

Report of the Executive Member for Housing and Safer Neighbourhoods

Housing Development

March to Now:

- James House – 57 flats. Start on site March 26th (completion due January 2019)
- Newbury Avenue (5 bungalows) planning consent 3rd May. (start on site expected October 2018)

HRA

- 7 sites developed since 2012 - 100 social rented houses plus a small number of market sale and SO homes



Next 12 months:

- Chaloners Road (5 houses), planning committee expected August 2018. Start on site expected October 2018.
- Marjorie Waite Court (33 home extension). Planning application submitted – expect June committee.
- Shared ownership programme - launch June 2018 (65 homes by March 2021)
- Groves Regeneration Project (exploring options to regenerate Groves housing estate, including new homes, improvements, and better use of open spaces). Final Report due September 2018.
- Lincoln Court (extension – 8 flats, and conversion 4 bedsits to 4 flats). Planning application submitted. Expect start on site September 2018.
- The creation of a Development Company to accelerate construction in the city with the potential to build new 800 homes

Housing Delivery Programme



Development Company

- Planning decision made on the redevelopment plans at Lowfield in July
- Report to Executive in July setting out:
 - Business case for setting up a Dev Co - including structure and resources required and aims of the programme
 - Identification of sites to be developed by Dev Co – including phasing, timescales, and investment ask
 - Governance arrangements
 - Investment ask for Housing Revenue Account (HRA) to acquire a percentage of affordable homes from Dev Co
 - Strategic plan for the HRA to deliver and acquire new homes at greater scale
- Procure building contractor for the development of Lowfield in autumn
- Executive report in autumn setting out lending requirement to deliver Lowfield
- Start construction on Lowfield in early 2019
- Prepare and submit planning application for residential development at Burnholme in 2019

(slides sourced from a presentation to Executive earlier in 2018)

Replacement of ICT

In January 2019 Contract will be signed for the replacement of all the IT systems that housing and building maintenance use improving the customers experience and creating significant efficiencies (investment of nearly £2 million).

Work undertaken and in progress

- Staff away days
- Staff engagement and formulation of the Business Requirements Document
- Work on the Invitation to Tender Document
- Procurement liaison
- Technical readiness specification completed
- GDPR and document retention report and guidance
- PIA Guidance

Work to be undertaken over the next 12 months

- Intensive Pre Tender engagement – detailed demonstrations
- Site Visits
- Invitation to Tender October 2018
- Tender Evaluation
- Contract award Dec18/Jan19
- Continued staff engagement
- Review of process and process redesign
- Begin design and implementation early 2019

Housing Standards and Adaptaions

Houses in Multiple Occupation (HMO) licensing

March to now: Response to the motion to introduce additional licensing. Agreed by Scrutiny to focus on the national extension of mandatory HMO licensing for the next 3 years but the Executive to receive further report to explore whether there is a case to extend this further and introduce additional HMO licensing.

Going forward: To consider a report in July – how the national extension of HMO licensing will be implemented in York effective from the 1st October – Significant piece of work – rough estimates suggest approximately 700 HMOs will be included within the definition and need to be licensed for the first time. We already license approx 480.

Will include significant marketing and comms plans as the responsibility for licensing a property rests with the landlord of the property.

New licence condition relating to minimum room sizes is also to be introduced in October which will have an impact. An 18 month period will be given to licence holders who own properties which have rooms that are too small to make decisions about how they will deal with these new requirements

Falls Prevention Service Project

March to Now: Moved in to the Guildhall very successful shortlisted for the Northern Housing Award 2018.

Going forward: Work now to make this mainstream including reviewing the in house minor adaptation service/ the handyperson service (which is to be delivered from the 1st December 2018) and synergies with other services such as grants to deliver adaptations and insulation measures etc to deliver **Healthier Homes services** to support the Directorate's aim to prevent, reduce and delay the need for NHS and Adult Social Care Services



Housing option/Homelessness

The opportunity for visiting accommodation projects which form part of Housing Options and Support Team took place in early May. A visit to Howe Hill for young People resettlement hostel (16-25 year olds), Peasholme Centre (resettlement hostel single homeless (mixed sex 16+))



and Ordnance Lane (temporary accommodation for those accommodated under Housing Act 1996).

During the visit, the opportunity to meet some of the staff, Emily Johnson (Howe Hill supervisor), Becky Ward (Service Manager Housing Options and Support), Ann- Marie Douglas (Temporary Accommodation Manager), Antony Smith (Temporary Accommodation Supervisor), Tim Carroll (Resettlement Manager) and Jane Harkness (Peasholme Supervisor) to discuss a number of topics including Housing Options

service, homeless legislation, housing register and allocations policy, hostel referral process, hostel services, accommodation agreements, education opportunities, James House re-provision, Rough Sleeper's and the ongoing work to address these issues.

(photographs taken during the visits by Cllr Douglas)

Priorities for the service are being considered by the Executive Member on 21/6/18 in the annual review and annual performance report and include:

- To adopt 2018-23 Homeless Strategy 'Preventing Homelessness Together' (due for sign off June 2018).
- Determine to leave North Yorkshire Home Choice and introduce a new allocations policy once the IT system is replaced.
- To embed and develop service to meet statutory duties under Homeless Reduction Act 2017.
- To make a decision about the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice partnership to continue or York only approach to be adopted) (due for consideration June 2018)
- To ensure new proposals under Universal Credit – supported housing payments are introduced
- Review the use and consider investment /re-design opportunities of existing social housing stock to meet the needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform.
- To complete and relocate people living in current hostels under Homeless Reduction Act 2017 (relief duty) or Housing Act 1996 (full duty) to James House
- To reduce rough sleeping in York
- Agree targets for 2018/19

Building Maintenance

Last 12 Months 2017/18

- Building Services Restructure Complete – (Including reduction of 9 long term agency/WwY posts from in back office service...most WwY staff were subsequently successful at interview for full time CYC positions).
- All outstanding Fire Risk Assessment (FRA) reviews brought up to date – updated fire policy completed - 310 overdue FRAs completed. Had 3 no access reported back, of which 1 was a problem with the door (sent to repairs) and 2 had problems with fobs, These have now been re-programmed and will be picked up in next phase.
- Gas Servicing compliance maintained over 99%
- 30,000 repair job carried out in 2017/18 – Average 5 days to complete (all categories) – 94.5% (all categories) completed within response time.
- 160 homes modernised under Tenants Choice.
- 55 Homes on Standing Water programme completed in 2017/18.
- 660 Energy Efficient Boilers Installed.
- 28 Air Source Heat Pump system installed.
- Compliant sub-contracts introduced for Glazing, General Build, Reactive Roofing Repairs, Scaffolding, Plasterwork, Joinery.
- 10 year (£30m) Managed Stores contract procured – joint contract with UoY.
- New planned maintenance contract for roofing procured – 43 blocks completed to date– exceptional performance from contractor so far.
- SMS text notification introduced for repairs customers.

- 3 trainee gas engineers completed apprenticeships, & were successful at interviews for full time posts.
- Work with poor performing TC/SW contractor terminated.

Next 12 months

- Procurement/Implementation of interim TC/SW contract
- Stock Condition survey complete
- New structure bedded in
- Repairs Policy in place
- Procurement of new IT system – team fully engaged in process
- Total Mobile rolled out to Voids & Electrical teams
- Area based reporting in place
- 178 FRAs to complete (plus 3 no access) – Pennington Choices FRA consultant on ground (starting with 13 Group properties) w/c 4th June.
- Overall Performance maintained or improved

Challenges

- Maintaining downward pressure on subcontractor spend – has come down from £3m in 2014/15 to £1m in 2017/18 – target for 2018/19 £0.5m against background of increasing demands on voids service, communal heating and electrical service as testing regime are tightened/improved.
- Review & re-procurement of TC/SW – large, complex contract, with high expectations from customers
- Progressing our Standing Water programme.
- Continuing the momentum of service improvements as we bed new structure in – up-skill our people with regard to contract management, project management, budget management and grow our capacity without growing cost ...and maintain staff morale
- Bedding in new Managed Stores contract with additional parties now involved
- Speeding up progress on Total Mobile improvement projects.

Community Safety Achievements from 1st Feb 2018

Safer York Partnership

Refreshed the Community Safety Strategy, making stronger links between the partnership and the adults and children's safeguarding boards.

Established a Domestic Abuse Operational Group for York and North Yorkshire to oversee MARAC & Making Safe and to re-draft the York & North Yorkshire Domestic Abuse Strategy.

Increased the partnership's focus on the wider counter terrorism (CT) agenda through the establishment of a monthly meeting CT Task Group. Delivering an action plan focused on education and awareness raising and overseeing the delivery of a programme of increased physical security measures for the city. This work has been promoted by the North East Counter Terrorism Unit as good practice and has resulted in other cities such as Leeds and Harrogate adopting the same approach.

Contributed to the development of a York & North Yorkshire Modern Slavery Partnership to oversee a programme of operational work aimed at increasing intelligence and identifying victims and perpetrators of modern slavery and human trafficking.

Community Safety Hub – Multi-agency working

Review of Community Safety Hub

Reviewed the community safety hub, developing a set of recommendations for service improvement.

Launch of Crime Not To Care campaign – 9th March (in partnership with Keep Britain Tidy)

The Crime Not to Care campaign is aimed at educating the general public of their responsibility/Duty of Care in relation to disposal of their domestic waste, with the ultimate aim of reducing fly-tipping.

The law states that everyone has a duty to make sure that they only give their waste to someone who is licensed to take it.

Following roll-out of the campaign, the council will take a harder line against such offences, through formal enforcement action.

The majority of unlawful waste carriers in York collect from householders. Many advertise Man with a Van type services, often on social media and at relatively cheap rates. If this price seems too good to be true, it usually is.

Over the past 2 years the majority of fly-tipping prosecutions have been against such individuals/companies. Most people are unaware that they are also liable, if their household waste is found to be tipped in this way.

Launch of Operation Eyeball (county-wide partnership working to tackle fly-tipping). March 2018.

Operation Eyeball was launched in March 2018. It involves: North Yorkshire Police, City of York Council, NYCC, District Councils, Environment Agency, NFU, Network Rail. It is led by City of York Council Neighbourhood Enforcement team and NYP.

The aim of the operation is to improve intelligence sharing and coordinated working to tackle fly-tipping across the county.

To date X3 Stop and Search operations have been undertaken in partnership with NYP, targeting unlawful waste carriers and scrap metal dealers, resulting in four notices requiring evidence of waste information. One has developed into a possible prosecution case for waste. Further operations are to be coordinated across the county.

An initial focus is upon the increasing problem of tyre-dumping across the county with coordinated work due to take place across the county to visit garages/workshops to discuss how they dispose of their tyres and by whom and in addition to educate them in relation to their duty of care in respect to waste.

Establishment of Hot Spot Process between the police and City of York Council

Monthly meetings involving Community Safety Managers, Neighbourhood Policing Team Inspectors and Housing Team Leader take place to identify areas where increased calls for service suggest that anti-social behaviour levels have increased. A 'hot spot' problem solving meeting, chaired by one of the two Community Safety Managers is then established. These multi-agency hot spot meetings have been established for:

The City Centre: focusing on begging, street drinking and rough sleeping, nuisance sellers and buskers, street urination and litter and waste. Neighbourhood Enforcement officers work closely with NYP, BID, Make it York, Salvation Army, Carecent, Changing Lives to

proactively tackle street-related Anti-Social Behaviour (ASB) in the city centre on a day to day basis. Officers conduct regular patrols with partner agencies, with a focus on known hot-spot areas. Regular liaison with staff at city centre venues such as; Central Library, Museum Gardens/Yorkshire Museum and the Art Gallery and with individual businesses to tackle waste presentation offences.

The Groves: focusing on a proactive and early intervention approach including community engagement with residents

Chapelfields: to continue work already being delivered to tackle high levels of anti-social behaviour in the area

Work with businesses in Acomb to tackle waste presentation and fly-tipping

NEOs in the Acomb area have been working with businesses in Front St to clean up private land. Following the issue of Community Protection Notice (CPN) warnings rubbish storage has improved, and fly tipping has been removed. One landowner has now put up clear anti-fly tipping signage and is working closely with the NEO to monitor the condition of their land.

Hub officers have obtained a Premises Closure Order, working with Assertive Outreach Team (AOT) and NYP to stop visitors who were causing issues at the tenancy which would have potentially led to a very vulnerable man being evicted. The order allows the tenant and two named family members to be in the property but nobody else.

Enforcement Action

Domestic Waste presentation Offences (S46 Environmental Protection Act 1990)

Household waste reminder letters Clifton area (500 approx) plus 18 individual letters

S46 EPA notices - approx 40

S46 EPA stage 3 warning x 4

Duty of Care (as respect to Waste) S34 Environmental Protection Act 1990

Warning letters x 32

Duty Of Care inspections x3

FPN x 3

Waste information notices served x 22

Unlawful/harmful deposit of Waste

S5 EPA notice (waste carrier licence) x 6
S5 EPA FPN x 3
Scrap Metal Dealers
Scrap metal dealer notice x 7

Community Protection Notice (CPN)

Community Protection Notice warning x25 for various forms of ASB (of a persistent and continuing nature and impacting on the quality of life of those in the vicinity) including:

Unsightly gardens
Misuse of communal area
Allowing dog to stray and foul
Waste accumulation
Revvng car engine
Cannabis smell

Breach of Public Space Protection Order (PSPO)

Breach of City Centre Alcohol Restriction Zone - FPN x 1
Fly-tipping (S33 Environmental Protection Act 1990) - Warning letter x 24, FPN x 1.
Dog Control Offences - Dog control order x 1
Littering Offences - Litter FPN x 2
Illegal Encampments (includes tents and temporary traveller encampments) - Direction to leave notice x 8
Tethered Horses/Fly-grazing offences - Horse removal by bailiff x 1
Fly-posting - Fly posting FPN x 29

Enforcement action is pending approval against a local taxi company, who featured on fly posted stickers on over forty utility boxes in the west of the city. The company finally removed the stickers four months after they were put up.

Prosecutions

Successful prosecutions as follows:

Prosecution of an individual for fly-tipping/Duty of Care offences 01/05/2018. Result: Fines (for 3 counts) £500, £1,500, £1,500. Surcharge £170. Plus costs £1000 total £4670

Prosecution of an individual for Duty of Care and Waste Receptacle offences 01/02/2018. Result: fine £126, costs £650.39 court surcharge £30.

Breach of Noise Abatement Notice 01/02/2018 Result: £225 fine, £540 costs, £30 court surcharge

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Street urination

27/02/18 Result: £150 fine, £30 court surcharge, £210 prosecution costs

Street urination. 27/02/18 Result: £200 fine, £30 court surcharge £210 prosecution costs.

Street urination. 10/04/18 plea by post. Result: £72 fine, £30 court surcharge and £150 costs

Street urination. 10/04/18 plea by post. Result: £110 fine, £30 court surcharge and £150 costs.

As well as the Premises Closure Order, the hub has obtained two further Orders because of ASB caused by the tenants; these ban everybody from the property, and are designed to give the local community some respite while the council looks to take further action.

The team has carried out 1 eviction for ASB during this time. The order was obtained because of serious ASB including assault on the neighbour. They have also just obtained an order allowing the council to request an eviction due to long term serious nuisance, which included support from colleagues in the Neighbourhood Enforcement Team.

As part of our role supporting colleagues from Temporary accommodation, we obtained an Injunction against one of the ex-residents of Howe Hill to protect and support them.