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| **The Housing Board****Cambridgeshire | Peterborough | West Suffolk** Friday 5 March 2021, 10.00 to 12.00Held online via Microsoft TeamsMeetings will be recorded. These recordings will be kept, in the event any point of detail needs re-visiting whilst we are not producing full minutes. Please let us know at the beginning of the meeting of any objections to recording. |
| **Meeting notes** |
| **Present & Apologies**  |
| **Present*** Azma Ahmad-Pearce (AAP), CPCA
* Suzanne Hemingway (SH), Cambridge City ***Chair***
* Sue Beecroft (SB), Housing Board
* Peter Campbell (PC), South Cambs DC
* Jon Collen (JC), Huntingdonshire DC
* Joanne Curphey (JoC), National Probation Service
* Elaine Field (EF), South Cambs DC *Notes*
* Julie Fletcher (JF), South Cambs DC
* David Greening (DG), Cambridge City
 | * Dan Horn (DH), Fenland DC
* Nigel Howlett (NH), CHS
* Joe Keegan (JK),
* Michael Kelleher (MK), Peterborough
* Ali Manji (AM), Cross Keys Homes
* Damian Roche (DR), Accent Group
* Lee Price (LP), West Suffolk
* Matthew Ryder (MR), National Probation Service
* Heather Wood (HW), South Cambs DC
 | **Apologies*** Belinda Child, Peterborough
* Sean Evans, Peterborough City
* Mohammed Hussein, Peterborough City
* Karen Mayhew, Homes for Cambridgeshire & Peterborough (H4C&P)
* Helen Reed, Cambridge City
* Lisa Sparks, Cambs County
* Cristina Strood, Cambs Police
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| **Previous Notes** |
| Previous meeting notes are available at <https://cambridgeshireinsight.org.uk/housingboard/> Some Covid-19 resources have been added to a new page here <https://cambridgeshireinsight.org.uk/housing/covid-19-and-housing/> **Please note:** On the date an item is first presented, there will be a note of the discussion (shaded grey). Relevant actions followed, are numbered and shaded white. In later sets of action notes, discussion notes may be shortened to just remind us of the topic, to save paper. The action notes are updated and progressed at each meeting. Once all the actions on a topic are completed, they are all marked “done” and in the following set of action notes, are removed along with any remaining discussion note. So, each set of action notes circulated should cover all the Board’s actions, whether “still to do”, “doing” or “done”. Key to the table:* Grey shading = a brief note for context. Not full minutes. If more detail is needed, please contact Elaine.
* White numbered lines = actions. When action is complete and reported back to the following meeting, it and the notes are removed from the table.
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| **Next meeting:** 9 April 2021: 10.00 am to 12.00 noon |

| # | Agenda item | Lead  | To do | Doing | Done |
| --- | --- | --- | --- | --- | --- |
|  | **5 March 2021** |  |  |  |  |
|  | Progress on Economic Hardship (Damian Roche) |  |  |  |  |
|  | DR discussed the hardship metrics proposal for benchmarking, and proposal for qualitative questionnaire to share positive practice documents, shared with Housing Board, both agreed by working party. DH advised that Clarion will provide their end of February data. JC recommended break down to using Housing Benefit and UC data. DR looking to speak to RP’s in LA areas, with advice from Housing Board. Feedback on how the data is working will help it being provided more moving forward. Can promote via Home-Link Sub-Regional Housing Board. JC added, work with LA’s and get involved early. |  |  |  |  |
|  | DR will ensure West Suffolk is included | DR | ✓ |  |  |
|  | SB will look at Homes England data = *post meeting note: nothing useful on arrears levels in HE SDR* | SB |  |  | ✓ |
|  | SB will put a Money Advice Pension Service link on Cambs Insight  | SB | ✓ |  |  |
|  | DR to attend the next Home-Link Board Meeting.  | DR/HW | ✓ |  |  |
|  | Housing Operations Group e-mail list could be used too to contact other RPs | DR/SB | ✓ |  |  |
|  | Allocations Update (Heather Wood) |  |  |  |  |
|  | HW presented slides on the regional Board allocations policy update (find slides on Cambs Insight). Feedback from Legal advice on this was positive. Register review is now done. Points raised, by topic:**Homelessness** Numbers of people homeless or at risk of homelessness discussed, need to understand numbers being housed. DR mentioned RPs need to help LAs with temporary accommodation / homelessness. **LLPs**Need to ensure Local Lettings Plans, and future lettings are still a key part of the process. Local Lettings policy: there may be additional criteria considered where LLP exist, these will be noted on property adverts when advertised. JC advised, need to be adopted as main appendix. **Domestic Abuse**Important all providers work with DAHA and should consider gaining that accreditation. Sharon Crosby from DAHA is coming to April Housing Board to talk about the domestic abuse bill. Before that we should set up a meeting on homelessness prevention discussion, tie up with Local Lettings Plans going forward. **Further info requested**HW has breakdown of allocations by Band to share, can bring more detailed breakdown to future meetings. How many refusals are we seeing now? Is this due to rent levels, home-link could provide a report. NH asked for an update on Home-Link stats every 4 or 6 months. HW advised could share at July and January Housing Board meetings, as needs to go to Home-Link Management Board first. **Post meeting HW provided an update:**Between 1.4.2020 and 5.3.2021, across the sub region we have housed:* Band A Homeless **=** 353 households
* Band B homeless prevention = 176 households
* A further 242 households have been housed who are in Band A Urgent Multiple Needs and who are also owed a homeless prevention or relief duty.
* Of the 2,666 households housed this year 1,202 were in Band A (that’s 45%).
 |  |  |  |  |
|  | Slides to be added to Cambs Insight once Heather has checked and confirmed numbers to be shared | HW/SB | ✓ |  |  |
|  | Before April Housing Board set up a meeting on homelessness prevention discussion, to tie up with Local Lettings Plans and domestic abuse issues.  | HW? | ✓ |  |  |
|  | HW to bring breakdown of allocations by Band to future meeting (date TBC) | HW | ✓ |  |  |
|  | How many refusals are we seeing now? Is this due to rent levels, asked if home-link could provide a report.  | HW | ✓ |  |  |
|  | NH asked for an update on Home-Link stats every 4 or 6 months. HW advised could share at July and January Housing Board meetings. Sue to ensure housing need theme for these 2 meetings on our plan  | HW/SB | ✓ |  |  |
|  | Low uptake of Debt Advice (Nigel Howlett) |  |  |  |  |
|  | 50% fall in requests for Citizens Advice Bureau and similar advice. Big worry = People failing to engage. Expect a higher demand when out of Covid pandemic lockdown, all to feed that back to teams. Discussed at CLAS Project Board. Identify people who need help and have not used debt advice services before (some people won’t ask). Council Tax Debt might help identify some. JC added, County Council and Oliver Morley involved in that, via a group on economic impact of Covid. Also, LA’s have court information etc, but obviously only at crisis point. Need to pull together groups to identify need and how to meet demand, also earlier identification / encouraging people to keep coming for help which we are sure is still needed.South Cambs is prepared, with more staff to take the lead on this, currently asking for posts of trained Debt Advisors.  |  |  |  |  |
|  | Future agenda item on how this is joining up. NH can facilitate that discussion.  | NH/EF | ✓ |  |  |
|  | Feedback to teams that there will be higher demand for debt advice when out of lockdown. | All | ✓ |  |  |
|  | NH to ask Andrew Church to get in touch with HW. | NH | ✓ |  |  |
|  | Terms of Reference following February’s review (Sue Beecroft) |  |  |  |  |
|  | Suggestions added from February Housing Board discussion. Four themes in the ToR. Moving towards Mental Health Board, Adult Social Care, etc. Housing Board Agenda plan, suggest any links to groups or people. Add getting together physically once per quarter or every 6 months, meet in person. |  |  |  |  |
|  | All to look at the items in the ToR and provide any help and further information. Feedback to SB. | All | ✓ |  |  |
|  | CCG and Primary Care networks (Sue Beecroft) |  |  |  |  |
|  | Outline of what SB is doing on PCNs circulated. This is a list of GPs by Primary Care Network, within the North and South Alliances, to show where each fits. Covers GP manager, list of GPs, list of pharmacies and some links to social prescribers. SH attends South network. Many people had long delays for planned surgery, what role LA and RP outreach teams could help with this. Primary Care and Housing Provider conversations. SB will let all know how it goes with North Alliance conversation.  |  |  |  |  |
|  | Agenda Planning – will include links between Health and Housing, ensuring housing has a positive impact on people’s health. | SB |  | ✓ |  |
|  | Let SB know if anything missing from PCN note which you’d like to know – it’s still work in progress | SB |  | ✓ |  |
|  | **Updates** |  |  |  |  |
|  | Changing Futures |  |  |  |  |
|  | SH advised, through to next round of bid. Tom Tallon, SB and others will pull this together. SH will talk to EELGA and Robert Pollock who is incoming Cambridge City Chief Executive. |  |  |  |  |
|  | SH will ask new Cambridge City CEO, Robert Pollock, who can help with pulling together.  | SH | ✓ |  |  |
|  | Numbers in Covid Emergency Accommodation |  |  |  |  |
|  | SB sent around most recent stats. |  |  |  |  |
|  | Housing related support providers forum |  |  |  |  |
|  | Elaine sent around Lisa’s note from forum, all to note.  |  |  |  |  |
|  | **RSI funding** |  |  |  |  |
|  | **FDC:** DH submitted a bid last Friday for rough sleeper initiative. Also, being given £100k in first week in April to avoid cliff edge for Next Steps Accommodation as working with ‘everyone in’ and have new supply coming through. Fenland has forecast 5 cases classified as remaining as ‘suspension of the derogation’, looking to understand how we can support those clients by the end of June and the deadline, how government can help. **Cambridge:** DG advised Cambridge got allocation of funding. Advised that another tranche of capital funding will be coming through called Rough Sleeper Accommodation Programme, in March 2021. **HDC:** JC added that Hunts had £100k announced on Friday too to allow to continue with street outreach service (covers HDC, South Cambs, East Cambs) that the bid has gone in for RSI 4.  |  |  |  |  |
|  | **Criminal Justice update** |  |  |  |  |
|  | MR advised, from criminal justice point of view there has been work in recent weeks with partner organisations to do everything we can to manage safe release of people released from prison and prevent homelessness. Mentioned enhanced accommodation service which is being looked at being set up, task and finish group which Cristina Strood is co-ordinating is looking to pull some of this together. JC circulating information on the Vanguard, asked that we share that market testing information with RP’s, and that we push out to wider RP network. NH advised that Karen Mayhew has circulated the documents. |  |  |  |  |
|  | Bring Vanguard project back to this meeting if any RPs interested in getting involved.  | JC? NH? | ✓ |  |  |
|  | **NRPF** |  |  |  |  |
|  | SB is on the NRPF group that Wendi Ogle-Welbourn chairs and had sent an email around of offering support, Wendy is asking for any identification of help needed. JC updated on Cambridgeshire County and Peterborough. Jenny Goode is leading on no recourse to public funds assessments to be used by Cambs and Pet integrated front door. Customers that would not be eligible to housing authorities, post June, County have established this group where rolling out what their response would be to people with no recourse to public funds, Jenny will share with us on how we will fit in in terms of what assistance is given. Can bring back to future meeting on what they are proposing to do. |  |  |  |  |
|  | Cambs Insight |  |  |  |  |
|  | Have u[dated amount of housing stock local RPs have, and links to each website. Next housing market bulletin will have updated figures on average social and affordable rents for LA’s and housing providers. |  |  |  |  |
|  | Budget for Housing Board work in 2021/22 |  |  |  |  |
|  | Sorted out last year, finally. SB can now make a clear request to everyone for funding for the coming year. |  |  |  |  |
|  | **5 February 2021** |  |  |  |  |
|  | Review our Terms of Reference (Dan Horn) |  |  |  |  |
|  | Note of discussion shared separately |  |  |  |  |
|  | CS will send names on the Community Safety Group, and police reps and chairs of groups to SB.  | CS |  |  | ✓ |
|  | IOM group strategy (Integrated Offender Management) has been relaunched, would like Housing Board involvement. CS to speak to Force Lead and bring to a future agenda.  | CS |  |  |  |
| 1.
 | All check contact telephone numbers and email addresses for EF/SB to update contact lists (or anyone to add or remove). | All |  | ✓ |  |
|  | Under “linked groups and agencies” agreed all to check that relevant groups are included, let EF/SB know if any can come off. | All |  | ✓ |  |
|  | SB to amend ToRs and recirculate. | SB |  | ✓ |  |
|  | Review agenda suggestions (Sue Beecroft) |  |  |  |  |
|  | Agreed future agenda plan to circulate through the 4 housing board priorities.  |  |  |  |  |
|  | SB to draft an agenda plan for the year asap | SB |  | ✓ |  |
|  | Accessible housing item to be brought back to future agenda, date TBC | MM/HR/JF |  | ✓ |  |
|  | Round Table |  |  |  |  |
|  | The Board agreed to refreshing the Affordability Analysis (Diamond diagrams) and supported housing scheme data would be helpful but needs not to contradict the GLHearn Housing Needs Study. Simplify the Diamond diagram and make ‘accessible’ for websites. Also subject to SH and SB discussing, and bear in mind *Changing Futures* takes priority. |  |  |  |  |
|  | Updates |  |  |  |  |
|  | **MAIC stats** look like increased but some anomaly for Cambridge means some inaccuracy, SB to check and revise. DG confirmed Cambridge City numbers in mid-50’s. All authorities starting to see increase in reports of rough sleeping across patch. Mixture of new people along with more entrenched rough sleepers, Board discussed possible reasons. Work ongoing to ensure offenders released are not homeless. Emerging pressure around those with no recourse to public funds (aka Suspension of the Derogation). SB mentioned a working group set up re NRPF, Cambridge City are creating a partnership about this. Asked Border Agency provide advice on what we do/happens, MHCLG say it is a Home Office issue. |  |  |  |  |
|  | SB to look into reasons for increase in reports of rough sleepers. | SB |  |  | ✓ |
|  | **Lateral Flow Test (LFT)** issues highlighted on Housing Related support calls. Get in touch with Joe Keegan re queries. |  |  |  |  |
|  | **Changing Futures** expression of interest gone forward and accepted, expect to hear confirmation by end Feb. RH thanked everyone particularly SB and Tom Tallon. At information gathering stage, not everything put forward was included in EoI but will be fully captured in next stage. Networks in place, already good examples of work we are doing. RH, SB and Tom Tallon could think about how to get the most of support if successful at next stage, to utilise the £14k.  |  |  |  |  |
| 1.
 | Add Changing Futures as standing agenda item for HB agendas | EF |  |  | ✓ |
|  | Plan out and make a start on the Changing Futures work. | SB TT RH SH |  | ✓ |  |
|  | **Economic Hardship -** Damian drafted a KPI benchmarking proposal and a qualitative survey around best practice, circulated to working group of LA’s and 3 RP’s, waiting for feedback, Damian will feedback to Housing Board. Chorus confirmed they will be involved. If any partners not yet signed up, please remind. Proposing benchmarking KPI data by area, not by housing provider. *(On March agenda).* |  |  |  |  |
|  | P3 not involved yet, currently about data collection and good practice etc., follow on work will be later, could bring P3 in at that stage. Jon to discuss with P3 Area Manager so they are aware. | JC |  |  | ✓ |
|  | AOB |  |  |  |  |
|  | **Lettings Policy consultation** - HW advised consultation ended 18 Dec, representations looked at by Home-Link Management Board - no substantial changes but detailed feedback, much in relation to domestic abuse and some on offenders, amends needed to make the policy more accessible for those groups. |  |  |  |  |
|  | Add Lettings Policy update to March agenda. | EF/HW |  |  | ✓ |
|  | **MoJ investment,** MR advised of communications coming from the Ministry of Justice, about a new investment programme to create a community accommodation service, focus more on prison leavers, will bring together existing work. April start. East of England region selected as one of 5 regions where this will commence first, then spread across rest of England and Wales. Can bring to Housing Board for any support requirements when MR knows of requirements. SB sent letter regards this to the Homelessness Strategy Manager’s group. |  |  |  |  |
|  | SB to send letter to Housing Board. | SB |  |  | ✓ |
|  | **Vulnerable people and resettling.** JoC advised of an increasing number of service users who are carrying weapons and dealing drugs, linked to County Lines and gang activities, trying to change how we work with these people. Also, vulnerable people might be carrying weapons and causing a risk to others in their circles. Is there anyone working on helping these people resettle? HDC had some situations where people were assisted to move them away from properties. Should be covered through homelessness framework, case by case issue, links with Police (under duty to refer) communication important.  |  |  |  |  |
|  | All to advise JoC if helping people resettle in this cohort. | All | ✓ |  |  |
|  | **Greater Cambridge draft policies,** JF advised that South Cambs and City have been working on draft policies, build to rent (large scale), cluster in distribution of affordable housing, affordable rent setting (re issues with local housing allowance rates) trying to get a partnership approach on how we set rents going forward.  |  |  |  |  |
|  | Please all look out for the consultation next week, will be approaching LA’s and holding RP and developer forum.  | All / JF |  | ✓ |  |
|  | **LHA rates** for 2021/22 have been published. LHA rates fixed for 5 years (maybe).  |  |  |  |  |
|  | SB to check. | SB |  |  | ✓ |
|  | **18 December 2020** |  |  |  |  |
|  | Housing Related Support (Lisa Sparks) |  |  |  |  |
|  | Document circulated. Lisa is sharing early models being developed, more engagement to come, meetings for East Cambs, Fenland and HDC early 2021, there is a gap in engagement for people with lived experience. Model redesign looking to move away from reliance on hostel-based delivery, more ‘hub and spoke’ direction, larger accommodation bases but more options in community, therefore more flexible for people’s needs. Will be letting single lots across geographical areas. Need to be clear what changes mean, how we get to where we want to be and what happens as a result of changes. Trying to ensure, doing redesign will pick up people with complex needs. Need to ensure we are clear what we are asking for. |  |  |  |  |
| 1.
 | LS asked Housing Board to voice any initial thoughts and concerns. Update 5.2.21 on agenda. | All |  |  | ✓ |
| 1.
 | Look at incorporating into *Changing Futures* Expression of Interest (EoI). Update 5.2.21 on agenda. | SB/TT |  |  | ✓ |
|  | Suggestions for Lisa: Need to (1) be clear what changes mean (2) how we get to where we want to be (3) what happens as a result of changes (4) be clear what we are asking for. Update 5.2.21 on agenda. | LS |  |  | ✓ |
|  | Economic Hardship Data Collection (Oliver Morley & Damian Roche) |  |  |  |  |
|  | Oliver: Slides presented. OM leading economic hardship work stream for Covid Recovery work. Economic and mental health impacts are significant, Oliver trying to understand trends via local data. Tom Bardon @ County produced covid-19 needs assessment. Impact significant, decrease 10% of GDP. Economic impact affects other indicators. We need to identify when and how to intervene. HDC telephoned 1 in 6 households in the district, headline was that those on fixed incomes were coping, however people struggling most are those who have had a marked change in circumstances. Often not known to or aware of the public sector, (self-funders for example). Oliver discussed food bank demand and other factors. Best practice work amongst RP partners is good, early intervention to alleviate arrears etc. What can we learn from within councils, dealing with various debts? Damian: initiated an exercise in arrears data due to concerns expressed by Local Authorities around homelessness at end of furlough scheme. Need to be clear about what we want to achieve with data collection, and understand scale of financial impact, we may not know about other (non-housing) other debts. Keep within GDPR principles. Difference in data collection if individual cases, or quarterly total. Think about how much detail people are willing / able to share. Initially simple headline data, not personalised.Propose to meet early January and to agree data collection from end of January. Benefits, and to signpost, working together.Big area of need is those in the private sector who do not know where to turn to. How do we pick those up? RPs*(I think via Homes for Cambridgeshire & Peterborough?)* had been asked, and in principle said yes can contribute. Need to be clear where and what audiences will see that data.  |  |  |  |  |
|  | Set up a small working party to discuss KPI data, positive practice and qualitative information. Monthly data upload of agreed KPI’s, covering Housing Board area. Participants so far: CHS, Cross Keys and Julia Hovells (Finance, Cambridge City). Looking for RPs to join. CAN HOUSING BOARD MEMBERS ENCOURAGE THIS PARTICIPATION PLEASE? | All |  |  | ✓ |
|  | P3 charity (People, Potential, Possibilities) – support providers - could be involved also. Who could invite P3? *Key currently to get good data and good practice. First. Jon will discuss with area manager who he has a meeting with.*  | JC |  |  | ✓ |
|  | Changing Futures EoI - idea about partners across wider public and community sharing learning much more, EoI might help people share different positives etc. Share most effective interventions, what works with everyone else.  | SB/TT |  |  | ✓ |
|  | DH will inform Clarion (stock transfer RP in FDC) and put request in on agenda. | DH |  |  | ✓ |
|  | DR will come back to Housing Board, once working group met, and more work carried out. | DR |  |  | ✓ |
|  | **20 November 2020** |  |  |  |  |
|  | Short Term Accommodation for Care Leavers |  |  |  |  |
|  | Presentation from Cambridgeshire County Council Transformation Team, Esther Baffa-Isaacs, Joe Gilbert, Fiona Storey and Philip Turton. Slides can be found here <https://cambridgeshireinsight.org.uk/housingboard/>Districts are finalising Care Leavers Protocol currently, soon to be signed off. Supply does not currently meet the need of those reaching 18. Evidence says there is a real need for care leavers, however no dedicated budget. How do we cover void costs etc, would we set up a contract with partners, to make things viable. Need to ensure model is sustainable to deliver for partners. Perhaps transformation funding. Perhaps 3 people rather than 6 in HMO’s. Some property costs would need to be covered from housing benefit teams, need to engage with them. SH advised happy to help and hope to hear from them soon. |  |  |  |  |
| 1.
 | Dan will set up meeting in Fenland to discuss.  | DH |  | ✔ |  |
|  | District housing needs teams to look at level / quantum at young people’s needs coming out of care: homelessness strategy group to be asked to est. housing needs being presented, to compare to county figures when the county figures emerge. | JC |  | ✔ |  |
| 1.
 | EB-I to discuss mapping of outcomes with PT and, discuss understanding of how Housing Board want to be involved with KM, JG and MR. | EB-I | ✔ |  |  |
|  | KM will talk to *Homes for Cambs and Peterborough*, who have used similar models. KM will meet H4C&P in December and provide EB-I with update and possibly contacts. KM has emailed to offer help / support / input. | KM |  | ✔ |  |
|  | Social Prescribing |  |  |  |  |
|  | SB attended Personalised Care Working Group on behalf of housing board. Will offer to run training for social prescribers. Training that will have longevity. SB to make training video, might ask Housing Board members to help talking about their area of expertise. Social prescribing covers health related activities which are not medical, works with the GP system.  |  |  |  |  |
|  | Sue to help housing partners ascertain who their social prescribers are in their area.  | SB |  |  | ✔ |