



## **Notice of a public meeting of**

### **Housing and Community Safety Policy and Scrutiny Committee**

**To:** Councillors Fenton (Chair), Pavlovic (Vice-Chair), Baker, Cuthbertson, Fitzpatrick, Vassie and Wells

**Date:** Tuesday, 14 March 2023

**Time:** 5.30 pm

**Venue:** The Thornton Room - Ground Floor, West Offices (G039)

### **AGENDA**

**1. Declarations of Interest**

At this point in the meeting, Members are asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they may have in respect of business on this agenda.

**2. Minutes** (Pages 1 - 4)

To approve and sign the minutes of the Housing and Community Safety Scrutiny Committee meeting held on 23 January 2023.

**3. Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines have changed to 2 working days before the meeting. The deadline for registering at this meeting is at **5.00pm on Friday 10 March 2023.**

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://www.york.gov.uk/AttendCouncilMeetings) to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

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During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates ([www.york.gov.uk/COVIDDemocracy](http://www.york.gov.uk/COVIDDemocracy)) for more information on meetings and decisions.

- 4. 2022/23 Finance and Performance Monitor Q3** (Pages 5 - 16)  
This report provides details of the Q3 2022-23 monitoring position for both finance and performance across Housing & Community Safety.
- 5. Update on Capital Programme and Damp and Mould** (Pages 17 - 30)  
This paper presents a brief update on this year's capital investment programme as well as providing details around incidences of damp and mould in both council housing stock and the private rented sector.
- 6. Housing Management Pilot** (Pages 31 - 38)  
This report provides a summary of the Housing Management pilot scheme, which commenced on 9 January 2023.
- 7. Urgent Business**  
Any other business which the Chair considers urgent under the Local Government Act 1972.

## Democracy Officer

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For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
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- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja moze być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

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Meeting	Housing and Community Safety Policy and Scrutiny Committee
Date	23 January 2023
Present	Councillors Fenton (Chair), Pavlovic (Vice-Chair), Cuthbertson, Fitzpatrick and Vassie
Apologies	Councillors Baker and Wells
In attendance	Councillor Craghill Superintendent Fran Naughton
Officers present	Jane Mowat, Head of Community Safety Denis Southall, Head of Housing

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## **20. Declarations of Interest (17:35)**

At this point in the meeting, Members were asked to declare any disclosable pecuniary interest or other registrable interest they might have had in respect of business on this agenda, if they had already done so in advance on the Register of Interests. Cllr Pavlovic declared that he was previously employed in the homeless sector and was involved with the resettlement contract pre-2016.

## **21. Minutes (17:35)**

Resolved: That the minutes of the last meeting held on 7 December 2022 be approved and signed as an accurate record.

## **22. Public Participation (17:37)**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

## **23. Safer York Partnership (17:37)**

The Head of Community Safety presented the report on the Safer York Partnership which covered the emerging priorities, including City Centre Crime and Antisocial Behaviour (ASB), Counter Terrorism, Domestic Abuse, Serious/High Risk Antisocial Behaviour and Serious Organised

Crime, that would inform the production of the new strategy for 2023-2026. She also discussed the community safety issues which have impacted on the work of the Community Safety Hub in the last six months and outlined the work that has been undertaken to tackle persistent antisocial behaviour in York. The Officer and the Superintendent for York and Selby were present to answer questions from Members.

Members discussed the report and raised some questions regarding City Centre Crime and ASB, and the Officer stated that ASB levels have been low but that it had been difficult to gather data on it due to the preventative efforts that were undertaken. She went on to say that the Council were in regular contact with Sergeants and PCs to understand any ASB issues and the Superintendent explained that the prevention of violence against women and girls continue to be a priority across the city.

Counter Terrorism efforts and issues, especially around the York Christmas Markets in 2022, were queried by the Committee. The Officer confirmed that the Markets were required to fill in an operational requirements form annually, which was a comprehensive risk assessment document, and venues had to attend training provided by York Council in conjunction with the North Yorkshire Police and the North East Counter Terrorism Police. She also stated that she would take the Members' comments surrounding the exclusion of Blue Badge holders and the level of crowds to the Safety Advisory Group so it could be explored in future consultations.

The Committee then considered the Domestic Abuse priority and questioned some of the data within the report, including on the increased levels of abuse and the wards with the highest volume of reports, and the Officer stated that she would circulate these figures to the Committee. She also confirmed that a training programme on this priority would be available to professionals who were involved with the Domestic Abuse Board, including York Council staff.

The High Risk ASB priority was discussed by Members who brought up a number of topics and in response to questions, the Officer and the Superintendent noted the importance of multi-agency work for intelligence sharing and programmes to engage with young people. The Officer then explained how other agencies, including support services, were involved to tackle ASB. Members also enquired about the enforcement of buskers and the Officer stated that they were managed by Make it York who would be the first form of contact and it would then be escalated if necessary. The Officer also stated that she would present a report on the Peterborough programme and further detail on the multi-agency work in York for the Committee at a later date.

Members concluded by discussing the Community Safety Strategy and requested an opportunity for Members to comment on the new strategy, its priorities and any problems it may have.

Resolved:

- i. That the information related to the delivery of the Community Safety Strategy be noted.
- ii. That the Committee contributed their views in relation to the potential strategic priorities for the Community Safety Strategy 2023-2026.
- iii. That the data surrounding the levels of domestic abuse be shared with the Committee.
- iv. That a further report detailing the Peterborough programme and multi-agency work in York be presented at a future meeting.

Reason: to update Members on the performance of the Safer York Partnership and facilitate contribution to development of future strategy.

#### **24. Update on the Resettlement Pathway (19:07)**

The Head of Housing presented a report which provided an update on the work in progress to review the single homeless resettlement pathway which developed the early intervention and intensive support approach for single people who become homeless or are rough sleeping. He noted that:

- The Community Wellbeing Contracts have been extended until January 2024 but these may be extended further.
- The Council had successfully bid for Rough Sleeping Initiative money and this has resulted in the development of a range of services, including the Navigator Team and the Housing First initiative.
- A series of workshops were held to form the review but the review was paused due to staffing issues in Adult Social Care Commissioning. This has now been resolved and the review would resume.

Members discussed the pathway and in response to questions, the Officer explained that it was centred around 6 key themes: trauma-informed approach, person-centred approach, strengths-based approach, positive-risk taking approach, collaborative approach and a well-supported and fairly remunerated workforce.

He then commented on the Navigator Team expansion, their flexibility, the successful work they have completed with entrenched individuals, and how it fits in with the delivery model of the pathway. Members also enquired

about the newly reopened nappads and the Officer explained that the Council were working with the Salvation Army, who own and manage the units, to ensure the units were operational and remained in the city.

The Committee raised concerns about the type of specialist housing available for people with complex needs. The Officer stated that there was a specialist approach for prison leavers where accommodation and support services were available. He explained that there was an ambition for the specialist mental health housing, and support cluster units, which were paused due to procurement challenges, to be reinvigorated and some of the support posts have been recruited to implement the scheme.

The Officer concluded by stating that there were different tiers of housing support for individuals ranging from accommodation with onsite support to a lighter touch approach based on their needs.

Resolved:

- i. That the ongoing review of the Resettlement pathway and interim contractual arrangements that have been put in place to continue the existing service until the pathway review is concluded and a future delivery model is agreed be considered by the Committee.

Reason: To keep the Committee updated on work in progress to review the single homeless Resettlement pathway.

## **25. Work Plan (19:37)**

Resolved:

- i. That the Committee receives an update on repairs, damp and mould in social housing, and on the state of play with Tenants' Choice improvement works at the next scheduled meeting.
- ii. That the Committee receives a report on the Housing Management Officer Pilot along with any early feedback at the next scheduled meeting.

Reason: To ensure the Committee has a program of work for 2022-23.

Councillor Fenton, Chair

[The meeting started at 5.35 pm and finished at 7.39 pm].






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**Housing and Community Safety Policy and Scrutiny Committee**
**14 March 2023**
**Report of the Corporate Director of Economy and Place**
**2022/23 Finance and Performance Monitor 3**
**Summary**

1. This report provides details of the Q3 2022-23 monitoring position for both finance and performance across Housing & Community Safety. The paper incorporates data to December 2022, which was reported to Executive on 9 February 2023.

**Recommendations**

2. The Committee is asked to note the financial and performance management position across Housing & Community Safety.

Reason: to ensure expenditure is kept within the approved budget and performance is effectively scrutinised.

**Financial Analysis Q3 2022-23**

3. The table below provides a more detailed breakdown of the forecasts for services within Housing and Community Safety.

Service Area	Expend Budget £'000's	Income Budget £'000	Net Budget £'000	Projected Variance £'000's
Building Maintenance	14,502	-15,021	-519	0
Housing Options and Homelessness	5,199	-3,656	1,543	0
Private Sector Housing	1,331	-1,071	260	0
Community Safety	785	-81	704	0
<b>Housing and Com. Safety (Gen Fund)</b>	<b>21,817</b>	<b>-19,829</b>	<b>1,988</b>	<b>0</b>

4. The Housing and Community Safety service are forecasting a nil variance at quarter 3 within the general fund.
5. Housing Options and Homelessness includes the front-line services provided to those in need of housing support, the provision of hostels at Peasholme and Howe Hill as well as homelessness initiatives. There are pressures arising from increased energy costs at the two general fund hostels however it is considered that these can be offset from savings arising from staffing vacancies and maximising the use of external funding.

### Housing Revenue Account

6. The Housing Revenue Account budget for 2022/23 is a deficit of £347k. The rising cost of utilities is having a big impact on the HRA budgets as well as other inflationary rises such as the pay award and the cost of materials and repairs, with the overall forecast being £1.7m above the budget, an improvement of £268k since quarter 2. The table below provides additional detail along with commentary below.

Activity area	2022/23 Net Budget	Forecast 2022/23	Variance
	£'000	£'000	£'000
Repairs & Maintenance	8,270	8,870	600
General Management	6,843	6,613	-230
Special Services	3,391	3,991	600
Other Expenditure	17,857	17,875	18
Dwelling rents	-33,244	-32,753	491
Non-Dwelling Rents	-456	-430	26
Charges for Services	-1,854	-1,617	237
Other Income	-460	-460	0
<b>Total</b>	<b>347</b>	<b>2,089</b>	<b>+1,742</b>

7. The cost of repairs to council housing stock has risen since the start of the year due to these inflationary increases in pay award, materials, sub-contractor costs and fuel rises. The level of such increases are far higher than was forecast when the budget was set, as such the Repairs Team are expecting a pressure on the cost of maintaining our housing stock of around c£600k in 2022/23.
8. The loss of rental income for general needs properties, hostels and shared ownership properties has slightly improved since the last quarter due to the income from the additional temporary accommodation at Crombie House and Ordnance Lane. The voids remain high with an

overall loss of income of £491k below budget. A third of these properties are long term voids, such as Glen Lodge and Bell Farm, where the properties are awaiting large scale capital works, this programme of works is expected to take place in 2023/24.

9. The cost of gas and electric have increased far higher than the original forecast and continues to be a pressure on the budgets of the Independent Living Schemes and Hostels, however the increase in October was lower than initially forecast, reducing the pressure on utilities to £590k. The insurance for Housing stock has increased by £151k above the budget as the insurance policy has increased fire risk premiums.
10. When taking out one-off expenditure items relating to revenue contributions to capital, the HRA is effectively breaking even in the year which is unsustainable in the long term. The Government have capped the rent increase for 2023/24 at 7% to protect residents against the potential cost of high inflationary rent increases. Whilst this is good news for residents (particularly those not in receipt of benefits), as the inflationary gap is not supported by government funding, this will put significant pressure on the HRA going forward as costs increase quicker than income. This will lead to savings being required from the HRA in future years.
11. The HRA working balance position as at 31st March 2022 was £29.57m. The HRA projected outturn position means the working balance will reduce to £27.48m at 31st March 2023. This compares to the balance forecast within the latest business plan of £29.15m. The current HRA debt totals £149m.
12. The working balance has been increasing in order to start repaying the £121.5m debt that the HRA incurred as part of self-financing in 2012. The current business plan assumes that reserves are set aside to enable to the debt to be repaid over the period 2023/24 to 2042/43.

### **Performance – Service Delivery**

13. In spite of the many challenges that the organisation and City has faced over the last two years, performance across the wider organisation, not just the Council plan indicators, has continued to remain high and continues to compare favourably when benchmarked against other areas with similar characteristics to York. Whilst Covid and the actions taken to tackle the global pandemic have in places affected performance in the short-term, the general pattern for data and information monitored by the Council is that levels of resident and customer satisfaction, timeliness and responsiveness, as well as various directorate and service based indicators, have remained positive.

14. It is likely that due to impacts of COVID, a number of the Council Plan indicators will continue to see a change both in terms of their numbers and their direction of travel in future reporting periods. The majority of the performance measures within the Council Plan have a lag between the data being available and the current reporting period and therefore impacts will not be immediately seen, and may occur over several years as new data becomes available.
15. The Executive for the Council Plan (2019-23) agreed a core set of strategic indicators to help monitor the council priorities and these provide the structure for performance updates in this report. The indicators have been grouped around the eight outcome areas included in the Council Plan. Some indicators are not measured on a quarterly basis and the DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly.
16. Relevant performance items around the Council plan topics “Creating homes and World-class infrastructure” and “Safe communities and culture for all” are reported below, as historically other topics in the Council plan are reported to the other various scrutiny setups.

Creating homes and World-class infrastructure						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Net Additional Homes Provided - (YTD)	402 (2021/22)	337 (at Q2 2022/23)	➔	Bi-annual	Not available	2022/23 data available in June 2023
Net Housing Consents - (YTD)	327 (2021/22)	467 (at Q2 2022/23)	➔	Bi-annual	Not available	2022/23 data available in June 2023
Number of homeless households with dependent children in temporary accommodation - (Snapshot)	28 (2021/22)	22 (Q1 2022/23)	➔	Quarterly	Not available	Q2 2022/23 data available in March 2023
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	77.65 (Q2 2022/23)	80.90 (Q3 2022/23)	➔	Monthly	Not available	Q4 2022/23 data available in April 2023
Energy efficiency - Average SAP rating for all Council Homes	70.60 (2020/21)	70.60 (2021/22)	➔	Annual	Not available	2022/23 data available in September 2023
Number of new affordable homes delivered in York	129 (YTD Q3 2021/22)	48 (YTD Q3 2022/23)	⬇️ Bad	Quarterly	Not available	Q4 2022/23 data available in April 2023
Average broadband download speed (Mb/s)	159.3 (2021/22)	177.5 (2022/23)	➔	Annual	National Data 2022/23 106.09	2023/24 data available in September 2023
Superfast broadband availability	95.53% (2021/22)	96.17% (2022/23)	➔	Annual	National Data 2022/23 96.58%	2023/24 data available in September 2023

The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly.  
All historic data is available via the Open Data Platform

### New Additional Homes Provided

17. Between 1 April 2022 and 30 September 2022 there were a total of 337 net housing completions. This represents a near return to pre-pandemic levels of housing completions and the figures are similar to those achieved in both 2018 and 2019 for the same 6-month monitoring period.

However, this year's figures are heavily influenced by the completion of 232 student flats at Frederick House, and with labour and materials shortages still being experienced by housebuilders, these factors continue to affect housing delivery rates throughout the authority area. Data for the full 2022-23 reporting year will be available in July 2023

18. Some of the main features of the housing completions have been;
- 232 student cluster flats were completed at Frederick House in time for the new academic year;
  - 107 homes were completed on housing sites;
  - A total of 319 new build homes were completed whilst 3 homes were demolished;
  - Individual sites that saw the construction of five or less dwellings contributed an additional 42 homes, and
  - Development sites at the Germany Beck site in Fulford (40) and the Former Lowfield School site (16) were the most significant individual sites that provided housing completions, whilst the first completions at the Former Civil Service Club, Boroughbridge Road (4) also took place.

### **Net Housing Consents**

19. Planning applications determined between 1 April 2022 and 30 September 2022 resulted in the approval of 467 net additional homes. Compared to last year's update covering the same equivalent monitoring period this represents a return to a level of consents needed to meet our housing requirement. Data for the full 2022-23 reporting year will be available in July 2023.
20. The main features of the consents approved were;
- 261 of all net homes consented (55.9%) were granted on traditional (Use Class C3) housing sites;
  - Sites granted approval for traditional (Use Class C3) housing included Development Site Hospital Fields Road and Ordnance Lane (85), Os Field 2800 Eastfield Lane Dunnington (83), and Cherry Tree House 218 Fifth Avenue (48);
  - Approval was granted for two privately managed student accommodation developments that totalled 208 'cluster' flats at Mecca Bingo 68 Fishergate (104) and Alton Cars York Ltd 3 James Street (104) and represents 44.5% of all approvals over the monitoring period;

- A further 158 homes in Copmanthorpe were approved through a resolution to grant consent by councillors with the application being referred to the Secretary of State for determination;
- An application on Land North of Monks Cross that is allocated within the draft Local Plan (ST8) for 970 homes went to appeal in January 2022 due to non-determination and a decision from the Secretary of State is imminent. Indications are that CYC Planning Committee would have approved this scheme if the Local Plan had been adopted, and
- A further application for circa 300 homes at Huntington South Moor, New Lane also went to appeal in January and has been sent to the Secretary of State for consideration. CYC do not support this site for development.

### **Number of homeless households with dependent children in temporary accommodation**

21. The latest available data shows that the number of households with dependent children in temporary accommodation has reduced from 28 at Q4 2021-22 to 22 at Q1 2022-23. This is 43% of total households in temporary accommodation at Q1, which is a decrease from 57% at the end of 2021-22 where numbers had risen throughout the year. The national figures for England consistently showed throughout 2021-22 that around 62% of households in temporary accommodation were households with children.
22. When looking at the total number of households in temporary accommodation per households in area (000s), York performs positively compared to national benchmarks (0.58 in York compared to 3.97 Nationally, 0.89 Regionally and 15.46 in London). It should be noted that these figures are snapshot figures and therefore may fluctuate between the snapshot dates.

### **Average number of days to re-let empty Council properties (excluding temporary accommodation)**

23. The average number of days to re-let empty Council properties (excluding temporary accommodation) was 80.9 days at the end of December 2022. This figure had been reducing slowly from 108 days at the end of May 2022 but this new figure of 80.9 is a slight increase from 75.8 in November.
24. The Building Services department continues to experience significant challenges associated with the national issues of significant competition for skilled tradespeople and the shortage of building materials. This is in addition to the service continuing to work through the pent up demand for

the service following the full release of lockdown restrictions. At the start of the last calendar year, an “Action Plan” was created to support improvement through these challenges. The total number of void properties at the end of December 2022 was 85. This has reduced from a peak of 152 at the end of October 2021, but still remains high.

### **Energy efficiency – Average SAP rating for all Council Homes**

25. The provisional average SAP rating for all Council homes in 2021-22 is 70.6. This is primarily based on our stock condition survey of 2019. A large scale stock appraisal exercise is underway as part of development of an energy efficiency and retrofit strategy for council homes, a process which includes work with carbon reduction analysts, Parity Projects Portfolio, to model energy performance, and identify the most cost-effective route to net-zero. One key output of this work will be a detailed analysis of multiple sources of energy performance data, however further property surveys are needed in order to update the current estimate.

### **Number of new affordable homes delivered in York**

26. There were 224 new affordable homes delivered in York during 2021-22 which was a large increase on the 130 delivered during 2020-21.
27. During the first nine months of 2022-23 there have been 48 new affordable homes delivered which is a reduction from previous years. A further 110 affordable homes completions are currently expected during 2022-23, which would constitute a total of 158 in the year. It is important to note that significant change is possible in the final outturn where, for example, unanticipated site or market factors result in some delay to completion beyond the financial year end. However, for various reasons there is often a ‘back-loading’ effect of completions towards the end of the year and this is expected in 2022-23.
28. There is a significant future pipeline of affordable homes with planning permission in place across the council’s own newbuild development programme and section 106 planning gain negotiated affordable housing. Inclusive of applications with a resolution to approve from Planning Committee, there are around 950 affordable homes identified in approved planning applications. The progress ranges from sites that are being built out currently to others with substantial infrastructure or remediation challenges to resolve prior to development. Over 350 of these have progressed through detailed planning, either as a Full application or Reserved Matters. The remainder are at Outline stage, with more uncertainty on timescales and final delivery levels, including the York Central affordable housing contribution.

## Superfast broadband availability/Average broadband download speed (Mbs)

29. In 2022-23, 96.3% of properties in York had access to superfast broadband (download speeds of at least 30 Mbit/s), which compares to 95.5% in 2021-22. Nationally 96.9% of UK homes can access superfast broadband although more than a quarter (27%) who have access to it have not taken it up.
30. With households now using 482 GB of data a month on average, full fibre can better support families who need to stream, work, game, video-call and study online all at the same time. Full-fibre connections – along with upgraded cable networks – can deliver download speeds of one gigabit per second (Gbit/s) or higher. In total, gigabit-capable broadband through a range of technologies is now available to 74% of York households (70% of the UK), up from 61.3% last year (47% Nationally). This increase can be attributed to the Council's continuing work with service providers around improving infrastructure.
31. The average broadband download speed in York in 2022-23 was 177.5 Mb/s, which compares to 159.3 Mb/s in 2021-22 and 147.1 Mb/s in 2020-21. The national benchmark download speed is 106.1 Mb/s in 2022-23. This data is provided by an Ofcom panel of consumers so should be treated as an indication rather than actual figures.

Safe Communities and culture for all						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
% of Talkabout panel satisfied with their local area as a place to live	84.73% (Q1 2022/23)	82.18% (Q3 2022/23)	→	Bi-annual	Community Life Survey 2020/21 79%	Q1 2023/24 data available in June 2023
All Crime per 1000 population	45.7 (YTD Nov 21)	48 (YTD Nov 22)	↑ Bad	Monthly	National Data YTD Nov 2022 61.7	Q3 2022/23 data available in February 2023
Number of Incidents of ASB within the city centre ARZ	922 (YTD Nov 21)	641 (YTD Nov 22)	↓ Good	Monthly	Not available	Q3 2022/23 data available in February 2023
The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly. All historic data is available via the Open Data Platform						

### % of Talkabout panel satisfied with their local area as a place to live

32. Results from the Q3 2022-23 Talkabout survey showed that 83% of the panel were satisfied with York as a place to live, and 82% were satisfied with their local area, both consistent with results from Q1 2022-23. A slight decline in satisfaction with the local area can be seen over recent years but York continues to perform well against the latest national figures of 79% (Community Life Survey 2020-21) and 78% (Local Government Association Poll February 2022).



### **All Crime per 1000 population**

33. Overall crime levels in York for 2021-22 showed that levels had risen slightly since 2020-21 and were back to pre-pandemic levels (67.4 in 2021-22 and 66 in 2019-20).
34. Figures for the first eight months of 2022-23 (48 crimes per 1000 population up to the end of November) suggest that overall crime levels have continued to slowly rise, a pattern seen at national level, and are predicted to be in the range of 70-72 crimes per 1000 population at the end of the year. The York figure of 48 in the year up to the end of November is still lower than the national figure of 61.7 at the same point.

### **Number of Incidents of ASB within the city centre (Alcohol Restriction Zone)**

35. There were 1,276 incidents of anti-social behaviour within the city centre alcohol restriction zone during 2021-22, compared to 1,410 in 2020-21, and continues the year-on-year reduction seen since 2018-19. Figures for the first eight months of 2022-23 (up to the end of November) of 641, compared to 922 the year before, indicate that this reduction is continuing.
36. Across the city as a whole, there were 3,492 calls for service recorded by North Yorkshire Police linked to anti-social behaviour during the first eight months of 2022-23 (up to the end of November). This is lower than during the same reporting period in previous years (4,779 in 2021-22 and 6,268 in 2020-21).

### **Annexes**

37. All performance data (and approximately 1,200 further datasets) within this document is made available in machine-readable format through the Council's open data platform at [www.yorkopendata.org](http://www.yorkopendata.org) under the "performance scorecards" section.

### **Consultation**

38. Not applicable.

### **Options**

39. Not applicable.

## Council Plan

40. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

## Implications

41. The implications are:
- **Financial** are contained throughout the main body of the report.
  - **Human Resources (HR)** There are no HR implications related to the recommendations
  - **One Planet Council / Equalities** Whilst there are no specific implications within this report, services undertaken by the council make due consideration of these implications as a matter of course.
  - **Legal** There are no legal implications related to the recommendations
  - **Crime and Disorder** There are no crime and disorder implications related to the recommendations
  - **Information Technology (IT)** There are no IT implications related to the recommendations
  - **Property** There are no property implications related to the recommendations
  - **Other** There are no other implications related to the recommendations

## Risk Management

42. An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

## Contact Details

<b>Authors:</b>	<b>Chief Officer Responsible for the report:</b>		
Patrick Looker Head of Service Finance Ext 1633	Debbie Mitchell Chief Finance Officer		
Ian Cunningham Head of Business Intelligence Ext 5749	<b>Report Approved</b>	✓	<b>Date</b> 02/03/2023
<b>Wards Affected:</b> All			✓
For further information please contact the authors of the report			

**Glossary of Abbreviations used in the report:**

ASB	Anti Social Behaviour
CYC	City of York Council
HRA	Housing Revenue Account
SAP	Standard Assessment Procedure

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## Housing and Community Safety Policy and Scrutiny Committee

14 March 2023

### Update on Housing Capital Investment Programme and cases of Damp and Mould

#### Introduction

1. The council spends around £16m a year (figure varies a little year on year) on the physical fabric of council homes. Broadly this is split into spend of £6m for repairs and maintenance and a £10m capital investment programme. The capital investment programme invests in such things as new kitchens, bathrooms, windows, external doors, and structural damp and mould works.
2. This paper presents a brief update on this year's capital investment programme as well as providing details around incidences of damp and mould in both council housing stock and the private rented sector. This information is intended to provide the basis for a discussion at Scrutiny, where further detail can be provided on specific items if required.

#### 2022/23 Capital Investment Programme

3. The Capital Programme budget for 22/23 is £9.2m. This spend is allocated by balancing a range of priorities, utilising stock condition data and the requirements of the decent homes' standard.
4. For 22/23, this capital budget was broadly allocated as follows:
  - £2.8m for home modernisation (kitchens, bathrooms, re-wire)
  - £1.34m for capital works in properties as they become void (primarily home modernisation works)
  - £1.8m for standing water programme
  - £1m for the installation of heating systems (primarily the upgrade of existing)
  - £0.4m for external doors and external communal security doors (primarily replacing old timber doors with modern composite doors)

- £0.35m for window replacements (this has focused on the Chapelfields area this year)
  - £0.3m for new roofs
  - Smaller budget pots covering such things as fire remedial works, minor structural works, asbestos removal works, stairlift renewal, and sound proofing
5. The total investment budget is fixed for the year but there is scope to reprofile the budget headings should priorities change. The overall aim of this programme is for capital to be utilised as effectively and efficiently as possible with the aim of ensuring all council homes meet the decent homes standard.
6. It is anticipated that spend for this year will match the budget. This will have delivered (amongst other things) the following works:
- Home modernisation to more than 300 homes
  - Major structural damp works to around 40 properties in addition to those properties receiving less invasive damp and mould works
  - Over 400 heating system upgrades/installations
  - Approximately 300 new external doors
  - New windows to approximately 50 homes
  - Approximately 60 new roofs
7. It should be noted that significant retrofit works have also been undertaken, however these works are supported by a separate budget allocation rather than sitting on the rolling programme.
8. Most capital investment works are carried out by external contractors. A number of these contracts are due to end imminently. As such, work is underway in procuring several new contracts to support the delivery of the capital investment programme in the coming years. This process has been supported by liaison with resident groups to help ensure a positive customer experience. In addition, the creation of new specifications to support the new contracts has allowed the team to incorporate retrofit works into 'business as usual'. New windows are being upgraded to A rated and contractors delivering Home Modernisation and damp and mould works will also be qualified to deliver retrofit works alongside this. The aim is to minimise disruption for council house residents by only undertaking works at one time where possible and for the council to

benefit from the economies of one contracted team delivering a more comprehensive set of works.

### **Damp and Mould**

9. The council has been asked to provide answers to a number of questions relating to incidences of damp and mould, both in the private rented sector and within council homes. The responses to these questions are provided in full within the annexes attached to this report. More detail can be provided at the Scrutiny meeting should members require.

### **Implications**

10. N/A.

### **Recommendations**

11. The Housing and Community Safety Scrutiny Committee are asked to note the report.

Reason: To keep the Committee updated on this year's capital investment programme and on the damp and mould issues in social and private sector homes.

**Author:**  
Michael Jones  
Head of Housing Delivery and  
Asset Management

**Chief Officer Responsible for the report:**  
Tracey Carter  
Director of Housing, Economy and  
Regeneration

**Report**  **Date** 06/03/2023  
**Approved**

**Wards Affected:** All

All

**For further information please contact the author of the report**

**Annexes:**

Annex A – City of York Council response to the Social Housing Regulator regarding damp and mould in council properties

Annex B - Annex A – City of York Council response to Central Government regarding damp and mould in private rented housing stock



Response to Social Housing Regulator

Assurance on addressing risks relating to damp and mould in tenants' homes

1. Please provide your registered provider code

*We do not have one as we are a local Authority.*

2. Please provide your registered provider name

*City of York Council.*

3. Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards

*We assess and identify damp and mould issues affecting our properties including the prevalence of category 1 and 2 damp and mould hazards in three ways:*

- Via individual reports from tenants and staff.*
- Via our structured Stock Condition Survey, last completed in 2019.*
- Via a dedicated investigation into rising damp, in particular Standing Water/High Water Table issues in parts of the city, initiated in 2016.*

4. In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards

*The 2019 Stock Condition Survey identified two Category 1 Hazards related to damp and mould. These were immediately addressed.*

*In 2016, a structured "Standing Water" survey identified 200 homes [2.6% of the total stock] with a significant "standing water" problem and this has driven a programme of damp and mould works which has run ever since, as detailed in response to Q5.*

*New properties have been identified in the subsequent years as we progress other investment work and in response to tenant enquiries.*

*Our management and monitoring of day to day reports of damp and mould shows that, on average each year, we deal with 520 repair reports/requests from tenants relate to damp or mould concerns; this amounts to just over 2% of all repair requests into the service. Our response action includes:*

- Carrying out repairs to faulty rainwater goods / cleaning out gutters*
- Cleaning mould off walls and applying anti mould paint*
- The installation of additional extractor fans / Positive Input Ventilation Systems*
- Attending to roof leaks / other leaks*
- Installing additional insulation*
- Repairing / Replacing window seals*

5. Given the findings of the assessment outlined in Q4, please outline the actions you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard

*We seek to address the “worst first” cases of standing water below suspended floors and rising damp. Since the “Standing Water” survey of 2016, £7,801,546 has been invested with 569 homes benefiting from works to alleviate the problem.*

*With regard to day-to-day repair requests, many of these are dealt with “there and then”; others are monitored and some are added to the capital investment list because they require substantial works.*

6. Please tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents

*Through a repair triage process, consisting of:*

- 1. Engaging with tenants to understand the problem and its effects, and to fix the obvious causes of localised damp such as broken gutters or fall pipes, blocked drains and defective mechanical ventilation equipment.*
- 2. Provide good advice to tenants on heating and ventilation. However, with competing concerns, we recognise that for some tenants paying to heat their home is a challenge. In such cases we work with our Housing Management team and Local Area Coordinators to offer financial support where possible.*

3. *Monitoring cases so that we can check in periodically to see if the situation has improved or worsened.*
4. *Where necessary we commission a comprehensive Damp Survey for the property.*
5. *A continuous programme of capital investment works to alleviate damp and mould is in place, addressing serious and persistent cases.*

7. Please provide the name of the person in your organisation that we can contact with further queries:

**Michael Jones**

8. Please provide the job title of the person provided in Q7.

**Head of Housing Delivery and Asset Management**

9. Please provide the email of the person provided in Q7.

[Michael.jones@york.gov.uk](mailto:Michael.jones@york.gov.uk)

10. Please provide the phone number of the person provided in Q7.

**01904 552 598**

11. Please confirm if you have uploaded additional document(s) to NROSH+

**N/A**

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Response ID ANON-PEGT-J2YU-T

Submitted to Local authority returns form: damp and mould in private rented properties  
Submitted on 2023-01-23 14:22:11

## Introduction

### Details:

1 Please provide the full name of your local authority:

Answer:  
City of York Council

2 Please provide an email address of a named person we can contact with any further queries:

Answer:  
anthony.dean@york.gov.uk

3 Approximately how many private rented sector properties are in your area currently?

Answer. Please provide a number. If you cannot answer, please write 'NA':  
16,000

4 What data sources do you normally use to inform your knowledge of the quality and condition of the privately rented stock in your area?

a) Stock condition survey, c) Estimate based on contact with landlords/tenants, d) Estimate based on general knowledge of local housing stock, f) Other: e.g. licensing schemes(s), council tax, please provide details (below)

Answer (option - f):  
HMO Licensing

5 Approximately what number of full-time equivalent (FTE) do you have in your housing enforcement team? In answering, please provide the number of all staff working on private rented sector standards, enforcement and licensing, including how many FTE Environmental Health Officers are carrying out enforcement, plus those that work in administrative and managerial roles, but not including legal resource. Also please do not include staff who only work on MEES. Where a staff member works on MEES alongside other housing enforcement, please include them in your FTE numbers.

Optional:  
8

6 Do you run any Selective and/or Additional Licensing schemes in your area?

Additional

7 If you do run any licensing schemes, approximately how many properties are covered by your scheme(s)? Please break down by each individual Selective/Additional licensing scheme

Optional:  
2200

## Prevalence of damp and mould

8 Based on your assessment of damp and mould issues affecting private rented sector properties in your area, approximately what proportion do you currently estimate to have category 1 damp and mould hazards?

%:  
<1%

9 What data sources do you normally use to come to the assessment provided in question 8?

a) Stock condition survey, c) Estimate based on contact with landlords/tenants, d) Estimate based on general knowledge of local housing stock, e) Other e.g. licensing schemes(s), council tax etc.: (please specify below)

Other please specify:  
Licensing schemes and inspections

10 Based on your assessment of damp and mould issues affecting private rented sector properties in your area, approximately what proportion do you currently estimate to have category 2 damp and mould hazards?

%:  
5%

11 What data sources do you normally use to come to the assessment provided in question 9?

e) Other e.g. licensing schemes(s), council tax etc.: (please specify below)

Other please specify:  
Inspections

12 If you have not collected the information requested or are not able to provide information in this way, please can you tell us why? Please put n/a if you have provided the above data.

Answer:  
N/A

## Enforcement Questions: complaints

13 Please tell us what steps you take when you receive a complaint about damp and mould from a private rented sector tenant. Where relevant, please refer to or provide links to any enforcement policies you have in place (e.g. on enforcing category 2 hazards) and any guidance you might provide for tenants experiencing damp and mould issues.

Optional:

Where complaints are received, the majority are dealt with using our triage system in which residents are able to send photographs of the mould or damp of concern in their property to be assessed and then suitable advice provided based on the level of risk identified. Such assessments include questions around the levels of home insulation, ventilation and type of heating provided in the property, and visits were undertaken where considered necessary. Advice given often relates to education around 'lifestyle' and management of condensation through ensuring use of heating and ventilation within properties. This advice includes • General advice on the control of condensation in the property – linking to our website Preventing condensation, damp and mould (<https://www.york.gov.uk/condensation>). Advise them to contact their landlord copying [housing.standards@york.gov.uk](mailto:housing.standards@york.gov.uk) and explaining that if issues are not rectified, they will ask the council to visit • Carry out an inspection of the property – following an inspection the Council will contact the landlord to discuss issues and action we will be taking i.e. advice, pre-formal/formal action – letters/emails, hazard awareness notice, improvement notice. In practice it is very difficult under the Housing Health and Safety Rating System to score damp and mould as a Category 1 hazard unless there is a significant amount of physical damp (rising or penetrating damp) and/or a significant amount of mould growth present. Mould growth very often occurs in properties where there are no defects present (e.g. there is adequate heating and ventilation, and there is no physical sources of damp present), and as a result it is not possible to take enforcement action in such cases. One of the main contributors to damp and mould hazards is 'excess cold', for which City of York Council do take enforcement action, to address poor/absent heating or insulation, even if they can't take action in relation to 'damp and mould' for the reasons given above. In addition, we also use energy efficiency initiatives, where possible, to try and proactively prevent damp and mould in private rented sector homes.

14 Overall, how many complaints relating to housing standards have you received in the last three financial years that reference or relate to damp and mould issues in the private rented sector?

Answer - 2019/2020:  
36

Answer - 2020/2021:  
27

Answer - 2021/2022:  
21

15 Of the complaints you received that reference damp and mould in the last three financial years, approximately how many resulted in inspections?

Answer - 2019/2020:  
8

Answer - 2020/2021:  
4

Answer - 2020/2021:  
5

16 If you have not collected the information requested or are not able to provide information in this way, please can you tell us why? Please put n/a if you have provided the above data.

answer:

The provided figures are estimates as the information is not kept as the database is unable to detail this,

## Enforcement Questions: category 1 damp and mould hazards

17 Approximately how many inspections have you undertaken overall in the last three financial years?

Answer - 2019/2020:

513

Answer - 2020/2021:

426

Answer - 2021/2022:

406

18 Thinking now ONLY about all of the inspections that you undertook as a result of complaints, approximately how many have identified a category 1 damp and mould hazard?

Answer - 2019/2020:

1

Answer - 2020/2021:

1

Answer - 2021/2022:

1

19 Thinking now ONLY about all the inspections that you undertook as a result of licensing, approximately how many have identified a category 1 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

20 Thinking now ONLY about all the inspections that you undertook as a result of stock modelling, approximately how many have identified a category 1 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

21 Thinking now ONLY about all the inspections that you undertook for reasons other than complaints, licensing or stock modelling, approximately how many have identified a category 1 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

22 If you have not collected the information requested above or are not able to provide information in this way, please can you tell us why? Please put n/a if you have provided the above data.

answer:

N/A

## Enforcement Questions: category 2 damp and mould hazards

23 Thinking now ONLY about all the inspections that you undertook as a result of complaints, approximately how many have identified a category 2 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

24 Thinking now ONLY about all the inspections that you undertook as a result of licensing, approximately how many have identified a category 2 damp and mould hazard?

Answer - 2019/2020:

4

Answer - 2020/2021:

5

Answer - 2021/2022:

3

25 Thinking now ONLY about all the inspections that you undertook as a result of stock modelling, approximately how many have identified a category 2 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

26 Thinking now ONLY about all the inspections that you undertook for reasons other than complaints, licensing or stock modelling, approximately how many have identified a category 2 damp and mould hazard?

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

27 If you have not collected the information requested above or are not able to provide information in this way, please can you tell us why? Please put n/a if you have provided the above data.

answer:

We are unable to provide information on Category 2 damp and mould hazards for complaints as this information is not currently easily retrievable or known

## Enforcement action

28 Please provide the figures for all formal and informal enforcement action taken on damp and mould hazards:

Answer - 2019/2020:

14

Answer - 2020/2021:

15

Answer - 2021/2022:

13

29 Please provide the figures for improvement notices issued in relation to damp and mould hazards:



Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

30 Please provide the figures for civil penalty notices issued in relation to damp and mould hazards:

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

31 Please provide the figures for prosecutions pursued in relation to damp and mould hazards:

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

32 Please provide the figures for successful prosecutions in relation to damp and mould hazards:

Answer - 2019/2020:

0

Answer - 2020/2021:

0

Answer - 2021/2022:

0

## Wider context

33 Please rank in priority order (1 - the highest impact / 6 - the least impact) how the following have had an impact on enforcement action relating to damp and mould in your area

Optional - a) Capacity of your local authority. i.e. resource and funding hindering capacity to take enforcement action relating to damp and mould.:

4

Optional - b) Experience and expertise in the local authority. i.e. a lack of officers with experience, for example, experience pursuing prosecutions or expertise within the team including, for example, legal expertise.:

6

Optional - c) Strategic prioritisation of private rented sector enforcement. i.e. competing priorities leading to relatively lower prioritisation of enforcement action or proactively enforce.:

5

Optional - d) The regulatory/ legal framework for enforcement activity. i.e. too much complexity in legislation.:

1

Optional - e) Issues with gathering or providing evidence. i.e. tenants reluctant to provide statements or difficulties gathering the requisite evidence for issuing a fine or prosecuting.:

2

Optional - f) Limited data on the private rented stock. i.e. difficulties identifying private rented properties or insufficient resource to map out private rented stock.:

3

34 Please say why you have ranked the items on question 31 in this order

Optional:

Mould growth very often occurs in properties where there are no defects present (e.g. there is adequate heating and ventilation, and there is no physical sources of damp present), and as a result it is not possible to take enforcement action in such cases. One of the main contributors to damp and mould hazards is 'excess cold', for which City of York Council do take enforcement action, to address poor/absent heating or insulation, even if they can't take action in relation to 'damp and mould' for the reasons given above.

35 Does the Housing Health and Safety Rating System (HHSRS) allow for an effective assessment of how serious and dangerous damp and mould is in people's homes?

No

36 If not, what changes should be made to the HHSRS, to the system for categorising hazards or to enforcement powers under the Housing Act 2004?

Optional:

Up to date data on risks associated with damp and mould growth, as currently HHSRS fails to adequately consider and assess risk. Generally main issues have to be dealt with by using excess cold.

37 What other measures would help you to better prioritise addressing housing enforcement issues such as damp and mould?

Optional:



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**Housing and Community Safety Policy and Scrutiny Committee****14 March 2023****Housing Management Pilot Report****Summary**

1. Following a restructure in 2017, ongoing dialogue with Housing Management Staff and stakeholders and in light of increasing demands on and expectations of the Housing Management service we have reviewed the way in which we deliver our services.
2. After a period of consultation and planning with partners and staff the pilot commenced on 9 January 2023 and it is expected this will last between 12-18 months. This report is a summary and for information only.

**Recommendations**

3. The Housing and Community Safety Scrutiny Committee is asked to note the contents of this report.

Reason: To keep the Committee updated on the Housing Management Service pilot.

**Background**

4. Following a re-organisation of Housing Management in 2017 a generic Housing Management Officer (HMO) role was created bringing together income management and tenancy management functions. As a result of financial pressures resources in Housing Management are limited and it is widely felt by staff themselves, stake holders and managers that the role is too broad in nature and not sustainable at current levels in terms of delivering quality services to meet tenants needs.
5. In order to address this, we have reviewed how we can best deliver services in future and ensure we get appropriate levels of support to

people where they most need it. We have looked at practice across the country and the world and worked with our internal and external partners to develop the best model to pilot.

6. At this stage we are trying out new approaches and learning about what might work best for us and we are engaging with key stakeholders about their experiences in order to achieve this.
7. After a period of consultation and planning with partners and staff the pilot commenced on 9 January 2023 and it is expected this will last between 12-18 months.

### **Overall objective of the pilot**

8. The Housing Management Service provide a range of services from targeted early intervention and prevention to a more intensive service where required. The model sees services delivered and adapted in a way that considers the strengths and circumstances of tenants and focusses on achieving the best outcome for them
9. The area Teams- East, West and Central are managed by an Area Team Leader who is responsible for the smooth flow of tenants through the Housing management service to ensure they receive the most appropriate levels of support and advice.

### **Three HMO roles rather than one**

Introductory Tenancy HMO role:

10. To ensure that all new tenants are given the help and support they need to ensure their tenancy is successful and sustainable from the outset, including working in partnership with others.
11. New tenants (Introductory tenants for at least the first 12 months of their tenancy) generally require more interventions than secure tenants (where they have had a tenancy for more than 12 months and is now permanent).
12. This will involve the HMO walking alongside the new tenant from the time the property is allocated- carrying out viewings and sign ups and handing over keys. They will ensure rent payments are set up including any claims for benefits and any financial assistance to

ensure tenants have items such as carpets, curtains and white goods.

13. Once the tenant/s have moved into the property a number of periodic visits are carried out at the property to ensure the tenancy conditions are being met, including the property being in good order, all repairs are being reported and completed and relations are good with neighbours for e.g. The HMO will manage all aspects of an Introductory Tenancy.
14. The sign up process and reinforcing rights and responsibilities of tenancies, from the outset, is a critical time in the life of a tenancy and time spent at the start getting tenants settled into sustainable tenancies is a worthy investment for the benefit of the tenant, the council, and the wider community. Where the tenant/s receive support from other agencies including Adults Social Care or housing related support we will work alongside others to ensure a joined- up approach.
15. Within 12 months a decision will be made for the tenancy to move to become permanent or secure, if it has been successful according to agreed criteria, and management will be transferred to the Community HMO for the geographical area. In some circumstances an Introductory tenancy maybe extended for 6 months where there is further work required with a tenant to ensure they are meeting the terms of the tenancy. This maybe as a result of tenancy breaches due to rent arrears, neighbour nuisance, or poorer property condition for e.g.

#### Community HMO role:

16. The Community HMO will manage the majority of tenancies in a geographical area, including collection of income and arrears, property condition, management of communal areas- internal within blocks and external, moving home for secure tenants, neighbour and other tenancy management issues.
17. Community HMOs, like the other HMO roles, generally work across a range of Council departments such as Public Realm, Local Area Co-ordinators, Adults and Children's Services and with partners including Councillors, Residents Associations, the Police, Mental Health services and other support agencies to achieve the best outcomes for tenants and communities.

18. The Councils Independent Living Communities (ILC's) are also managed within the team of Community HMO's.
19. As a result of the Introductory and Sustainable Tenancy HMO's managing smaller numbers of tenants more intensively, the Community HMOs have larger numbers of tenants, however it is expected that, certainly within time, these tenants individually will require less resources to manage than new tenants or tenants with more complex needs or circumstances, which are being managed by the Sustainable Tenancy HMO.

Sustainable Tenancy HMO:

20. To more intensively manage moderate/ higher level ASB/ nuisance and vulnerability- complex cases where we have not been able to maintain stability within the community HMO team.
21. Where additional and often more targeted specialist support and management interventions are required to ensure tenants have the opportunity to continue in their tenancy prior to enforcement action being taken in more severe cases.
22. This requires a collaborative approach between the HMO and Tenant, often in partnership with other agencies, whereby any issues are identified, and specific actions and timescales agreed. The Tenants strengths and circumstances are taken into account in identifying which areas of improvement they can lead on and where support is required. An example might be a tenant who is hoarding belongings which might present a health and safety risk to others in a block. It may be identified that the tenant has some motivation to make some changes but maybe in need of some practical assistance and some ongoing coaching from a support agency, which housing can facilitate. We might agree to dispose of unwanted belongings as appropriate if they do not have the means to do this independently and we may work with the tenant and the support agency regarding ongoing strategies to reduce the prospects of the problem recurring.
23. Cases are referred from the CHMO though a dialogue with the Team Leader, CHMO and STHMO and It is expected that some broad timescales will be identified and monitored in order that cases receive the support they require and are then returned to the CHMO

team to be managed in the longer term. This is important so that other cases requiring more intensive interventions can be referred to the STHMO for their input. It is not expected cases will remain with the STHO in the longer term and they will have a more dynamic case load than the other roles. The case load for these HMOs will be the smallest of the three roles due to the more intensive case management approach required.

24. In a small number of cases despite the best efforts of officers and partners tenancy conditions are breached either severely or persistently or both and cases maybe referred to legal services for enforcement action.
25. Where there is anti- social behaviour or criminal behaviour involved in a tenancy breach a case maybe referred to the Community Safety Hub for case management. This maybe for a review of the evidence in the case and to consider whether measures such as injunction maybe used, or we wish to progress to court to recover a tenancy.

#### Next Steps:

26. In order to assess how the pilot is working we have allowed an initial two month period for the staff to settle into their roles. The early feedback from colleagues has been positive overall and there is a high level of interest in how the pilot is progressing
27. Throughout the duration of the pilot starting in the next month we will start to seek official feedback from HMO's involved in the pilot on their experiences in areas like outcomes for customers, customer feedback, management of rent arrears and workload.
28. We are also stakeholders interested in feedback from other partners and will be inviting feedback from teams, groups and individuals on your experience of working with the HMOs in their new roles and in customers receiving our services.
29. We welcome all feedback in determining how we deliver our services in future.

## Consultation

30. In developing these proposals, we have consulted with key stakeholders including: Tenants Scrutiny Panel, Housing Management Officers and Team Leaders and internal colleagues within Housing services, Local Area Co-ordinators, Customer Contact Centre, Community Safety Hub and Adult Social Care

## Options

31. This report is for information only.

## Council Plan

32. Good health and wellbeing, safe communities and culture for all and an open and effective council.

## Implications

- **Financial**- None known
- **Human Resources (HR)**- None Known
- **Equalities**- None Known
- **Legal** - None Known
- **Crime and Disorder** - None Known
- **Information Technology (IT)** - None Known
- **Property**- None Known
- **Other** – None Known

## Risk Management

8. Not assessed at this stage



**Contact Details**

**Author:**

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Service Manager  
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**Chief Officer Responsible for the report:**

Tracey Carter  
Director of Economy, Regeneration and  
Housing

**Report**  **Date** 01/03/2023  
**Approved**

**Wards Affected:** [List wards or tick box to indicate all] **All**

**For further information please contact the author of the report**

**Background Papers:**

None

**Annexes**

None

**List of Abbreviations Used in this Report**

None

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