

The Housing Board

Cambridgeshire | Peterborough | West Suffolk

Friday 5th April 2019

Swansley Room, South Cambridgeshire Hall, Cambourne



Cambridgeshire | Peterborough | West Suffolk

Meeting Notes

1. Present, apologies and previous notes

Present

- | | |
|--|---|
| <ul style="list-style-type: none"> • Suzanne Hemingway (SH), Cambridge City (chair) • Julie Baird (JB), West Suffolk • Sue Beecroft (SB), Housing Board • Sally Bonnett (SBo), East Cambs DC • Jon Collen (JC), Hunts DC • Sarah Ferguson (SF), Cambs County/Peterborough • Julie Fletcher (JF), South Cambs DC • Alex Francis (AF), CPCA • David Greening (DG), Cambridge City • Dan Horn (DH), Fenland DC • Nigel Howlett (NH), CHS – RP rep • Anne Keogh (AK), Peterborough City • Karen Mayhew (KM), Homes for Cambridgeshire & Peterborough (H4C&P) • Angela Parmenter (AP), East Cambs DC • Simon Phelan (SP), West Suffolk • Helen Reed (HR), Cambridge City • Elaine Field (EF), South Cambs DC (notes) | <ul style="list-style-type: none"> • Lesley McFarlane (LM)
Development Officer - Health Specialist, SCDC • Owen Garling (OG)
Transformation Manager, Cambs County • Helen Duncan (HD)
Head of Adult Safeguarding/Principal Social Worker, Cambridgeshire County and Peterborough City Councils • Professor Aled Jones (AJ)
Director, Global Sustainability Institute, Anglia Ruskin University • Lauren Stabler (LS)
PhD Researcher, Global Sustainability Institute, Anglia Ruskin University |
|--|---|

Apologies

Iain Green, Public Health, Cambs & Peterborough
Heather Wood, SCDC

Previous Notes

Draft notes of March 2019 were approved and are available at:

<https://cambridgeshireinsight.org.uk/housingboard/>

A review of previous actions is at the end of this document.

2. Cambridgeshire & Peterborough safeguarding boards (children and adults)

Helen Duncan (HD) presented the Multi Agency Risk Management Guidance (MARM) slides and accompanying response document:

- Making Every Adult Matter was previously called the Chronic Excluded Team.
- Key safeguarding adults legislation; The Care Act (2014), Human Rights Act (1998), Mental Capacity Act (2005), Data Protection Act 1998.
- Need to be clear on what The Care Act says “The Local Authority must make, or cause to be made, whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult’s case where the Local Authority have reasonable cause to suspect that an adult in its area; has needs for care and support, is experiencing or is at risk of abuse or neglect AND as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

- HD discussed the Care Act Statutory Guidance; Wellbeing Principle and Self Neglect and Adult Safeguarding – what it is and why it matters. Only use guidance when the risk is at a high level.
- Need to make sure used for people with care and support needs, where we intervene even if they don't want it, may have had previous difficult experiences with social workers (childhood) therefore need to understand who the best professional is to go out to talk to this person (along with the input of other support professionals).
- HD discussed MARM Guidance; this guidance must only to be used where the adult: has the mental capacity to understand the risks posed to them, they continue to place themselves at risk of serious harm or death, AND refuse or are unable to engage with necessary care and support services.
- It is essential to note that the adult must be considered to have need for care and support in line with the definition contained within the Care Act (2014); Care & Support Statutory Guidance (09/07/2018) and the Care & Support (Eligibility Criteria) Regulations (2015): (a) the adult's needs arise from or are related to a physical or mental impairment or illness (b) as a result of the adult's needs the adult is unable to achieve two or more of the outcomes specified (c) as a consequence there is, or is likely to be, a significant impact on the adult's well-being.
- MARM cases will be quite expensive. Voluntary services are important. Work is measured via targets.
- HD discussed examples of complex cases, where many service providers were involved in discussions, sharing any risks. One positive meeting is more helpful than emails back and forth.
- Considerations are human rights, implementation, reporting, resource, safeguarding adult reviews, shared risk ownership.
- All concerns of this nature will go through the Adult Multi Agency Safeguarding Hub (MASH) and not the Section 42 route. Peterborough MASH will be headed under HD in the next couple of months.

Q and A

- KM asked if Housing Associations will receive the protocol, has the Safeguarding Adult board sent this out. **Contact Jo Proctor to send information to KM.**
- The protocol is open to housing of all tenures.
- SH advised that training with social care staff has been set up (next week), and mentioned changing the language into a more shared responsibility, SH will see if training works and if worth expanding, use this as a pilot.
- JC added it makes sense that this principle is similar for children and families in the safeguarding hub (an integration of the two hubs would be good). HD only talks for adults, but principle would apply for children. Wendy who works with HD is aware of this need. The Board discussed consistency across the two hubs; children's services might be part of the conversation if involved in adult cases. **Jenny Goods is the Head of Service of Integrated Front Door, could invite her to this meeting (add to future agenda).** SF discussed that the principles are in keeping with how we have worked in Cambs and Peterborough with children's work. County need to articulate a clear conversation with Housing colleagues who may not initially think about this from housing need perspective.
- The Board discussed clarity, and the need to come together to work towards the same goal, across services. Should be a multi-agency document for children's services, **we will take that up, SH.**
- DH mentioned the private sector housing and that Environmental Health teams go into houses too therefore we need to be aware of training for those, also community safety teams.
- HD advised doing 5 workshops to launch this and ensure day to day services are involved and trained, and therefore can take the information out and imbed the principles. To escalate the message.
- DH could have one of his Officers become aware and take out to others.
- Important to use this and imbed and promote.
- HD and Jo Proctor working on thresholds, and determining the correct terminology of what to call it.
- DH interested in voluntary sector role and GDPR aspect, would be useful to be aware of any good practice available (tips and guidance). HD discussed verbal sharing of relevant information which may help in cases.
- HD mentioned that we cannot help sometimes (when we have done all we can), but keep discussions going and continue to do all we can. SH added, we need to build between Social Care and Housing.

3. CPCA housing and wellbeing multi stakeholder workshop event, May 2019

Professor Aled Jones (AJ) and Lauren Stabler (LS) discussed the Multi stakeholder event in May:

- Run by Anglia Ruskin University and funded by Sustainability East, in partnership with CPCA.
- Part of a larger 3 year research project, thinking about longer term housing questions vision to 2060, to come up with a new model for stakeholder engagement - property developers, local authority, community development, education and so on.
- Already held workshops over the last year or so (with housing tenants and experts), interviews collecting data on how housing works on the whole - to determine goals. Development of those goals and to understand action needed to achieve them long term. Identifying challenges, needs and opportunities in the CPCA area, which has led to this final workshop in May, which is a trial to see if stakeholder solution will help with challenges.
- LS previously spoke with Cecilia Tredget, Managing Director of EELGA, who advised that middle management Officers would be best (who are trained in this method of engagement), in order to discuss initiatives with a view to achieve long term vision of development.
- The workshop in May will be divided into 7 tables - Development, housing and transport, housing and energy, housing and community, housing and health, housing and nature, housing and inequality. Each table will have high level representatives (also from the not for profit sector). Discussions on how services work together; using a specific model. Health and Wellbeing Board have been invited to join the housing and health table.
- Determine if this type of project/stakeholder engagement will be useful in future other projects, idea is that those who are trained can train others.
- A final report from the project will be produced towards the end of this year and reported back to the CPCA (linked to their long term strategy).

Q and A

- LS is looking for nominations for facilitators. Training is an hour online then 3 hour pilot workshops, before the real thing. **Please send nominations to AJ or LS. DH asked for a summary of what it's about to encourage volunteers.** Doesn't have to be from a Council, already have one facilitator from CHS.
- Everyone who attended the original workshop got a copy of the report, much data, is available, **LS will send to SB to publish.**
- JC asked has this gone to other teams Growth/Planning teams, etc.? LS advised yes, Growth Strategy has been approached at Peterborough City but not able to engage at present. JC can take back to Hunts. **LS will circulate a list of local authorities already invited.**
- AF asked how similar is this to the old Quality Charter for Growth in Cambridgeshire 'wheel of excellence' - yes it has been fed in. AJ explained that this method is different, now about the process. Main idea is to test a model of engagement, need to look at how best to ask the questions and articulate our strategy.
- Will this help us answer our questions around Housing? Hopefully coming out of this there will be projects, and AJ can look at how they can continue to help. AF added we need to ensure that Housing Board have a follow up session. SH advised it should sit with Think Communities Board, or Land Commission Board, etc. (community sphere).
- **AJ can come back and present findings to Housing Board around September.**

4. West Suffolk housing strategy and housing delivery study

Julie Baird (JB) and Simon Phelan (SP) presented on the West Suffolk Housing Strategy, and Housing Delivery Study:

- Pro-growth, and how West Suffolk invests in communities. Economic growth, how we look wider, resilient families, skills, how we work with educational facilities, and housing needs and numbers.
- £40m investment fund to prepare strategy, inclusive of growth. Invest locally with social and economic outcomes. Collaborating with partners, not duplicating (looking for gaps).

- New West Suffolk Local Plan - how policy relates.
- Barley Homes (Group) Limited was established in March 2016 by West Suffolk.
- Public sector hub and doing work with the local college.
- SP discussed the slides and priorities. Key from the Housing Strategy is housing delivery.
- Commissioned a detailed housing delivery study (which gave recommendations on how to deliver/Inform the Housing Delivery Plan). Extensive detail in the study document, SP discussed the outcomes. What we could do with developers to increase delivery, suggestions and conclusion was what would be expected.
- The Elphicke House report was mentioned.
- Proactive support to enable growth of SME housebuilder sector in West Suffolk, to not compete with major developers.
- **SB will put slides on insight pages.**

Q and A

- JF asked regards the housing trajectory, SCDC struggles with real time information being available, is there progress with that? JB advised they appointed someone who will look at this further, the AMR is not enough, and we have a detailed programme which will be mapped against the trajectory moving forward. Important to question findings of development via developers, figures etc. Need to also understand the financial years of builders, which vary. **JB is happy to work with JF to share information of the report.** Report published on Monday, therefore public.
- KM asked what impact have you seen when measuring housing need and demand, is there impact on private sector rents, homelessness etc., are we meeting needs? SP responded that the report does not drill down to that. West Suffolk would like to do a report on the private sector.
- Need to now link rate of housing delivery back to housing need, and delivery. One example is when elderly people are discussed; the interpretation of age is usually 50+.
- NH mentioned Barley Homes vs the CPCA development company, concerned they would compete for schemes. No reference to other types of housing provider in the CPCA report? No identification of niche. AF advised there is still work to do with Members and how CPCA position themselves in the market. JB talked about the West Suffolk approach, to refine the intelligence, to guide the objective to be achieved. Another issue SP added, is that we cannot compete with the commercial market.
- HR mentioned that the Cambridge City and South Cambs Housing Strategy had been approved, that it would be good to compare and discuss. Older people, was it just Barley Homes or other suggestions? SP replied Barley Homes, and possibly joint ventures.
- Also section in study on modern methods of construction which West Suffolk asked for specifically.
- SH concluded that this was interesting and we will look at the detail. **SP to submit to SB, a condensed version of the slides presented.**

5. System transformation on homelessness

Sarah Ferguson (SF) and Owen Garling (OG) discussed the document Homelessness, A Systems Approach for Cambridgeshire:

- The purpose of the document is to set out an approach to continue with the delivery of the ongoing initiatives to support people at risk of, or experiencing, homelessness, whilst also developing a longer term more systemic approach to tackling homelessness in Cambridgeshire.
- We need to develop an approach that enables us to - continue to work on those things that are helping to address homelessness in Cambridgeshire, in the here and now – Delivery; take a longer systems approach to addressing homelessness, and the causes of homelessness in Cambridgeshire – Systems View; and be able to capture and share the learnings of both approaches - Learning.
- We pulled together a small group of people to start a discussion on what we want to achieve and how we achieve it. Led by SF and SH, with support from OG and colleagues, the Transformation Team and Lisa Sparks, Cambs County. We are now considering how to move this forward. There are 3 themes; prevention, affordable housing and how do we work with our most vulnerable clients.

- How much are we spending on temporary accommodation?
- Issues around supply and demand in Peterborough.
- Work learned from - Trailblazers, Housing Support review work (Lisa Sparks), Think Communities conversations and our role in changing the expectations. Where we have got to.
- How may we take the conversation forward? Other work is contributory actions. Clients through to how we influence the housing market, is the work needed.
- The Board discussed funding and how the housing options and needs are being managed.
- A generational issue, JC added, is that some of the work is around working with individuals and families to have aspirations to have better outcomes. Small bite sized chunks and what will happen in 10 or 20 years.
- OG discussed the background of working on the Think Communities programme. The County Council work, previously, was looking at how we can change the system. What do we need to do now, what is the longer view (generational, etc.), how do we learn and share that across the system. Delivery, what is going on, what is working, how we enable continued delivery. How do we bring people together and understand learning/barriers, and learn what each service does, organically.
- SF stated we need extra capacity for this however (constant resource), discussed various options, and if there may be further needs analysis work required.
- Systemic causes of homelessness is modelled in LS's work, the homelessness Officers at the workshop in May could amend that model, homelessness futures.
- SH asked the Board is this something we want to get involved in, and what do we need (build on what Trailblazers have done, not duplication)? JB can take back and ask if West Suffolk would be included, SP mentioned that West Suffolk is doing some of this already although capacity was an issue, SP can provide a contact to OG.
- JC suggested perhaps some initial work required before implementing the model on the slides, sub projects, prioritise needs. DH mentioned an owner in order to direct operations; this could be brought via the Transformation Team OG advised.
- SH asked if OG has the capacity to pick up this project, OG replied that perhaps carry out a business case.
- The Board discussed doing more work on building consistent messages to customers. **Action: SB could help with some of the mapping on facts and figures collating.**
- DG added, ensure evaluation and spending money on the right things/research – learning is continuous, Board to learn together as a group.
- Are these issues being discussed at the Housing and Homelessness Sub Group?
- **OG to bring back a business case to Board, in June.**

6. Yearly planning session update

SB discussed the flipcharts and the outline meeting planner from the March yearly planning session. The Board discussed the document which is a 'progress report' and will further discuss via email regards timings etc. What do we want to take from this Board to Public Service Board (PSB) and how we share out our work plan? Are we achieving our aim of being more strategically positioned? Also key is to do more work on promoting this Housing Board.

SH added that we need to decide what are our key points and objectives, key messages and steer for the coming year. Are there key decisions at CPCA and PSB which Housing Board would want to influence? HR mentioned adding the Disability Needs Assessment and the results of the Southern Fringe New Development Survey to the flipchart notes. SF added that this will act as a key strategic group, to influence. Note: Design Guides are more related Planning (perhaps SPDs).

SH advised all to review and add to the flip chart list (send to SB), also feedback from the workshop, particularly any projects working on.

7. AOB

Sue Beecroft

Housing Enablers are helping SB with figures regards the Housing Delivery Report. Also housing delivery test for West Suffolk. Emailed around, but Planners do not want shared publicly. City and South Cambs having discussions about sites and number of homes delivered, and bringing two plans together to report as Greater Cambridge plan. JF mentioned which parts would be carried out jointly, discussed etc. **Let SB know of any questions**, still working on more detailed figures.

Alex Francis

AF mentioned that the statutory instrument to fund affordable rent is laid out in parliament on Monday. AF can send a link to track this legislation through parliament, becomes live on 23rd April and will start doing a relaunch with communications and a call for sites.

Jon Collen

The new Locata Home-Link choice based lettings system has gone live. The commitment to customers (in February) has been met, that if they reregistered they would be in the first bid. In terms of IT software packages, it is one of the most painless processes we have had, which was project managed by Sharon Lock, Sub-Regional Home-Link Manager. **SB to circulate the figures**. Good partnership approach. CHS are delighted with the new system.

Sarah Ferguson

MHCLG underspend, of £90k, was provided at the end of March to support work around homeless veterans in Cambs and Peterborough. Vicky Barr, Covenant Development Officer at Cambs County is working across Districts to support this. **Perhaps invite Vicky to a future Housing Board meeting in June or July**.

8. Future meetings

All at Swansley Room, South Cambridgeshire Hall, Cambourne and (new!) suggested items to discuss based on previous meetings' discussion and actions (so removed from our Action Plan below).

3 May 2019	Update on Universal Credit (led by West Suffolk) deferred , update on Home-Link year end (quick snapshot of figures) and progress of transition to new system
7 June 2019	Allocations policy review discussion, CPCA update, Owen G and business case for homelessness system transformation work
5 July 2019	Home-Link ¼ly update (numbers!); Vicky Barr and homeless veterans
2 Aug 2019?	
6 Sept 2019	CPCA update, DAHA update from VC
Oct 2019	Home-Link ¼ly update
1 Nov 2019	Homelessness annual update
6 Dec 2019	CPCA update
Jan 2020	Home-Link ¼ly update
Feb 2020	
Mar 2020	CPCA update, annual reviews session
Apr 2020	Home-Link ¼ly update

To be scheduled in:

- Update from CPCA land commission
- H4C&P item on s106 and other funding sources / opportunities to future Housing Board agenda
- Staying Close update in 2019

#	Agenda item	Action & when added ¹	Lead	To do	Doing	Done
April 2019						
1.	MARM	Jo Proctor to send protocol to Karen Mayhew	JP	✓		
2.	MARM / children	In County need to articulate a clear conversation with Housing colleagues who may not initially think about children vs adults having separate processes. Need clarity to work towards same goal across services. Should be a multi-agency document for children's services, we will take that up, SH.		✓		
3.	CPCA workshop on wellbeing	Please send nominations to AJ or LS. LS to send a summary of what it's about to all, encourage volunteers	All LS	✓		
4.		LS to send SB the original report on initial workshops, to publish and or circulate	LS	✓		
5.		LS to send list of people already invited to workshop so we can help fill in gaps	LS	✓		
6.		LS/ AL to report back on results around September time	AJ/LS	✓		
7.	West Suffolk housing delivery report	SB to put edited slides on Cambs Insight, and link to full report once JB / SP forward these on	SP / JB	✓		
8.	Homelessness system	SB to help with homelessness data, mapping facts and figures to help build consistent messages	DB / OG	✓		
9.		OG to bring back to Board, a business case in June.	OG	✓		
10.	Home-Link	SB to circulate initial 1 April figures from the new system	SB			✓
11.	Veterans	Invite Vicky Barr, Covenant Development Officer at Cambs County to update on MHCLG funding and work around homeless veterans in Cambs and Peterborough (June / July).	SB/EF	✓		
March 2019						
12.	DAHA	Could ask Homes England about effect of DAHA on shared ownership and HtB; currently Help to Buy is all standard paperwork.	? NH	✓		
13.	DAHA	Please let VC know if staff need to talk to her direct, on any situation.	All			✓
14.	DAHA	Requested an update on any geographical areas which need help.	VC	✓		
15.	DAHA	NH asked VC to let him know if Housing Associations are not participating.	VC	✓		
16.	DAHA	All please let VC know of any private landlord forums.	All	✓		
17.	DAHA	All please promote the training to staff, as at the Cambs Insight link	All	✓		
18.	CPCA update	AF will circulate the latest programme and pipeline.	AF			✓
19.	Year review / plan	Flipcharts will be written up and circulated separately, and (once all Board members have seen and amended) will form basis of update to terms of reference and Board's action plan for 2019/20 etc.	SB			✓

¹ Note: Actions completed are "ticked" and reported to the following Housing Board meeting. Once the "done" tick has been seen by Housing Board members, the action is then removed from the table but can be found in the previous meeting notes if members want to look back on the actions completed in the year. At the end of year review meeting all the actions will be brought together in one table to see what has been completed in the year. Items to add to agendas are listed separately.

#	Agenda item	Action & when added ¹	Lead	To do	Doing	Done
20.	Trailblazer plan	IG mentioned that Public Health have forums to bring this together, at the summit perhaps invite Public Health in order that they can contribute.	JC/IG	✓		
21.	Private rent note	JC can we add what percentile or private rents, the LHA rate is hitting – to provide feedback to DWP. DG asked would be good to report on monthly rents instead / as well as weekly figures.	SB		✓	
22.	Op Snow Bunting	Possibly we need to scope out with key pointers to give out to Registered Providers Forum.	DH?	✓		
February 2019						
23.	Home-Link	HW to provide notes supporting her presentation.	HW	✓		
24.	Home-Link	HW to update on figures on number of households registered pre and post new IT system implementation and other highlights, later in 2019 (date TBC).	HW			✓
25.	CPCA	Invite Land Commission to speak to us, could be Nigel McCurdy, date TBC.	JC to ask NMc?	✓		
26.	New developments	Investigate the system of numbering and naming of streets, and postcodes – can we help get postcodes set up earlier in the process to facilitate life for new residents? SCDC to share findings from Northstowe with other district postcode teams. SB to help with info-sharing process.	SCDC offered to lead, SB to support	✓		
27.	New developments	IG to share his work on health and mental health on new developments JSNA, add to future HB agenda	IG	✓		
28.	New developments	Anita / Anna to circulate the current programme for further surveys. Also to send the link once Southern Fringe report is published	AH	✓		
29.	West Suffolk	Bring housing strategy and delivery plan to April 2019 Housing Board for comment	JB			✓
30.	SHMA	SB to email round brief for the work CPCA will be commissioning, to assess impact of various reports on housing assessment once PPF are happy to share.	SB			✓
December 2018						
31.	Homelessness	SB will collate the results of the Rough Sleepers and Public Health Survey.	SB			✓
32.	CPCA	Adrian Cannard of CPCA to share CPCA brief on housing needs assessment. AF to update with Adrian.	CPCA			✓
November 2018						
33.	Think Family	SF to ask Jenny Goods to do a briefing note for partners on how Think Family referrals work	SF			✓
34.	Housing delivery report	SB to add West Suffolk figures, Peterborough and also enablers detail on tenure and re-circulate via email once report is more complete. KM offered to check with H4C&P	SB / KM		✓	
35.	Adaps Pathway	To come back to housing Board in Jan/Feb 2019 – SB to confirm with HRh – taking to CSHG	HRh		✓	
October 2018						
36.	Adaptations pathway	Housing Board to support work to make better sense of the nationally allocated DFG funding, and help each District benefit from the funds proportionately, achieving a more coordinated system.	HR, HRh, SB		✓	
37.	Adaptations pathway	Messages getting back from professionals that referrals issues go along with protocols already in existence, need to ensure things have changed where needed. Training needs to be in place. Need one message and a review of the policies and timescales	HW, AS	✓		

#	Agenda item	Action & when added ¹	Lead	To do	Doing	Done
38.	CPCA and affordable rents	Caroline Hannon agreed to take forward work on legal advice about re-wording s106 agreements regarding Affordable Rent. Alex Frances asks for text re clarification of the difference in intermediate and affordable. AF confirms work progressing via parliament	AF			✓
September 2018						
39.	Dementia Charter	Nigel to talk to other housing organisations to discuss options for joint training on the charter	NH	✓		
40.	Dementia Charter	Sarah to discuss the Charter with Lynn O'Brien and Peterborough housing needs staff, and involve in joint training	SF	✓		
June 2018						
41.	Staying Close	Project asks that CRHB consider them and have them involved in conversations on this subject. Bring back to CRHB once the project is more advanced; SB to identify when to return to the Board	SB / JV	✓		