CT.
- An initial assessment of a CT submission and risk assessment of victim to establish vulnerability will be carried out, to be undertaken by District Council Community Safety Manager, Neighbourhood Inspector and relevant Social Landlord (if appropriate).
- A decision to accept or reject a CT will be fed back to the victim by SPOC, with a clear explanation of the reason for the decision.
- If the CT meets the Threshold, the relevant authorities will review the CT and agree an action plan to address the outstanding ASB issue, which is then shared with the victim via SPOC.
- For complicated cases, they may also consider a peer review of the CT response by a neighbouring CSP.
- Governance of the Community Trigger process will sit with the local Community Safety Partnership or other local agreed arrangement.
- The Office of the Police and Crime Commissioner will provide a route for victims to query the decision on whether the threshold was met or the way a CT review was carried out, if they remain unhappy following the Community Safety Partnership's response.

**Please note:** when initial assessment of a CT takes place, the relevant authorities are asked to consider the harm that is being caused to the victim/s and whether they may be vulnerable. There could be occasions when a CT does not meet the threshold, but due to the nature of the ASB and the potential for harm to be caused, dealing with the issue under the CT is still the most appropriate response.

### **Threshold for Bassetlaw, Newark & Sherwood:**

- 1) A victim has reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists, or
- 2) A victim is aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists.

The trigger will be started if five or more individuals have made separate, but related reports over a six month period.

**Please note: a qualifying complaint of ASB is if the complaint is made within the period of one month beginning with the date on which the behaviour is alleged to have occurred.**

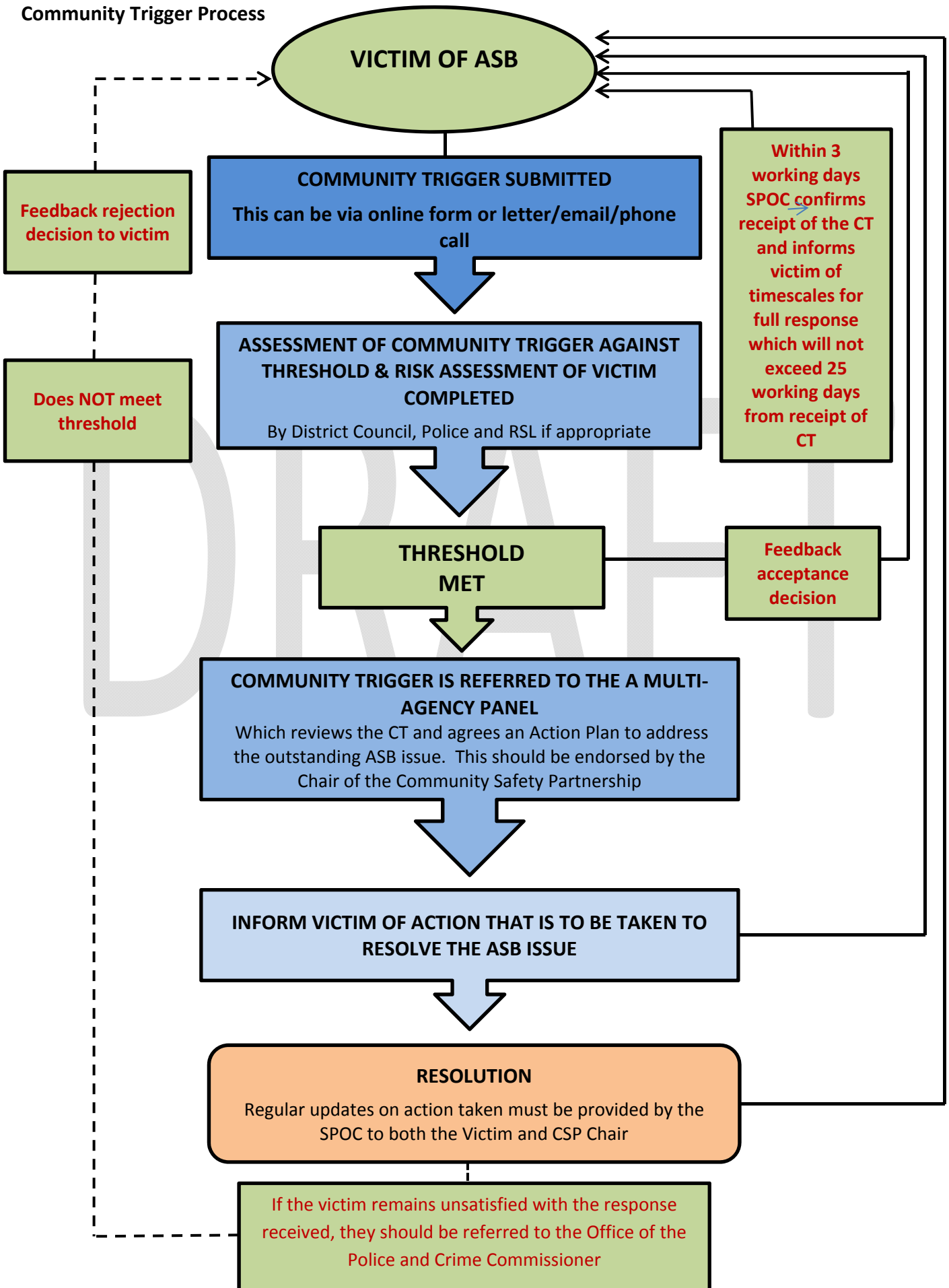
### **A Community Trigger should not be submitted where:**

- The agency/agencies involved have given a time-frame for actions to be completed and this has not yet expired.

- The agency/agencies involved have taken action and the victim is unhappy with the conduct of a particular agency. This should be directed back to senior officers within the relevant agency dealing with the issue and dealt with through their usual complaints procedure.

DRAFT

Bassetlaw, Newark & Sherwood  
Community Trigger Process



**CCTV – SHARED SERVICE AND RELOCATION OF CONTROL ROOM**

**1.0 Purpose of Report**

- 1.1 To inform Members about the various discussions that have been taking place concerning the future development and relocation of the CCTV Service and determine their further progression.

**2.0 Background Information**

- 2.1 In 2011 the Council was awarded the contract to monitor CCTV for Ashfield District Council. The contract was for a two years' (plus one) agreement. The contract actually began in November 2012, and is due to come to an end in November 2015.
- 2.2 In 2013 the Council entered into a shared service for CCTV with Broxtowe Borough Council. This resulted in Broxtowe moving the monitoring of all its cameras to the CCTV control room at Kelham Hall with a shared contract for monitoring and maintenance and a shared management agreement.
- 2.3 Ashfield District Council approached Newark & Sherwood early in 2015 with the request that we consider moving to a shared service agreement (to include Broxtowe BC) once their contract expires in November. Gedling Borough Council has also expressed an interest in joining a shared CCTV service, as part of the discussions that have been taking place concerning the future location of the CCTV control room once the Council relocates to its new offices following the sale of Kelham Hall

**3.0 Ashfield Shared Service**

- 3.1 Ashfield began their contractual agreement with Newark & Sherwood in November 2012. This agreement was purely for NSDC to monitor Ashfield's CCTV cameras and also to take their out of hours telephone calls. This has been a largely successful venture with both sides being satisfied with the arrangement.
- 3.2 Rather than re-tendering the existing contract, Ashfield DC has expressed a preference instead to become part of the shared service for CCTV that NSDC has with Broxtowe Borough Council. This would result in their taking a proportion of the running costs of the service as well as a proportion of the risk and management costs. Costings for this have been worked out on a proportionate basis linked to the number of cameras Ashfield has. For Ashfield this means that their day to day running costs will be slightly reduced and they will not incur costs in re-tendering the contract. For NSDC this means continuity of service, and the move from income generation through a contractual relationship to sharing costs does not make a significant change in our overall budget. Broxtowe will also benefit from the proportional division of costs as theirs will be slightly reduced.
- 3.3 As the Ashfield cameras are already monitored within NSDC, initially this means no change for them technically - this is also an important consideration as to move their cameras to a new contractor would mean a substantial cost to Ashfield.



3.4 After some early discussions with both Broxtowe and Ashfield, officers from all 3 local authorities are of the view that a shared service is the most effective way forward, increasing the resilience of the service, keeping costs down, sharing management and expertise and achieving better bargaining power for future contracts relating to monitoring and maintenance of the equipment. So far, the shared service between Broxtowe and NSDC has achieved savings of over £20,000 in maintenance and staff monitoring costs.

#### **4.0 Move to a New location**

4.1 The Community Safety Business Manager, who has direct responsibility for the CCTV service, started early discussions in 2014 with both Broxtowe and Ashfield, advising them of the impending move from Kelham Hall. After considering several options with partners, including the police as a key stakeholder, it was suggested that a new CCTV control room could be housed within an existing police building. This would involve a lower outlay cost than including provision for a control room in the new Council Offices which, it is estimated, would cost approximately £195,000. This option would also enhance the relationship that we have with the Police, as one of the main stakeholders for the CCTV service. The Police also see it as a positive step as it would assist in resource management and enable them to have 'live viewing', especially linked to the night time economy. This option is also strongly supported by the Police and Crime Commissioner and the Chief Executives of the partner Local Authorities. A copy of the options appraisal is attached as **Appendix A** – to follow.

4.2 After considering several possible locations, Nottinghamshire Police has recently offered us space (that used to house their old police control room) within their headquarters at Sherwood Lodge, Arnold for the new CCTV control room. Given that it previously housed the police control room, all electrics and data points are as would be required for our purposes and the space offered is of an appropriate size and set up. Although some work would have to be done, including building a dividing wall, the costs appear at this stage to be significantly less than those of a newly built facility.

4.3 Although rental costs and terms have not yet been confirmed, discussion has taken place and the Police have indicated that rather than a 'market rent' they would be looking to charge a 'cost recovery' based rental only. This means that costs are unlikely to be significantly higher than the current running costs at Kelham, and in fact could be less.

4.4 Although this will mean that the CCTV control room is situated outside the District, it is proposed to make provision for monitoring/viewing stations within the District, including one at the new Council Offices and/or at Newark Police station. This will allow viewing of images without officers having to travel to Sherwood Lodge. Broxtowe and Ashfield already have similar viewing provision within their areas and this has been used by both authorities over the last few years without any problems.

4.5 As mentioned previously in the report, as part of these discussions, (and as a result of the collaboration arrangement with Gedling and Rushcliffe Borough Councils) GBC also advised that they were investigating options for a new CCTV control room and indicated that they would be keen to explore joining the shared service and relocation of the CCTV control room to Sherwood Lodge. The shared service would then include four partners, proportionally sharing running costs, maintenance and management, as well as sharing risks. This would mean a more resilient and efficient service and is likely to yield more cost

savings. As a matter of courtesy, we have also made the other local authorities within Nottinghamshire aware of our plans and invited them to be involved. At this stage they have declined but the location offered at the Police HQ will allow expansion in the future if it is required.

- 4.6 A working group of senior officers from the four local authorities involved has therefore been set up to discuss and investigate the practicalities and costs of the shared service and relocation of the CCTV control room to the Police HQ at Sherwood Lodge as a way forward.

## **5.0 Equalities Implications**

- 5.1 No equalities implications arise from the issues contained in this report.

## **6.0 Impact on Budget/Policy Framework**

- 6.1 The addition of Ashfield District Council into the shared service arrangement between our CCTV department and Broxtowe Borough Council will lead to a net reduction of approximately £8,000 per year in the revenue budget. The income paid by Ashfield through the contract will reduce, but this will be compensated by sharing management costs between three partners leading to a net saving.
- 6.2 It is not possible at this stage to accurately forecast the impact of future running costs incurred by a new control room at Police headquarters. However, it is not anticipated that these will be more than the current costs.

## **7.0 Comments of Director - Resources**

- 7.1 Financial Services have been involved in the calculation of the costs/benefits of the change to the shared service arrangement and I am happy that the figures quoted in the report are correct.
- 7.2 The alterations to the existing control room at Police Headquarters may involve capital expenditure. This will be determined when the arrangements are finalised and the extent of any work required is known.
- 7.3 There may also be a capital cost incurred in provision of monitoring/viewing stations within the District. Financing of any capital works will be determined once full costs are known, taking into account the resources available to the Council at that time.

## **8.0 RECOMMENDATIONS that:**

- a) **approval be given for the Council to enter into a shared service for CCTV with Ashfield District Council and Gedling Borough Council (expanding the existing shared service with Broxtowe BC) and delegated authority be given to the Director - Safety to finalise the terms of the agreement for the shared service;**
- b) **Officers continue discussions with Nottinghamshire Police (and Gedling, Broxtowe and Ashfield Councils) with a view to agreeing terms and arrangements for moving the CCTV control room to the Police Head Quarters at Sherwood lodge, Arnold, Nottinghamshire; and**

- c) a further report be submitted to the Committee once the details and costings of the move are known.**

Background Papers

Nil

For further information please contact Lisa Lancaster, Business Manager – Community Safety on Ext 5232

Karen White  
Director - Safety

**REPRESENTATIVES ON OUTSIDE BODIES**

**1.0 Purpose of Report**

1.1 To consider whether the Committee would like to receive any feedback in the form of a report from the representatives on the Outside Bodies. A list of the representatives appointed to the Outside Bodies is detailed in Appendix A to the report.

**2.0 Background Information**

2.1 The Chairman of the Committee has requested that a list providing the details of the representatives appointed to the Outside Bodies for this Committee be provided to the Committee, in order for them to decide whether they wished to receive feedback from the Members appointed to the Outside Bodies.

2.2 Details of these bodies are attached as **Appendix A** to the report.

**3.0 RECOMMENDATION**

**That the Homes & Communities Committee determine what reports they wish to receive regarding representatives on Outside Bodies.**

Background Papers

None

For further information please contact Nigel Hill on Ext. 5243.

K.H. Cole  
Deputy Chief Executive

## REPRESENTATIVES ON OUTSIDE BODIES 2015/16

### EX-OFFICIO APPOINTMENTS

Title of Organisation	Political Split			Representation until May 2016	Purpose of Organisation	Role of Council Members on Body / Member Comments	Relevant Committee
	Con	Lab	Ind				
Lilley and Stone School Charities (Merged with Grove School) (2)	2			Chairman of the Council Cllr. Betty Brooks	Supporting boys and girls through education.	Nominal Trustee appointments. Chairman of the Council to be appointed as an ex-officio Trustee.	Homes & Communities

### OTHER BODIES

Title of Organisation	Political Split			Representation until May 2014	Purpose of Organisation	Role of Council Members on Body / Member Comments	Relevant Committee
	Con	Lab	Ind				
Bassetlaw, Newark & Sherwood Community Safety Partnership (1)	1			Cllr. Keith Girling	To reduce crime and the fear of crime in partnership with other organisations and engaging the community.	To communicate the work of the Partnership to the Council.	Homes & Communities
Municipal General Charity (1)	(1)			Trish Gurney (Lab) (until 2016) Cllr. Rita Crowe (Con) (from 2016)	Relief of poverty.	Trustee. To provide knowledge and experience of the area and of people who may be in need. Property owned by the Charity is visited by the Trustees annually.	Homes & Communities
Nottinghamshire Police and Crime Panel	1			Cllr. Tony Roberts	To oversee the work of the Police and Crime Commissioner for Nottinghamshire.	Panel comprises of representatives from all the local authorities in Nottinghamshire.	Homes & Communities

**REPRESENTATIVES ON OUTSIDE BODIES 2015/16**

Sherwood and Newark Citizens Advice Bureau (1)		1		Cllr. Derek Batey	To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities across the District.		Homes & Communities
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**Newark and Sherwood District Council Owned Companies**

<b>Title of Organisation</b>	<b>Representation until May 2016</b>	<b>Purpose of Organisation</b>	<b>Role of Council Members on Body/Member Comments</b>	<b>Relevant Committee</b>
Newark and Sherwood Homes Limited (5 Board Members)	Cllr. Betty Brooks (Con) Cllr. Paul Handley (Con) Cllr. Peter Duncan (Con) Cllr. David Payne (Con) Cllr. Celia Brooks (Lab)	The Council's wholly owned housing company – manages the Council's housing stock and other housing related services including development.	Significant training given to Board Members.  Demanding role with many meetings.	Policy & Finance Homes & Communities

**HOUSING ALLOCATION SCHEME REVIEW 2015/16**

**1.0 Purpose of Report**

- 1.1 To seek Committee approval of a project plan for undertaking a full review of the Council's Housing Allocations Scheme, with the intention to implement a revised Scheme in Autumn 2016.

**2.0 Background**

- 2.1 The Committee, at its meeting on 2<sup>nd</sup> September 2013, approved the undertaking of a full review of the Council's Housing Allocation Scheme to ensure it continues to be fit for purpose, benefiting those residents in housing need across the district.
- 2.2 Initial work commenced on the review but the timetable for the project was put back as the Department for Communities and Local Government (DCLG) published consultation to amend specific details of the 'Allocation of Accommodation: Guidance for Local Housing Authorities in England' which resulted in the release of new guidance on social housing allocations, residency and local association titled, 'Providing Social Housing for Local People: Statutory Guidance on Social Housing Allocations" December 2013.
- 2.3 Officers continued with their desktop assessments and appraising options for change. This was collated into a Council Member Consultation document and presented at a Member Workshop held on 13<sup>th</sup> November 2014. This workshop was very well received and the feedback captured was presented to the Committee at its meeting on 23<sup>rd</sup> March 2015. Contained within this report was a recommendation, approved by the Committee, that in view of the impending local elections, minor amends to the present Scheme be approved and once the new Council administration was in place (post Elections in May 2015) a report be submitted to the Committee, setting out a project plan for a full review of the Council's Allocation Scheme.

**3.0 Project Initiation**

- 3.1 Attached at **Appendix A** is a Project Initiation Document, which includes a broad, indicative timetable for progressing the review with the intended outcome to implement a revised Housing Allocation Scheme in Autumn 2016. It is proposed within the timetable that a further report be submitted to the Committee in March 2016, to consult on the changes, a revised draft Scheme, a timetable for project implementation and resources required (mainly staffing and ICT) to consult with stakeholders and implement the new Scheme.

**4.0 Equalities Implications**

- 4.1 In undertaking this project equality implications will be considered by undertaking an equality impact assessment that takes into account the specific needs of persons with protected characteristics to ensure the Council's responsibilities under the Equalities Act 2010 will be fully considered and met.

## **5.0 Impact on Budget**

5.1 The Committee is aware of the policy background for undertaking a full review of the Council's Housing Allocation Scheme and a further report will be presented to the Committee in March 2016, to identify the additional resources required to implement a new Scheme.

## **6.0 RECOMMENDATION**

**That the Project Initiation Document (attached at Appendix A), which provides a broad timetable for carrying out a full review of the Council's Allocation Scheme with the intention to launch a new Scheme in Autumn 2016, be approved.**

### Background Papers

#### Issue 3a Allocation Scheme

For further information please contact Leanne Monger, Business Manager – Housing Options, Energy & Home Support on extension 5545.

Karen White  
Director – Safety



## COUNCIL HOUSING ALLOCATION SCHEME REVIEW 2015/16

### PROJECT INITIATION DOCUMENT

#### **1. Project Brief**

To review and revise the Council's current Housing Allocation Scheme, set against legislative requirements and national and local drivers, with the intention to implement a revised scheme in autumn 2016.

It is a statutory requirement for the Council to explain in writing who can apply for social housing, who gets priority and how homes are allocated to the people who need them most, which is done through the Council's Housing Allocation Scheme.

The Council's present Scheme (Issue 3) was approved by Cabinet at its meeting on 9th July 2009 and implemented in April 2010, with some minor amendments to the Scheme (Issue 3a) being introduced in July 2012.

The majority of social housing allocated through the Scheme is from the Council's own housing stock, (5,475 rented properties, with 45.5% of stock designated as supported accommodation), in addition to the inclusion of other Registered Providers (housing association) stock.

#### **2. Project Initiation**

Objectives
<p><b>To support the Council's Strategic Priorities:</b> (subject to review)</p> <ol style="list-style-type: none"> <li>1. Prosperity</li> <li>2. People</li> <li>3. Place</li> <li>4. Public Service</li> </ol> <p><b>Broad project objectives</b> (proposed by Project Board, forming a backdrop to the allocations scheme review):</p> <ol style="list-style-type: none"> <li>1. To ensure a sustainable viable HRA BP</li> <li>2. To prepare the Council in becoming a facilitator for a range of housing products to satisfy housing need and aspirations (maximizing income generation opportunities for the Council, through delivery of the Housing Growth Agenda).</li> <li>3. To maintain and develop sustainable homes and healthy communities.</li> </ol> <p><b>New Allocation Scheme Objectives</b> (proposed by Project Board):</p> <ol style="list-style-type: none"> <li>1. To meet statutory duties to local households in housing need</li> <li>2. To support applicants to meet their housing aspirations, across housing tenures</li> <li>3. To manage demand and encourage applicants to self-manage their housing choices and make informed decisions</li> <li>4. To ensure the Councils equal opportunities obligations are met.</li> <li>5. To make best use of the supply of affordable housing stock in the District, contributing towards a</li> </ol>

vibrant housing market.

**Supporting the Housing Vision for N&S** (as per Management Agreement):

To maintain the Council's housing stock to a decent standard, ensuring it is fit for purpose to meet the needs of current and future tenants, delivering excellent housing services that offer good value for money, inclusive involvement and achieve tenant's satisfaction, set against sustaining a viable HRA BP that can deliver associated strategic priorities and objectives of the Council.

### 3. Project Board:

NSDC	Newark and Sherwood Homes
Karen White – Director Safety	Rebecca Rance – Chief Executive
Leanne Monger – Business Manager	Steve Feast - Director
Rob Main – Business Manager	

### 4. Project Team:

Role	Officer Name
<b>Project Manager/Lead</b>	Leanne Monger - NSDC
<b>Project Support/Team Members</b>	Rob Main – NSDC
	Maria Cook – NSDC
	Lisa Ingram – NSDC
	Dave Newmarch – NSH
	Julie Davidson –NSH
<b>Contributors</b>	Tanya Keeley - NSH
	Claire Barlow – NSH
	Cheska Asman – NSDC
	Jill Sanderson – NSDC
	Robin Clay – NSDC

### 5. Project Plan

Activity	Timeline
<b>Approval</b>	
Approval of PID to review and revise Allocations Scheme	Homes & Communities Committee <b>7 Sept 2015</b>
<b>Review Allocation Scheme</b>	
<ul style="list-style-type: none"> <li>▪ Undertake a full review taking account of the findings from internal scoping, data analysis, DCLG guidance and local considerations.</li> <li>▪ Undertake modelling of scenarios for each of the issues identified and combinations.</li> <li>▪ Prepare a draft revised Allocation Scheme (including completion of an</li> </ul>	Sept 15 – Feb 16

<p>Equality Impact Assessment).</p> <ul style="list-style-type: none"> <li>▪ Approach the IT provider re: potential amendments, timescale of implementation and costs.</li> <li>▪ Review all current procedures for the effective delivery of a new scheme.</li> <li>▪ Establish all necessary resources required to implement a new scheme.</li> <li>▪ Assess impact on the viability of the Housing Revenue Account Business Plan</li> </ul>	
<b>Consultation</b>	
<p>Stakeholder consultation on formulation of draft scheme:</p> <ul style="list-style-type: none"> <li>▪ Main Registered Providers</li> <li>▪ Main support providers</li> <li>▪ Main advice provider after the Council e.g. CAB</li> <li>▪ Tenant representatives</li> <li>▪ People currently on the Allocations Scheme</li> </ul>	Nov 15 – Jan 16
<p>Consult with Elected and Board Members:</p> <ul style="list-style-type: none"> <li>▪ Draft Scheme</li> <li>▪ Resources required (IT &amp; Staffing)</li> <li>▪ Reassessment/continuation of project timetable</li> </ul>	<p>March 16 <i>(Homes &amp; Communities Committee 21 March 16)</i></p>
<b>New Allocation Scheme</b>	
<p>Finalise Revised Scheme:</p> <ul style="list-style-type: none"> <li>▪ Review all procedures for delivery of the scheme</li> <li>▪ Review Equality Impact Assessment</li> </ul>	
<p>Agree new Allocations Scheme:</p> <ul style="list-style-type: none"> <li>▪ consider consultation responses</li> <li>▪ Committee Approval</li> </ul>	
<p>Implement new Allocation Scheme:</p> <ul style="list-style-type: none"> <li>▪ Contact all those affected by the revisions within the Scheme</li> <li>▪ Re-assess all applicants to the revised Scheme</li> <li>▪ Quality control checks on new assessments</li> <li>▪ IT implementation and testing</li> <li>▪ Formalise new working procedures</li> <li>▪ Undertake staff training</li> </ul>	
<b>Go Live</b>	
Launch Event	Autumn 2016
Review implementation and impact of new scheme	January 2018

## 6. Situational Analysis and Risks:

Issue	Impact – High/Low	Actions
Resources – impact on GF budget	To be explored by Project Team.	
<b>KEY EXTERNALITIES</b>		
Summer Budget	To be explored by Project Team.	
Housing Bill		
Welfare Reform		
Right to Move		
Other Registered Provider Allocation Schemes and Nomination Processes		
Consideration of Housing Market and Construction Market		
Devolution / Regional - awareness outside of boundaries and connectivity.		
Land Supply figures and local planning review		
<b>INTERDEPENDENCIES</b>		
Maintain viable HRA BP	To be explored by Project Team.	
Develop Housing Growth Agenda		
Political Strategic Direction		
Health and Social Care		
<b>OTHER RISKS – linked to broader objectives.</b>		
Financial risk - HRA BP unsustainable	To be explored by Project Team.	
Option appraisal not robust		
Changes to national agenda		
Reputational		
Council risk appetite		
Legal challenge		

## 7. Member Feedback

### Proposals to be incorporated into the review following Member Workshop on 13 November 2015

#### Managing Access (Eligibility and Qualification)

Proposal:

- To extend restrictions for those suitably housed (Band 4)
- To extend restrictions for those who can afford other housing options (within agreed threshold)
- Remove cumulative preference promotion
- Remove concession for awarding extra bedroom for those with access to children and to women from 26 weeks of pregnancy

#### Local Connection

Proposal:

- To keep the current criteria - statistical data supplied does not support the necessary evidence to

show that local residents are not being allocated social housing. (However, some Members would like to strengthen)

Penalising Refusals

Proposal:

- To suspend applications for a fixed period if suitable offers of accommodation are refused

Direct Officers to homelessness applicants

Proposal:

- To introduce a quota system – the Council would receive 1 in 4 vacant properties to facilitate direct offers to statutory homeless households

Expand changing places

Proposal:

- To expand the scheme to include households who wish to downsize from a 2 to 1 bedroom property.

**PROPOSED REVISION TO THE FIRST CONTACT SCHEME**

**1.0 Purpose of Report**

1.1 This report seeks to inform the Committee of the proposed changes to the service and funding model for the First Contact scheme and the implications for this authority.

**2.0 Background Information**

2.1 The Nottinghamshire First Contact scheme was launched in 2005 and currently offers an established multi-agency checklist enabling staff, volunteers and older people to access a range of preventative services through a single contact point.

2.2 The main benefit of the current scheme is that a wide range of people can be identified where they have a range of low level needs whenever they come into contact with a participating professional. These needs can then be addressed through a process that is relatively simple for both the participating professional and service user.

2.3 The scheme is aimed at people aged over 60 years and is operated by a number of participating agencies whose staff complete and submit the checklist upon encountering a service user who would benefit from the scheme. Newark and Sherwood District Council (NSDC) is the delivery partner for Newark & Sherwood and extended the scheme to include vulnerable adults aged over 18 years, which it proposes to cease from in March 2016.

2.4 The First Contact checklist asks questions about the need for services and support, including falls, warmth, home repairs, fire safety and home security. Upon receiving referrals through the First Contact process, 'pathway agencies' deliver specific services in response to the identified needs.

2.5 The scheme is commissioned by Nottinghamshire County Council (NCC) and funds 5 local co-ordinator posts (1 of which is employed by NSDC) and a 0.5 post within NCC's Customer Service Centre (CSC). The scheme currently costs around £150K per year to operate and these costs are met from scheme partner contributions, including £9,270 from NSDC.

2.6 Since April 2015, the Care Act has given more responsibilities to NCC. In order to implement the Act, whilst experiencing significant financial challenges and rising demand, NCC is proposing to change the scheme to make it more efficient and recognise that different people need different levels of support to live at home independently and safely.

**3.0 Proposals**

3.1 NCC is committed to safeguard the scheme, without reliance on partner funding and has fully consulted the district/borough councils on its proposals, which is to offer access to the service online (developing digital alternatives) and via telephone through NCC's CSC. This will maintain the benefits to service users whilst improving efficiency.

3.2 Opportunities will be explored to include new areas not currently included, such as carer roles, loneliness and healthy eating, and links with Nottinghamshire Help Yourself (the County's new online information system).

3.3 Under the proposed model, the co-ordinator role will be removed and elements of the role will be picked up by the providers of a new early intervention support service currently being commissioned by NCC.

#### **4.0 Equalities Implications**

4.1 Since the First Contact scheme operates on the basis of a single one-off contact with a service recipient, there should be no impact on service users. In general terms, the customer experience should improve as a result of the proposed changes. The checklist review should ensure that people benefit from a broader range of interventions.

4.2 With regards to ending delivery of the local scheme for vulnerable adults aged over 18 years, receipt of checklists for this group has slowly declined and since January 2015 only 14 checklists have been received. It is also anticipated that elements of this will again be picked up by the new early intervention support service. Any equality implications arising from these changes will be fully considered to ensure the Council's responsibilities under the Equalities Act 2010 are met.

#### **5.0 Impact on Budget**

5.1 The proposed new model could be delivered at the much reduced estimated cost of £52K per year, therefore removing the need for NSDC's annual contribution of £9,270.

5.2 Funding for NSDC's co-ordinator post (£28,170pa) which funds a proportion of two roles within the Energy and Home team and corporate administration is currently provided for 2015/16 through a Grant Aid Service Level Agreement. However, the Council has received formal notice that this arrangement will not be renewed.

5.3 There is no impact on the revenue account as a result of these changes. The impact will fall on the energy reserve which can sustain its contribution towards Energy and Home Support staffing costs until 2021. As part of a wider service review undertaken in 2014, the Business Unit has been preparing for these changes and is now in transition phase; re-investing officer time into seeking new income streams to help address fuel poverty and health inequalities and other project development work, in addition to working with NCC commissioners; to inform and help shape the detail of the future First Contact Scheme. It is also envisaged that district/borough councils will continue to play a role in monitoring local delivery of the new scheme and attend steering group meetings.

#### **6.0 RECOMMENDATION**

**That the Committee is asked to note and support NCC's proposed changes to the First Contact Scheme, which appears to be a logical and resource conscious shift.**

Background Papers

Nil

For further information please contact Leanne Monger, Business Manager – Housing Options, Energy and Home Support on extension 5545.

Karen White  
Director - Safety



**NOTTINGHAMSHIRE WARM HOMES ON PRESCRIPTION PROJECT**

**1.0 Purpose of Report**

- 1.1 To inform Members of this innovative pilot and the excellent opportunity it presents to raise the Council's profile by leading this Nottinghamshire project and actively demonstrate our commitment to tackling fuel poverty and health inequalities through effective partnership working.

**2.0 Background Information**

- 2.1 Newark & Sherwood DC (NSDC) is a member of the Nottinghamshire and Derbyshire Local Authorities' Energy Partnership (LAEP), which includes 20 councils across the two counties and is working with Public Health and the Clinical Commissioning Groups (CCGs) to help people with specific long-term health conditions made worse by living in a cold home.
- 2.2 We know from experience that some vulnerable householders are too frightened to use their old, unreliable heating system because of high fuel costs or they simply don't know how to use the system efficiently. Sometimes, households on fixed incomes are faced with managing their finances to avoid facing a 'food or fuel' crisis.
- 2.3 This scenario can prove very dangerous for people with Cardiovascular Disease, Chronic Obstructive Pulmonary Disease (COPD) or mobility issues and often leads to unplanned admission costs to the NHS of around £2,000 - £2,500 per incident. Dealing with a cold home may also help reduce elective admissions, GP appointments, prescription and pharmaceutical costs and improve emotional wellbeing.

**3.0 Proposals**

- 3.1 All 7 housing authorities within Nottinghamshire, led by the LAEP and NSDC are coming together to pilot an innovative way for the health service to 'prescribe' warm and healthy housing across the County.
- 3.2 The Nottinghamshire pilot, recently named the Nottinghamshire Warm Homes on Prescription Project, will involve GP Practices and Integrated Care Teams to identify and contact 'high risk' patients with long-term conditions that are made worse by cold living conditions, particularly COPD and other respiratory diseases and those at risk of heart attack, stroke and falls. If they are on low income and struggle to keep their home warm in winter they will be offered assistance from the project.
- 3.3 Within Newark & Sherwood, it is proposed that a home visit from our in-house Energy and Home Support Team will then assess the energy efficiency of the home (private sector) and whether the patient can afford to keep the dwelling at a healthy temperature. A range of actions will then be taken to achieve affordable warmth on behalf of the householder, including commissioning heating and insulation works (accessing the Energy Company Obligation for eligible households and/or using capital secured for the project) and income maximisation (benefits checks and fuel switching).

- 3.4 The project delivery team will also make sure that householders understand how cold affects their health condition as this knowledge often encourages behaviour change that may complement their medication and reduce their risk of ill health during the winter.
- 3.5 During the pilot phase, the project aims to assist at least 100 householders across the County.
- 3.6 A similar project has been set up in Derbyshire (Derbyshire Healthy Homes) funded by Public Health and together, along with a small number of other innovative 'boiler on prescription' projects around the country; Nottinghamshire will be part of a national multi-centre trial.

#### **4.0 Recruitment of a Programme Manager**

- 4.1 An externally-funded Programme Manager is being recruited by NSDC to develop and coordinate delivery of this Nottinghamshire-wide initiative and to pro-actively seek additional funding. The individual will be employed on a temporary 15 month contract and the Business Manager – Housing Options, Energy and Home Support will manage them on behalf of the LAEP.
- 4.2 The post holder will work with all 7 district/borough councils and their respective CCGs and health partners to help target eligible householders and ensure a range of appropriate services are commissioned to enable them to achieve affordable warmth.

#### **5.0 Costs and Benefits**

- 5.1 Positive impacts on householders' health and wellbeing are anticipated and will provide evidence to demonstrate cost savings to the NHS (particularly around anticipated reductions in emergency admissions to A&E, a key CCG target) with the aim of attracting future funding to expand and perpetuate the service.
- 5.2 Over £190k of external funding has already been secured to support the Nottinghamshire pilot and more funding is being sought from a range of sources, including the NHS and National Energy Action (NEA). The LAEP recently sent an Expression of Interest to NEA's Warm and Healthy Homes Fund and has now been invited to submit a full bid for £325k of capital funding to support the expansion of both Derbyshire's and Nottinghamshire's projects.

#### **6.0 Equalities Implications**

- 6.1 This project aims to pro-actively target some of our most vulnerable residents; those living in fuel poverty and with specific long-term health conditions made worse by living in a cold home. The project will provide tailored interventions that aim to reduce fuel poverty, health inequalities and excess winter deaths.

#### **7.0 Impact on Budget**

- 7.1 There are no costs or liabilities to the Council arising from this project, which supports the Council's Home Energy Conservation Report 2015-17. The Programme Manager post will be paid for by a combination of funds from the LAEP and Nottinghamshire affordable warmth funds, currently held by Gedling Borough Council and Derbyshire County Council, as LAEP Treasurer, has agreed to underwrite any potential redundancy and early payment of pension costs.

## 8.0 **RECOMMENDATION**

**That the Committee note the contents of the report, outlining an innovative Nottinghamshire-wide pilot that the Council is taking a lead role on and support a capital funding bid to National Energy Action.**

### Background Papers

Nil

For further information please contact Leanne Monger, Business Manager – Housing Options, Energy and Home Support on extension 5545.

Karen White  
Director – Safety

**UNIVERSAL CREDIT**

**1.0 Purpose of Report**

- 1.1 To provide Members with a background knowledge of Universal Credit and how it will be implemented (initially) within the Newark & Sherwood District.
- 1.2 To describe to Members the ongoing actions that Newark and Sherwood Homes is taking to prepare their tenants for ongoing welfare reform and Universal Credit.

**2.0 Background Information**

- 2.1 The Welfare Reform Act 2012 made provision for the introduction of Universal Credit from 2013 onwards. It was introduced on a pilot basis during 2013 and is gradually being rolled out to all Jobcentres across the country but initially will only be for new claims from single jobseekers.
- 2.2 Universal Credit will be the main working-age benefit combining the current means-tested support for adults of working age into one benefit. All current means-tested benefits and Tax Credits will eventually be phased out, including Housing Benefits.
- 2.3 Universal Credit will replace the following benefits:
  - Income Support
  - Income-based Jobseekers Allowance
  - Income-related Employment & Support Allowance
  - **Housing Benefit – working age**
  - Child Tax Credit
  - Working Tax Credit
- 2.4 Universal Credit claims will be administered and processed by the Department for Works and Pensions (DWP), (at their regional support/processing centres), rather than by local authorities. There will be a role for local authorities working in partnership with the DWP in delivering personal budgeting and debt management support, assisting claimants to claim Universal Credit on-line when they are assessed as requiring support, and to assist Universal Credit Support service centre staff with complex housing issues.
- 2.5 Universal Credit is being implemented in a gradual (agile) way in stages across the country. For the Newark and Sherwood District area it will start in October 2015. Initially, only single claimants who would otherwise claim Jobseekers Allowance will be able to claim Universal Credit. The numbers initially impacted are therefore projected to be very low.
- 2.6 Nationally, 110,890 have claimed Universal Credit. Only 74,120 have actually made a start on the benefit (defined as having attended an initial interview and signed a claimant commitment) and 65,380 people were actually in receipt of Universal Credit as at 14<sup>th</sup> May 2015.

- 43 per cent of people who started on Universal Credit were aged under 25, and 48 per cent were aged between 25 and 50 years old;
  - 43 per cent of the Universal Credit caseload in May 2015 had been on for less than three months; and
  - There are more men on the Universal Credit caseload than women (69 per cent compared to 31 per cent).
- 2.7 The DWP hope to have all working age housing benefit claimants transferred to Universal Credit by 2019/20, the original aim was to complete this by 2017/18. Based on current, estimates, nationally, Universal Credit will impact on between 7 and 8 million households when fully implemented.
- 2.8 Currently within the Newark and Sherwood District the housing benefit caseload stands at 8,758 split as follows. Working age claimants stands at 4,712 whereas pension age claimants stands at 4,046.
- 2.9 Housing Benefit for pension age claimants and Council Tax Support for working age and pension age claimants are not included within Universal Credit and will continue to be paid under the existing system.
- 2.10 When a claim for Universal credit is made, it is necessary for the claimant to accept a Claimant Commitment. This will be agreed at an interview with a Jobcentre work coach. A Jobcentre work coach is assigned to the Claimant to aid and support the achievement of the agreed goals. This could involve for example undertaking so many hours job search each week.
- 2.11 A Claimant Commitment is a record of responsibilities that the Claimant has to accept in return for receiving Universal Credit, and details the consequences of not meeting them. The details of the Claimant Commitment will be based upon the claimant's personal circumstances. The Claimant Commitment will be reviewed and updated on an ongoing basis. Each time it is updated, a new agreement must be accepted to keep receiving Universal Credit.
- 2.12 Payments of Universal Credit will be made once a month into a bank account, similar to the frequency of an employee. This means that the claimant must budget monthly and the first payment will not normally be until one month and seven days after the award of Universal Credit.
- 2.13 In exceptional circumstances it may be possible to pay an advance of the first Universal Credit if for example the claimant was recently receiving another benefit and in urgent financial need.
- 2.14 The move to a single monthly household payment will be a significant change to the way most benefits are currently paid. The following Alternative Payment Arrangements will be available to help claimants who are identified as needing additional support, although it is expected that this will be very much the exception:
- Paying the housing element of Universal Credit as a Managed Payment direct to the landlord
  - More frequent than monthly payments
  - Personal Budgeting Support

- 2.15 Alternative Payment Arrangements can be considered at any point during the Universal Credit claim. They may be identified at the outset by the Jobcentre Plus work coach during a Work Search Interview, alongside Personal Budgeting Support, or during the claim because the claimant is struggling with the single monthly payment.

They can also be triggered by information received from the claimant, their representative, their caseworker or their landlord, advising of a build up of rent arrears. To safeguard the claimant's home, a landlord can notify the Universal Credit delivery support centre of a build up of rent arrears and ask for the Universal Credit housing element to be paid direct to them where a rent arrears 'trigger' has been reached.

- 2.16 The calculation for entitlement is similar to that of other benefits. The income of the claimant is compared to their applicable amount and if this is the same or lower then full Universal Credit is awarded. If the income is higher benefit is reduced.
- 2.17 The overall award will be subject to a cap which matches the present overall benefit cap. Currently the cap is £350 per week for a single claimant and £500 per week for couples and lone parents. The Welfare Reform and Work Bill was introduced in the House of Commons on 9<sup>th</sup> July 2015. The bill proposes that the cap is reduced to £13,400 per annum (£258 per week) for a single claimant outside of London and £20,000 per annum (£385 per week) for couples outside of London.
- 2.18 The DWP will share information about Universal Credit to decide how much Council Tax Support the claimant may be entitled to. The claimant will be asked to give permission to share data during the Jobcentre Plus interview. Data will be transferred securely between the DWP and the Council.

### **3.0 How will Newark and Sherwood District Council be involved?**

- 3.1 The DWP will work in partnership with Newark and Sherwood District Council, to deliver a service that is flexible and sensitive to local needs. Initially, Newark and Sherwood District Council will be a delivery partner from 5<sup>th</sup> October 2015 (date of roll out commencement) to 31<sup>st</sup> March 2016. Newark and Sherwood District Council will deliver the services below – these will be funded and set out in a Delivery partnership agreement. The aim of the Delivery partnership agreement is to support national expansion of Universal Credit as an interim arrangement, until the full Universal Support offer is in place.

1. Support for claimants to make a Universal Credit claim on-line.

This will be achieved through:

- Identifying PC/public internet sites across the Newark and Sherwood District Council.
- Train staff to provide 'supported access'.
- Publicise these services to residents of Newark and Sherwood District Council.

2. Work with DWP locally in preparing landlords.

This will be achieved through:

- Working with landlords to help get claimants on-line;
- Signposting landlord queries to the Department for resolution;

- Meetings will be held for Private Landlords and Registered Social Landlords as more information becomes available. (A landlord awareness event is being held at Kelham Hall on 8<sup>th</sup> September 2015).
- A new (temporary) escalation telephony service line for registered social landlords and local housing cost queries was launched by the DWP on 4<sup>th</sup> June 2015.

### 3. Personal Budgeting Support

This will involve providing claimants (that are assessed as requiring support by the DWP) with personal budgeting support to prepare and support them for the financial changes Universal Credit brings, specifically this includes the Universal Credit monthly payment, rather than weekly, paid directly to the claimant into a bank account.

This will be achieved through:

- Processing personal budgeting support referrals from the DWP;
- Providing (or arranging provision of) telephone or face to face personal budgeting support and follow up action as appropriate;
- Providing the Management Information relating to personal budgeting support including the number of claimants assisted;
- Referring claimants to the DWP who need personal budgeting support (but have been missed in the core process);
- Referring claimants to the DWP who may need an alternative payment arrangement e.g. because of rent arrears or vulnerability.

### 4. Assistance with Complex Housing Cost Claims.

It is envisaged that there will be issues around complex housing costs and that support and expertise will need to be provided by housing benefit staff to the Universal Credit Service Centre.

This will be achieved through:

- Identifying named points of contact for Universal Credit Service Centre staff.
- Providing expertise for complex housing cost issues.
- Responding to requests for information on Universal Credit claimants current housing benefit claim status within 2 working days.
- Helping put processes in place for data sharing for the Council Tax Support Scheme.

3.2 The DWP have estimated that potentially 337 claims for Universal Credit will be made within the Newark and Sherwood District between 5<sup>th</sup> October 2015 and 31<sup>st</sup> March 2016, of these it is estimated that 17 will require on-line support and 13 personal budgeting support.

3.3 A project team consisting of a number of Business Managers is overseeing the roll out of Universal Credit including:- Revenues and Benefits, Customer Services and Housing Options. In addition Newark and Sherwood Homes has representation on the project team.

3.4 The Revenues and Benefits Business Unit will have to cross check all Universal Credit claims to the housing benefit system to ensure that two sets of benefits are not paid at the same time. In addition there will be data exchanges when a claimant indicates they want to apply for council tax support as well as Universal Credit (new claims). Revenues and Benefits will remain responsible for administering discretionary housing payments from Universal Credit claimants.

- 3.5 Customer Services will provide assisted support to those claimants that require assistance to complete a claim on-line, also to receive referrals and arrange for personal budgeting and debt management support (PBS).
- 3.6 Housing Options will continue to receive referrals from Revenues and Benefits and Customer Services as well as considering commissioning services from partners that can assist with PBS. For example discussions are taking place with the Sherwood and Newark Citizens Advice Bureau regarding PBS.
- 3.7 It should also be noted that the Council is in discussion with the DWP regarding the possible relocation of Newark Jobcentre Plus staff to the planned new Council offices during 2017. This will assist in a more holistic and joined up customer service between the Council and the DWP.

#### **4.0 Comments from Newark and Sherwood Homes**

- 4.1 Newark and Sherwood Homes has been progressing work to prepare for the Welfare Reform changes, initially focused on the impact of the Under Occupation Scheme and Benefit Cap introduced in April 2013, and then Universal Credit being implemented locally from October 2015.
- 4.2 A customer assessment has been completed for all tenants who were identified as being impacted by the welfare reforms changes, each of those households were visited to gain information which enabled tailored support plans to be progressed focused on tenancy sustainment. The Company has developed a suite of guidance and information available for customers to access information about what the welfare reforms are and support available both within the Company and through other partnership organisations. Comprehensive staff training, including training for involved tenants to promote awareness of the changes and to deliver the support required has been delivered.
- 4.3 Investment has been made in pre tenancy services, focused on preparing customers at the application stage for running a home, services are tailored and progressed on a risk basis and supports setting up banking facilities to pay rent, budgeting and affordability assessments and key actions required to ensure benefits are accessed timely to avoid rent arrears.
- 4.4 Work has taken place with partnership organisations to maximise the services available for tenants, for example financial support has been provided to the Citizens Advice Bureau to fund dedicated referral sessions and training; work has been progressed with other local housing providers to develop a credit union account which enables all tenants to access banking facilities to pay rent, financial support is also in place for the running of these accounts. The Company has worked with Goals UK to develop our staff to deliver the Goals training programme which provides upskilling and confidence building with the purpose of supporting individuals back into work.
- 4.5 The Company is progressing electronic working through the upgrading of the website, and implementing work strands to support channel shift. The arrears procedures have been updated along with the tenancy sustainment approach to achieve the appropriate balance of support and enforcement to manage income recovery effectively. For the Newark and Sherwood Homes properties, the tenancy agreement has been changed to deliver monthly rent charges and electronic payments.



- 4.6 The Company has been monitoring the Department of Works and Pensions (DWP) direct pay pilot schemes where housing benefit is paid direct to the recipient rather than the landlord. These schemes were launched by the Government to support the effective roll out of Universal Credit and identify learning.
- 4.7 The DWP has published data which identifies that within the first 12 months of the direct pay pilots three quarters of all tenants on direct pay underpaid their rent due at least once.
- 4.8 Newark and Sherwood Homes has been in direct contact with the pilot schemes and in particular Shropshire Towns and Rural Homes (STAR) where although initially arrears escalated, by the year end the recovery rate was aligned back to the pre pilot implementation performance of 99%. It was identified with STAR that the key to their success has been investing additional resources into the service at the early stage of the pilot to enable the extra demand on the intervention and sustainment actions to be managed. STAR invested approximately £135k into services and this investment decision was made in the context of the financial loss estimated at 5% to the Councils Housing Revenue Account (£170k per 1%).

## **5.0 Equalities Implications**

- 5.1 The Government has conducted an equality impact assessment of Universal Credit therefore there is no requirement to conduct a separate assessment. Universal Credit will impact on working age claimants only. The government has stated that the overarching objective of Universal Credit is to remove the financial and administrative barriers to work inherent in the current welfare system. The reform is designed, by virtue of the single withdrawal rate of Universal Credit, to ensure that work pays and to encourage more people to see work as the best route out of poverty.
- 5.2 As an integrated in and out-of-work benefit, Universal Credit will (when fully implemented) mean that people will no longer have to take a risk by moving from one system of support to another, addressing the concerns that people have that they could fall into financial difficulties once their out-of-work claim ends but before their in-work support begins.
- 5.3 The DWP estimates of claimants requiring support from 5<sup>th</sup> October 2015 to 31<sup>st</sup> March 2016 are very low, however appropriate procedures will be put in place to ensure that help and support is available and provided when requested. The delivery partnership agreement has been designed to ensure that support is available to vulnerable claimants particularly for PBS and assisted service.
- 5.4 The discretionary housing payment scheme has been established and provides short to medium term support to vulnerable claimants, this will be available to claimants of Universal Credit.

## **6.0 Impact on Budget/Policy Framework**

- 6.1 The DWP will make a payment of up to £16,657 to Newark and Sherwood District Council in return for delivering personal budgeted support, assisting claimants to apply for Universal Credit on-line when they are assessed as requiring support and assisting the Universal Credit service centre with complex housing cost claims.
- 6.2 The funding arrangements cover the period 5<sup>th</sup> October 2015 to 31<sup>st</sup> March 2016.

**7.0 RECOMMENDATIONS that:**

- (a) the Committee note the contents of the report and the arrangements being made for the introduction of Universal Credit to the Newark & Sherwood District from 5<sup>th</sup> October 2015;**
- (b) the Committee note the ongoing actions that Newark and Sherwood Homes are taking to prepare tenants for ongoing welfare reform and the roll out of Universal Credit; and**
- (c) a further progress report is brought to this Committee following the introduction of Universal Credit into the district.**

**Background Papers**

Nil

For further information please contact Phil Ward, Business manager Revenues and Benefits on Ext 5347

David Dickinson  
Director - Resources