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| **The Housing Board****Cambridgeshire | Peterborough | West Suffolk** Friday 3 December 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** |
| * Heather Wood (HW), South Cambs DC C*hair*
* Sue Beecroft (SB), Housing Board *notes*
* Jon Collen (JC), Huntingdonshire DC
* Elaine Field (EF), South Cambs DC
* Julie Fletcher (JF), South Cambs DC
* Ali Manji (AM), Cross Keys Homes
 | * Karen Mayhew (KM), Homes for Cambridgeshire & Peterborough (H4C&P)
* Lee Price (LP), West Suffolk
* Damian Roche (DR), Accent Group
* Pamela Scott (PS), Huntingdonshire
* Lisa Sparks (LS), Cambs County
 | * Sean Evans, Peterborough
* David Greening, Cambridge City
* Nigel Howlett, CHS
* Joe Keegan, Public Health
* Michael Kelleher, Peterborough
* Helen Reed, Cambridge City
* Matthew Ryder, National Probation Service
* Cristina Strood, OPCC
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| **Previous Notes** |
| Previous meeting notes are available at <https://cambridgeshireinsight.org.uk/housingboard/> **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 are shortened or removed, to save paper. 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 Field.
* 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:**  14 January 2022: 10.00 am to 12.00 noon |

| Action  | Agenda item | Lead  | To do | Doing | Done |
| --- | --- | --- | --- | --- | --- |
|  | **3 December 2021** |  |  |  |  |
|  | Item 2: Update on Hardship Metrics work / future plan (Damian Roche) |  |  |  |  |
|  | * DR presented slides, find them at <https://cambridgeshireinsight.org.uk/housingboard/>
* Not seeing a massive increase of customers in arrears, total arrears, some significant fluctuations but could be impacted by some quarters did not have capacity to provide data.
* UC recipients tend to have higher levels of debt.
* Next steps, DR presented at next meeting of Homes for Cambridgeshire and Peterborough, participating landlords and Economic Recovery Group. To get feedback from all stakeholders and future actions.

Questions:* JC - Need to have full RP data and would be good to see quarterly including sharing good practice.
* KM – Might be useful at some point looking at arrears for affordable rent versus sociable rent. Rent settlement – next report would be useful to know what decisions, whether they have applied the full CPI or have gone for something lower, and the impact.
* HW - Would be interested to look at a good practice for landlords, around dealing with rent arrears and rent in advance etc, overlaps and parallel bits of work. Are there gaps in terms of the providers that are committed and signed up to this? If there are gaps it might be helpful to know and target them, DR added, comfortable have a good mix and confident across Local Authority areas there is a commitment to provide that data.
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|  | Damian will get feedback from providers on the quarterly data. | DR | ✓ |  |  |
|  | HW and DR will discuss good practice in relation to affordable homes.  | DR/HW | ✓ |  |  |
|  | SB will add good practice to Cambs Insight webpage when available, and others add to that, to encourage good practice sharing. JC advised, more looking at data, and decide if there are organisations we would like to speak to around practice, but not a league table. | SB | ✓ |  |  |
|  | * Rent settlement, do we implement the full rent settlement?
 |  |  |  |  |
|  | * Repairs and maintenance costs going up. Accent Housing had to increase costs for repairs and maintenance next year. KM advised, similar elsewhere (asset investment around fire safety, and people wanting to build up decarbonisation funds, would be interesting to see LA’s feeling there).
 |  |  |  |  |
|  | Can South Cambs and Cambridge share their position on rent settlement? | City & SCDC | ✓ |  |  |
|  | DR will circulate slides to participating groups, share details from this meeting and get them to buy in. | DR | ✓ |  |  |
|  | Item 3: Mental health, substance misuse and housing: final document for approval |  |  |  |  |
|  | * SB shared and discussed slides, find them at <https://cambridgeshireinsight.org.uk/housingboard/>
* Now called toolkit not protocol and applies to Cambridgeshire and Peterborough but not West Suffolk.
* Introduces, across a wide spectrum of organisations, what services there are. Many online links in the document. 10 scenarios in toolkit. Had lots of feedback and help to produce this version. Aim to publish by end of January. Set up a special email address to feedback, at toolkit@cambirdge.gov.uk. Can review in a years’ time.
 |  |  |  |  |
|  | SB to send around final version to group. Dan Horn to officially approve but others to see final draft. | SB |  |  | ✓ |
|  | * LP advised, hoping can replicate in West Suffolk and would like to see final copy. Good to review and get feedback.
* HW noted Board would like to see final version, get feedback once working in practice, perhaps in 6 months’ time. Can feedback to Board.
* Thank you to everyone involved, the Board particularly thanked Dan Pearce for this work
 |  |  |  |  |
|  | Item 4: GTANA Feedback |  |  |  |  |
|  | * Study still underway, consultancy company working on our behalf. Face to face surveys ongoing, expecting to see findings mid-December, draft version end December, then to publish sometime in January or February. Progressing well. Steering group set up with all relevant LA’s keeping them updated.
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|  | Item 5: Output of number of homes built 2020/21 (verbal only) |  |  |  |  |
|  | * Still don’t have numbers from County Council on number of homes built. Looking out for completed Annual Monitoring Report, usually comes out in January. Needs to be looked at in terms of whole process and definitions.
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|  | Item 6: Updates |  |  |  |  |
|  | HRS re-commissioning and partner update* New young people’s contracts on schedule to start from 1 January. Currently all in mobilisation phase which will carry on throughout the first year of the contract as people make changes to new model. Looking to join up single referral forms, etc. To award for lot 1 shortly but procurement process on going for lot 2. Will share when can.
* Re-procurement from County Council around floating support that P3 deliver, and older peoples visiting support service going out to tender next year. Getting stakeholder feedback currently. Will be some market engagement events in January. JC advised that Homelessness, lot 1 is Fenland and lot 2 is City and South. HDC is in young people not adults. Housing First programme getting up and running in HDC. Floating support is County wide. Can do more if get RSI 5.
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|  | Item 7: AOB |  |  |  |  |
|  | * HW mentioned a piece of work Fenland regards modern day slavery, which is sometimes an issue in the Fens. Joint effort working with the Police. HW highlighted that they had a visit from HRH Princess Eugenie, who leads on an anti-slavery collective, Fenland had carried out lots of work to warrant the visit.
 |  |  |  |  |
|  | Ask Sarah Gove at Fenland to attend a future meeting to talk to Housing Board about this. Add to February or March agenda. | EF | ✓ |  |  |
|  | * The Fire and Rescue service for Cambridgeshire are providing training, called Olive Branch, about basic fire safety for front line workers, includes hoarding.
* First Response Service (mental health phone line for people in crisis). There is a phone line for professionals, an answerphone, won’t get call back immediately, it’s a professional’s helpline. 01480 442007 – ask everyone to pass number to Housing teams. SB can share and we can use this number although a small team who can provide support, can go to RPs too. THIS IS NOT A NUMBER TO GIVE TO THE PUBLIC.
* Post meeting note: number changed in early January 2022 to **01480 757 365** so please use this number from now on.
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|  | **5 November 2021** |  |  |  |  |
|  | Item 2: Homelessness and plans to end rough sleeping |  |  |  |  |
|  | * Presentation by JC and HW, slides and reports available on our Cambs Insight page. Unfortunately, no Peterborough data currently, so reports just cover Cambridgeshire and West Suffolk. Talked through trends over the last year compared to 2020/21, and reasons. Detail provided in both reports. “End Rough Sleeping” plans included in HW’s report, slides summarise.
* DG – Worth investigating the numbers and % of private rented and social housing evictions – suspect the proportion of social renters may be high compared to end of shorthold tenancies (ASTs) (as %).
* LP – Surprised by number of evictions from supported housing – causes? Assume get more support..?
* NH – Some people in supported are realistically beyond the scope of the support but providers try to accommodate, may mean eviction in some cases, where it does not work out.
* SG - Discussion around the “one year funding” – Rough Sleeper Initiative (RSI) funding may be allocated on a 3-year basis – much better for recruitment and stability of services. Also, in Fenland DC some partners are not registered providers which affects housing benefit bill for the district- maybe better to work with RPs to avoid this.
* Disappointment of not getting Changing Futures funding – SB and team re-assessing our bid and whether a smaller scale project might be able to help with some of these people with multiple or more complex issues, will update.
* JC - Risk of homelessness - Some areas hold a panel; others have specific Officers who help look at early prevention for people more at risk. No one approved method but early multi agency work makes a crucial difference.
* MR - Can criminal justice agencies do more? Realise some very high risk people coming through this route – actively looking for solutions but offer to do more if needed.
* KM – are RPs contributing enough to the eviction / homelessness prevention agenda? (see action 11)
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|  | Peterborough numbers to be contributed and added in, JC to recirculate report once complete | SE/JC/HW | ✓ |  |  |
|  | H’less strategy group will collect data and review 6-monthly, at detailed level. Will continue to share differences, trends, good practice etc., and bring to Housing Board each November for annual homelessness update. To do this will need districts to share their homelessness data ahead of the MHCLG deadlines, so no 6-month data lag. | JC/HW | ✓ |  |  |
| 1.
 | EF to add Homelessness and Rough Sleepers to Nov 2022 agenda | EF  | ✓ |  |  |
|  | Want to investigate social housing evictions further, including reasons. | JC/HW | ✓ |  |  |
| 1.
 | Bring update on “cut down” Changing Futures proposal, possibly to January 2022 meeting  | SB  |  | ✓ |  |
|  | Sub-reg h’less group to: * look at different methods of early prevention. Can we increase prevention? Appeal to all partners to get involved.
* Investigate voluntary *duty to refer* mentioned (Exeter) – could we set this up?
* Review if there is an overall lack of housing or is a specific type of housing lacking?
* Consider action needed to take short notice bidding opportunities. Have “off the shelf” data / principles ready?
* Consider setting up a local toolkit or checklist on eviction prevention –LAs may have things to offer RPs to help.
* Talk with criminal justice agencies (MR) about where ‘their’ customers become homeless / risk of eviction etc – could we work better together with criminal justice partners?
* Sub-reg h’less group to add any / all / relevant from this discussion to their action plan
 | JC/HW (as h’less grp links) | ✓ |  |  |
|  | Each district to review whether RPs are getting involved in e.g. ASB problem solving groups, community safety teams / panels, tenants at risk panel – RPs should be included / attending. | All LAs | ✓ |  |  |
| 1.
 | Clarion is doing an eviction related pilot project, see if can bring info to housing board – **invite to a future meeting** | EF | ✓ |  |  |
|  | Item 3: Hoarding update |  |  |  |  |
|  | * Circulated report on the first 6 months of the P3 hoarding support pilot (runs for 12 months in total).
* LS and SB supporting Stuart Brown in discussions over what is needed to address what seems to be a growing issue.
* Perfect example of where RPs can help flag an issue early, before it becomes a big problem, linked to previous agenda item. Multi agency partnership can really help and avoid it getting too far progressed. Need all involved early to tackle.
* Tend to be fairly low number of people but takes a lot of time, more than most Officers can fit into their working day especially where long term intervention / counselling etc is needed, strong link to homelessness prevention.
* LS – Multi agency approach is great but there is no specific expertise at CPFT (mental health service) for hoarding, so it’s hard to secure the psychiatric / psychological interventions which might be needed.
* HW mentioned an article on this, see <https://www.apdo.co.uk/>
 |  |  |  |  |
|  | SB to request information needed, to Board members, to pass to colleagues. Use to gather numbers and insights. Invite RPs to trawl through and identify where there are low level cases - is there any way to get an idea for housing “patch” officers? (Plus, City and SCDC housing). Also ask Fire Service for overall numbers they may be aware of, say for past 12 months. | SB |  | ✓ |  |
|  | Invite Stuart B to bring his insights to a future Board, so we can agree whether there is a lack / what we ought to do about it. Once we have some evidence, if agreed at HB, approach CPFT about it. Suspect Fire Service would be supportive. Investigate if specialist training is available for staff, to help start the conversations correctly aiming to help and stop hoarding from escalating. Could we buy some in? | SB/StuartB |  | ✓ |  |
|  | Item 4: Covid and vaccination programme |  |  |  |  |
|  | * Monitoring update in supported housing settings. It’s a moving picture as people come and go esp in temp.
* CCG is looking at targeting sessions to locations, talking to people and offering vaccines as part of the conversation.
* We are now an Enhanced Response Area – this [link](https://protect-eu.mimecast.com/s/_0MECZ8qSQOAgAizi7yY?domain=cambridgeshire.gov.uk) takes you to press release for more info.
 |  |  |  |  |
|  | For housing providers / partners, action is to keep communicating, keep tackling the myths and encouraging take-up. | All |  |  | ✓ |
|  | Item 5: Housing related support procurement & monitoring data (LS) |  |  |  |  |
|  | * Mobilising the young person’s support in 4 lots: successful bidders are:
	+ Lot 1 Cambridge and SCDC – Cambridge Youth Partnership led by Riverside
	+ Lots 2 & 3 FDC and HDC, Longhurst leading a group of local providers
	+ Lot 4 CHS leading in East Cambridgeshire
* Adult procurement is ongoing.
* Circulated HRS monitoring stats. Can provide by LA if needed. Quarter 2 data. Some caveats and it will all develop.
 |  |  |  |  |
|  | LS and SB to work together on using the stats for regular reports / updates for groups to be identified. | LS/SB | ✓ |  |  |
|  | Item 6: Updates: DASV accommodation |  |  |  |  |
|  | * DASV came to homelessness group – they are recruiting more staff ad IDVAs, very positive. Many partners working on DAHA accreditation – Cambridge and CHS are accredited now.
* DA safe accommodation duties sit with County. Will have IDVAs for each district, working on housing advice and solutions, key to homelessness prevention. Funds to secure properties, private rented or RP depending how it goes.
 |  |  |  |  |
|  | DG will be presenting some DA and homelessness stats to DASV board, with help from homelessness leads. Asked all to feedback on his data – is it clear and consistent? Does it cover what we think DASV board needed? Please feedback to David. | H’less leads | ✓ |  |  |
|  | DG will feedback the upshot to Housing Board once completed, possible review every 6 months? (TBC). | DG | ✓ |  |  |
|  | **AOB**  |  |  |  |  |
|  | HomeLink delays? |  |  |  |  |
|  | * NH reported hearing about significant delays to Home-Link registration process.
 |  |  |  |  |
|  | Districts encourage NH (and others) to get in touch if this is the case – HW @SCDC, DG @Cambridge, JC @HDC, DH @FDC | All | ✓ |  |  |
|  | Rough sleeper and hospital funding announcement |  |  |  |  |
|  | * SB putting a note together on this, it’s funding allocated ages ago for 2 support workers and 4 units of accommodation, just in Cambridge and Peterborough, to help homeless people get somewhere to come out of hospital to.
 |  |  |  |  |
|  | Note to follow | SB |  | ✓ |  |
|  | Mental health forums – 2 opportunities to add housing reps |  |  |  |  |
|  | * Terms of Ref of 2 forums on our webpage, please review to see if wish to attend.
* DH very keen we ARE represented / involved, could rotate reps if that helps.
 |  |  |  |  |
|  | SB to clarify “level” of the 2 groups to make sure we give the right level of input and send a note to HB to clarify, will be attending a 2nd meeting of each with the MH SA H protocol, so can confirm understanding there. *Update = SB attending at present* | SB |  |  | ✓ |
|  | Broadband project |  |  |  |  |
|  | * Cambridge City and 4 large RPs in Cambridge working with Connecting Cambridgeshire to review barriers in the way of getting cheaper fibre broadband to social housing residents. Struggle to engage because of the time & resource needed
* Meeting planned in November.
 |  |  |  |  |
|  | Will update Housing Board on progress as the project grows and widens its coverage, learning from Cambridge. | NH/DG/SB |  | ✓ |  |
|  | Housing delivery numbers |  |  |  |  |
|  | * SB waiting for county figures to put a report together, talk of trying to align county and district figures more, especially affordable which tends to be quite different if you talk to county monitoring team or housing enablers.
 |  |  |  |  |
|  | Keep working on county to get the final approved numbers, report back to housing board  | SB | ✓ |  |  |
|  | Hardship metrics |  |  |  |  |
|  | Update to come to December Housing Board | DR |  |  | ✓ |
|  | **1 October 2021** |  |  |  |  |
|  | Item 3: Overview of Prof Dame Carol Black independent drugs review |  |  |  |  |
|  | JK to bring back to Housing Board draft Local Strategy Review, to see how we can support, add to agenda at a good moment. | JK/EF | ✓ |  |  |
|  | Item 5: Developing older persons' housing |  |  |  |  |
|  | LO to share slides with Housing Board via SB, but don’t share wider. However, LO sent to a couple of RSL’s for comment. | LO/ SB |  |  | ✓ |
|  | LO to bring back Extra Care information on Peterborough. | LO |  | ✓ |  |
|  | Item 7: Updates |  |  |  |  |
|  | 7c Update on accommodation for Domestic Abuse and coverage across our area Board asked DG to send back homelessness statistics on domestic abuse approaches, DG preparing spreadsheet for Districts to complete, will circulate that. JC’s HPA2 meeting could look at that, coordinate across Housing Authorities/consistency. | DG |  | ✓ |  |
|  | AOB |  |  |  |  |
|  | Cambridgeshire County talking to Districts about Learning Disability Strategy, looking at specialist accommodation needs, Fiona Smitten at County leading. Good to understand needs in terms of new development. Main strategy September 2022? |  |  |  |  |
|  | Talk to Strategic Housing Group then come back to Housing Board when it’s a good moment. **To be scheduled** | HR | ✓ |  |  |
|  | **6 August 2021** |  |  |  |  |
|  | Item 3: Review of what we all know about modern approaches to housing management, conditions in existing homes, etc |  |  |  |  |
|  | JF to provide SB with contact names for the Challenging Buildings Group. | JF |  | ✓ |  |
|  | SB will ascertain what the LGA are doing regards lobbying government on empty homes.  | SB |  | ✓ |  |
|  | SG will share Lendology details. | SG |  | ✓ |  |
|  | Plan for an agenda item on modern approaches to housing management. NH will ask RPs if they have approaches to share.  | NH |  | ✓ |  |
|  | Item 4: Discussion around sub-regional budget for 2021/22 |  |  |  |  |
|  | KM / NH to raise at H4C&P September meeting to agree their contribution to the sub-regional budget | KM |  | ✓ |  |
|  | **2 July 2021** |  |  |  |  |
|  | Item 2: How *Caring Together* supports Carers, Karen Leete |  |  |  |  |
|  | Await feedback from Karen Leete regards questions from Housing Board which we will act upon.  | KL | ✓ |  |  |
|  | Item 3: Hoarding Protocol update, Stuart Brown |  |  |  |  |
|  | Send any good hints and tips to Stuart.Brown@cambridgeshire.gov.uk for a new hoarding good practice resource guide. | All |  | ✓ |  |
|  | Send expressions of interest to LS, for funding to support people who hoard. | All | ✓ |  |  |
|  | All to help build a hoarding lead / champion network, names of experts to add to the network. SB to collate list of contacts | SB |  | ✓ |  |
|  | Stuart will provide draft email, which we can send to our organisations to market the clutter index across teams. | All |  | ✓ |  |
|  | **4 June 2021** |  |  |  |  |
|  | Item 3: Discussion on low uptake of Debt Advice |  |  |  |  |
|  | SB to collate list of schemes on Cambs Insight, of RPs and links on how to find out if they provide financial support etc. *Update: To be added to Housing Guide (work in progress at Jan 2022)* | SB |  | ✓ |  |