

# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title:</b>	<b>Agenda</b>										
<b>Date:</b>	<b>Thursday 20 April 2017</b>										
<b>Time:</b>	<b>6.00 pm</b>										
<b>Venue:</b>	<b>Council Chamber District Offices</b> College Heath Road Mildenhall										
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Simon Cole</p> <p style="text-align: center;"><b>Vice Chairman</b> Ruth Bowman</p> <p><u>Conservative Members (7)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Chris Barker</td> <td style="width: 33%;">Brian Harvey</td> </tr> <tr> <td>John Bloodworth</td> <td>Christine Mason</td> </tr> <tr> <td>Ruth Bowman</td> <td>Nigel Roman</td> </tr> <tr> <td>Rona Burt</td> <td></td> </tr> </table> <p><u>West Suffolk Independent Members (2)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Simon Cole</td> <td style="width: 33%;">David Palmer</td> </tr> </table> <p><u>UKIP Member (1)</u> Reg Silvester</p>	Chris Barker	Brian Harvey	John Bloodworth	Christine Mason	Ruth Bowman	Nigel Roman	Rona Burt		Simon Cole	David Palmer
Chris Barker	Brian Harvey										
John Bloodworth	Christine Mason										
Ruth Bowman	Nigel Roman										
Rona Burt											
Simon Cole	David Palmer										
<b>Substitutes:</b>	Named substitutes are not appointed										
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
<b>Quorum:</b>	Three Members										
<b>Committee administrator:</b>	<b>Christine Brain</b> Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>										

# Public Information



**Forest Heath**  
District Council

<b>Venue:</b>	<b>District Offices</b> College Heath Road Mildenhall Suffolk, IP28 7EY	Tel: 01638 719000 Email: <a href="mailto:democratic.services@westsuffolk.gov.uk">democratic.services@westsuffolk.gov.uk</a> Web: <a href="http://www.westsuffolk.gov.uk">www.westsuffolk.gov.uk</a>
<b>Access to agenda and reports before the meeting:</b>	Copies of the agenda and reports are open for public inspection at the above address at least five clear days before the meeting. They are also available to view on our website.	
<b>Attendance at meetings:</b>	The District Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public.	
<b>Public speaking:</b>	<p>Members of the public who live or work in the District are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply.</p> <p>A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.</p> <p>There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion.</p>	
<b>Disabled access:</b>	The public gallery is on the first floor and is accessible via stairs. There is not a lift but disabled seating is available at the back of the Council Chamber on the ground floor. Please see the Committee Administrator who will be able to help you.	
<b>Induction loop:</b>	An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.	
<b>Recording of meetings:</b>	<p>The Council may record this meeting and permits members of the public and media to record or broadcast it as well (when the media and public are not lawfully excluded).</p> <p>Any member of the public who attends a meeting and objects to being filmed should advise the Committee Administrator who will instruct that they are not included in the filming.</p>	

# **Agenda**

## **Procedural Matters**

### **Part 1 - Public**

- 1. Substitutes**
- 2. Apologies for Absence**
- 3. Minutes** **1 - 4**

To confirm the minutes of the meeting held on 16 March 2017 (copy attached).
- 4. Public Participation**

Members of the public who live or work in the District are invited to put question / statements of not more than 3 minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within 3 minutes the person who asked the question may ask a supplementary question that arises from the reply.

A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.

There is an overall limit of 15 minutes of public speaking, which may be extended at the Chairman's discretion.
- 5. Annual Presentation by the Cabinet Member for Families and Communities** **5 - 8**

Report No: **OAS/FH/17/010**

The Cabinet Member for Families and Communities has been invited to the meeting to provide an annual account on his portfolio and to answer questions from the Committee.
- 6. Monitoring Community Safety Activities Including Western Suffolk Community Safety Partnership** **9 - 16**

Report No: **OAS/FH/17/011**
- 7. West Suffolk Housing Strategy: Update on Progress Against Action Points** **17 - 46**

Report No: **OAS/FH/17/012**

**8. Review and Revision of the Constitution (Quarterly Report)**

Article 14 of the Forest Heath District Council Constitution refers to the review and revision of the Constitution, and that changes to legislation, changes to staffing structures or job descriptions or changes to terminology will be reported quarterly to the Overview and Scrutiny Committee.

*The Monitoring Officer will be in attendance to provide a verbal update to the Committee.*

**9. Directed Surveillance Authorised Applications (Quarter 4)**

The Regulation of Investigatory Powers (Directed Surveillance and Covert Human Intelligence Sources) Order 2010 requires that Members should scrutinise the authority's use of its surveillance powers on a quarterly basis.

*The Monitoring Officer advised that in Quarter 4, no such surveillance has been authorised.*

**10. Work Programme Update and Formation of a West Suffolk Information Strategy Joint Task and Finish Group**

**47 - 52**

Report No: **OAS/FH/17/013**

# Overview and Scrutiny Committee



Forest Heath  
District Council

**Minutes** of a meeting of the **Overview and Scrutiny Committee** held on **Thursday 16 March 2017** at **6.00 pm** at the **Council Chamber, District Offices**, College Heath Road, Mildenhall IP28 7EY

Present: **Councillors**

**Chairman** Simon Cole  
**Vice Chairman** Ruth Bowman

Chris Barker  
John Bloodworth  
Rona Burt  
Brian Harvey

Christine Mason  
David Palmer  
Nigel Roman  
Reg Silvester

**Also in Attendance:**

Stephen Edwards, Cabinet Member for Resources and Performance

141. **Substitutes**

There were no substitutes declared.

142. **Apologies for Absence**

There were no apologies for absence received.

143. **Minutes**

The minutes of the meeting held on 12 January 2017, were confirmed as an accurate record and signed by the Chairman.

144. **Public Participation**

There were no questions/statements from members of the public.

145. **Annual Presentation by the Cabinet Member for Resources and Performance**

*[Councillor Brian Harvey arrived at 6.13pm, during the consideration of this item.]*

*Councillor Reg Silvester arrived at 6.15pm, during the consideration of this item.]*

As set out in the Council's Constitution, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member would be invited to attend to give an account of his or her portfolio and answer questions from the Committee. Therefore, to carry out this constitutional requirement, members were asked to consider the responsibilities of the Cabinet Member for Resources and Performance, who had been invited to the meeting.

The Committee was reminded that on 10 March 2016, the Committee received a presentation from the Cabinet Member for Resources and Performance, setting out responsibilities covered under the portfolio.

At this meeting, the Portfolio Holder for Resources and Performance had been invited to the meeting to provide a follow-up presentation on his portfolio. Report No: OAS/FH/17/007 set out the focus of the follow-up presentation, which was to:

- Outline the main challenges faced during the first year;
- Outline some key successes and any failures during the first year and any lessons learned; and
- Set out the vision for the Portfolio through to 2019, and whether on target to meet that vision.

Councillor Stephen Edwards opened his verbal update by thanking the Committee for the invitation and introduced two new members of staff under his portfolio areas, Leah Mickleborough, Service Manager (Democratic Services/Monitoring Officer) and Kevin Taylor, Service Manager (ICT). He then provided a number of examples covering HR, Legal and Democratic Services by outlining challenges faced; successes and lessons learnt; and the vision through to 2019, such as:

- Staffing: attracting high calibre people to the organisations; recruitment of key technical staff; and staff turnover - 8.74% (challenge);
- Member Development: looking to improve training sessions to attract members. Across St Edmundsbury Borough Council and Forest Heath District Council since April 2016, only 25% of members had not attended any training (challenge);

The Cabinet Member sought ideas from the Overview and Scrutiny Committee on how to attract members to attend training.

- Loss of the four year financial settlement grant from Government (challenge);
- ICT security (challenge);
- Balancing the budget (success);
- Appointed Service Manager for ICT (success);

- New Shared Legal Service (success);
- Continue to deliver a self-sustaining Medium Term Financial Strategy (vision);
- New and extended income streams (vision);
- Internal Audit providing ongoing assurances (vision).

The Assistant Director (Resources and Performance) informed the Committee that the West Suffolk Information Strategy programmed to be presented to the Committee in November 2017. Officers would be seeking nominations at the Committee's April 2017 meeting for members to sit on a Joint Task and Finish Group to help shape the Strategy.

Members discussed the update and asked a number of questions of the Cabinet Member and officers, to which comprehensive responses were provided. Discussions were held on the difficulties around recruitment; employee recruitment packages; the councils pay-line and how it would meet the living wage by 2020; and the councils employer brand.

In particular the Committee discussed the importance of member development, which was the duty of all members to keep their training up to date, and questioned what was being done to encourage members to attend training events/development sessions and whether on-lone training modules had been considered.

The Assistant Director (HR, Legal and Democratic Services) informed the Committee that timings of training events was an issue for members. The current member development programme needed to be refreshed and reviewed to include a range of options to suit all members. It was suggested that Member Development could be a future piece of work for scrutiny to review with the Joint Member Development Group.

The Chairman thanked the Cabinet Member for the follow-up update on his portfolio.

There being no decisions required, the Committee **noted** the contents of the portfolio update and discussion held on future scrutiny reviews for Member Development and a Joint Task and Finish Group for the West Suffolk Information Strategy.

#### 146. **Decisions Plan: April 2017 to May 2017**

The Committee received Report No: OAS/FH/17/008, which requested that Members peruse the Cabinet Decisions Plan for the period April to May 2017, and identify where it would like further information on or the item might benefit from the Committee's involvement.

The Committee considered the Decisions Plan, and asked questions to which officers provided responses.

The Vice-Chairman of the Committee, Councillor Ruth Bowman informed the Committee that she would be interested in the Committee having the opportunity to look at the "Renewable Energy Provision for the Mildenhall Hub". The business case was currently scheduled to be presented to Cabinet on 20 June 2017. If the Committee was in agreement, Councillor Bowman would complete the suggestion form to ensure all information was provided to enable the Committee to scrutinise the proposed renewable energy provision for the Mildenhall Hub, and would also contact the Director, Alex Wilson who was leading on the project to discuss practicalities.

With the vote being unanimous, it was

**RESOLVED**

That subject to the completion of the suggestion form by Councillor Ruth Bowman, the expected decision relating to the "Renewable Energy Provision for the Mildenhall Hub, be included in the Committee's future work programme for June 2017.

**147. Work Programme Update**

The Committee received Report No: OAS/FH/17/009, which updated Members on the current status of its rolling work programme of items for scrutiny during 2017-2018 (Appendix 1).

The Committee noted earlier discussions held under the Annual Portfolio Holder for Resources and Performance presentation regarding:

- 1) The possibility of working with the Joint Member Development Group on a future detailed piece of work on Member Development; and
- 2) Officers seeking nominations at the Committee's April 2017 meeting for members to sit on a Joint Task and Finish Group to help shape the West Suffolk Information Strategy.

The Committee considered its work programme, and there being no decision required, the Committee **noted** the contents of work programme update.

The Meeting concluded at 6.40pm

**Signed by:**

**Chairman**

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# Overview and Scrutiny Committee



**Forest Heath**  
District Council

<b>Title of Report:</b>	<b>Annual Presentation by the Cabinet Member for Families and Communities</b>	
<b>Report No:</b>	<b>OAS/FH/17/010</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	20 April 2017
<b>Portfolio Holder:</b>	Robin Millar Portfolio Holder for Families and Communities <b>Tel:</b> 07545 423782 <b>Email:</b> <a href="mailto:robin.millar@forest-heath.gov.uk">robin.millar@forest-heath.gov.uk</a>	
<b>Lead officer:</b>	Christine Brain Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:Christine.brain@westsuffolk.gov.uk">Christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	As part of the "Challenge" role, Overview and Scrutiny are asked to consider the roles and responsibilities of Cabinet Members. It is part of the Scrutiny role to challenge in the form of questions.  Therefore, to carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall attend to give an account of his or her portfolio and answer questions from the Committee.	
<b>Recommendation:</b>	<b>Members of the Committee to question the Cabinet Member for Families and Communities on his portfolio responsibilities.</b>	

<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>		<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
<b>Consultation:</b>		• N/A	
<b>Alternative option(s):</b>		• N/A	
<b>Implications:</b>			
<i>Are there any <b>financial</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>staffing</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>ICT</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>legal and/or policy</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>equality</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
	Low/Medium/ High*		Low/Medium/ High*
None			
<b>Wards affected:</b>		All	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		None	
<b>Documents attached:</b>		None	

## **1. Key issues and reasons for recommendation**

### **1.1 Background**

1.1.1 As part of its "Challenge" role, the Overview and Scrutiny Committee is asked to consider the roles and responsibilities of Cabinet Members.

1.1.2 To carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall be invited to give an account of his or her portfolio and to answer questions from the Committee.

1.1.3 On 21 April 2016, the Committee received a presentation from the Cabinet Member for Families and Communities, Councillor Robin Millar, summarising the following responsibilities covered under his portfolio for families and communities:

- Big Society; liaison and funding of other agencies/voluntary groups (grants)
- Community development
- Consultation and community engagement
- Localism
- Equality and diversity, customer access
- Children and young people including youth development and safeguarding
- Educational attainment
- Emergency planning
- Community safety

### **1.2 Progress Update**

1.2.1 At this meeting, the Cabinet Member for Families and Communities has been invited back to provide a follow-up update on his portfolio.

The presentation by the Cabinet Member will be focusing on the following by:

- Outlining the main challenges which were faced during the first year within the Portfolio:
- Outlining some key successes and any failures during the first year and any lessons learned?
- Setting out the vision for the Families and Communities Portfolio through to 2019 and whether on target to meet that vision?

### **1.3 Proposals**

1.3.1 That the Overview and Scrutiny Committee ask questions of the Cabinet Member for Families and Communities, following his update.

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# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>Monitoring Community Safety Activities Including Western Suffolk Community Safety Partnership</b>	
<b>Report No:</b>	<b>OAS/FH/17/011</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	20 April 2017
<b>Portfolio holder:</b>	Cllr Robin Millar Portfolio Holder for Families and Communities <b>Tel:</b> 07939 100937 <b>Email:</b> <a href="mailto:robin.millar@forest-heath.gov.uk">robin.millar@forest-heath.gov.uk</a>	
<b>Lead officer:</b>	Davina Howes Assistant Director (Families and Communities) <b>Tel:</b> 01284 757070 <b>Email:</b> <a href="mailto:Davina.howes@westsuffolk.gov.uk">Davina.howes@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	To update the Committee on community safety activity in West Suffolk including the Western Suffolk Community Safety Partnership (WSCSP) from April 2016 to March 2017.	
<b>Recommendation:</b>	<b>Overview and Scrutiny Committee:</b>  <b>It is <u>RECOMMENDED</u> that members consider and discuss the information outlined in this report.</b>	
<b>Key Decision:</b>  <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	

<b>Consultation:</b>	The annual monitoring report draws on information from partner agencies relating to community safety issues. Due to the sensitivity some information remains restricted
<b>Alternative option(s):</b>	Not required.
<b>Implications:</b>	
<i>Are there any <b>financial</b> implications? If yes, please give details</i>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>Funding for Domestic Homicide Reviews (DHRs). A decision was agreed through the Strong and Safe Communities Group (SSCG), that DHRs will be funded equally by the statutory partners of the CSP in the area where the review is being conducted.</li> <li>Funding for ECINs (case conferencing management system) A decision was agreed through the SSCG that Suffolk local authorities will contribute £2000 each year in 2016 -17 and 2017 -18 to enable ECINs to continue to be used. This has been included in existing budgets. After this date, the Police Athena IT platform was planned to be operational however this timeline has slipped and it is likely that the use of ECINs will be extended to cover the time delay, resulting in further financial support required from each authority which will be found from existing budgets.</li> </ul>
<i>Are there any <b>staffing</b> implications? If yes, please give details</i>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>
<i>Are there any <b>ICT</b> implications? If yes, please give details</i>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>
<i>Are there any <b>legal and/or policy</b> implications? If yes, please give details</i>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>Community Safety Partnerships are statutory bodies and are required to carry out a number of statutory duties.</li> <li>Section 17 of Crime and Disorder Act requires local authorities to consider crime and disorder in all their functions.</li> </ul>
<i>Are there any <b>equality</b> implications? If yes, please give details</i>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>

<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk (before controls)</b>	<b>Controls</b>	<b>Residual risk (after controls)</b>
	Low/Medium/ High*		Low/Medium/ High*
Strength of partnership working is lost due to changes and reorganisation of key statutory partners	High	Review role of partnership working and ensure all key partners have a key responsibility	Medium
Return to silo working within partners and withdraw from engagement	Medium	Members and leadership team to encourage and embed partnership working in all areas of business for the council(s)	Low
<b>Ward(s) affected:</b>		All wards across West Suffolk	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		The Police and Crime Commissioner Plan (2013 -2017): <a href="http://www.suffolk-pcc.gov.uk">www.suffolk-pcc.gov.uk</a>	
<b>Documents attached:</b>		<b>Appendix A</b> – Western Suffolk Community Safety Partnership Project Plan 2016-2017	

## **1. Key issues and reasons for recommendation(s)**

### **1.1 Western Suffolk Community Safety Partnership**

1.1.1 Over the past year, the Western Suffolk Community Safety Partnership (WSCSP) continued to meet and to discharge its statutory duties by:

- (i) carrying out an annual assessment of crime
- (ii) producing an annual plan
- (iii) undertaking Domestic Homicide Reviews, (DHRs) as required.

1.1.2 In May 2016, the WSCSP completed and published its partnership plan and project plan for identified community priorities for 2016/17. The project plan is attached as **Appendix A**.

1.1.3 The WSCSP has completed a Domestic Homicide Review (DHR) for the Babergh area. The report, compiled by an independent chair commissioned by the Partnership, was published in October 2016, following approval by the Home Office. An action plan relating to the recommendations in the report is being monitored by the WSCSP and will continue until all actions are completed to the satisfaction of the partnership. The total cost of the review was just under £7,000 which was shared equally among the statutory partners of the WSCSP. The contribution from Forest Heath was £875.

### **1.2 Strong and Safe Communities Group (SSCG)**

1.2.1 Membership of the SSCG includes: District and Borough Councils, Clinical Commissioning Group, Public Health, Police, Youth Offending Service, Adult Safeguarding, Children's safeguarding, Police and Crime Commissioner and chairs of Community Safety Partnerships.

1.2.2 Following a recommendation from the Health and Wellbeing Board (HWB) in February 2015, it was recognised that there was a need to have countywide strategic coordination of community safety issues. As a result, the SSCG was formed from a number of partners across Suffolk. The Group's purpose is to:

- (i) provide a strategic steer and coordination in the key areas for community safety across the county;
- (ii) reduce duplication; and
- (iii) ensure that partners share one set of data and intelligence.

1.2.3 Chaired by Ian Gallin, the multi agency group identified four key workstreams on which to focus as they are considered to present the greatest threat, risk and harm to our communities. These four workstreams being:

- (i) Domestic abuse;
- (ii) Sexual exploitation;
- (iii) Cyber crime; and
- (iv) Youth violence and gangs.



1.2.4 Work has been progressing in all four workstreams, commencing with a deep dive exercise to establish the current position for each area of work.

- (i) Domestic Abuse – an action plan was produced based on the deep dive exercise. Four areas of work were identified;
  - (a) Commissioning,
  - (b) Training,
  - (c) Awareness raising and
  - (d) A single front door to access services for victims and professionals.

Work is progressing in each of these areas.

- (ii) Sexual exploitation – the deep dive identifies that work is fully embedded for safeguarding children however, gaps were identified for adults. This will be where the focus of future work will be taken forward led by the adult safeguarding board.
- (iii) Cyber crime – the deep dive identified work is fully embedded and led by the Police cyber crime unit and the safeguarding boards.
- (iv) Youth violence and Gangs – the University of Suffolk has been commissioned to produce a threat assessment for youth violence and gangs in Ipswich, followed by West and East, with final assessments being completed by September 2017.

### **1.3 Anti Social Behaviour (ASB)**

1.3.1 The multi-agency ASB group continues to meet fortnightly in the Forest Heath area.

1.3.2. The group considers only high risk (as identified by a risk assessment matrix), repeat and/or vulnerable victims and each case is managed through the shared case management system. All West Suffolk council services refer cases to this meeting where use of ASB legislation is considered. The group is also preparing to discuss Suffolk Family Focus cases where ASB is the most dominant feature of the referral.

1.3.3 ASB which is not assessed as high risk can be referred by members of the community, Police or councillors. This information is passed to the relevant Families and Communities Officer who works with the community and partners to resolve issues in the first instance or move to refer to the ASB group to consider the use of enforcement legislation.

### **1.4 Public Space protection Orders**

1.4.1 Earlier this year, the Committee discussed the introduction of Public Space Protection orders (PSPOs), which replace designated Public Space Protection orders (DPPOs), paper [OAS/FH/17/003](#) refers. It was agreed by Cabinet that there should be no changes to the orders in Brandon and Newmarket.

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## Western Suffolk Community Safety Partnership Plan 2016-19

The Western Suffolk Community Safety Partnership (WSCSP) is a statutory body with a responsibility to:

- Make an assessment of community safety issues
- Produce a plan which responds to those issues
- Review and report on progress against that plan
- Carry out Domestic Homicide Reviews

The partnership is made up of statutory representatives from local councils in St Edmundsbury, Forest Heath, Mid Suffolk and Babergh, Suffolk Police, Registered Social Landlords, Suffolk County Council, Probation and the Clinical Commissioning Group. The Youth Offending Service and Havebury Housing Partnership are long-serving co-opted members.

The WSCSP works to support community/voluntary groups to secure funding to deliver projects/initiatives which meet an identified community safety issue, which are a threat or risk or will cause the greatest harm to the community.

### **How does this work?**

WSCSP has a duty to consider the more strategic overarching issues which are affecting community safety in Western Suffolk. These are issues which may not affect our communities on a day to day basis, but are a threat to overall safety in Suffolk and undermine families and communities. These will be identified by making an assessment of crime and community safety in partnership with Suffolk County Council and Suffolk Police.

### **Who we will work with?**

In addition to the statutory agencies of the partnership working together, we also have strong links with the following groups;

#### Police and Crime Commissioner (PCC):

The PCC is fully supportive of CSPs and their work and in turn, CSPs have a duty to take due regard of the Police and Crime Commissioner's Police and Crime Plan. The WSCSP plan reflects those issues in the PCP which result in producing the greatest threat, risk and harm to our communities.

### Strong and Safe Communities Group (SSCG):

This group was commissioned by the Health and Wellbeing Board and works with the Community Safety Partnerships; it does not replicate or duplicate what is already happening. Community safety is a key determinant for health and wellbeing and this tactical county wide group has been developed with an aim to give a light touch coordinated response, with a view of getting a better understanding of the whole picture in community safety, drawing agendas together, identifying gaps and responding.

Communication with the CSP is vital if they are to deliver locally which is where they are best placed to carry out community engagement. CSP chairs are members of the SSCG.

The four key priorities for the SSCG are as follows:

- Domestic Abuse
- Sexual Exploitation
- Youth and gang violence
- Cyber crime and bullying

These reflect the strategic priorities of the WSCSP. The WSCSP have identified the following actions which they can undertake to support this work at a local level

- Convening ad hoc meetings to receive briefings on these issues and discuss their impact and relevance to West Suffolk.
- Working with community groups and the voluntary sector in early intervention and prevention work commissioning
- Ensuring principals of relevant agencies and groups are in attendance
- Establishing responsibility for and communication between designated principals within relevant agencies and groups
- Requesting plans of action to respond as appropriate

The intention is not to duplicate any work that individual agencies may be doing but to understand the relevance to Community Safety for residents in Western Suffolk and maximise the opportunities for coordinating a response and intelligence between agencies in the West.

For further information please contact:

Cllr Robert Everitt, Chair, Western Suffolk Community Safety Partnership

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# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>West Suffolk Housing Strategy: Progress Report against Action Points</b>	
<b>Report No:</b>	<b>OAS/FH/17/012</b>	
<b>Report to and dates:</b>	<b>Overview and Scrutiny Committee</b>	20 April 2017
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<b>Lead officer:</b>	Simon Phelan Service Manager (Strategic Housing) <b>Tel:</b> 01638 719440 <b>Email:</b> simon.phelan@westsuffolk.gov.uk	
<b>Purpose of report:</b>	To review progress against the West Suffolk Housing Strategy 2015-2018	
<b>Recommendation:</b>	<p>It is <b>RECOMMENDED</b> that, Overview and Scrutiny Committee:</p> <p>(1) <b>Notes</b> the progress to date against the actions arising from the West Suffolk Housing Strategy 2015-2018;</p> <p>(2) <b>Notes</b> the challenges facing delivery of the West Suffolk Housing Strategy; and</p> <p>(3) <b>Keeps</b> progress under review and receives a further update report in early 2018 in order to monitor delivery in 2017.</p>	
<b>Key Decision:</b>  (Check the appropriate box and delete all those that <b>do not</b> apply.)	<i>Is this a Key Decision and, if so, under which definition?</i> No, it is not a Key Decision - <input checked="" type="checkbox"/>	

<b>Consultation:</b>		The production of the West Suffolk Housing Strategy was the result of extensive consultation. The delivery of the Strategy is dependent on close collaborative working across West Suffolk Councils' various departments and with parish and town councils, other authorities across Suffolk and beyond, Suffolk County Council, developers, housing associations, voluntary groups and the public. Specific partners are mentioned within the report as appropriate	
<b>Alternative option(s):</b>		No monitoring or scrutiny of delivery of the Housing Strategy – <b>REJECTED</b> . The West Suffolk Housing Strategy is ambitious and far-reaching, thus it is imperative to invite regular scrutiny of officers' efforts to deliver against the 40 objectives it contains	
<b>Implications:</b>			
Are there any <b>financial</b> implications? If yes, please give details		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None arising directly from this report – see section 3	
Are there any <b>staffing</b> implications? If yes, please give details		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None arising directly from this report – see section 4	
Are there any <b>ICT</b> implications? If yes, please give details		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None arising directly from this report – see section 5	
Are there any <b>legal and/or policy</b> implications? If yes, please give details		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None arising directly from this report – see section 6	
Are there any <b>equality</b> implications? If yes, please give details		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None arising directly from this report – see section 7	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area – KEY RISKS</b>	<b>Inherent level of risk (before controls)</b>	<b>Controls</b>	<b>Residual risk (after controls)</b>
	Low/Medium/High*		Low/Medium/High*
Very little new affordable housing delivered	High	<ul style="list-style-type: none"> <li>• With Planning Policy Team, ensure up-to-date planning policies and affordable housing guidance</li> <li>• Provide evidence-based advice to developers and housing associations and challenge viability assessments purporting to yield low, non-policy compliant levels of affordable housing</li> <li>• Work with parish councils to promote small-scale rural development</li> <li>• Establish a housing development company</li> </ul>	Medium

Poor conditions in the private sector unchallenged	High	<ul style="list-style-type: none"> <li>• Update regulatory policies</li> <li>• Target poorest quality private sector homes first</li> <li>• Encourage high standards in the private rented sector through the West Suffolk Lettings Partnership's engagement with landlords</li> </ul>	Low
Too many disabled and low income households living in unsuitable homes	High	<ul style="list-style-type: none"> <li>• Commission Housing Improvement Agency and introduce performance-related outcomes</li> <li>• Revise the Housing Assistance Policy</li> <li>• Work with Suffolk County Council and others to identify disabled households and design individual remedies to enable them to remain living independently at home</li> </ul>	Medium
Too many homeless households living in high cost, unsuitable temporary accommodation	Medium	<ul style="list-style-type: none"> <li>• Purchase and improve accommodation to use as a high quality alternative to unsuitable bed and breakfast accommodation for homeless households requiring interim accommodation</li> </ul>	Low
<b>Ward(s) affected:</b>		All	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		West Suffolk Housing Strategy 2015-2018 <a href="http://www.westsuffolk.gov.uk/Council/Policies_Strategies_and_Plans/upload/WestSuffolkHousingStrategy.pdf">http://www.westsuffolk.gov.uk/Council/Policies_Strategies_and_Plans/upload/WestSuffolkHousingStrategy.pdf</a>	
<b>Documents attached:</b>		<b>Appendix A</b> – Progress against Housing Strategy Objectives, Actions and Targets – December 2016	

## **1. Key issues and reasons for recommendations**

### **1.1 Background**

- 1.1.1 It is no longer a legal requirement for local authorities to have a Housing Strategy in place. Both Forest Heath District Council and St Edmundsbury Borough Council recognised, however, that in order to have a strategic overview of how the Councils will deliver a range of appropriate housing options, it was prudent to develop one and so a West Suffolk Housing Strategy was drawn up in 2014/15 following extensive consultation.
- 1.1.2 In drafting the Strategy, the overall aim was to ensure a range of housing options across the private sale, private rented and affordable housing sectors, such that all tenures can provide sustainable and suitable homes for the residents of West Suffolk.
- 1.1.3 The draft West Suffolk Housing Strategy was considered in detail at a joint meeting of Forest Heath's and St Edmundsbury's Overview and Scrutiny Committee on 23 July 2014. It was ultimately approved by Forest Heath Council on 8 October 2014 (and St Edmundsbury Council on 23 September 2014).

## **2. Delivery against the Strategic Objectives**

- 2.1 The West Suffolk Housing Strategy includes a series of objectives against which key actions and targets have been formulated. These actions and targets are reviewed and, if necessary, amended, deleted or added to on an annual basis. The Housing Service reviews progress against the Housing Strategy actions on a quarterly basis.
- 2.2 The Housing Strategy groups the objectives under the following headings:
- planning
  - rural housing
  - developers and providers
  - private sector housing
  - adaptations and improvements
  - community
  - energy efficiency
  - land and resources
  - homelessness
  - efficiency and effectiveness
  - care and support.
- 2.3 **Appendix A** gives a detailed update on progress at December 2016 against the 40 objectives under these headings. The remainder of this report summarises, under each of the headings, key achievements to date and work underway and highlights challenges and external factors impacting on delivery.
- 2.4 The tables below give the latest position on actions monitored on a quarterly basis, that is, the position at the end of December 2016. If more up-to-date details are available, these have also been included.



## **Planning**

### **Achievements**

The Councils have achieved their CS5 and CS9 policies to deliver 30% affordable housing on all sites completed between January 2016-December 2016.

Negotiation over affordable tenures on a site in Kentford resulted in officers being able to maintain the required 30% affordable housing after a Registered Provider could no longer commit to the development. An alternative Registered Provider was secured but could not meet the original offer. The developer agreed to a revised offer but this resulted in a slight change on tenure mix.

As of April 2016, the Self-build and Custom House Building Act 2015, has required that each Local Authority keeps a register of individuals and associations of individuals who are seeking to acquire serviced plots of land to build houses to occupy as their home within the local authority area. The Housing Service has successfully set up and managed a register to help gauge the level of demand for self-build and custom house building in the area.

### **Work underway**

The West Suffolk Affordable Housing Supplementary Planning Document has currently been updated to reflect recent changes to the NPPF and the Written Ministerial Statement (HCWS50) published in November 2014 on the provision of affordable housing on sites of 10 units or less. The updated SPD also provides further clarity to developers on how to calculate a commuted sum for both on-site and off-site contributions. Although this document has been consulted on internally we are currently awaiting the details of the Housing and Planning White Paper before going out for external consultation. Our aim is to have the document adopted by July 2017.

As at March 2017 the Strategic Housing Team is currently assisting Planning and Policy colleagues and the Cambridge Sub Regional Housing Board on a joint response to the recently published Housing White Paper.

### **Challenges for 2017**

The National Planning Policy Framework is being reviewed. It is proposing to widen the definition of affordable housing to include Starter Homes and an Affordable Private Rent (APR) product. The APR product is designed to help with the emergence of the Build to Rent sector. Local policies will need to reflect these new tenures, however it is envisaged that local housing needs will still dictate the affordable housing tenure required for each development.

There has been an emerging trend where by the size of the affordable dwellings currently being offered by a number of developers as part of the S106 agreements is below a size that is acceptable to our local Registered Providers and this is causing difficulties in securing a Registered Provider prepared to take on the affordable dwellings. There are also well documented considerations other health and social wellbeing implications arising through the provision of small sized dwellings.

The Strategic Housing team will be working with Planning colleagues to explore the possibilities of introducing minimum space standards for affordable housing within the councils' Development Management policy that can then be enforced against.

During 2017 work will be required on identifying land that is suitable for the provision of small serviced plots for eligible people expressing an interest in Self-build and Custom Build housing.

## **Rural housing**

### **Achievements**

The Strategic Housing Team facilitated a workshop at Rural Parish Conference held in November 2016 exploring the benefits of rural affordable housing and how the Councils can assist parish councils and work in partnership with them to bring forward rural exception schemes to provide housing for local people.

### **Work underway**

The Strategic Housing Team is currently working with two parish councils to bring forward small scale rural affordable housing schemes in the villages of Pakenham and Tuddenham. The homes built will be for local people with a connection to the parish.

### **Challenges for 2017**

It remains unclear whether the extension of 'right-to-buy' to housing association tenants will also apply to affordable homes developed on rural exception sites. The outcome of this decision will be important when trying to secure local support for schemes, where the presumption is that the homes will remain affordable in perpetuity.

## **Developers and providers**

### **Achievements**

From Jan 2016 – December 2016 we delivered 166 new affordable homes.

Forest Heath                    17 – RP(0) S106(17)

St Edmundsbury            149 – RP(83)S106(66)

### **Work underway**

The target for Jan 2017 – December 2017 is predicted to be 132 new affordable homes:

Forest Heath            124 (note there are 8 completions predicted Jan-April 2018)

St Edmundsbury            8 (note there are 57 completions predicted Jan-April 2018)

### **Challenges for 2017**

Some Housing Associations are struggling to maintain their development programmes given rising building costs and the Government's changes to the national rent policy. This was the case for Kentford as mentioned above.

In addition, at present, the 2016/17 programme appears heavily skewed towards one and two bedroom homes. The Strategic Housing Team has been working with developers and Registered Providers to ensure we are securing a number larger properties as well as wheelchair compatible properties to meet the long term needs on those applicants on our housing register.

## **Private sector housing**

### **Achievements**

We have continued to work pro-actively to bring empty homes back into use, with 26 homes returned to use following our interventions, 17 in FHDC and 9 in SEBC.( This remains a key priority under our strategy and, whilst it is a challenging area, will work with our partners to return prioritised and longer-term properties back into use.

Fully revised Housing Regulatory Policy now in place

Better management and practice in the letting of private rented housing is being achieved by the West Suffolk Lettings Partnership Officer working closely with the Housing Standards Team to carry out an initial assessment of both landlord and property

### **Work underway**

Targeting the most hazardous properties and non-compliant landlords and owners through effective preventative and enforcement action – continues to be a key part of our work. 93 properties brought up to standard (49 in FHDC and 44 in SEBC). We have been pro-active as well as reactive, in responding to tenants complaints about their housing conditions. A project with the Suffolk Fire Service to reduce hazards in flats above commercial premises and surveys to identify and bring HMOs up to standard are examples of this, which will continue this year.

### **Challenges for 2017**

Ensuring private rented accommodation at or under Local Housing Allowance rates (the maximum that can be covered in full by housing benefit) is proving difficult due to local private rent inflation. The West Suffolk Lettings Partnership is being reviewed to better understand whether incentives, including extended rent guarantees, could increase supply

New legislation on extending HMO licensing and tackling rogue Landlords will need to be implemented in future, along with additional sanctions available to deal with poor conditions. Further guidance is awaited from Government on these new measures.

## **Adaptations and improvements**

### **Achievements**

New Suffolk-wide Housing Improvement Agency (HIA) contract is now in place; the service commenced in December 2015. New model of working has a greater emphasis on efficiency and performance

The funding allocation from the Better Care Fund was increased in 2015-16, partly because the Housing Service is delivering Disabled Facilities Grants, DFGs, through a Suffolk-wide HIA and partnership approach

Revised Housing Assistance Policy approved by Cabinet in November 2015. The new policy has been simplified to provide a single form of grant to simplify uptake. At the same time, there are more safeguards to ensure repayment of grant monies if the property is sold/transferred Uptake for this grant, for home-owners, has been low, with work continuing with stakeholders to promote and increase uptake. This includes pooling resource with the Warmer Homes Healthy People project, which has similar funding to assist people effectively heat and insulate their homes. We are also considering the criteria of the policy, to encourage more grants. The grant is there to make homes safe, therefore it is considered a relevant part of the overall strategy.

The HIA commenced in May 2016 to deliver services, including DFG, to vulnerable residents to allow them to live independently in their homes. Partners have been working with the HIA to improve the service being delivered, to ensure more DFG completions and spend against our allocation. A total of 73 DFGs were completed at a cost of £425,535.22 (39 In FHDC at a cost of £191,834.10 and 34 in SEBC at a cost of £233,701.12).

### **Work underway**

Work being carried out to establish a database of Occupational Therapy, OT, clients who require adapted housing, assess needs of disabled people against adapted stock available and determine what type of new build is required

Group established in West Suffolk, chaired by Suffolk County Council OTs, to action and monitor this issue

### **Challenges for 2017**

Now the new HIA has commenced, the challenge is to:

- design systems between Housing, Suffolk County Council and Clinical Commissioning Group, CCG, to allow more residents to remain living independently in their homes
  - explore closer working with CCG to encourage more referrals from GPs, hospital and the like to help vulnerable residents adapt and repair their homes
  - help to prevent hospital admissions, delays in hospital discharge and maintain health through better housing
- Increase DFG throughput and spend to meet KPI targets for 17-18 through an improvement performance plan

## **Community**

### **Achievements**

In Strategic Housing Team were invited to the opening of Prior Avenue, a Havebury Housing scheme in Bury St Edmunds whereby HRH Princess Anne officially opened the development.

The Strategic Housing Team facilitated a workshop at Rural Parish Conference held in November 2016 exploring the benefits of rural affordable housing and how the Councils can assist parish councils and work in partnership with them to bring forward rural exception schemes to provide housing for local people.

### **Work underway**

Working with Pakenham Parish Council on a proposal to develop affordable housing on a rural exception site in the village.

Neighbourhood plans are currently underway in:

- Newmarket – Neighbourhood Area Designation. In preparation
- Gt Barton - Neighbourhood Area Designation. In preparation
- Hargrave- Neighbourhood Area Designation. In preparation
- Barningham – Neighbourhood Area consultation ends on the 3rd April 2017

### **Challenges for 2017**

As noted above, it remains unclear whether the extension of the right-to-buy to housing association tenants will apply to homes developed on rural exception sites. Providing affordable homes in the long run is often crucial to obtaining local support.

## **Energy efficiency**

### **Achievements**

A total of £5.7mn from DECC's Green Deal Communities Fund was secured to support energy efficiency improvements in the homes of Suffolk residents. The scheme was able to offer free or heavily discounted solid wall insulation across the county. In addition, free cavity wall and loft insulation top-ups were offered utilising ECO funds secured by Aran Services Ltd.

Through this work Suffolk's local authorities supported the large-scale roll-out of the Green Deal, and have continued to provide a trusted offer for residents, as well as

engaging with the private rented sector to promote the benefits to landlords and tenants of upgrading the energy efficiency of homes.

Solid wall insulation was the most common measure installed, with 142 homes in St Edmundsbury Borough Council and 14 in Forest Heath District Council benefitting from the insulation.

Through the county wide Warm Homes Health People Fund Suffolk residents have had access to over £2mn of funding to install first time central heating systems and replace inefficient boilers. These schemes finished in March 2017 and the project reporting is now being finalised.

### **Work underway**

Residents in West Suffolk recently received a marketing letter from Aran Services promoting loft and cavity insulation. The letter, endorsed by the local authority encouraged residents to improve the insulation in their property. Surveys and installations are now taking place following this marketing campaign.

The Warm Homes Healthy People scheme continues to offer free home energy surveys to low income, vulnerable households. The scheme has a range of services and support to improve the thermal comfort of resident's homes.

### **Challenges for 2017**

The government's latest mandatory energy efficiency programme launches in April 2017. ECO 2T is an 18 month programme committing £960mn to energy efficiency measures, focussing primarily on loft and cavity insulation. The challenge in West Suffolk is to work in partnership and promote the scheme to achieve an equitable level of investment in our residents homes.

Researching and accessing third party funding to enhance the offers available through the Warm Homes Healthy People scheme.

Every two years each local authority reports to central government under the Homes Energy Conservation Act. The latest report can be accessed at:  
<http://www.greensuffolk.org/about/suffolk-climate-change-partnership/>

## **Land and resources**

### **Achievements**

Barley Homes (Group) Ltd (the councils' housing development company) was officially incorporated in March 2016, with the Member Shareholder Advisory Group also established and meeting several times during 2017.

Barley Homes first Business and Delivery Plan was approved by all shareholder councils in December 2016, releasing access to the £12m loan funding required to take forward the development of the initial four sites, delivering a total of 96 units of mixed tenures.

### **Work underway**

The agreement of the heads of terms for the sale of the four sites to Barley Homes

Barley Homes have engaged Development Managers supported by a team of specialists to undertake all of the necessary preliminary works required for the submission applications for full planning permission on the initial four sites in Sept/Oct 2017.

## Challenges for 2017

The challenge is now to identify further suitable development sites that are within public ownership that could be viable for Barley homes to develop. A review of suitable landholdings in Bury St Edmunds and Haverhill has been commissioned by the West Suffolk Property Board which will be reviewed by Housing and Property Services.

## Homelessness

### Achievements

A property on Newmarket Road, Bury St Edmunds (formerly Abbotts House) was purchased and refurbished. The property was opened in June 2016 and provides seven units of temporary accommodation. This has alleviated some of the demand for temporary accommodation however, demand across West Suffolk continues to increase. As at 15<sup>th</sup> March 2017, the number of households in temporary and emergency accommodation stood at 72. Without the purchase of the Newmarket Road property (and previously Lake Avenue) this pressure and cost would have been far greater.

The councils, along with colleagues in Babergh/Mid Suffolk, successfully bid for funding for a Rough Sleeper Outreach worker to support the increase number of rough sleepers across the area. Total funding of £120,000 is available to support this worker for two years. An appointment to this post will be made in late March 2017.

### Work underway

The Housing Options Team continues to look at ways of reducing the demand for temporary accommodation, whilst at the same time investigating alternative provision, including purchasing assets and arrangements with existing providers. The team is also assessing its capacity and skills to ensure it is fit for purpose to meet future challenges (see below). This builds on the staff changes which have occurred during this year with a new Service Manager now in post.

## Challenges for 2017

Homelessness due to private rented possessions and family breakdown and friends and family no longer able to accommodate remain high. There are a number of significant legislative and welfare reform changes coming in over the next few months, all of which will provide a challenge to the service. These changes include:

- Impact of changes to the Suffolk County Council Housing Related Support contract and reduction in funded bed spaces in the West. The government will be making further changes to Housing Supported Housing in April 2019 (with shadow arrangements in April 2018).
- Introduction of the Homelessness Reduction Bill which is anticipated to become legislation in the latter half of this year. The Bill will confer new duties on councils and is likely to increase caseload and review requests. Further information about the implications of this Bill for West Suffolk will be provided to members in due course.
- Universal Credit (UC) full service will be rolled out to St Edmundsbury in October 2017, with Forest Heath service being available from September 2018. The team need to work with partners to plan for the service to provide customer support. Experiences from elsewhere in the country are being reviewed and will inform our response to UC and its impacts.
- Continued changes to the welfare system impact on our residents and are likely to increase demand to our services, specifically (i) freeze to the Local Housing Allowance Rates; (ii) Child Tax Credit limited to two children; (iii) benefit cap; and (vi) removal of the automatic entitlement to housing support for 18-21 year olds.

## **Efficiency and effectiveness**

### **Achievements**

The new Choice Based Letting System provided by Abritas was implemented across the sub-region in June 2016. Whilst there were initial difficulties with the installation and use of the system, these have now reduced. The sub-regional partnership continues to work together to improve the system's reporting and functionality.

The councils underwent a Housing Peer Review in November 2016. The review was carried out by the National Practitioner Support Service (NPSS) and is intended to provide an independent overview of the housing option and homelessness team's performance across a number of factors. Overall the review was positive although there were some areas identified for improvement (see work underway below).

### **Work underway**

The Housing Options and Homelessness Team is now working through the peer review's findings and have identified a number of improvements including the need to:

- review the Homelessness Strategy in light of increased demand and the forthcoming legislative changes;
- review the housing options structure to meet emerging challenges;
- offer additional prevention options; and
- increase the time available for staff to prepare for interviews and ongoing case management.

### **Challenges for 2017**

It continues to be a challenge to respond to customer demand and balance this with staff development and training. After a difficult start, the Abritas system is now being used more effectively with further functionality developments identified.

## **Care and support**

### **Achievements**

As an outcome of the Human Centered Design project 2016 the Buurtzorg community care model has moved into a test and learn phase in West Suffolk. This model utilises a collaborative response approach aimed at supporting residents to remain in their home for as long as is appropriate

During the summer there was a focused communication/media campaign on promoting access to home improvement grants which lead to a small increase uptake in grants.

### **Work underway**

During the summer of 2017 the Suffolk Coordination Service (SCS) which is currently provided by St Edmundsbury Council under a contract funded by Suffolk County Council will be transformed into combined Housing Related Support (HRS) Access Service dealing with an estimated 4000 applications and 12000 referrals to Supported Housing in Suffolk. Once this work is completed the service and associated staff will move into the county council.

### **Challenges for 2017**

A key challenge for the future of housing and social care in West Suffolk will be to respond to growing specialist needs of the aging population. With West Suffolk's older population being larger than the national average and on the increase we realise that if we fail to identify and plan for the challenges posed we will be faced with managing crisis scenarios for years to come. As people get older, their housing needs often change. The rising

demand for services, coupled with the need to reduce public expenditure means all public sector services need to work together. During 2017 we will be working with Suffolk County Council and Health colleagues to undertake detailed research into the changing needs of the aging population and the future need for specialist housing.

### **3. Financial implications**

- 3.1 The revenue and capital costs associated with delivery the various objectives, actions and targets have been included in the Medium Term Financial Strategy.
- 3.2 There are no revenue or capital implications arising directly from this report.

### **4. Staffing implications**

- 4.1 There are no staffing implications arising directly from this report.

### **5. ICT implications**

- 5.1 A number of actions have ICT implications, for example the implementation of the new choice based lettings system, however, provision for this has already been made in the relevant services' budgets and work programmes.
- 5.2 There are no ICT implications arising directly from this report.

### **6. Legal / Policy implications**

- 6.1 Delivery of the West Suffolk Housing Strategy is a crucial contributor to furthering West Suffolk Councils' three strategic goals. The contribution of the Strategy to providing *Homes for our communities* is perhaps self-evident.
- 6.2 The Strategy, however, also has a crucial role to play in providing *Increased opportunities for economic growth*. For example, national research has found that every new home built supports 2.4 long term, sustainable jobs.
- 6.3 The Strategy's role in ensuring *Resilient families and communities that are healthy and active* can also be seen in the efforts to increase standards in the private rented sector, reduce the use of bed and breakfast to accommodate homeless people temporarily and the strides being taken to support local communities develop neighbourhood plans and devise small-scale housing developments on rural exception sites that local people want to see come forward to meet localised needs.
- 6.4 The Housing Strategy is well embedded in West Suffolk Councils' policies, and any legal input required to deliver specific objectives has already been identified, thus there are no legal or policy implications arising directly from this report.

### **7. Equalities implications**

- 7.1 The Housing Strategy was subject to a detailed equalities impact assessment at its time of drafting. The objectives, actions and targets are primarily focused on those most disadvantaged in the housing market.
- 7.2 Of note, analysis of the Forest Heath DC's and St Edmundsbury BC's Housing Registers indicates that applicants with a disability are likely to have lower incomes than those without – (56% of applicants on the two Registers taken together report a gross annual income from all sources of below £10,000,



compared with 50% of those without a disability). The Housing Strategy aims to assist people with a disability into specialist housing for rent and to ease access to disabled facilities grants to assist in making adaptations to the current home.

- 7.3 Reported gross incomes vary by ethnic background. Taking £20,000 as perhaps the lower threshold for home ownership on a shared ownership basis indicates different levels of access between groups, with those on the lower income benefitting particularly from rented options:

<b>Group</b>	<b>Number on FHDC and SEBC Housing Registers – combined figure*</b>	<b>Number on Registers with income below £20,000 a year</b>	<b>% within the group with income below £20,000 a year</b>
Mixed background	28	27	96.4%
Gypsy and travellers	9	8	88.9%
Black background	27	23	85.2%
White British	1,925	1,610	83.6%
White Irish	17	14	82.4%
Asian background	28	22	78.6%
White – other background	257	191	74.3%
Chinese / other background	23	16	69.6%
* excludes households not giving income data (31 White British, 9 White – other)			
<b>NOTE:</b> there is no ethnicity data held for 94 households on the Housing Registers and in a further 10 cases there is no ethnicity and no income data held. These households have not been counted in the above analysis			

- 7.4 The affordable housing the Strategy is delivering will help those on lower incomes. Certain other groups may also have lower incomes, including younger people, including young families and people with caring responsibilities. While these groups will have lower access to the market housing, with again affordable options benefitting them.
- 7.5 There are no further equalities implications arising directly from this report.

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**Progress against Housing Strategy Objectives, Actions and Targets – 2016/17 actions**

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
<b>Planning</b>			
Continue to adopt planning policies to support the delivery of new homes, including the Core Strategy Single Issue Review (housing) and site allocations for Forest Heath which will be available for consultation early 2015 and Vision 2031	Contribute to Single Issue Review of Forest Heath Core Strategy	Assist and advise in line with Single Issue Review deadlines	ACHIEVED Strategic Housing Team continues to comment on all consultation documents reviewed and included additional land opportunities identified for Barley Homes as part of the site allocations process.  On-going Proposed Site Allocation consultation will be issued in January 2017.
Review and update West Suffolk’s Joint Affordable Housing Supplementary Planning Document during 2015, to maximise opportunities to secure additional affordable housing	Contribute to update of West Suffolk’s Joint Affordable Housing Supplementary Document (SPD)	Revised SPD is use by March 2017 (or sooner if Planning consultation timelines allow)	Planning have commented on draft version but needs amendments following the Housing and Planning Bill and 10 dwelling threshold change. KL to discuss with planning re consultation so this doesn’t impact on the SIR. <b>ON HOLD:</b> Awaiting technical guidance on the Regulations in Housing and Planning Bill before consulting on draft.
Ensure we continue to robustly apply existing planning policy to achieve 30% affordable housing	Business as usual	On-going	ACHIEVED. On-going. Secured 30% affordable housing to date on all approved planning applications.
<b>Rural Housing</b>			
Use the evidence gathered about rural areas to inform future planning policies and decisions about housing in West Suffolk’s rural locations	Site-by-site liaison with parish councillors and residents  'Rural enabling conference'	Ongoing  Autumn 2016	Achieved on all new enquiries relating to rural affordable housing. On-going.  Session on Rural Enabling held at the West Suffolk Parish Conference 14 <sup>th</sup> November 2016

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
Support the development of rural schemes that meet a locally identified housing need			
<i>Look to explore the option of maximising the delivery of affordable housing on rural exception sites by permitting an element of open market housing to facilitate the delivery of the affordable housing dwellings</i>	<i>Devise new Exceptions Sites policy with Planning</i>	<i>August 2015</i>	<b>ACHIEVED</b> <i>Approved by Cabinet</i>
<b>Developers and Providers</b>			
We will engage with developers to understand the full costs of building and encourage developers to build new developments to sustainable and Lifetime Homes standards	Become proficient in the use of scheme appraisal software	Training on ProVal – May 2016	ACHIEVED- April 2016 (Refresher arranged for January 2017 following Proval software update)
Work with registered provider partners to maximise the delivery of affordable homes that meet the needs of West Suffolk through the 2015 – 2018 Affordable Homes Programme	Deliver 121 new affordable homes in 2016/17 Set annual target by 31st March in preceding year	March 2017 March 2017	On-going. Likely to achieve a delivery of 142 new affordable homes.  33 FHDC 109 SEBC
Work with developers and registered provider partners to help unlock stalled sites to enable housing to be brought forward	Business as usual		Contact made with developers on stalled sites. Most are land-banking or trying to sell site on with planning permission. On-going.

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
<p>Continue to ensure new development contributes to infrastructure provision through our use of Community Infrastructure Levy and/or S106 planning obligations</p> <p>Liaise with registered provider partners to ensure sufficient affordable accommodation is available that does not exceed the Local Housing Allowance</p>			<p>Utilised Commuted Sum monies to ensure the delivery of 2 three bed affordable rented properties in Stanton BSE by meeting RP viability shortfall to achieve 30% affordable housing on site.</p> <p>Achieved. Agreement with Havebury to not convert one bed accommodation to affordable rent but to remain as social rent to allow those under 35 year access to affordable accommodation if they are in receipt of LHA.</p> <p>Discussions undertaken with RP's regarding four bedroom accommodation. RPs agreed to review their appraisals to try and deliver four bedroom homes as social rent, following the implementation of rent cap. Viability impacts yet to be highlighted</p>
<b>Private Sector Housing</b>			
<p>Implement the actions set out in the West Suffolk Empty Homes Strategy to bring empty properties back into use</p>	<p>Prioritise bringing empty homes back into use through officer interventions</p>	<p>Target of 20 properties brought back use in 2016-17 KPI on BSC</p>	<p>On-going 5 homes brought back into use in Q1 10 homes in Q 2 (cumulative total)</p> <p>Cummulative total for year Jan – Dec 2016 21 = 16 in FHDC and 5 in SEBC</p> <p>There are a number of properties being considered for further enforcement action which we are doing the background work on to facilitate this.</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
	<i>Establish single guidance, standards and fees and ensure consistent approach to HMOs</i>	<i>March 2015</i>	<b>ACHIEVED</b> <i>Aligned the two Councils' documents into one and approved through Cabinet-implementation</i>
	Housing Regulatory Policy reviewed to allow consistent, effective, timely & proportionate use of housing powers to bring properties up to standard in the private rented sector	October 2015	<b>ACHIEVED</b> Reviewed the two councils' enforcement policies to establish single West Suffolk guidelines Have aligned two procedures into one housing inspection procedure
	Improving standards in the private rented sector	Target of 40 properties brought up to standard in 2016-17 KPI on BSC	17 properties brought up to standard in Q1 56 Properties including Q3 (Cumulative total) Cummulative total for year Jan – Dec 2016 84 = 52 in FHDC and 32 in SEBC  Considering the implementation of new the measures contained in the Housing & Planning Act, relating to poor conditions/rogue landlords
	HMOs; ongoing programme & area surveys to identify and improve properties	Ongoing across 2016-17	Survey undertaken in Newmarket in addition to an Impact Day with the Fire Service to protect tenants living above commercial properties. HMO risk based inspection programme ongoing Continue to inspect and take enforcement actions to bring up to standard Considering new Government proposals to extend licensing & how this will impact WS Impact Day in Haverhill with Fire Service

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
<p>Increase the number of households housed in the private rented sector through discharging out homelessness duty</p> <p>Work with West Suffolk Lettings Partnership, WSLP, landlords to increase the supply of housing in the private sector in West Suffolk and improve the standard of homes to rent privately</p>	Pilot new WSLP model	<p>Commence new model in April 2016</p> <p>Review uptake and make recommendations for 2017/18 in line with 2017/18 MTFS timetable</p>	<p>New Guaranteed Rent Product now in place.</p> <p>New schme has had a slow take up and is being reviewed to see how it can be promoted more widely</p>
<p>Liaise with USAFE to review the impact their personnel have upon the local private rented market</p>	<p>Better understand impact of USAFE personnel on local rented market and incorporate into Housing Company planning and work of WSLP review</p>	Ongoing	<p>On-going</p> <p>Inputted into the report on the potential impact of the closure of RAF Mildenhall and conclusions being assessed.</p>
<p>Work with landlords to encourage better management and practice and good quality accommodation</p> <p>Develop a system to ensure that landlords and properties within the West Suffolk Lettings Partnership meet the required standards</p>	<p>Ensure that homes being utilised through the WSLP are safe and up to standard</p> <p>Ensure that landlords are fit &amp; proper</p>	October 2015	<p><b>ACHIEVED</b></p> <p>Officer responsible for the operation of the WSLP working closely with Housing Standards Team. An initial assessment of both landlord and property is made; if there are concerns, for example, a serious hazard is found, then a joint decision is made on the suitability for the tenant/scheme</p>
	Update factsheets on WSLP webpage	September 2016	<p><b>ACHIEVED</b></p> <p>Factsheets revised and published on website.</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
Target the most hazardous properties and non-compliant landlords through effective preventative and enforcement action	Effective use of resource to protect more tenants in the private sector	Ongoing	<p>Officers responding to tenants concerns over their housing conditions and requiring works of their landlords to make their homes safe. Some joint working with planning service and enforcement under the service guidance.</p> <p>Considering new measures being proposed in the Housing &amp; Planning Act to assist with poor conditions &amp; rogue landlords</p> <p>Identifying pro-active and area based projects for 2017. Flats above commercial premises and HMO surveys being scoped and will be undertaken in 2017; main outcomes are to improve safety and identify new HMOs requiring licensing/standards</p>
<b>Adaptations and Improvements</b>			
<i>Work with partners to review the Home Improvement Agency (HIA) contract, ensuring performance and value for money for council tax payers</i>	<i>New HIA contract in place with Orbit Independent Living</i>	2015/16	<p><b>ACHIEVED</b></p> <p><i>New Suffolk-wide contract and service commenced in December 2015 after some initial delay due to first selected provider withdrawing. New model of working has a greater emphasis on efficiency and performance</i></p>
Work with registered providers to make sure the best use is made of adapted stock	With Occupational Therapists (OTs) identify need and put in place plans to increase new supply and better use of housing association stock	Ongoing	Needs further consideration. SCC have been undertaking meetings with various stakeholders, including RPs, but these do not appear to be leading to achieving this action. We are working with the HIA OTs and RPs to ensure their tenants have alternative housing options and DFG/adaptations are only carried out where it is appropriate. It is the larger adaptations in this stock that are challenging



Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
	Explore the scope to use Abris Home-Link system Development of a special needs 'register'	November 2016	and we have a protocol to consider the most appropriate option for more complex cases. A register of special needs and how to meet this remains a real challenge. The delay in the full implementation of the Abris Home-Link system means that the completion of this target has been delayed until mid 2017.
Develop a multi-agency approach to the delivery of DFGs, including joint-working with the Clinical Commissioning Group (CCG) and Adult Social Care (Suffolk County Council)	<p>Assess potential impact of inclusion of DFG grant in Better Care Fund</p> <p>Maximise use of the Better Care Fund (BCF) and other resource through new services/systems</p>	<p>Ongoing work between Suffolk partners</p> <p>Review of spend/impact in July and Sept 2016. Comprehensive review of DFG delivery through the HIA being considered by March 2017</p>	<p>Suffolk Home Improvement Agency (HIA) service went live on 1 May 2016 after delay following the re-tendering of the contract. The partnership is considering the performance of Q1 and how to improve this to deliver DFG as effectively as possible. OT provision through the HIA working well (previously through SCC), recruitment ongoing to meet full establishment.</p> <p>Partners have been considering their DFG allocations with SCC, which Government have provided to meet statutory duty and demand. Further review in Sep related to projected spend, on DFG, as there are re-ablement schemes which may positively impact on DFG that could be funded from this pot.</p> <p>WS have asked partners to consider a full review of HIA delivery to support the most effective use of the service and funding.</p> <p>Q2 performance for DFG through the HIA still very poor, both across Suffolk and in WS. Contract manager in place to identify the problems and work through an action plan with HIA senior management. Partners will make a decision by end of 2016-17, partly based on</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
			<p>the contract manager's report, if the HIA can improve and meet the targets. Other options are being considered.</p> <p>BCF allocations for DFG agreed with SCC to ensure sufficient funding for residents essential needs/adaptations.</p> <p>Partners are considering an improvement plan and new management measures to improve the HIA service. Significant improvement will be required, particularly relating to DFG delivery, over the next 6 months. Partners are also considering a different model to increase performance on DFG. West Suffolk will sign off the improvement plan and the alternative model/approach.</p>
<p><i>Develop a West Suffolk policy on housing assistance targeting grants to improve the quality and availability of private sector accommodation</i></p>	<p><i>West Suffolk housing assistance policy (HAP) in place</i></p>	<p><i>January 2016</i></p>	<p><b>ACHIEVED</b></p> <p><i>Revised policy approved by Cabinet in November 2015</i></p> <p><i>The new policy has been simplified into single grant to increase uptake. At the same time, there are more safeguards to ensure repayment of grant monies if the property is sold/transferred</i></p>
<p>Increase uptake of West Suffolk Housing Assistance Policy <b>(cross ref with Energy Efficiency objective in the action plan)</b></p>	<p>Identify the benefits, target and promote the policy through effective partnership working</p>	<p>December 2016</p>	<p>Ongoing project to increase demand for housing assistance grants (HAG) to make owner-occupied homes safe.</p> <p>Very low uptake in Q1, historically low.</p> <p>It is hoped that the actions in the project, including work with partners and raising awareness will improve this situation.</p> <p>Q2 still low, work continues to promote the</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
			<p>grant. Considering possibility of joint working with WHHP project/funding to promote assistance and the potential to provide one system to assist vulnerable residents with excess cold in their homes</p> <p>Extensive promotion of the grant to key stakeholders and a review of the current policy is taking place. This is likely to result in some changes being brought forward to build some flexibility into the grant system and allow more residents to benefit from low cost improvements and repairs. We are working with WHHP to publicise grants to improve thermal efficiency of properties.</p>
	Improve owner-occupier homes under the policy	40 homes brought up to Decent Home Standard 2016-17	<p>Nil Q1 – Options to promote the scheme being explored.</p> <p>6 homes including Q2 2 in FHDC and 4 in SEBC</p> <p>Cummulative total for year Jan – Dec 2016 8 = 3 in FHDC and 5 in SEBC</p>
<b>Community</b>			
<p>Work with and respond positively to local communities who want to use community rights, develop neighbourhood plans or innovative approaches to deliver housing in their communities</p> <p>Work with communities to provide support and enable local</p>	Provide data and information when required	Ongoing	<p>The Strategic Housing Team facilitated a workshop at Rural Parish Conference held in November 2016 exploring the benefits of rural affordable housing and how the Councils can assist parish councils and work in partnership with them to bring forward rural exception schemes to provide housing for local people.</p> <p>A neighbourhood plan is a community led framework for guiding the future development,</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
<p>people to achieve their ambitions in terms of the creation of sustainable and thriving communities</p>			<p>regeneration and conservation of an area. Neighbourhood plans have a different status to other community led plans. Subject to a few basic conditions they will become legally binding and will become part of the development plan for the area. The Council are currently supporting the following communities to develop neighbourhood plans:</p> <ul style="list-style-type: none"> <li>• Newmarket – Neighbourhood Area Designation. In preparation</li> <li>• Gt Barton - Neighbourhood Area Designation. In preparation</li> <li>• Hargrave- Neighbourhood Area Designation. In preparation</li> <li>• Barningham – Neighbourhood Area consultation ends on the 3rd April</li> </ul>
<b>Energy Efficiency</b>			
<p>Target vulnerable households to help improve energy efficiency and the household's circumstances <b>(Cross ref with HA policy objective)</b></p>	<p>Participate and promote the Warm Homes Healthy People (WHHP) Fuel Poverty Programme Winter 2016/17</p>	<p>Survey 60 properties across West Suffolk by April 2017 to assess improvement opportunities to the home and residents personal circumstances</p>	<p>Surveys have been taking place in homes across West Suffolk throughout 2016.</p> <p>46 surveys were conducted in FHDC 84 surveys were conducted in SEBC</p>
<p>Use Energy Company Obligation funding to support or other financing options to assist home energy improvement</p>	<p>Secure installation of new central heating systems for eligible households using third party funding</p>	<p>100 homes with new heating systems by March 2017</p>	<p>Heating systems are currently being installed using DECC central heating fund finance. Funding has been extended to the end of February 2017. A full report will be available in April 2017, broken down by each LA area.</p>

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
Work with registered provider partners and private landlords to secure energy improvement of their property	Business as usual – take up opportunities as they arise	On-going	Private landlords are benefitting from above mentioned heating project. Landlords can access funding of 50% towards the cost of a new central heating system.
Provide home energy advice and support to residents and community groups on the benefits of energy efficiency and renewable energy	Business as usual – take up opportunities as they arise	On-going	13 community groups have benefitted from energy audits from the Suffolk Climate Change Partnership community advisor. 3 in FHDC and 9 in SEBS. The Environment Team are currently working with Southgate Community Centre, Kedington Community Centre and Chalkstone Community Centre on the installation of solar PV.
<b>Land and Resources</b>			
Work with other public sector bodies to maximise the use of public sector land assets for housing	Work with Suffolk County Council to bring forward sites through the proposed Housing Development Company Receive and scrutinise Barley Homes' Annual Business and Delivery Plan Participation in One Public Estate scheme	First start-on site by March 2017  Summer 2016  Ongoing	Start-on site now expected by January 2018  Initial five year Business Plan delayed due to need to undertake further land assembly and financial modelling work – now expected September 2016  Suffolk Property Board established to bring together all public sector landholders – survey of all public assets in Bury St Edmunds currently underway to establish their potential for future housing development
Seek to use brownfield sites and existing infrastructure where practicable to do so	Business as usual Include West Suffolk site(s) in regional bid to the Starter Homes Land Fund	Ongoing  May 2016	Bid submitted as part of Norfolk/Suffolk devolution work – bid unsuccessful due to devolution bid not progressing

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
By April 2015 we will identify and deliver new funding proposals for delivering open market, private rented and affordable housing	Brief members on affordable housing development options	October 2016	Member development session planned for 15 <sup>th</sup> November 2016 – initial session postponed due to low take up. Session to be rescheduled once to details of the Housing White Paper expected in early 2017 are known.
<b>Homelessness</b>			
By April 2015 have developed and implemented a new homelessness strategy, in line with statutory requirements	New homelessness strategy approved by members	April 2015	<b>ACHIEVED</b> Adopted by the Councils in February 2015 this is the first joint West Suffolk Homelessness Strategy. Previously Forest Heath District Council and St Edmundsbury Borough Council have had their own
	Ensure Homelessness Strategy remains current by conducting Annual Review of Homelessness Strategy	October 2016	Annual Review conducted in October 2016 and Homelessness Strategy Action Plan updated. Peer review GOLD Standard review undertaken in November 2016 – Action Plan to be produced by review team January 2017.
By March 2015 have increased by fifteen units the amount of temporary accommodation available for individuals and families in crisis housing need, to reduce the use of Bed and Breakfast accommodation	Increase TA units by 15 in Bury St Edmunds	June 2016	<b>ACHIEVED</b> 12 units have been provided by the purchase and conversion of properties in Bury. The other 3 units through nomination arrangements with RP's.
	Provide Temporary Accommodation in Haverhill and Mildenhall	Ensure there is sufficient temporary accommodation in the right locations – April 2018	Identified need for 3 units in Mildenhall and 8 units in Haverhill. Commenced investigation on suitable sites/properties – On-going
Continue to engage with partners on specific multi-agency homeless prevention projects to improve the support	Young Person Housing Action Group to join with Suffolk Housing Options Group (SHOG)	September 2016	<b>ACHIEVED</b> Revised Young Persons Protocol signed off by partners in June 2016. Front-line staff training

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
given to young people across West Suffolk	to monitor 16/17 year olds protocol and promoting tackling youth homelessness		sessions conducted in September 2016. Protocol now operational. Ongoing process to monitor and evaluate. TH. The has been developed and adopeted across the county JV
<b>Efficiency and Effectiveness</b>			
Review the effectiveness of our local lettings policies	Review on local lettings policies Recommendation to members, if any	April 2017	Not yet due – maybe delayed due to difficulties with implementing the new CBL scheme.
By March 2015 have reviewed the existing HomeLink contract and considered options available to best serve the future interests of those in housing need in West Suffolk	Retendering and letting of CBL contract	'Go live' May 2016	<b>ACHIEVED</b>  <i>System went live in June 2016.</i>
<i>Tackle social housing fraud by raising awareness and prosecuting offenders</i>	<i>Joint Suffolk Housing Fraud Forum and establish protocol with ARP for investigating cases</i>	<i>April 2016</i>	<b>ACHIEVED</b> <i>Joint Suffolk Housing Fraud Forum in place Housing has established a protocol with ARP for investigating cases</i>
<b>Care and Support</b>			
Work with the Suffolk Health and Wellbeing to implement the commitments the Housing and Health Charter for Suffolk	Implement action relevant to West Suffolk to improve joint working with Health	Deliver Housing and Health Integration targets identified in the Housing Projects Matrix – on-going	Work on-going as part of Suffolk Housing Board
Develop good quality, easily accessible housing advice materials, including web-based material which reflect the	Updated web-based housing advice information	Participate in Web Editorial Board focus of Housing July 2016 Make the necessary	Work on-going and web pages being reviewed – further changes will now be required following management restructure and the realignment of the Housing Service.

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
diversity of applicants' needs and abilities		updates by March 2017 and on-going	
	Make sure website meets the Homelessness and Housing Advice GOLD Standard	April 2017	Recommendations expected in GOLD standard review action plan.
Continue to work in partnership with other key agencies to prevent individuals and families getting into housing crisis Work with Adult Social Care (Suffolk County Council), the West Suffolk Clinical Commissioning Group, registered providers and private providers to develop cost effective options to address the needs of an ageing population	Review and evaluate effectiveness of the various multi-agency Housing Forums and make improvements where necessary	March 2017	<b>ACHIEVED</b> –Design in the Public Sector – review led by Housing, involving SCC Adult and Community Services and West Suffolk Clinical Commissioning Group to reduce unnecessary emergency admissions to A&E and doctor call-outs to older people living in sheltered housing  As a result of the Human Centred Design (HCD) Group a new community care model Buurtzorg will be delivered across three sites in Suffolk the first to be in the West the model support older people to remain in the homes longer by supporting general wellbeing and early identification of needs. The model is a social enterprise and delivered by a self-managed team.
Set up a Task and Finish Group to develop a West Suffolk model for housing chronically excluded adults	Development Making Every Adult Matter – MEAM – approach	Report to LT / members by October 2016	As at end of Sept this work had not progressed. However, we are now working up a bid for DCLG tackling rough sleeping funding to facilitate this work.



Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
Continue to lead the county-wide partnership to develop a strategy for "move-on" of marginalised adults	Maximise support available for marginalised adults through the Suffolk Co-ordination Service	Manage cessation of Suffolk Co-ordination Contract in September 2016 Work with Suffolk County Council to maximise benefits of successor service – ongoing	SCS extended the contract for the Co-ordination Service until September 2017.  Work is currently underway with SCS on the new Gateway service that is due to come into operation in April 2017.
Work with partners across Suffolk to deliver short stay accommodation for Gypsies and Travellers and to plan for longer term permanent accommodation needs.	Three transit sites provided across Suffolk	Sites opened and operational December 2016	Initial work did not identify any suitable sites – Suffolk Public Sector Leaders now reviewing how the project should be progressed.
Include provision for Gypsy and Traveller sites in the Forest Heath Site Allocations Development Plan Document	Work with Planning on assessing need for, and feasibility of, proposed sites	March 2017	Update to West Suffolk GATNA completed by ORS as part of Cambridge Housing Sub Region November 2017, data included as part of FH Site Allocations Development Plan document.

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# Overview and Scrutiny of Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>Work Programme Update and Formation of a West Suffolk Information Strategy Joint Task and Finish Group</b>	
<b>Report No:</b>	<b>OAS/FH/17/013</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	20 April 2017
<b>Chairman of the Committee:</b>	Simon Cole Chairman of the Overview and Scrutiny Committee <b>Tel:</b> 07974 443762 <b>Email:</b> <a href="mailto:simon.cole@forest-heath.gov.uk">simon.cole@forest-heath.gov.uk</a>	
<b>Lead officer:</b>	Christine Brain Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	To update the Committee on the current status of its rolling work programme of annual items for scrutiny during 2017 ( <b>Appendix 1</b> ) and to seek nominations to sit the West Suffolk Information Strategy Joint Task and Finish Group with Forest Heath District Council	
<b>Recommendation:</b>	<b>Overview and Scrutiny Committee:</b>  1) <b>That, Members <u>note</u> the current status of the work programme and the annual items expected during 2017-2018.</b>  2) <b>Nominate two members from the District Council to sit on the "West Suffolk Information Strategy Joint Task and Finish Group" with St Edmundsbury Borough Council.</b>	
<b>Key Decision:</b> (Check the appropriate box and delete all those that <b><u>do not</u></b> apply.)	Is this a Key Decision and, if so, under which definition? Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
<b>Documents attached:</b>	<b>Appendix 1</b> – Current Work Programme	

## **1. Key issues and reasons for recommendations**

### **1.1 Rolling Work Programme**

1.1.1 The Committee has a rolling work programme, whereby suggestions for scrutiny reviews are brought to each meeting, and if accepted, are timetabled to report to a future meeting.

1.1.2 The work programme also leaves space for Call-ins and Councillor Calls for Action. The current position of the work programme for 2017-2018 is attached at **Appendix 1** for information.

1.1.3 Members are asked to note the current status of its work programme for 2017-2018.

### **1.2 West Suffolk Information Strategy Joint Task and Finish Group**

1.2.1 The purpose of the Information Strategy will seek to recognise the strategic value of information to the Council and will promote and facilitate good information management practice, based on:

- a set of underlying data sharing principles;
- seeking to define how we use information currently;
- how we should be using information in the future;
- how this can deliver key outcomes to both our staff, our operations and our customers/consumers; and
- describing where technology can help facilitate this.

1.2.2 The Committee is asked to nominate two Councillors to support a 'peer review' role in shaping and developing an Information Strategy for West Suffolk.

## Overview and Scrutiny Committee Rolling Work Programme (Forest Heath District Council)

The Committee has a rolling work programme, whereby suggestions for scrutiny reviews are brought to each meeting, and if accepted, are timetabled to report to a future meeting.

The work programme also leaves space for Call-ins and Councillor Calls for Action.

Description	Lead Member	Details
<b>8 June 2017</b>		
Draft West Suffolk Annual Report	Leader of the Council	To provide an input to this important document.
Annual Portfolio Holder Presentation	Leader of the Council	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Renewable Energy Provision for the Mildenhall Hub	Leader of the Council	To receive a presentation on the proposed business case prior to being presented to Cabinet on 20 June 2017
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update and Re-appointments to Suffolk County Health Scrutiny	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.  (To re-appoint the Suffolk County Council Health Scrutiny Committee for 2017-2018.
<b>20 July 2017</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Review and Revision of the Constitution	Portfolio Holder for Resources & Performance	The Constitution requires the Committee to receive on a quarterly basis a report on minor amendments made by the Monitoring Officer under delegated authority.
Directed Surveillance (Quarter 1)	Portfolio Holder for Resources & Performance	To scrutinise the authority's use of its surveillance powers on a quarterly basis.

<b>Description</b>	<b>Lead Member</b>	<b>Details</b>
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>14 September 2017</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Establishing a Mechanism for Facilitating Growth and Investment by West Suffolk Councils	Portfolio Holder for Planning and Growth  Portfolio Holder for Resources & Performance	To consider the development of an overarching strategy for the councils' assets and investments.
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>9 November 2017</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Car Parking	Portfolio Holder for Operations	To receive an annual report on car parking in the District.
West Suffolk Information Strategy	Portfolio Holder for Resources & Performance	To scrutinise a West Suffolk Information Strategy, which has been jointly produced with Forest Heath District Council (Joint Task and Finish Group).
Review and Revision of the Constitution	Portfolio Holder for Resources & Performance	The Constitution requires the Committee to receive on a quarterly basis a report on minor amendments made by the Monitoring Officer under delegated authority.

<b>Description</b>	<b>Lead Member</b>	<b>Details</b>
Directed Surveillance (Quarter 2)	Portfolio Holder for Resources & Performance	To scrutinise the authority's use of its surveillance powers on a quarterly basis.
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>11 January 2018</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Review and Revision of the Constitution	Portfolio Holder for Resources & Performance	The Constitution requires the Committee to receive on a quarterly basis a report on minor amendments made by the Monitoring Officer under delegated authority.
Directed Surveillance (Quarter 3)	Portfolio Holder for Resources & Performance	To scrutinise the authority's use of its surveillance powers on a quarterly basis.
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>8 March 2018</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.

<b>Description</b>	<b>Lead Member</b>	<b>Details</b>
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.
<b>19 April 2018</b>		
Annual Portfolio Holder Presentation	To be confirmed	The Portfolio Holder has been invited to provide an update on their portfolio and to answer questions from the Committee.
Review and Revision of the Constitution	Portfolio Holder for Resources & Performance	The Constitution requires the Committee to receive on a quarterly basis a report on minor amendments made by the Monitoring Officer under delegated authority.
Directed Surveillance (Quarter 4)	Portfolio Holder for Resources & Performance	To scrutinise the authority's use of its surveillance powers on a quarterly basis.
Cabinet Decision Plan	Leader of the Council	To peruse the latest Decision Plan for items on which it would like further information or feels might benefit from the Committee's involvement.
Work Programme Update	Chairman of Overview and Scrutiny	To receive suggestions for scrutiny reviews, appoint Task and Finish Groups for these reviews and indicate review timescales.

**Futures items identified to be programmed:**

1. Workspace/Incubation Space in Newmarket: Work Programme Suggestion from 18 December 2014)
2. Member Development (working with the Joint Member Development Group) – Officers to progress scope for future piece of work in due course.