



Communities and Neighbourhoods Scrutiny Board (4)

Time and Date

2.00 pm on Wednesday, 18th January, 2017

Place

Committee Room 2, Council House, Coventry, CV1 5RR

Public Business

1. **Apologies and Substitutions**

2. **Declarations of Interest**

3. **Minutes** (Pages 3 - 6)

(a) To agree the minutes of the meeting held on 16 November, 2016

(b) Matters Arising

4. **Exclusion of the Press and Public**

To consider whether to exclude the press and public for the item of private business for the reasons shown in the report.

5. **Supported Accommodation and Floating Support for Homeless Service Users and Ex Offenders - 2 Year Implementation Report** (Pages 7 - 16)

Report of the Executive Director of Place

6. **Outstanding Issues**

All outstanding issues have been picked up in the Work Programme

7. **Communities and Neighbourhoods Scrutiny Board (4) Work Programme 2016/17** (Pages 17 - 20)

Report of the Executive Director of Resources

8. **Any Other Items of Public Business**

Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

Private Business

9. **Supported Accommodation and Floating Support for Homeless Service Users and Ex-Offenders - 2 Year Implementation Report** (Pages 21 - 48)

Report of the Executive Director of Place

Listing Officer: M Andrews, Tel 024 7683 4295)

10. **Any Other Items of Private Business**

Any other items of private business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

Chris West, Executive Director, Resources, Council House Coventry

Tuesday, 10 January 2017

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett Tel: 024 7683 3072 / 3075 Email: suzanne.bennett@coventry.gov.uk

Membership: Councillors N Akhtar (Chair), R Bailey, L Bigham (By Invitation), J Innes (By Invitation), B Kaur, T Khan, R Lakha (By Invitation), K Mulhall, B Singh, R Singh, D Skinner, R Thay and C Thomas (By Invitation)
By invitation Councillors L Bigham and C Thomas

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting OR if you would like this information in another format or language please contact us.

Suzanne Bennett

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Coventry City Council
Minutes of the Meeting of Communities and Neighbourhoods Scrutiny Board (4)
held at 2.00 pm on Wednesday, 16 November 2016

Present:

Members: Councillor N Akhtar (Chair)
 Councillor R Bailey
 Councillor K Mulhall
 Councillor B Singh
 Councillor R Singh
 Councillor D Skinner
 Councillor R Thay

Other Members: Councillor Bigham, Cabinet Member for Community
 Development
 Councillor Innes, Cabinet Member for City Services
 Councillor Lakha, Deputy Cabinet Member for City Services

Employees (by Directorate):-

People:	H Shankster
Place:	P Bowman, K Seager
Resources:	S Bennett, V Castree

There were no apologies

Public Business

17. Declarations of Interest

There were no declarations of interest.

18. Minutes

The Minutes of the meeting held on 14 September, 2016 were agreed and signed as a true record.

There were no matters arising.

19. Revisions to Residents' Parking Policy

The Scrutiny Board considered a Briefing Note of the Executive Director of Place which outlined proposed revisions to the Residents' Parking Policy.

The City Council adopted the City Centre Parking Strategy in September, 2016. The Strategy recognised the need to manage on-street parking to protect the needs of residents and the residential environment. Residents' parking schemes are one of the most effective ways of achieving this. Coventry's first residents' parking scheme was introduced over 25 years ago. Since then, numerous other schemes have been implemented, often with differing rules and characteristics. A

list of the existing schemes was attached an appendix to the report. The current residents' parking policy was adopted in 2007 and is now out of date.

The Resident's Parking Policy has been reviewed and updated. Its sets out a coherent, consistent and best practice framework for the implementation of future schemes. It takes account of several factors including:-

- The type of parking scheme required
- Eligibility criteria
- Permit type available
- The times of operation
- The cost and duration of permits
- The enforcement regime

The report detailed:-

- Conditions which must be met before a new parking scheme is introduced
- The 4 stage process that parking schemes will be subject to
- The different types of parking permits that will be available to various user groups

The Scrutiny Board noted;-

- Arrangements for blue badge holders
- That permits will normally be issued for a maximum of three years
- Arrangements for schemes funded using Section 106 monies
- The use of new technology and adopting new ways of working to derive benefits and efficiencies wherever possible
- Arrangements for existing paper based parking schemes

The Scrutiny Board questioned officers and sought assurances on aspects of the Briefing Note including:-

- The number of Ward Councillors required to support a scheme
- How exiting schemes will be migrated to the new scheme
- Displacement caused by the introduction of parking schemes
- How outstanding request/petitions for parking schemes will be dealt with
- The enforcement procedure

The Scrutiny Board noted that information would be sent to all Councillors providing information regarding "Councillor's parking permits".

RESOLVED that the Scrutiny Board:-

- (1) Notes that all requests for a parking scheme will need to be supported by a minimum of one Ward Councillor**
- (2) Requests that the Cabinet Member includes allowing for a level of flexibility and sensitivity in relation to applying the criteria (for example in relation to the length of schemes in different areas and**

the required percentage of those surveyed supporting the scheme where there is a high level of privately rented properties)

(3) Notes that all of those outstanding petitions in relation to requests for residents parking schemes will be dealt with appropriately

20. **Empowered Citizens : Networked Communities Update**

The Scrutiny Board considered a Briefing Note of the Executive Director of People which provided an update on progress and lessons learnt to date on the Empowered Citizens Programme.

The Briefing Note detailed work undertaken in four different Neighbourhoods (Foleshill, Hillfields, Wood End/Henley Green/Manor Farm and Cheylesmore) to test different approaches to bringing residents into conversations about decisions affecting their area; to find ways of linking up community networks; and to understand how the City Council can build a different sort of city-wide network for participation.

For each of the four areas the Briefing Note detailed:-

- What was set out to be achieved
- What was undertaken
- What was learnt

The Scrutiny Board questioned officers on aspects of the Briefing Note including:-

- The involvement of local schools and places of worship in the Programme
- Community engagement with established clubs, such as sports clubs etc
- Work undertaken to engage older people and social inclusion
- The correlation between levels of engagement and the availability of community space and the use of community space for shared services
- Work undertaken with Partners
- Democratic engagement

The Scrutiny Board asked about the staffing levels in the Community Development Team and it was noted that this information would be provided for Members.

RESOLVED that the contents of the Briefing Note and the progress made to date be noted.

21. **Outstanding Issues**

The Scrutiny Board noted a Briefing Note of the Executive Director of Resources that detailed the approach taken on progress, outcomes and responses to recommendations and substantial actions made by the Scrutiny Board.

22. Communities and Neighbourhoods Scrutiny Board (4) Work Programme 2016/17

The Scrutiny Board noted their Work Programme for 2016/17.

23. Any Other Item of Public Business

There were no items of urgent public business.

(Meeting closed at Time Not Specified)



Public report
Cabinet Member

A separate report is submitted in the private part of the agenda in respect of this item, as it contains details of financial information required to be kept private in accordance with Schedule 12A of the Local Government Act 1972. The grounds for privacy are that it refers to the identity, financial and business affairs of an organisation and the amount of expenditure proposed to be incurred by the Council under a particular contract for the supply of goods or services and the public interest in maintaining this exemption outweighs the public interest in disclosing the information.

Cabinet Member, Community Development
Community and Neighbourhoods Scrutiny Board (4)

10 January 2017
18 January 2017

Name of Cabinet Member:

Cabinet Member for Community Development, Councillor Linda Bigham

Director Approving Submission of the report:

Executive Director of Place

Ward(s) affected:

All

Title:

Supported Accommodation and Floating Support for Homeless Service Users and Ex-Offenders, two-year implementation report.

Is this a key decision?

No

Executive Summary:

The Salvation Army contract to manage the supported accommodation and floating support service for homeless service users (aged 25+) and ex-offenders (aged 18+) commenced on 1st April 2014. The contract value for 5 years (from 1st April 2014 to 31st March 2019) is £9,192,485.

The purpose of this report is to provide an update on progress and outcomes at the end of the second year of the contract.

Contract review meetings are held quarterly to monitor progress against the outcomes detailed in the contract specification against spend. Monthly implementation meetings are also held, including representatives from three Council directorates.

Recommendations:

The Cabinet Member for Community Development is recommended to:

- (1) Endorse the contents of the report including details of current support provided and planned for future provision.

The Community and Neighbourhoods Scrutiny Board (4) is recommended to:

- (1) Note the contents of the report and pass any comments on to the Cabinet Member.

List of Appendices included:

The Contract Review Report 2015/16 is appended to the Private Report

Other useful background papers:

'Twelve Month Implementation Report on Supported Accommodation and Floating Support for Homeless Service Users and Ex-Offenders' – Report to Cabinet Member for Community Development, Co-operatives and Social Enterprise (Councillor Abbott) on 13th November 2015.

Copies available from www.coventry.gov.uk/moderngov

Has it been or will it be considered by Scrutiny?

Yes – Communities and Neighbourhoods Scrutiny Board (4) – 18 January 2017

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title:

Supported Accommodation and Floating Support for Homeless Service Users and Ex Offenders, two-year implementation report.

1. Context (or background)

- 1.1 The Salvation Army contract to manage the supported accommodation and floating support service for homeless service users (aged 25+) and ex-offenders (aged 18+) commenced on 1st April 2014. The contract value for 5 years (from 1st April 2014 to 31st March 2019) is £9,192,485.
- 1.2 A report was presented to the Cabinet Member for Community Development, Co-operatives and Social Enterprise in November 2015, giving an update on the first 12 months operation of the contract services (April 2014 – March 2015).
- 1.3 At that meeting, the Cabinet Member requested that an annual report be provided. The purpose of this report is to provide an update on the second year of operation (April 2015 – March 2016).
- 1.4 The key elements of the contract include:
 - **Rough Sleepers** (*Single homelessness 16+*) – to assist service users with mainstream accommodation and welfare provision that can prevent them from rough sleeping.
 - **Direct Access** (*Single Homeless 25+ and Childless Couples 25+*) – to meet the needs of service users who may or may not have a priority need, by providing accommodation and support 24 hours, 7 days a week, throughout the year.
 - **Floating Support** (*Single Homeless 25+, Homeless Families 18+ Childless Couples 25+ Ex -Offenders 18+*) aimed at supporting service users with the transition to independent living and prevent future homelessness.
 - **Temporary Accommodation** (*Homeless Families 18+*) - homeless families that meet the criteria are provided with interim accommodation for up to 14 days by the City Council Housing Options Team; thereafter, the temporary accommodation is provided by Salvation Army.
 - **Ex-Offender Specialist Accommodation and Support** (*Ex-Offenders 18+ on probation*) – includes a number of different schemes to assist service users who have a range of needs and vulnerabilities.
 - **Complex Needs** (*Single Homeless and Ex-Offenders 18+*) specialist accommodation based services to meet complex and high level needs.
- 1.5 The Summary of the Contract Review Report 2015/16 says: “This is the second year of operation of the Salvation Army contract to provide city wide services in Coventry. This year has seen a more settled time in terms of service structure with the opening of Axholme House, Gateway and the Complex Needs service. The Salvation Army also introduced an inspection process to monitor the performance of the contract. This again has been a valuable tool in measuring the quality and compliance of services. Overall the contract is performing well, balanced against some of the challenges in increased presentations.”
- 1.6 There has been a 25% increase in the number of clients referred to the Salvation Army (1695 clients during 2015/16, compared to 1355 during 2014/15). This is slightly below the increase seen nationally (30%).
- 1.7 Accommodation services are almost at capacity with 98% of the allocated units being utilised (target is 95%). Overall, the floating support units are being utilised, however floating support

allocated to the Ex-Offender provision has been running at a slightly lower capacity. Floating support for generic homelessness services, however, is running well above capacity.

1.8 The contract is monitored through the use of Key Performance Indicators (KPIs).

1.9 Accommodation-based KPIs – 2015/16:

Planned Move-on: There was 72% success in planned move-on during 2015/16, a 2% increase compared to 2014/15. The number of clients increased from 210 in 2014/15 to 384 in 2015/16. (The target for this KPI is 80%)

Risk Assessment within 24 hours: There has been a significant improvement in the number of risk assessments carried out within 24 hours – up to 77% compared to 38% in 2014/15. The target is 100%, but this KPI has shown significant improvement from year one to year two.

Support Plans within 28 days: in 2014/15, 64% of support plans were completed within 28 days. During 2015/16, this increased to 89%. The target for this KPI is 90%.

Move-on within Contract time: the percentage of clients moving on within the contract time has remained the same, but the number of clients has increased. During 2014/15, 321 clients moved on in under 75% of the contract time, compared to 613 in 2015/16. Overall, 66% of clients moved on within the time limits set in the contract. The target for this KPI is 80%. The increase in the number of clients and the difficulty in sourcing long-term accommodation for clients to move on to has had a significant impact on the ability to meet this target.

1.10 Floating Support KPIs – 2015/16:

Maintain independent living: in 2014/15, 204 clients were supported to maintain independent living. For 2015/16, this figure was 323, which equates to 60% of all floating support clients. The target for this KPI is 90%

Support Plan in place – 82% of clients had support plans in place during 2014/15, this increased by 7% to 89% in 2015/16. The target for this KPI is 100%.

Planned Disengagement: Although the overall percentage of clients with a successful move-on is slightly down (at 76%), the overall number of clients is significantly higher. In 2014/15, 216 clients successfully moved-on. In 2015/16, the figure was 409. The target for this KPI is 90%.

Support ended within contract time: The percentage of clients supported over the contracted time has remained largely the same, at 68%, but again the number of clients accessing the service has increased. The target for this KPI is 80%.

1.11 Sub-contract arrangements

To manage sub-contracts, the Salvation Army has a six-weekly Providers' Forum and individual contract monitoring visits with each provider, also at six-weekly intervals.

1.12 The Salvation Army has implemented an internal inspection process driven by the organisation's own Independent Quality Inspectorate (IQI). These inspections cover services directly run by the Salvation Army as well as sub-contracted services. All services have had an initial assessment, and those that have had a second assessment have shown improvement.

1.13 Use of B&B accommodation:

During 2015/16 there was a significant increase in the number of family referrals requiring floating support, and provision of emergency/temporary accommodation (following the first 14 nights where families are accommodated by the Council). This peaked at over 100 families in August 2015 and has remained high at around 90 families since then. There are limited places available to accommodate families, especially large families of 6 or more people. This has led to an over-reliance on B&B accommodation due to the limited emergency accommodation within the current service, and an increased demand for floating support. The Salvation Army is working towards a partnership initiative with emergency accommodation providers to alleviate this issue. The Council is supporting this partnership working where appropriate.

1.14 Family Support Provision:

Due to the increase in the numbers of families requiring floating support and emergency/temporary accommodation, the Salvation Army has reviewed the way in which it provides this part of the contract. This has resulted in the Salvation Army transferring the service in-house rather than using sub-contractors/external partners.

1.15 Relocation of Hub Services:

Currently there are two services running from Harnall Lifehouse – the Hub Service (rough sleeper outreach and single point of contact) and accommodation-based services. In order to ease pressures on this location, the Salvation Army has considered a number of potential properties for the re-location of the Hub services. No suitable location has been identified as yet.

1.16 Future Risks:

Changes to housing benefit and the reduction of the benefit cap is likely to result in a further increase in families requiring assistance, and will make it increasingly difficult to meet the costs of emergency/temporary accommodation. The Salvation Army will need to work with the Council to ensure that all emergency/temporary accommodation is suitable to maximise the amount of benefit that can be claimed. The regular contract review meetings and implementation meetings will provide a solid platform for this.

2. Options considered and recommended proposal

- 2.1 Specific options have not been put forward for consideration – the report is intended to provide details of progress and outcomes in the second year of the contract period.

3. Results of consultation undertaken

- 3.1 This report provides an update of implementation of the contracted services and therefore further consultation is not required.

4. Timetable for implementing this decision

- 4.1 As this is a five-year contract (1 April 2014 to 31 March 2019), its implementation will continue to be monitored through regular liaison meetings and contract review meetings.

5. Comments from Executive Director of Resources

- 5.1 Financial implications

The contract value for 5 years (from 1st April 2014 to 31st March 2019) is £9,192,485. The financial overview of the contract is reviewed through contract review meetings with Salvation Army and the information is used to monitor delivery of the outcomes set out in the specification.

The Council is committed to working jointly with the Salvation Army with a view to bringing down the cost of emergency/temporary accommodation for families, and the impact it has on the Housing Benefit budget. This has become increasingly important in light of changes to the Benefit Cap and other welfare changes set out nationally.

5.2 Legal implications

The Housing Act 1996 and Homelessness Act 2002 place statutory duties on Housing Authorities to ensure that accommodation, advice and support will be available for eligible people who are at risk of homelessness or who are homeless. This contract provides for the Council's legal responsibilities and is expected to do so for the remainder of the contract until 2019.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?

The service is aimed at preventing people from becoming homeless and providing the appropriate level of support should this happen. The service supports the following council core aims:

- Protecting our most vulnerable people
- Reducing the impact of poverty
- Supply, choice and quality of housing
- Making communities safer
- Preventing homelessness and helping people who do become homeless
- Citizens living longer, healthier, independent lives.
- Making places and services easily accessible.

6.2 How is risk being managed?

Service Managers, Finance, Procurement and Commissioning Officers, are monitoring compliance with the contract through contract review meetings. In addition, Salvation Army officers meet regularly with City Council officers to develop the service and monitor/manage any risks associated with this.

A key risk which has been identified relates to an increase in the number of families requiring emergency/temporary accommodation and changes to Housing Benefit payments. The Council is committed to working jointly with the Salvation Army with a view to bringing down the cost of emergency/temporary accommodation for families, and the impact it has on the Housing Benefit budget.

6.3 What is the impact on the organisation?

Combining short term homeless and ex-offender services into a single contract enables better outcomes for clients, improvements in the operational delivery of services, as well as better value for money for the City Council.

6.4 Equalities / EIA

Equalities information is provided by the Salvation Army in the Contract Review Report 2015/16 which is appended to the Private Report.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

The following organisations have entered into sub-contractual agreements with Salvation Army: Home Group (Stonham); Nacro; Midland Heart Housing Association; Langley Housing Trust; Fry Housing Trust.

Report author(s):

Name and job title:

Mark Andrews, Planning and Housing Policy Manager

Directorate:

Place

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Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Paula Stanley	Commissioning Officer, Strategic Commissioning	People	05/12/16	09/12/16
Nathan Slinn	Regional Manager	Salvation Army	05/12/16	16/12/16
Adrienne Bellingeri	Head of Customer and Business Services	Resources	05/12/16	09/12/16
Andrew Walster	Assistant Director, Streetscene and Regulatory Services	Place	05/12/16	12/12/16
Tracy Miller	Head of Planning and Regulatory Services	Place	05/12/16	08/12/16
Usha Patel	Governance Services Officer	Resources	05/12/16	05/12/16
Names of approvers for submission: (officers and members)				
Finance: Phil Helm	Finance Manager (Place)	Resources	05/12/16	12/12/16
Legal: Carol Bradford	Corporate Governance Lawyer	Resources	05/12/16	12/12/16
HR: Karen Mihajlovic	Senior HR Advisor	Resources	05/12/16	12/12/16
Director: Martin Yardley	Executive Director	Place	12/12/16	15/12/16
Members: Cllr Linda Bigham	Cabinet Member	Community Development	12/12/16	14/12/16

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Appendices

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Communities and Neighbourhoods (4)

Scrutiny Work Programme 2016/17

20th July 16
Innovation in traffic management Bus Gates
14 September 16
Fly-tipping and Littering
16 November 16
Policy for implementation and future management of residents parking schemes. Empowered Citizen's Programme
18 January 17
Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders (Salvation Army)
8 March 17
Progress on the Highway Asset Management Policy and Strategy Flood Risk Management and Drainage Update
5 April 17 Proposed Agenda Items
Delivering Early Action Neighbourhood Bid/IGNITE Project Taxi Licensing Policy Future Burial Provision

Date	Title	Detail	Cabinet Member/ Lead Officer
20th July 16	Innovation in traffic management	To brief Members on progress and developments on innovative projects in traffic management	Cllr Innes Colin Knight Sunil Budhdeo
	Bus Gates	To brief Members on the issues with bus gates, particularly Park Rd, and what steps have been taken for mitigation.	Karen Seagar
14 September 16	Fly-tipping and Littering	Members would like to know what is being done to address the increase in fly-tipping and concern from residents. To look at the impact of reduced resources on Streetpride and street cleansing.	Andrew Walster Cllr Innes
16 November 16	Policy for implementation and future management of residents parking schemes.	To look in more detail at proposals for a policy on how to implement and manage residents parking schemes.	Jonathan Hagan Colin Knight Cllr Innes Karen Seagar
	Empowered Citizen's Programme	Evaluation and feedback on how we can work together to share resources and fresh ways of engaging with neighbourhoods or communities of interest. Moving towards next form of partnership within the city - getting more residents as well as organisations involved in the discussion. Will be a briefing note with position statement prior to full Cabinet Member report in the new year. Picks up suggested item from Member of the Public.	Helen Shankster Cllr Bigham
18 January 17	Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders (Salvation Army)	At her Cabinet member meeting on 13 th Nov 15 the Cabinet Member requested that a further progress report be submitted to Scrutiny so she can consider their comments.	Cllr Bigham Andrew Walster

Date	Title	Detail	Cabinet Member/ Lead Officer
8 March 17	Progress on the Highway Asset Management Policy and Strategy	Following approval at Cabinet on 5 th January Members requested progress on implementing the strategy and policy and whether the Council is meeting the requirements for funding. 6 months. To include information on pot hole actions.	Neil Cowper Cllr Innes
	Flood Risk Management and Drainage Update	An annual report on Flood risk Management and Drainage to be brought to Scrutiny in 2016/17. To include information on the following which was identified in March 2016. 1) Officers to look at the strategic network when closing roads during flooding events to prevent potential additional damage by flood water through vehicles continuing to use flooded routes. 2) Officers to look at the sandbag distribution network and investigate a flooding 'champion' role with elected members to ensure fair distribution of bags and update when supplies are running low. 3) To provide information on when the pond or alternative improved drainage scheme at Bannerbrook Park will be completed.	Neil Thomas Cllr Innes
5 April 17			
Proposed Agenda Items	Delivering Early Action Neighbourhood Bid/IGNITE Project	The IGNITE project delivered by Coventry Law Centre and Grapevine was awarded Early Action Neighbourhood Bid. Members are interested in progress.	Helen Shankster Cllr Bigham
	Taxi Licensing Policy		
	Future Burial Provision	There have been significant savings made to the budget, the Board may want to consider the implications of this.	Andrew Walster Graham Hood Cllr Innes

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