

## IMPROVING PLACES SELECT COMMISSION

**Date and Time :-** Tuesday 20 September 2022 at 2.00 p.m.

**Venue:-** Town Hall, Moorgate Street, Rotherham.

**Membership:-** Councillors Wyatt (Chair), Tinsley (Vice-Chair), Atkin Aveyard, Bennett-Sylvester, Browne, C Carter, Castledine-Dack, T Collingham, Cowen, Ellis, Havard, Hunter, Jones, Khan, McNeely, Monk, Reynolds, Taylor.

**Co-opted Members:-** Mrs. K. Bacon, Mrs. M. Jacques.

This meeting will be webcast live and will be available to view [via the Council's website](#). The items which will be discussed are described on the agenda below and there are reports attached which give more details.

Rotherham Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair or Governance Advisor of their intentions prior to the meeting.

### AGENDA

**1. Apologies for Absence**

To receive the apologies of any Member who is unable to attend the meeting.

**2. Minutes of the previous meeting held on 26 July 2022 (Pages 3 - 8)**

To consider and approve the minutes of the previous meeting held on 26 July 2022 as a true and correct record of the proceedings.

**3. Declarations of Interest**

To receive declarations of interest from Members in respect of items listed on the agenda.

**4. Questions from members of the public and the press**

To receive questions relating to items of business on the agenda from members of the public or press who are present at the meeting.

**5. Exclusion of the Press and Public**

To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.

**6. Thriving Neighbourhoods Annual Report 2021/22 (Pages 9 - 20)**

To consider an annual report in respect of the delivery of the Thriving

Neighbourhoods Strategy and the Neighbourhood Working model.

**7. Draft Tenant Engagement Framework (Pages 21 - 91)**

To consider a draft in respect of the Housing Tenant Engagement Framework.

**8. Progress on the Homelessness Prevention and Rough Sleeper Strategy 2019-2022 (Pages 93 - 134)**

To receive an update report and action plan in respect of the Homelessness and Rough Sleeper Strategy 2019-2022.

**9. Work Programme (Pages 135 - 142)**

To consider and approve an updated outline schedule of scrutiny work.

**10. Urgent Business**

To consider any item which the Chair is of the opinion should be considered as a matter of urgency.

**11. Date and time of the next meeting**

The next meeting of the Improving Places Select Commission will take place on 25 October 2022, commencing at 1.30 pm in Rotherham Town Hall.

**IMPROVING PLACES SELECT COMMISSION**  
**Tuesday 26 July 2022**

Present:- Councillors Wyatt (Chair), Bennett-Sylvester, C Carter, Castledine-Dack, Ellis, Hunter, Jones, Khan, McNeely, Monk and Tinsley.

Apologies for absence were received from Councillors Atkin, Aveyard, Browne, T. Collingham, Cowen, Havard, and Taylor and from Mrs. Mary Jacques.

The webcast of the Council Meeting can be viewed at:-  
<https://rotherham.public-i.tv/core/portal/home>

**11. MINUTES OF THE PREVIOUS MEETING HELD ON 7 JUNE 2022**

**Resolved:-**

1. That the minutes of the previous meeting held on 7 June 2022 be approved as a true and correct record of the proceedings.

**12. DECLARATIONS OF INTEREST**

A personal interest was declared by Cllr Bennett-Sylvester as a tenant of the Council, and a personal interest was declared by Cllr McNeely as a tenant of the Council.

**13. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS**

The Chair advised that there were no members of the public or representatives of media organisations present at the meeting and there were no questions in respect of matters on the agenda.

**14. EXCLUSION OF THE PRESS AND PUBLIC**

The Chair advised that there were no items of business on the agenda that would require the exclusion of the press or public from the meeting.

**15. TENANT SCRUTINY REVIEW - AIDS AND ADAPTATIONS UPDATE**

Consideration was given to a report providing an update on progress in delivering the actions agreed following a review of the Aids and Adaptations Service by the Tenant Scrutiny Panel. This review had been conducted as part of a continuous programme of service reviews which are undertaken by the Panel. The work of the Panel was facilitated and supported by Rotherfed, the Council's Tenant Federation provider. The aim of the Panel was to investigate the customer journey for those using the Aids and Adaptations Service in terms of accessibility, clarity and fairness. The Tenant Scrutiny Panel completed its review in Spring 2021 and submitted a report describing the Panel's findings, together with

recommendations for service improvement. A report detailing the findings of the review and recommendations was received at Improving Places Select Commission on 29th June 2021. The Adaptations Manager described the range of actions undertaken in response to the recommendations. Customer contact systems and referral methods, triage stages, budgets and forecasting, efforts to sustain tenancies without moving, benchmarking and matters of policy and staff resource were described. It was noted that the full refresh of the policy had been delayed by pandemic impacts.

In discussion, clarification was requested in respect of current numbers of residents waiting for aids and adaptations. The response from officers noted that many referrals come into the service through the Housing Occupational Therapists. The backlog associated with this pathway is 48 weeks due to a NHS staff resource shortage in occupational therapy. Action plans are in place to filter through the backlogs. Team members are working with the occupational therapists to understand the backlogs and trusted assessors within the team are helping to work through the backlogs. Administratively, the case management system in use has also been evaluated to identify and resolve quick fixes. The service is very much cognisant that the qualified occupational therapists are responsible for making the recommendations to ensure the aid or adaptation meets individual needs, but the service were seeking out all fast-track options available to expedite backlog resolution.

A supplementary question was offered in respect of the possibility to utilise occupational therapist assistants for cases of less complexity. The response noted that a trusted assessor is a technical officer with experience who can oversee handrails for example. There is a further level required, for example, for level access showers. The service seeks to make best use of housing stock by sustaining tenancies in place where a move can be avoided. Currently, there was vacancy for occupational therapist assistant roles. Working in partnership with the NHS, training requirements in the team have lead times of 2-3 months from training to post.

Members noted the two topics excluded from scope of the tenant scrutiny review which were the housing allocations policy and the voids process and requested further clarification in respect of how the right to buy applies to a house with adaptations. The response from officers noted that the tenants aver in writing as part of the referral request that they were not requesting a right to buy. This situation is not seen to happen very often if at all. As part of the business review, consideration was being given to the policy to see what other authorities do as part of the benchmarking process. Transferring cost back onto the resident would likely not be looked on favourably, but it was an area for consideration which would be taken up as part of the ongoing review in collaboration with colleagues in the legal team.

Clarification around the point of contact was requested, as there can be conflation of repairs and adaptations. The response from officers noted that phone calls had been routed incorrectly or late, but this was being resolved. There were two officers on the phones handling calls every day, with consistent coverage from 8:30 to 5. Some extra referrals were received by the adaptations team which were considered by the occupational therapists in collaboration with the Housing Options Manager and with the Medical Assessment Team. Long term needs and possibility of short-term fixes were considered in order to make the best use of stock. A panel met monthly to discuss these on a case-by-case basis.

Clarification was requested around how the adaptations policy figured in the broader housing policy structure and how the policy was expected to evolve in the foreseeable future. The response noted that the Adaptation Policy was separate from other policies but a related policy that will need to be developed was the Housing Assistance Policy, which is part of the regulatory framework. The upcoming review of the Adaptation Policy would need to incorporate development of the Housing Assistance Policy. The goal of the review was to design the policy in a way that did not unnecessarily restrict the service whilst providing a policy that was approachable to the general public and that better served residents.

The representative of Rotherfed noted the positive dialogue between the service and Rotherfed around the action plan implementation. As the completion of the policy approached, Tenant involvement in redrafting the policy could be given consideration as a valuable way to receive feedback. The response from officers noted the close relationship between the service and Rotherfed and the intention to include tenants in the redraft.

**Resolved:-**

1. That the progress report be noted.
2. That the forthcoming leaflet be circulated to Members upon completion.
3. That the refreshed Housing Policy be considered for scrutiny in early autumn 2023, or at an appropriate time to allow for the new policy to be embedded.
4. That, pending assurances around prioritisation, the next update on Aids and Adaptations be received in early autumn 2023.

**16. TENANT SCRUTINY REVIEW - SATISFACTION WITH REPAIRS AND MAINTENANCE SERVICE**

Consideration was given to a report reviewing tenant satisfaction in respect of tenants' experience of council housing. The review focused on performance measures, value for money, and tenant satisfaction. Relevant legislation and regulations were also noted in relation to the review work. Priorities assessed by the review included ease of reporting, quality of repair, and timeliness of repair. An account of complaints received in relation to the delivery of repairs services was also provided. The framing of questions and survey methods were also discussed.

Regarding the framing of the survey questions, Members agreed the surveys should be standardised. Officers noted that in terms of right first time and customer satisfaction, the questions are standardised. Previously, a partner asked some of their own questions but has since reverted back to the standard form.

Members noted the importance of tracking responses to all recommendations, even where these responses serve only to explain why a requested action could not be taken. The response from Rotherfed noted that during scrutiny reviews, the Tenant Scrutiny Panel will often set as a recommendation at least one aspirational suggestion where inroads may not be possible due to budget or legal implications. Officers invited feedback of specific instances where recommendations had not received response so that any such instances could be tracked down and examined.

Clarification of the category of Right first time was also requested. The example was given that, in situations where plastering could not be completed on the same day, there was often a need for additional visits. Sometimes further repair issues that are needed become clear once work has started. It was noted that 9 of 10 are right first time. The definition and the KPI responses received scrutiny, as interrogating these categories was important. Jobs which require additional work were not to be shut down but regarded as follow on work until completion. Examples of the operational process were given.

In respect of the customer contact centre, clarification was requested as to flexibility around requests from residents who were in exceptional circumstances. Although not raised by the scrutiny Panel as part of the review, the response from officers noted that sometimes the need is not one size fits all. Customer exceptions need to be reported in a timely way so that the service can respond, for example in circumstances of palliative care. The desire of the service to prioritise calls from vulnerable people and people with exceptional circumstances was emphasised. Furthermore, there was a senior officer prioritising specific types of repairs, for example, asbestos, and for those with immediate risk of life and property. There was also a senior officer within the contact centre to deal with points of escalation for repairs matters.

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Further details were requested in terms of challenges around communications. The response from officers acknowledged that communications issues occasionally arise. For example, in reference to any temporary fix, there is always a future planned repair. A small wall may have collapsed in a garden, for example; the initial repair is to make the area safe. The next phase is to replace and rebuild. A reduction in these specific kinds of cases was observed, where communal repairs were being undertaken and customers were not always informed, especially during the previous two years where there was a reduction in face-to-face communications. This process was refined based on learning. The service was also working closely with the IT systems and call centre to obtain high quality requests for repairs. It was the operational view of the service that if the wrong trade attends a job, that job should not be shut down but should be referred to the planner to be sorted with the contractor.

Members also expressed interest in knowing more benchmarking information in relation to the repairs and maintenance service. Officers noted that Sheffield City Council had come to speak to the team about voids processes. The goal was to deliver a world class service, and direct comparisons through Housemark had shown the service were in the top quartile for Repairs and Maintenance. Key Performance Indicators (KPI) were consistently monitored, showing “right first time” had increased, and customer satisfaction stayed high. Further, the service were geared up to incentivise KPI delivery. The teams worked closely with tenants and partners and other authorities to drive quality.

Thanks for the updates to the scrutiny group were expressed, as well as recognition of the large amount of work performed by the scrutiny panel in a short span of time to ensure the voices of tenants were incorporated in the proceedings and to expand the involvement of tenants going forward.

**Resolved:-**

1. That the report and action plan be noted.
2. That the outcome of the forthcoming “You Said, We Did” publications be circulated to Members with a view to sharing widely the learning as evidence of the impact of tenant engagement.

**17. REVISED WORK PROGRAMME**

Consideration was given to an update report and outline of scrutiny work for the 2022/23 municipal year.

**Resolved:-**

1. That the report and proposed schedule of work be noted.

2. That authority be delegated to the Governance Advisor in consultation with the Chair and Vice-chair to make changes to the schedule of work as appropriate between meetings, reporting any changes back to the next meeting for endorsement.

**18. URGENT BUSINESS**

The Chair advised that there were no urgent items of business requiring the Commission's consideration.

**19. DATE AND TIME OF THE NEXT MEETING**

**Resolved:-**

1. That the next meeting of Improving Places Select Commission will take place on 20 September 2022, commencing at 1.30 pm in Rotherham Town Hall.

Select report type  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 20 September 2022

**Report Title**

Thriving Neighbourhoods Annual Report 2021/22

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Jo Brown, Assistant Chief Executive

**Report Author(s)**

Martin Hughes, Head of Neighbourhoods  
martin.hughes@rotherham.gov.uk

**Ward(s) Affected**

Borough-Wide

**Report Summary**

Progress on the delivery of the Thriving Neighbourhoods Strategy and the Neighbourhood Working model

**Recommendations**

Note the progress of the delivery of the Thriving Neighbourhoods Strategy and the Neighbourhood Working model

**List of Appendices Included**

None

**Background Papers**

- Thriving Neighbourhoods Strategy 2018-2025
- Rotherham Council Plan 2022-25
- Rotherham Council Year Ahead Plan 2022/23

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

No

**Council Approval Required**

No

**Exempt from the Press and Public**

No

## Thriving Neighbourhoods Annual Report 2021/22

### 1. Background

- 1.1 This is the fifth annual report to be presented to the Improving Places Select Commission and focuses on the municipal year May 2021 to May 2022.
- 1.2 Cabinet approved the Thriving Neighbourhoods Strategy (2018-2025) in November 2018 following the introduction of the new neighbourhood working model in May 2017.
- 1.3 The Thriving Neighbourhoods Strategy aims to put communities at the heart of everything we do and to make people healthier, happier, safer and proud by:
  - Working with communities on the things that matter to them
  - Listening and working together to make a difference
  - Supporting people from different backgrounds to get on well together
- 1.4 This vision was further developed under the 'Every Neighbourhood Thriving' theme within the Council Plan (2022-25) -  
*'Our vision for Rotherham is for every neighbourhood to be a thriving neighbourhood, where people are able to work together to achieve a good quality of life. We want to work with local people to find solutions to local issues and to build on our heritage and assets. We will help create vibrant communities in which people feel happy, safe and proud. To do this, we will make it easier to get involved in the local community, work closely with our partners and local voluntary and community groups, enhance our town and village centres, green spaces and libraries, and effectively tackle community issues'*
- 1.5 The 'Every Neighbourhood Thriving' theme within the Council's Year Ahead Delivery Plan includes the following outcomes the Council aims to achieve in 2022/23 under this theme –
  - Work with communities on the things that matter to them
  - Residents, organisations and businesses use their skills and resources to help others
  - Neighbourhoods that are welcoming and safe
  - Local people have access to libraries, cultural activities, parks and green spaces
  - Local towns and villages are improved

### 2. Key Issues

#### **Elected Members as Community Leaders**

- 2.1 Elected Members are at the centre of Rotherham's neighbourhood working model, which provides them the opportunity to maximise their role as community leaders.

Member Induction, Development and Support

- 2.2 The May 2021 elections saw a move from 21 to 25 wards and resulted in 32 new Members being elected, the majority of whom had never been Members before. The Elected Member Induction programme included an introduction into the Council's Neighbourhood Working model which covered the role of key council services, various initiatives and programmes (such as Towns and Villages) and the importance of involving community stakeholders (such as the VCS and Parish Councils). Running alongside this Elected Members were provided with a detailed introduction to their new ward.
- 2.3 Over the last year a wider Member Development Programme has been established, which is overseen by the Deputy Leader and the Member Democratic Group. This programme has included neighbourhood working related topics such as the role of Parish Councils, the role of the Voluntary Community Sector, Towns and Villages programme and Community Infrastructure Levy (CIL). Other 'neighbourhood working' related opportunities are in development, which will form part of the Member Development programme over the next year. A Good Practice Guide is also being developed as additional resource for Members and officers. This will showcase examples of neighbourhood working and strengths-based approaches across the Borough.
- 2.4 In April/May 2021 a survey took place which allowed Elected Members to feedback on the neighbourhood working model and support from Democratic Services (which included Member Development). 30 Elected Members responded to the survey, 67% of whom felt that the neighbourhood working model was good or very good. Specific comments were received around -
- Support given to Elected Members in their community leadership role
  - Ward budgets
  - Community engagement
  - Neighbourhood partnership working
  - Council service and partner response to local issues
- The results of the survey will help shape the progression of the Council's Neighbourhood Working model and the support Members will receive in their community leadership role. The results have been presented to the Member Democratic Panel and the necessary responses / actions will be considered over the next few months. This will be fed back to all Elected Members in due course.
- 2.5 Ward Members are supported on a day-to-day basis by the Neighbourhoods Team. During 2021/22 the Neighbourhoods Team facilitated 289 ward Member briefings. These ward briefings are fundamental to the neighbourhood working model as they provide members with the opportunity to review their ward plans and budgets, engage with various partners and services, consider any emerging issues, take a lead on any projects or initiatives and discuss how to involve the local community.

### Ward Priorities and Plans

- 2.6 Between May – September 2021 Elected Members were supported by the Neighbourhoods Team to identify and agree their ward priorities and plans. These were informed by ward data, input and advice from council services and partners and local community intelligence. The priorities were published on the Council's website in October 2021 and covered priorities such as –
- Environment – including street scene, parks and green spaces
  - Community safety & ASB
  - Community resilience & infrastructure, including covid recovery
  - Physical & mental health and well-being
  - Children and young people
  - Transport & road safety
- 2.7 Elected Members were given the opportunity to refresh their ward priorities and plans in May/June 2022. The majority of Members chose to broadly keep their existing priorities. A number of wards have now included reference to the 'Cost of Living' crisis. The refreshed ward priorities were published on the Council's website in July 2022.
- 2.8 Since their publication in October 2021 Elected Members have been working with the Neighbourhoods Team, the local community and a range of partners to develop projects and improve local services to tackle their ward priorities. Details of these initiatives are included in the monthly ward e-bulletins and will be summarised in Ward Members' reports to full Council,
- 2.9 The Ward Members' reports to Council include numerous stories and case studies illustrating the impact of neighbourhood working, the role of Elected Members as community leaders and progress on ward priorities. The reports started in May 2022 and will continue to January 2024. They are published online once presented.
- 2.10 As well as forming a basis for local action the ward plans and the priorities identified within them are considered and inform Council decision making, policies, strategies, service plans and resource allocation.

### Devolved Ward Budgets

- 2.11 The 2021/22 budget included revenue and capital budgets that were devolved to individual Elected Members (Community Leadership Fund) or the ward as a whole (Capital Budget) -
- Each Elected Member received £2,584 Community Leadership Fund (revenue)
  - Two member wards received £7,120 Capital Budget
  - Three member wards received £10,680 Capital Budget
- 2.12 The budgets for 2022/23 and 2023/24 are –
- Each Elected Member will receive £1,584 Community Leadership Fund.
  - Two member wards will receive £7,120 Capital Budget
  - Three member wards will receive £10,680 Capital Budget

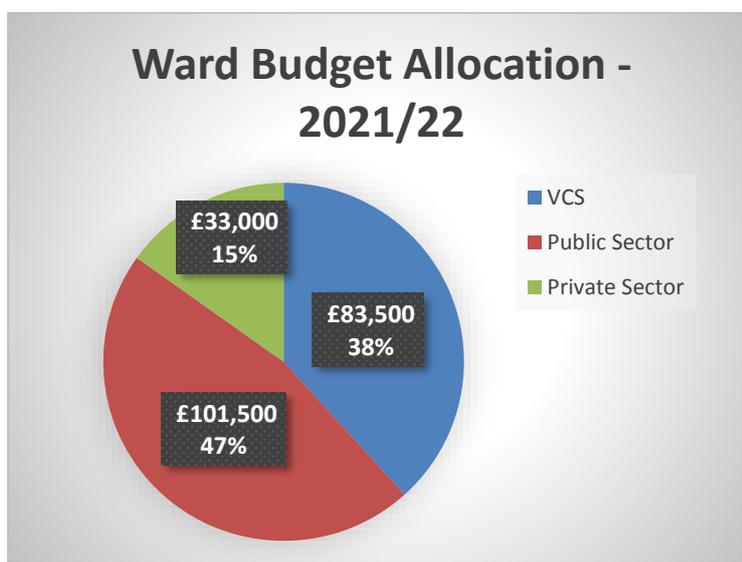
2.13 Both CLF and Capital budgets can be carried over to the following financial year up until 2023/24. This means that any underspend at the end of March 2024 will not carry over to the new financial year commencing April 2024.

2.14 In addition, Ward Members have access to –

- Ward Housing Hub monies - a revenue budget from the Housing Revenue Account that can be spent on environmental improvements that benefit council tenants
- Community Infrastructure Levy - a charge that councils can apply to new developments to raise funds for local infrastructure. Wards that are not covered by a Parish Council will retain the CIL 'Neighbourhood Portion'. This equates to 15% of the total CIL. This was only made available to Members from April 2022.

2.15 In 2021/22 Elected Members allocated approximately £218,000 to projects, services and activities tackling their ward priorities. £111,000 came from their CLF and £107,000 was from the ward Capital budget. Summaries of the allocations made in each ward in 2021/22 have been published on the website.

2.16 Approximately £83,500 was invested directly into the Voluntary and Community Sector, supporting a total of 238 community organisations. £101,500 went into the public sector for additional activities, services or equipment. The remaining £33,000 was used to purchase items/equipment from the private sector for community activities.



2.17 In addition, Members allocated a further £66,000 Ward Housing Hub monies on projects that benefitted council tenants and were in line with their ward priorities.

### **Community Engagement**

2.18 How Elected Members and the Neighbourhoods Team communicate and engage with residents, stakeholders and partners is fundamental to Rotherham's neighbourhood working model. From September 2022 the

Neighbourhoods Team will start to use ward focused Communication & Engagement Plans. These will be developed, monitored and evolved in consultation with Ward members.

- 2.19 The Neighbourhoods home webpage includes information on the Thriving Neighbourhoods Strategy, an interactive map of all the wards, details on how to apply for devolved ward budgets, links to the Parish Councils section of the Council website and links to all 25 ward pages. In 2021/22 there were 6,618 unique views of this webpage.
- 2.20 The 25 ward webpages include Elected Members details, a latest news feed, and useful links to other websites. They also allow people to access the ward priorities, ward data profile, annual ward budget statements and the Members' report to Council. There were very few articles posted on the newsfeed in 2021/22. This has been picked up as an area of improvement going forward, as has increased use of the Councils' social media accounts.
- 2.21 Each ward produces and circulates a monthly e-bulletin. These are written in consultation with Ward Members and provide local information and numerous stories illustrating the progress made in tackling ward priorities and the impact of neighbourhood working within the ward. Subscriptions increased from 6,515 to 7,860 in 2021/22, an increase of 1,345. The 'engagement rate' remains at 80%, which is significantly higher than most other bulletins of this nature. The target within the Council's Year Ahead Plan is to increase subscriptions up to 10,000 by the end of the financial year.
- 2.22 Supporting local community groups and meetings who provide local activities or tackle local issues which relate to the ward priorities is a core function of the Neighbourhoods Team. In 2021/22 the team supported 323 community organisations with general advice, legal status, funding, volunteer recruitment and linking them into various partnerships and services. This figure includes the establishment of 26 new community organisations. This work was alongside, and in addition to, the ward budget funding which was received by 238 community organisations.
- 2.23 The Neighbourhoods Team will continue to work alongside Ward Members to bring communities together through a range of enjoyable, cultural and social activities and events, which will inspire hope and pride in local communities across the Borough.
- 2.24 The Neighbourhoods Team continue to advise and support council services and partners who wish to consult within wards and neighbourhoods, such as with the Towns and Villages programme. This is in accordance with the Council's Consultation and Engagement Policy.
- 2.25 The recently agreed Council Equality, Diversity and Inclusion Strategy has further emphasised the need to promote and provide opportunities for all communities within the Borough. Over the next 12 months, and beyond, the Neighbourhoods Team will work with Elected Members to provide more opportunities for communities with protected characteristics to get involved in local consultation, activities and community action.

## **Neighbourhood Co-ordination and Partnership Working**

- 2.26 The priorities within ward plans form the basis of local projects, partnerships and networks which are supported by the Neighbourhoods Team and Ward Members. These priorities are shared across all Council services to help inform strategies, service plans, the allocation of resources and the delivery of services. Further work needs to take place to increase the visibility of the ward priorities to all staff across the council.
- 2.27 A range of neighbourhood based partnerships and networks have been continued or established in order to tackle the priorities within the ward plans. This includes Community Action Partnerships (CAPs) which operate in all 25 wards and provide a vehicle to tackle community safety related issues. In 2021/22 the Neighbourhoods Team co-ordinated 825 neighbourhood partnership and network meetings. These have been a mix of face-to-face and online Teams meetings.
- 2.28 Securing more regular and consistent Police attendance at CAPs and the quality of the data provided has been a regular issue raised by Elected Members over the last 12 months. This has been acknowledged and dialogue continues to take place with SY Police to improve this. Work is also ongoing to improve the data received at CAPs.
- 2.29 Parish and Town Councils are key to partnership working. The Neighbourhoods Team includes a Parish Council Liaison Officer who has supported the Parish Councils to –
- Develop a Joint Working Agreement with the Council – refreshed in July 2022
  - Meet with each other, council services and partners on a regular basis
  - Link into Elected Members, key council services to address local issues
  - Develop their response to potential future flood incidents
  - Hold events and celebrations
  - Access learning and development opportunities
- 2.30 At a North, Central and South Locality Area level senior managers from Neighbourhoods, Housing, Environmental Enforcement / CPU, Early Help, Streetscene and SY Police meet on a regular basis to exchange information and discuss area wide delivery of services in response to ward plan priorities and issues raised by CAPs or other neighbourhood partnerships. They are also in a position to assist with translating borough-wide strategies into local action.
- 2.31 Joint Tasking Groups are also in operation in the North, Central & South Locality Areas. These are responsible for tackling specific crime, community safety & ASB related cases that require a multi-agency response. They generally involve the same set of Senior Managers as in 2.30.
- 2.32 Since the introduction of the Council's Neighbourhood Working model the Neighbourhoods Team have had limited involvement in town centre related issues, focusing primarily on the surrounding neighbourhoods. In March 2022

Council agreed that a new Town Centre Community Co-ordinator post will be established and would sit within the Neighbourhoods Team. The post holder will lead on a placemaking approach that will harness and build on local community assets as well as bringing all the key stakeholders together to achieve common goals and ensure the town centre becomes an exciting place to live and work. The new post-holder will commence in October 2022.

### **Embedding Neighbourhood Working across the Council**

- 2.33 The importance of Neighbourhood or Place-based working to the Council has recently been emphasised by the inclusion of the 'Every Neighbourhood Thriving' theme within the Council Plan.
- 2.34 The Thriving Neighbourhoods Strategy was approved by Cabinet in 2018. It is now opportune to refresh the Strategy so it can take into account the ambitions within the new Council Plan (2022-25) and acknowledge that our neighbourhood working model can no longer be considered as a new approach, as it is now well embedded. The revised Thriving Neighbourhoods Strategy is due to be presented at Cabinet in November 2022.
- 2.35 Big Hearts Big Changes is the Council's internal programme of activity that supports the delivery of the Council's priorities. Thriving Neighbourhoods is one of the five themes and includes activity and projects around –
- Place Based Working – delivery of ward plans and embedding the priorities within service plans and strategies
  - Strengths-Based Approaches – recognising and building on the skills, resources, knowledge, experience and heritage within our communities rather than focusing on the deficits. This will be embedded through an officer and member development programme
  - Volunteering & Community Action – both how the Council supports volunteers across its services and how the Council supports staff to volunteer out in communities.

### **3. Options considered and recommended proposal**

- 3.1 The report presented is for information.

### **4. Consultation on proposal**

- 4.1 The report presented is for information

### **5. Timetable and Accountability for Implementing this Decision**

- 5.1 The report presented is for information

### **6. Financial and Procurement Advice and Implications (to be written by the relevant Head of Finance and the Head of Procurement on behalf of s151 Officer)**

6.1 There are no financial and procurement implications, other than those relating to the Neighbourhoods core management budget and the Members' ward budgets

**7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)**

7.1 There are no direct legal implications

**8. Human Resources Advice and Implications**

8.1 There are no direct staffing implications other than the recruitment and deployment of Neighbourhoods staff.

**9. Implications for Children and Young People and Vulnerable Adults**

9.1 The outcomes within the Thriving Neighbourhoods Strategy support the delivery of the Council Plan themes 'Every Child Able to Fulfil Their Potential' and 'People Are Safe, Healthy and Live Well'.

9.2 The ward priorities published in July 2022 illustrate where ward members are targeting resources towards Children and Young People and Vulnerable Adults. This includes new or additional activities, improved facilities or improved access to services. A number of Wards have priorities which will try to mitigate against the 'Cost of Living' crisis and continue to assist communities with Covid recovery.

**10. Equalities and Human Rights Advice and Implications**

10.1 The neighbourhood working model enables the Council to respond to the specific needs of Rotherham's increasingly diverse communities. Engagement with residents takes into account the strengths, assets and needs of different communities of interest, which differ in each neighbourhood and ward. Neighbourhood working allows the flexibility to respond to these needs.

10.2 The ward priorities and ward budget statements published on the website illustrate how Ward Members have targeted activity and resources toward communities with protected characteristics. The imminent introduction of ward Communication & Engagement Plans along with case studies and stories on ward webpages, e-bulletins and the Ward Members' reports to Council will assist measuring the impact going forward.

**11. Implications for CO<sub>2</sub> Emissions and Climate Change**

11.1 A number of ward priorities and plans have specific references to issues such as active travel, air quality and climate change that would positively contribute to tackling this agenda within these wards. The development of projects and awareness raising through e-bulletins and other engagement methods will encourage resident participation.

## 12. Implications for Partners

12.1 Multi-agency working is referred to in paragraphs 2.26 – 2.32 of this report. This illustrates the importance of partners (from the public, voluntary and private sector) and Parish Councils in the delivery of the Thriving Neighbourhoods Strategy. The ward priorities and plans are informed by the experience and intelligence from these partners, which encourages the establishment of shared priorities and goals.

## 13. Risks and Mitigation

13.1 Risks relating to the delivery of the Thriving Neighbourhoods Strategy are captured in the Assistant Chief Executive Directorate Risk Register.

13.2 Risk - failure to enhance community cohesion throughout the borough  
Mitigation -

- Ensure there are opportunities for people from different backgrounds to interact
- Community Action Partnerships and other ward-based partnerships/networks in place (which involve local VCS sector) to ensure early identification of community issues and a local co-ordinated response
- Ward e-bulletins and social media platforms being utilised to promote cohesion
- Safer and Stronger Communities is a priority within the Safer Rotherham Partnership (SRP) Plan 2022-25. Key objective areas include early intervention and preventative work on problem solving in local neighbourhoods, tackling hate crime and joint Police/Council community tension monitoring.

13.3 Risk - Lack of development or support for Elected Members preventing them maximising their role as community leaders

Mitigation -

- Ward priorities / plans informed by local data, information and intelligence
- Regular Ward Member Briefings, Community Action Partnerships and neighbourhood partnership meetings
- Advice and guidance provided around investment of ward budgets and other resources
- Members provided with a list of key contacts for services, etc. within their wards
- E-Casework system supports members to log casework direct with specific Directorates. Providing an audit trail, ability to monitor, review and follow up directly with officers where necessary to resolution
- Successful induction programme 2021/22
- Annual development plan in place informed by Member Democratic Panel
- Member Development sessions are delivered at varying times to encourage attendance
- Going forward Member Development sessions will be via Hybrid delivery
- Member survey has taken place and feedback being responded to / actioned

13.4 Risk - Capacity of council services and partners to respond to local priorities and issues

Mitigation –

- Ward plans in place capturing projects, initiatives and any enhanced service delivery
- Ward priorities taken into account in service plans and cabinet reports
- Front line council services have aligned staff to new wards and locality areas
- Local partnerships / networks exploring innovative ways to tackle local priorities, empower local communities and promote self-help to ease pressure on public sector services.
- Working with South Yorkshire Police to align boundaries which are currently not coterminous with ward and locality boundaries, affecting Wickersley North and Bramley & Ravenfield wards in particular.
- Working with SY Police, Housing and CPU to align Crime & ASB data to wards is ongoing.

13.5 Risk - Parish Councils not actively involved in neighbourhood working

Mitigation -

- Parish Council Liaison role within the Neighbourhoods Team ensuring regular communication and engagement
- Joint Working Agreement refreshed and reviewed annually
- Joint Working Group and Network events established and meeting regularly
- Parish Councils invited to be involved in Community Action Partnerships and other local networks / projects
- Development sessions and seminars put on for Parish Councils

**14. Accountable Officer(s)**

Martin Hughes, Head of Neighbourhoods  
Jo Brown, Assistant Chief Executive

Approvals obtained on behalf of:-

	<b>Named Officer</b>	<b>Date</b>
Assistant Chief Executive	Jo Brown	23/08/22
Strategic Director of Finance & Customer Services (S.151 Officer)	Judith Badger	22/08/22
Assistant Director of Legal Services (Monitoring Officer)	N/A	N/A
Assistant Director of Human Resources (if appropriate)	N/A	N/A
Head of Human Resources (if appropriate)	N/A	N/A

Report Author:  
 Martin Hughes, Head of Neighbourhoods  
 martin.hughes@rotherham.gov.uk

This report is published on the Council's [website](#).

Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 20 September 2022

**Report Title**

Draft Tenant Engagement Framework 2022-25

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

**Report Author(s)**

Asim Munir, Tenant Involvement Coordinator  
01709 822786 or [asim.munir@rotherham.gov.uk](mailto:asim.munir@rotherham.gov.uk)

**Ward(s) Affected**

Borough-Wide

**Report Summary**

The Tenant Engagement Framework has been refreshed in line with the requirements of the Social Housing White Paper following consultation with our tenants and key stakeholders.

The Framework recognises the key issues affecting tenant engagement in Rotherham, demonstrates alignment with other key strategies and plans, and sets out how the council will engage tenants in housing services.

This report provides a summary of the achievements from the Tenant Engagement Framework 2019-22 and an overview of the draft Tenant Engagement Framework 2022-25.

**Recommendations**

1. That IPSC provides feedback on the Draft Tenant Engagement Framework 2022-25.
2. That a progress report for the Tenant Engagement Framework is presented to IPSC after 12 months.

**List of Appendices Included**

Appendix 1 Draft Tenant Engagement Framework 2022-25  
Appendix 2 Initial Equality Screening (Part A)  
Appendix 3 Equality Analysis Form (Part B)  
Appendix 4 Carbon Impact Assessment

**Background Papers**

Tenant Engagement Framework 2019-22  
[tenant-engagement-framework \(rotherham.gov.uk\)](https://rotherham.gov.uk/tenant-engagement-framework)

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**  
None.

**Council Approval Required**  
No

**Exempt from the Press and Public**  
No

## **1. Background**

- 1.1 The Tenant Engagement Framework 2019-22 expanded opportunities for tenants to make a positive difference to our services through a flexible menu of options for involvement. This included the implementation of Ward Housing Hubs and new digital methods which were accelerated through the pandemic.
- 1.2 The framework sets out how tenants can get involved in housing services at a level and in a way which suits them. This includes informal, low-level engagement or high-level involvement through attendance at the Housing Involvement Panel and Tenants Scrutiny Panel meetings.
- 1.3 The Council has a contract in place with Rother Fed (local tenant federation) who are successfully recruiting and empowering tenants and Tenants and Residents Associations (TARA's) through the provision of tools, resources, and support to enable them to make a difference to housing services and their neighbourhoods.
- 1.4 There has been a number of changes locally and nationally since the last framework was published. This includes the COVID-19 pandemic, Social Housing Bill, Social Housing White Paper and TPAS Engagement Standards.
- 1.5 Tenant Engagement has evolved over the last 3 years not depending solely on traditional face to face engagement. Digital opportunities including the implementation of Ward Housing Hubs and meetings via Microsoft Teams were implemented during the pandemic to enable tenants to continue to engage with the housing service and to give more flexibility in how they want to put their views forward.
- 1.6 The Tenant Engagement Governance Structure and menu of options (learning from the pandemic) has been reviewed with our tenants to ensure it is robust, future proofed and fit for purpose to meet our local/national challenges and opportunities in the future.
- 1.7 The Draft Tenant Engagement Framework 2022-25 has been developed to meet the local and national key challenges and learning from the pandemic.

## **2. Key Issues**

- 2.1 The key achievements from the Tenant Engagement Framework (2019-22) are detailed below:
  - In 2022, the Council was 'Exemplar Accredited' by Tpas, the national tenant engagement organisation. Tpas promote, support and champion tenant involvement and empowerment in social housing across England. Exemplar status is awarded to organisations who have received the Tpas PRO accreditation three times and have consistently demonstrated their exemplar approach to tenant

engagement through a rigorous assessment process. Rotherham Council is the third Housing Provider in the country to achieve exemplar status.

- 25 Ward Housing Hubs were implemented across the borough in April 2021 enabling a diverse range of tenants to become involved and add value to Neighbourhood and ward-based working.
- The Tenant Scrutiny Panel is supported and facilitated by Rother Fed on behalf of the Council. They have completed four reviews in the past three years including Anti-Social Behaviour, Aids and Adaptations, Customer Satisfaction for Repairs and Maintenance and Communications. The outcomes from the reviews have helped to improve and develop services to meet customer needs.
- Rother Fed supported and empowered 75 TARA's and community groups during the COVID-19 pandemic to ensure they had the right skills and equipment to offer support to vulnerable residents within their communities. The work undertaken by TARA's has helped to support delivery of the Thriving Neighbourhoods agenda.
- The Council and Rother Fed supported residents to get online and utilise technology during the pandemic so that they could continue to be involved in housing services.

### 2.2 Draft Tenant Engagement Framework 2022-25

2.2.1 Our vision is to put tenants at the heart of everything we do, ensuring that council tenancies and estates are sustainable to create vibrant communities in which people feel happy, safe, and proud.

2.2.2 We have developed five key outcomes in consultation with our tenants to enable us to achieve our vision and meet the requirements of the Social Housing White Paper:

- **Outcome One:** Putting our customers at the heart of everything we do
- **Outcome Two:** Delivering a range of options to give all our tenants an opportunity to get involved.
- **Outcome Three:** Supporting our tenants to get involved in their community, providing help to each other, and taking pride in their neighbourhood.
- **Outcome Four:** Enable tenants to scrutinise and challenge our performance by providing open, transparent, and accessible information
- **Outcome Five:** Ensuring the relationship with our tenants is built upon a culture of openness, understanding and mutual respect.

2.2.3 The framework is aligned with key local strategies such as the Thriving Neighbourhoods Strategy and Council Plan contributing to empowering and supporting our tenants and residents to take an active role in their communities directly contributes towards the delivery of 'Every Neighbourhood Thriving' and 'A Cleaner, Greener and Local Environment':

An action plan has been developed within the Draft Tenant Engagement Framework 2022-25 setting out how the Council will deliver the 5 outcomes.

### **3. Options considered and recommended proposal**

- 3.1 IPSC are asked to provide feedback on the Draft Tenant Engagement Framework 2022-25.

### **4. Consultation on proposal**

- 4.1 Between March 2022 and August 2022, consultation was carried out with tenants, council staff and a wide range of partners and stakeholders. Evidence from the following was used to develop the framework:

- Housing Involvement Panel
- Strategic Housing Forum
- Rother Fed
- Consultation Session with Cabinet Member for Housing and Cabinet Member for Social Inclusion.

- 4.2 The feedback from the consultation exercises was used to develop the five outcomes and associated actions.

### **5. Timetable and Accountability for Implementing this Decision**

- 5.1 The Assistant Director of Housing has overall accountability for delivering the Tenant Engagement Framework outcomes over a three-year period until 2025.
- 5.2 Progress will be discussed regularly at Rotherham Housing Involvement Panel and an annual report will be prepared for the Improving Places Select Commission.

### **6. Financial and Procurement Advice and Implications**

- 6.1 There are no direct financial implications from the draft framework. The Tenant Engagement Framework will be delivered within existing resources and budget.
- 6.2 There are no direct procurement implications arising from the recommendations detailed in the report. However, any identified need to procure goods, services or works in relation to delivering against the Framework must be procured in line with the Council's own Financial and Procurement Procedure Rules and the Public Contracts Regulations 2015 (as amended) as well as ensuring social value commitments are secured.

### **7. Legal Advice and Implications**

- 7.1 There are no substantive legal issues arising from the content of this report other than as may be dealt with in the body of the report.

- 7.2 The Tenant Engagement Framework will enable the Council to meet the statutory and legal requirements arising from the Social Housing Bill and Social Housing White Paper.

**8. Human Resources Advice and Implications**

- 8.1 There are no human resource implications specific to this report.

**9. Implications for Children and Young People and Vulnerable Adults**

- 9.1 Relevant staff who engage with this group receive safeguarding training along with staff from Rother Fed who follow their own policies and procedures.

**10. Equalities and Human Rights Advice and Implications**

- 10.1 Please see attached Equality Analysis.
- 10.2 We will actively engage under-represented groups and use our customer data to ensure services are accessible and meet the diverse needs of our tenants and neighbourhoods by contributing to the Equality, Diversity, and Inclusion Strategy 2022-25 through the following:
1. Understanding, listening, and engaging across all communities
  2. Delivering fair, inclusive, and accessible services
  3. Empowering people to engage and challenge discrimination and to promote good community relations

**11. Implications for CO<sub>2</sub> Emissions and Climate Change**

- 11.1 Please see attached Carbon Impact Assessment Report.
- 11.2 Through the Tenant Engagement Framework, we will contribute towards reducing carbon footprint and emissions through a flexible menu of options including hybrid working and accessing services online and being able to self-serve. This will help reduce the need for transport and waste. We will seek to empower tenants to maximise resources such as neighbourhood centres to make multiple use of buildings already in use. We also strive to bring empty properties back into use. Ward Housing Hub funding will continue to fund projects which make environmental improvements which are carbon friendly.

**12. Implications for Partners**

- 12.1 The Council has a contract in place with Rother Fed (local tenant federation) to support with the delivery of the Tenant Engagement Framework. Performance management reports are submitted to the council on a monthly and annual basis to ensure contractual obligations are being met.

- 12.2 The Council will seek out best practice and consider how we can continually improve the way that we engage with social housing tenants. This will be achieved through attendance at TPAS, Sheffield City Region (Together with Tenants) and House mark meetings sharing good practice around tenant engagement.

### 13. Risks and Mitigation

- 13.1 The risk of failing to deliver the outcomes set out in the Draft Tenant Engagement Framework and action plan will be mitigated by ensuring the correct staff resources and processes are in place, and through regular and robust progress monitoring including reports to the Housing Involvement Panel and an annual report to the Improving Places Select Commission.
- 13.2 The risk of the Tenant Engagement Framework becoming out of date due to policy and context changes at the national and local level, is mitigated by refreshing the framework every three years.

#### Accountable Officer(s)

Paul Walsh, Acting Assistant Director of Housing  
Lynsey Skidmore, Acting Head of Housing and Estate Services  
Asim Munir, Tenant Involvement Coordinator

Approvals obtained on behalf of:

	Name	Date
Chief Executive		Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Named officer	Click here to enter a date.
Assistant Director of Legal Services (Monitoring Officer)	Named officer	Click here to enter a date.
Assistant Director of Human Resources (if appropriate)		Click here to enter a date.
Head of Human Resources (if appropriate)		Click here to enter a date.
The Strategic Director with responsibility for this report	Ian Spicer, Strategic Director of Adult Care, Housing and Public Health	12/09/22
Consultation undertaken with the relevant Cabinet Member	Cabinet Member for Social Inclusion - Councillor Shepherd	12/09/22

*Report Author:* Asim Munir, Tenant Involvement Coordinator, Housing and Estate Services. 01709 822786 or [asim.munir@rotherham.gov.uk](mailto:asim.munir@rotherham.gov.uk)

This report is published on the Council's [website](#).



# ROTHERHAM COUNCIL'S TENANT ENGAGEMENT FRAMEWORK

(2022–2025)



[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

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# FOREWORD

We are extremely grateful to all our tenants and residents who have worked with us for many years to strengthen and develop our housing services. We want to continue to expand opportunities to enable more tenants to become involved so that service delivery is reflective of customer needs.

Providing high quality homes alongside safe, healthy and vibrant communities is what will make Rotherham Council, the best housing provider in the country.

The successful implementation of the 25 Ward Housing Hubs across the borough and our digital transformation journey during the pandemic has enabled us to continue to engage existing tenants as well as expanding opportunities for further involvement.

I am extremely proud of our communities who have worked hard to look out and help each other ensuring support to our vulnerable residents during the pandemic and would like to personally thank the community for all their great work during what has been a very challenging time.

The fantastic work by Rother Fed and the Befriending Volunteers won the Richard Crossley Excellence in Community Action Award at the TPAS (Tenant Engagement Experts) Awards in 2021. Rother Fed have also successfully been awarded the Queen's award for Voluntary Service which is the highest award a local voluntary group can receive in the UK..

The Council is a member of Tpas which assures tenants that our tenant engagement approach is effective and offers excellent value for money.

I am very delighted and proud that we have just recently achieved Tpas Exemplar status. Tpas Exemplar is for those organisations who have been awarded the Tpas PRO accreditation three times and have consistently demonstrated their exemplar approach to tenant engagement.

Tenant Engagement has evolved significantly in the past three years, especially during the pandemic where digital opportunities have been further increased giving tenants more flexibility in how they want to put their views forward, to ensure no one is left behind.

The Social Housing White Paper places a greater emphasis on accountability, thriving communities and tenant empowerment. How we will implement those expectations is what will make us succeed in our goal of excellence.

Thank you to everyone who was involved in the development of this framework, and I look forward to continuing to work with our tenants and residents to further develop and improve our housing service during the next three years.



**Councillor Amy Brookes,**  
Cabinet Member for Housing

# THE VISION FOR TENANT ENGAGEMENT

Our vision is to put tenants at the heart of everything we do, ensuring that council tenancies and estates are sustainable to create vibrant communities in which people feel happy, safe and proud.

We are passionate about tenants having a greater voice and influence over the way in which decisions are taken about their homes and the services provided to them, ensuring our tenants are kept informed and are equipped to have their say, scrutinise, challenge, learn from complaints and hold us to account. This will help us formulate proposals and recommendations for service improvement and how that is then reported into the Council's governance structure for oversight and to support decision making.

We have developed five key outcomes in consultation with our tenants to enable us to achieve our vision and meet the requirements of the Social Housing White Paper:

## Outcome One:

Putting our customers at the heart of everything we do.

## Outcome Two:

Delivering a range of options to give all our tenants an opportunity to get involved.

## Outcome Three:

Supporting our tenants to get involved in their community, providing help to each other, and taking pride in their neighbourhood.

## Outcome Four:

Enable tenants to scrutinise and challenge our performance by providing open, transparent and accessible information.

## Outcome Five:

Ensuring the relationship with our tenants is built upon a culture of openness, understanding and mutual respect.

# NATIONAL CONTEXT

The Tenant Engagement Framework ensures that we meet the national standards required to engage and empower tenants in housing services and emphasises the benefits this brings to the services.

## **Regulatory Tenant Involvement and Empowerment Standard**

The standard is a legal requirement for housing providers to ensure that tenants are given a wide range of opportunities to influence and be involved in the development of policies, decision making, scrutiny, right to manage and agreeing local offers.

## **Social Housing Regulation Bill**

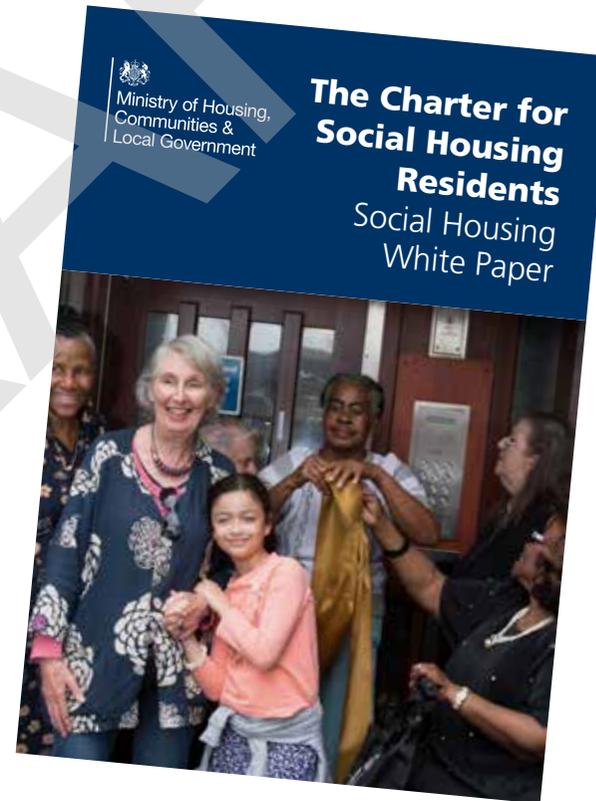
This is legislation intended to improve the regulation of social housing to “strengthen the rights of tenants and ensure better quality, safer homes” which was announced in June 2022.

The Bill builds upon the proposals set out in the White Paper below, and provides amongst other things, a legislative framework to strengthen the landlord and tenant relationship.

## **The Charter for Social Housing Residents: Social Housing White Paper**

Tenant engagement is characterised by constant change; the Social Housing White Paper ‘A New Deal for Social Housing’, proposed changes to the consumer regulation of social housing to strengthen the accountability of landlords relating to providing safe homes, quality services and treating residents with respect.

The charter puts a duty on the RSH (Regulator for Social Housing) to require landlords to show how they have sought out and considered ways to improve tenant engagement at all levels. The paper sets out proposals and regulatory changes under seven key chapters. We have set out our actions under each chapter stating how we plan to achieve and respond to each of these:



### **Chapter 1: To be safe in your home**

- We will continue to ensure we have robust arrangements in place to support vulnerable residents and help customers sustain their tenancies.
- We will explore thermal improvements and green technologies which will reduce the carbon footprint of our housing as well as reducing tenant's energy bills.
- We will continue to consult with tenants and leaseholders on their health and safety requirements.
- We will consult with tenants on electrical safety to build on fire safety work which has already been carried out.

### **Chapter 2: To know how your landlord is performing**

- Our new housing IT system will help improve the way tenants can manage their bills, report repairs and request tenancy changes.
- There will be a greater emphasis on tenant satisfaction including benchmarking ourselves against other social housing landlords and where we need to improve things further for our tenants.
- We will communicate and engage with our tenants on our performance and publish our progress on our website.

### **Chapter 3: To have complaints dealt with promptly**

- The Council's Complaints Team will continue to have a strong focus on any housing complaints raised by our tenants.
- We will report on all complaints to show tenants how they are dealt with and the outcomes to maintain a 'Learning from Complaints' culture.
- We will raise awareness, so tenants understand their rights and how to complain.
- We will demonstrate greater accountability by publishing details of any cases determined and published by the Ombudsman in relation to the service.

### **Chapter 4: To be treated with respect backed by a strong regulator**

- We will treat our tenants with respect.
- We will continue to reach out to the underrepresented to make sure their needs are heard and understood.
- Our new housing developments will include bungalows, apartments, specially adapted properties, and larger family accommodation to ensure a wide range of needs are met.
- We will be inspected by the national Regulator of Social Housing to make sure we continue to meet the standards set.

### **Chapter 5: To have your voice heard by your landlord**

- We will continue to consult and engage with all our tenants to help improve our services.
- We will make sure our staff are equipped with the right skills and training to provide effective support.
- We will continue to build on the flexible engagement methods we have developed during the pandemic to give more tenants the opportunity to have their say and scrutinise housing services.

### **Chapter 6: To have a good quality home and neighbourhood to live in**

- We will bring empty properties back into use for the people of Rotherham.
- We will continue to help more homeless people into housing.
- We will continue to make improvements to existing housing stock.
- We will continue to involve tenants to make environmental improvements so that their neighbourhoods are pleasant places to live in, through the Ward Housing Hub Budget.
- We will continue to work with tenants to tackle and address Anti-Social Behaviour ensuring appropriate policies and procedures are in place building on the recommendations from the Anti-Social Behaviour Scrutiny Review.

### **Chapter 7: To be supported to take your first steps to ownership**

- We will involve tenants and communities in the development of new homes including new council housing.
- We will continue to build good quality, affordable housing in places people want to live and based on their housing needs.

### **A Connected Society: A Strategy for Tackling Loneliness**

The Tenant Engagement Framework also has strong links to the national strategy for tackling loneliness.

*We are undertaking a range of initiatives in support of this agenda including:*

- Tenancy health checks to identify loneliness and mental health issues, discussing potential support and referrals and signposting to community activities.
- Friendship Calls through Rother Fed to some of the most vulnerable people who were/are feeling lonely, isolated, and unconnected particularly during the pandemic.
- Installing Wi-Fi within some of our neighbourhood centres to enable tenants to get online which will connect people, particularly older and disabled people.
- Empowering residents with the management of assets and pro-active involvement in their communities through community asset transfer including community buildings, allotments and greenspace.

# LOCAL CONTEXT

## Council Plan (2022-25)

The Council Plan builds on the foundations that have been laid in recent years, setting out an ambitious programme to improve the lives of people in Rotherham.

Delivery of the Tenant Engagement Framework and empowering and supporting our tenants and residents to take an active role in their communities directly contributes towards the delivery of 'Every Neighbourhood Thriving' and 'A Cleaner, Greener and Local Environment':

## Housing Service Plan (2022-23)

The housing service plan sets out our key service priorities for 2022/23.

A key priority which links to tenant engagement within the plan is:

Empowering tenants - We support active citizenship and engagement through effective locality partnership working and community empowerment so that residents feel safe and satisfied within their homes and neighbourhoods.

This will be achieved through having a diverse workforce, confident in working together to deliver the best possible service for residents. We will reinforce the culture of mutual respect between officers and tenants, through joint pieces of work, for example, Rother Fed's Tenant Scrutiny Panel Scrutiny Review of Communications with tenants.

## Housing Strategy (2022-25)

The Housing Strategy provides an overview of Rotherham's housing needs and local housing market related issues. The delivery plan sets out how the Council and key partners will address each of the priorities identified.

*The Housing Strategy's six key priorities for the 2022-25 period are:*

- High quality new homes
- Affordable homes to meet local need
- Investment in existing homes
- Bringing empty homes back into use
- Supporting people to live independently
- Strengthening communities

The Tenant Engagement Framework will contribute towards strengthening communities through supporting tenants and residents to get involved in and benefit from housing development, green spaces and improve existing homes working towards making them zero carbon.



*The Lanes, East Dene: 217 homes brought up to EPC rating band C.*

## **Homelessness Prevention and Rough Sleeper Strategy (2019-22)**

*The new Homelessness Prevention and Rough Sleeper Strategy (2022-25) is under development and the main areas of focus are:*

- To support people with complex needs
- To prevent homelessness and offer rapid housing solutions to get people in urgent need rehoused quicker
- To increase support for young people to prevent homelessness
- To end rough sleeping and begging
- To improve access to tenancy support, employment and health support services
- To ensure there is sufficient decent emergency accommodation

With further increase in demand following the pandemic, we will continue working with our tenants to better understand their needs and how they would like us to work with them to effectively support them to sustain their tenancies to prevent homelessness.

## **Equality, Diversity and Inclusion Strategy (2022-25)**

We want to reach out and listen to our under-represented groups and use our customer data to ensure services are accessible and meeting the diverse needs of our tenants and neighbourhoods by contributing to the following:

1. Understanding, listening, and engaging across all communities
2. Delivering fair, inclusive, and accessible services
3. Empowering people to engage and challenge discrimination and to promote good community relations

## **Thriving Neighbourhoods Strategy (2018-25) - further updated in July 2022**

Adopting a strength-based approach by councillors working with local people to find solutions to local issues and to build on our heritage and assets. We will help create Thriving Neighbourhoods by ensuring communities are at the heart of everything we do to make people feel happy, safe and proud.

To do this, we will make it easier to get involved in the local community, work closely with our partners and local voluntary and community groups, green spaces and effectively tackle community issues.

*Below is some of the work we have done and will continue to do to add value:*

- 25 Ward Housing Hubs have been implemented successfully across the Borough since April 2021 engaging with wider diverse tenants through a flexible menu of options to add value to Neighbourhood and ward-based working. We have geographically aligned some of our budgets on a ward basis to ensure investment and involvement within each ward area.

- We have been continually improving green infrastructure and community hubs through Ward Housing Hubs and environmental works investment in our greenspaces, play areas and neighbourhood centres.
- We have been working with Rother Fed to increase the number of TARA's across the wards and making use of our assets such as neighbourhood centres enabling residents to socialise and participate in activities.



### **Financial Inclusion Strategy (2019-22)**

The Financial Inclusion Plan (2022-25) is under development and this aims to coordinate existing and develop new local services designed to tackle the effects of financial exclusion.

We want to better understand what our tenants require from the tenancy and financial support service in order that we can provide effective support to tenants to enable them to manage their finances and sustain their tenancies.

### **Rotherham Joint Health and Wellbeing Strategy (2018-25)**

The Strategy sets out the key aims and objectives to improve health and wellbeing in Rotherham.

*We are contributing towards delivery of the objectives by:*

- Working with Rother Fed to increase community-based activities and use of our neighbourhood centres through an appointed Activities Coordinator. This will enable us to tackle loneliness and social isolation, provide a support network for vulnerable older people and have a positive environmental impact of a single facility used rather than multiple individual homes.
- Empowering groups with management of community-based assets to enable them to make a difference to their communities.
- Identifying any care and support needs and signposting people to support available through our revised tenancy health check process.

### **Rotherham Digital Strategy**

The Digital Strategy sets out the ambition and plans we have for putting technology and information at the forefront of our journey to become a modern, efficient council.

We want to improve our offer through the implementation of a new computer system which will enable our tenants to self-serve and get involved online. We are also installing Wi-Fi within some of our Neighbourhood Centres to enable more of our tenants and residents to get online.

## Customer Access Strategy

The Strategy details the priorities to become a modern, efficient Council which provides value for money and has the needs of our residents at the centre of our decision making.

We are installing Wi-Fi within our centres which will enable tenants to self-serve thus saving time spent on the phone as well as reducing the number of calls and visits to the Council, to enable us to target our resources more effectively prioritising the people and communities who need help the most.

We want to make sure all our services are accessible so that regardless of anyone's personal situation, no one feels disadvantaged. We realise that going online isn't for everyone and for some services there may be other self-serve options available too.

## Valuing Volunteers Policy

The policy states how we will build trust and respect with volunteers to develop a two-way commitment which benefits both the volunteer and the Council. Rother Fed will provide the training and support to enable our tenant volunteers to have their say on housing services and contribute towards their neighbourhoods.

## Consultation and Engagement Policy

We will ensure our Tenant Consultation and Engagement activities apply the standards and principles established in the Council's Consultation and Engagement Policy. This will enable us to effectively engage with our tenants and listens to their views to help shape and design housing services and inform policy making.



*Consultation took place at the Rotherham Show (2022) on the refresh of the Homelessness Prevention and Rough Sleeper Strategy.*

# 2019-22 KEY ACHIEVEMENTS

The previous Rotherham Tenant Engagement Framework (2019-22) has proven to be a great success and has been showcased as good practice regionally and nationally.

*We are very proud and grateful for all the time and outstanding work our tenants and residents have achieved during the last three years which includes:*

## **Tpas ‘Exemplar’ Accreditation (2022-24)**



In 2022, the Council was successful in being ‘Exemplar Accredited’ by Tpas, the national tenant engagement organisation. Tpas are England’s leading Tenant Engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England. The Accreditation process has supported us in placing tenants and residents at the heart of everything we do, and we take every opportunity to involve them in decision making. This will ensure that we are fully accountable to the needs of our tenants. Tpas Exemplar is for those organisations who have been awarded the Tpas PRO accreditation three times and have consistently demonstrated their exemplar approach to tenant

engagement. Rotherham Council is only the 3rd Housing Provider so far in the country to achieve this feat. Our Tpas Accreditation will last two years and has left us with useful recommendations for improvement and has highlighted where we are doing things well.

## **Vulnerable Tenant Calls**

Housing Services carried out over 5,600 proactive telephone calls to potentially vulnerable tenants during lockdown measures to check on their wellbeing, offer appropriate support and organise referrals where required.

## **Tenant Scrutiny Panel**

The Tenant Scrutiny Panel is supported and facilitated by Rother Fed on behalf of the Council. They have completed four reviews in the past three years including Anti-Social Behaviour, Aids and Adaptations, Customer Satisfaction for Repairs and Maintenance and Communications. The outcomes from the reviews have helped to improve and develop services to meet customer needs. Please see Aids and Adaptations and Tenant Satisfaction with Repairs case studies below:

## TENANT SCRUTINY 4: Aids and Adaptations

Priority	Recommendation	Progress
A	<b>Team resources to meet demand</b> Up to full complement to meet the work demand.	An additional two Adaptations Application Officers, one Project manager and one Technical officer now in post. Manager post focusing solely on adaptations to be filled. <i>Target date for completion – July 2022</i>
B1	<b>Re-draft the policy document</b> Work with tenant representatives and include a summary version for the general public and guidance on the re-housing of tenants to previous adapted homes.	Some benchmarking taken place; but full policy not to be drafted until new operational manager and adaptations manager are recruited. <i>Target date for completion; previously December 2021/ June 2022. Now March 2023</i>
B2	<b>Five-year rule</b> Policy to state that tenants must stay in their home for five years in line with the policy for private households.	Discussed by Housing SMT and agreed not to pursue this recommendation. <i>Target date for completion; NA</i>
C	<b>Targeted publicity</b> Accessible for hard to reach and vulnerable people, including people without access to the internet.	Housing SMT decided not to advertise but to ensure all key contacts and professionals are up to date. <i>Target date for completion; NA.</i>
D	<b>Leaflet</b> Expectations when using the adaptations service.	Customer liaison officers now manage the customer journey and signpost to relevant services if necessary. <i>Target date for completion: November 2021.</i>
E	<b>Written communication</b> About the process sent out once a referral has been made.	Adaptations Application Officers use personal approach to improve customer journey. Letters to be generated as part of the new ICT. Direct contact numbers for team and individuals used. <i>Target date for completion: March 2022.</i>
F	<b>Regular contact intervals/key contact</b> To keep customers up to date with the progress and works scheduling.	Application Officers allowing for more regular contact intervals and key contact approach. New ICT will also help. <i>Target date for completion: March 2022.</i>
G	<b>Budget for urgent work</b> To keep some aside each year for urgent work.	This has been arranged and is now in place. Budgets monitored monthly to maximise budget capabilities. <i>Target date for completion: March 2022.</i>
H	<b>Assess the spending</b> Between minor and major adaptations to allow for separate budgetary monitoring for each.	Now in place through the new contracts for repairs and maintenance. Annual budget uses forecasted demand and no delays in minor works. <i>Target date for completion: February 2021.</i>
I	<b>Customer satisfaction survey</b> For minor adaptations.	To be arranged at a future date when team is fully staffed. <i>Target date for completion: March 2022</i>

## TENANT SCRUTINY 5: Tenant Satisfaction with Repairs

Priority	Recommendation	Progress
A	<b>Appointments</b> Improve the communication around re-arranging or cancelling appointments.	Call Centre staff asking for up to date information and Northgate system has improved the accuracy of contact details. <i>Target date for completion: March 2022</i>
B1	<b>Complaints processes</b> Let tenants know how to complain about a repair	To run an article in Home Matters (now Spring/Summer 2022). Decided not to include on 'tenants not in' cards. <i>Target date for completion: July 2022</i>
C	<b>Customer Satisfaction measurement</b> Find other ways of measuring tenant satisfaction rather than just the text service.	Hand-held technology will be explored again following Covid. Officers to regularly 'phone and obtain feedback from customers.. <i>Target date for completion: February 2022</i>
D	<b>'Right First Time' measurement</b> Find other ways to measure 'Right First Time'.	Discussion and agreed culture of 'Right First Time' for jobs where possible. To hold tool-box talks and maintain van stocks. It is a key performance indicator. <i>Target date for completion: Completed.</i>
E	<b>Text Questions</b> Make the text survey questions and the scoring methods the same across both contract partners	Mears and Equans having ongoing discussions to develop standard questions. <i>Target date for completion: March 2022</i>
F	<b>Response rates</b> Find out why Mears customers respond less to the text survey than Equans customers.	Mears and Equans have compared response rates. Mears looking at a simpler text process (previously used a link) <i>Target date for completion: March 2022</i>
G	<b>Customer Satisfaction sub-group</b> Form a sub-group to consider quality and tenant satisfaction, including representatives from Rotherham Federation and contract partners.	Sub-group arranged and meeting monthly/bi-monthly. <i>Target date for completion: Completed</i>
H	<b>Publicity about the learning</b> Share the learning from tenants about improving the repairs and maintenance service.	'You said/we did' to appear in Spring Home Matters showing improvements as a result of customer satisfaction feedback. <i>Target date for completion: May 2022.</i>
I	<b>Staff behaviours</b> Look to reduce the number of complaints made about staff behaviours.	To be picked up via toolbox talks and staff meetings. <i>Target date for completion: Unknown.</i>

**Jo Workman** (Council tenant) says



*I am a council tenant, 3 years ago I attended a course run by Rother Fed about working in the community which I really enjoyed and this sparked my interest about helping in my community. When I attended this, I was told about the Housing Involvement Panel and Tenants*

*Scrutiny Panel working alongside Rotherham Council. I was really excited to join these meetings, as working in partnership is the best way to make a difference. Since then, I have attended the meetings and have gained lots of knowledge around tenant engagement. I also run 2 SEND (special educational needs and disabilities) youth clubs in Dinnington and Dalton and by doing tenant involvement, this has given me the confidence to take those youth clubs forward to bigger*

*things. I have recently been able to join the Mears Your Voice Board which involves getting tenants ideas and thoughts about how Mears are working within the community which is represented from people all over the UK.*

*The Housing Involvement Panel and Tenants Scrutiny Panel meetings are a great way for people to come together and feel part of helping their community. I have met some amazing people and it has opened many doors for me to help people.*

***'I am on the Rotherham Federation Tenants Scrutiny Panel which makes sure that Rotherham Council does what it says it will – we give a tenant's voice and scrutinise a service working with senior managers and officers. We have a different topic for each review. I'd recommend it as the Council have shown us that they are listening to us as we are already seeing outcomes and improvements to housing services which are benefiting tenants further.'***

## Tenants and Residents Associations (TARA's)

Rother Fed supported and empowered 75 TARA's and community groups during the COVID-19 pandemic to ensure they had the right skills and equipment to offer support to vulnerable residents within their communities. The work undertaken by TARA's has helped to support delivery of the Thriving Neighbourhoods agenda and ensured support to those most in need including tasks such as shopping, prescriptions and food banks etc. Rother Fed supported TARA's to deliver community events such as virtual coffee morning and outdoor exercise sessions within COVID restrictions.



*Friends of Dalton, East Herringthorpe and Thrybergh Green Spaces doing a litter pick.*

## Case Study

### (Harthill with Woodall Community COVID 19 Support Group)

The Harthill with Woodall Community COVID 19 Support Group was set up in response to the first pandemic lockdown in 2020. The group was formed over a very short period of time out of the desire of many residents in Harthill, Woodall, Thorpe Salvin and Laughton to take some positive action to support and minimise the risks to local residents during the pandemic. It was completely volunteer-led and run.

The Group delivered food parcels, dog walking, individual parcels and medicines to people who were vulnerable or self-isolating.



## Digital Inclusion

The Council and Rother Fed supported residents to get online and utilise technology during the pandemic so that they could continue to be involved in housing services. The tenants looked at video tutorials which allowed them to learn and to become more confident.

Rother Fed also facilitated online activities to keep people entertained including virtual bingo and coffee mornings. These tenants are now more confident to access the Council's online services and self-serve such as reporting a repair.

*Rother Fed Santa Zoom Call during the pandemic.*



## Case Study (Winnie Billups)

Winnie Billups (Council tenant) said “During the pandemic and lockdown, the meetings were moving to virtual and I wanted to stay involved and keep in touch with what was going on, as I have been involved for many years. I contacted Sarah Fletcher at Rother Fed who supported me with a couple of 1-1 sessions at my house after the full lockdown restrictions had eased and we were allowed to meet in small groups. Sarah also continued to support me over the phone, asking me to describe what was happening on the screen when I became stuck. I was pushed to go digital; this wasn't something I was interested in before the pandemic, but I have to say I have enjoyed the journey and experience, I know a lot more than I did before lockdown and still lots to learn.”



## Ward Housing Hubs

25 Ward Housing Hubs have been set up across the borough since April 2021 enabling a diverse range of tenants to become involved to have a say and add value to Neighbourhood and ward-based working.

Ward Housing Hubs provide tenants with the opportunity to allow the tenants to have a say on how money will be spent on environmental improvements.

### Case Study

#### (Keeton Hall Road Lighting, Wales Ward)

The tenants who live on Keeton Hall Road residents raised issues around lighting around the bungalows, they felt lighting would help them feel safer and more secure. It was also noted this would help with their own safety too, as many are elderly with mobility issues. The majority of tenants are older or disabled and were struggling in the dark.

The Ward Housing Hub funded installation of Solar security lighting which provided light to all bungalows on the street and now feel much safer and there has been no reports of ASB and Crime either.

*“Mrs Hagan above (council tenant from Keeton Hall Road who had solar lighting installed on her bungalow), stated that she is very happy with the lighting, as it was dark previously in the area.*

*Also stated it has improved issues around the rear of the property, as previous issues with youths running along the back.*

*She also stated she was happy that they are solar powered as this helps especially during the current situation with energy price rise”*



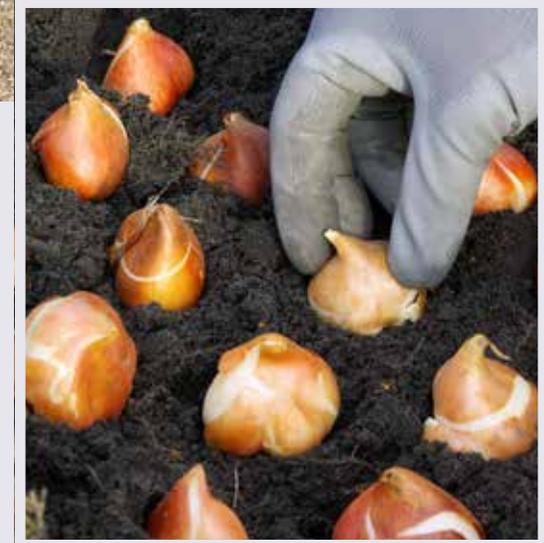
## Case Study

### (Green Lane Bulb Planting, Rawmarsh East Ward)

Recently a number of wooden posts were installed (which was funded by local Councillor's) along the length of highway grass verge to prevent verge parking and stop damage caused to the wide grass verges and local tenants and residents said the area would look even nicer with spring bulbs. Therefore Ward Housing Hub funding was used to fund the planting of approximately 10,000 spring bulbs to create a more positive look within the area. I feel this would be a benefit for both local residents and the wider community as well as visitors to the area.

*“John Nixon (council tenant below) lives locally, not too far from this location and often litter picks this site as part of his voluntary work in the community. John is part of a local litter picking group and covers various sites in Parkgate and Rawmarsh. John stated the bulb project on Green Lane looks so much nicer when all the flowers are in bloom.”*

*The verge areas look more tidy and cleaner, improving the appearance of the area, making the area look nice and welcoming. It's good projects like this makes an impact on a busy area used by pedestrians and traffic also helps for people to take pride in their area. “*



# TPAS TENANT ENGAGEMENT STANDARDS

The overall aim of tenant engagement is to understand the needs, expectations, aspirations, achievements, and experiences of Council tenants and to improve services as a result of this.

Tpas (Tenant Engagement Experts) are a national organisation that promote, support and champion tenant involvement and empowerment in social housing across England. The Council has been successful in achieving a culture of engagement by meeting Tpas's seven National Engagement Standards through the Tpas Exemplar Accreditation that we have recently been awarded.

The Council has been a member of Tpas since 2016 and will continue to work with them to meet the expectations of the Regulator of Social Housing, Housing Ombudsman, the National Housing Federation's Code of Governance as well as the proposed Building Safety regime.



# HOW WE WILL ACHIEVE OUR OUTCOMES

Symbol (\*) is also a recommendation from TPAS Exemplar Accreditation.

OUTCOME I: PUTTING OUR CUSTOMERS AT THE HEART OF EVERYTHING WE DO	
ACTIONS	IMPACT MEASURES
*Review the website ensuring that tenants have access to information and can provide feedback on services.	**Online Survey tool developed for tenants who cannot attend meetings to feedback on services and polices.
*Undertake wider consultation with tenants on the Tenant Engagement Framework Action Plan and to monitor progress.	*Reviewed biannually at the HIP meetings. *Available on website for tenants to view and feedback on. *Increase in tenants having their say on action plan.
Review the Tenant Engagement Governance Structure and ensure it reflects the changes and learning in recent years.	Tenant Engagement Governance Structure reviewed and agreed. Increase in number of tenants getting involved in the Housing Involvement Panel, Ward Housing Hubs, Tenants Scrutiny Panel and Rother Fed. * Tenants Scrutiny Panel minutes added to the website to see who is on the panel as well as how people could contribute/join the group.
*Review of the HIP (Housing Involvement Panel)	*Increase in the number of tenants involved in the HIP which is reflective of our customer base. *Online Survey tool developed for tenants who cannot attend meetings to feedback. New Terms of Reference for the HIP agreed.
Ensure core customer data is captured and updated at every opportunity to enable services to be developed and tailored to meet individual needs.	New Housing Integrated Management System in place providing more data and intelligence to improve services further.

Establish an online Housing Customer Portal for tenants to self-serve.	Online Housing Customer Portal developed and implemented.
*Continue to build upon our tenant engagement offer ensuring that we deliver high quality tenant engagement services after successfully achieving Tpas 'Exemplar' Accreditation status.	Recommendations from 'Exemplar' Accreditation Status met.

## OUTCOME 2: DELIVERING A RANGE OF OPTIONS TO GIVE ALL OUR TENANTS AN OPPORTUNITY TO GET INVOLVED

ACTIONS	IMPACT MEASURES
Improve engagement with our under-represented groups, such as younger tenants, working tenants, disabled and minority ethnic tenants to make a positive difference to the services we provide.	Increase in tenants involved from under-represented groups.
Develop a hybrid approach to our tenant engagement meetings to provide more choice and flexibility to tenants to join meetings and events.	Increase in offices and relevant buildings having hybrid equipment installed to enable meetings and events to adopt a hybrid approach to meetings and events for tenants.
Rother Fed will support the Council to enable more tenants to get involved digitally, self-serve and access online services.	Increase in number of tenants receiving digital training.
Enable tenants to get online by installing Wi-Fi within a number of our neighbourhood centres.	Number of neighbourhood centres with Wi-Fi installation.

<p>*A toolkit that supports implementation of the Tenant Engagement Framework and the role that other staff teams play in enabling engagement and involvement.</p>	<p>*Toolkit published on website.</p>
<p>Provide a wider range of access routes and opportunities for on-line service access, reflective of the demographics of our customer base.</p>	<p>Increased web-forms and self-service options on the website.</p>
<p>Promote tenant involvement at every opportunity including Rother Fed, Engagement Events/ social media, Home Matters (tenant's magazine), events and tenancy health checks.</p>	<p>Increase in number of tenants involved.</p>
<p>*Communicate to residents how they can access and request information about services and key plans.</p>	<p>Action Plan developed to deliver recommendations and progress monitored against Tenants Scrutiny Panel 'Investigation into how Rotherham Council could improve its communications with tenants' Scrutiny Review.</p>

### OUTCOME 3: SUPPORTING OUR TENANTS TO GET INVOLVED IN THEIR COMMUNITY, PROVIDING HELP TO EACH OTHER AND TAKING PRIDE IN THEIR NEIGHBOURHOOD

ACTIONS	IMPACT MEASURES
Continue to deliver the successful Tenant Federation Contract through Rother Fed, ensuring that we can continue to provide effective support to our neighbourhoods.	Number of tenants and groups actively involved in improving their estates and neighbourhoods. Number of TARA's accessing support and funding opportunities
Provide support and training to individuals and groups to equip them with the necessary skills, tools and knowledge.	Number of tenants and groups actively involved in improving their estates and neighbourhoods.
Provide tools and equipment to groups and individuals who want to make a difference to improving and maintaining their communal areas.	Number of communal areas improved and maintained.
Promote active engagement by communities in general stewardship and work to improve their neighbourhoods.	Number of community-based activities.
Work with Rother Fed to grow the interest and usage of Neighbourhood Centres through an Activities Co-ordinator.	Number of activities taking place in Neighbourhood Centres. Sustain level of activity after funding for Activities Coordinator ceases.
Empower and enable tenants to make better use of assets such as Neighbourhood Centres, Housing Land and Garages.	Number of asset transfers completed.
Ensure that tenants can get involved in the health and building safety aspects of their homes.	*Building Safety Action Plan in place. Number of health and safety improvements made, as a result of on-going engagement with tenants at Beeversleigh Flats.

**OUTCOME 4: ENABLE TENANTS TO SCRUTINISE AND CHALLENGE OUR PERFORMANCE BY PROVIDING OPEN, TRANSPARENT AND ACCESSIBLE INFORMATION**

ACTIONS	IMPACT MEASURES
<p>Modernise our approach to gathering customer feedback and satisfaction to continuously develop and improve the service through diverse methods of collecting tenant’s satisfaction including a refreshed Tenant Satisfaction/Perception Survey.</p>	<p>Tenants Satisfaction Survey results published.</p>
<p>*Feedback outcomes and impact using Home Matters, social media and the website, so tenants can see they have made a positive difference to services they have influenced.</p>	<p>*Outcomes and impact fed back through HIP meetings and published on website and Home Matters to show difference made capturing the ‘lived experience’ and tenant influence. * Wider resident insight and experiences reflected and fed back.</p>
<p>*Invite challenge and feedback from wider tenants on performance reporting.</p>	<p>*Make dashboards available for HIP meetings and on website across housing services performance to show benchmarking and trends. Provide opportunities for tenants to benchmark against other housing providers to seek out best practice and areas for improvement.</p>
<p>*Publish our performance in an Annual Report in consultation with tenants to be made available in the Home Matters Magazine and the website.</p>	<p>*Number of tenants involved in the development of the Annual Report. Annual Report published in Home Matters and on website.</p>
<p>*Widen tenant involvement in sharing lessons and improvements to services as a result.</p>	<p>Available and published on website. HIP minutes.</p>

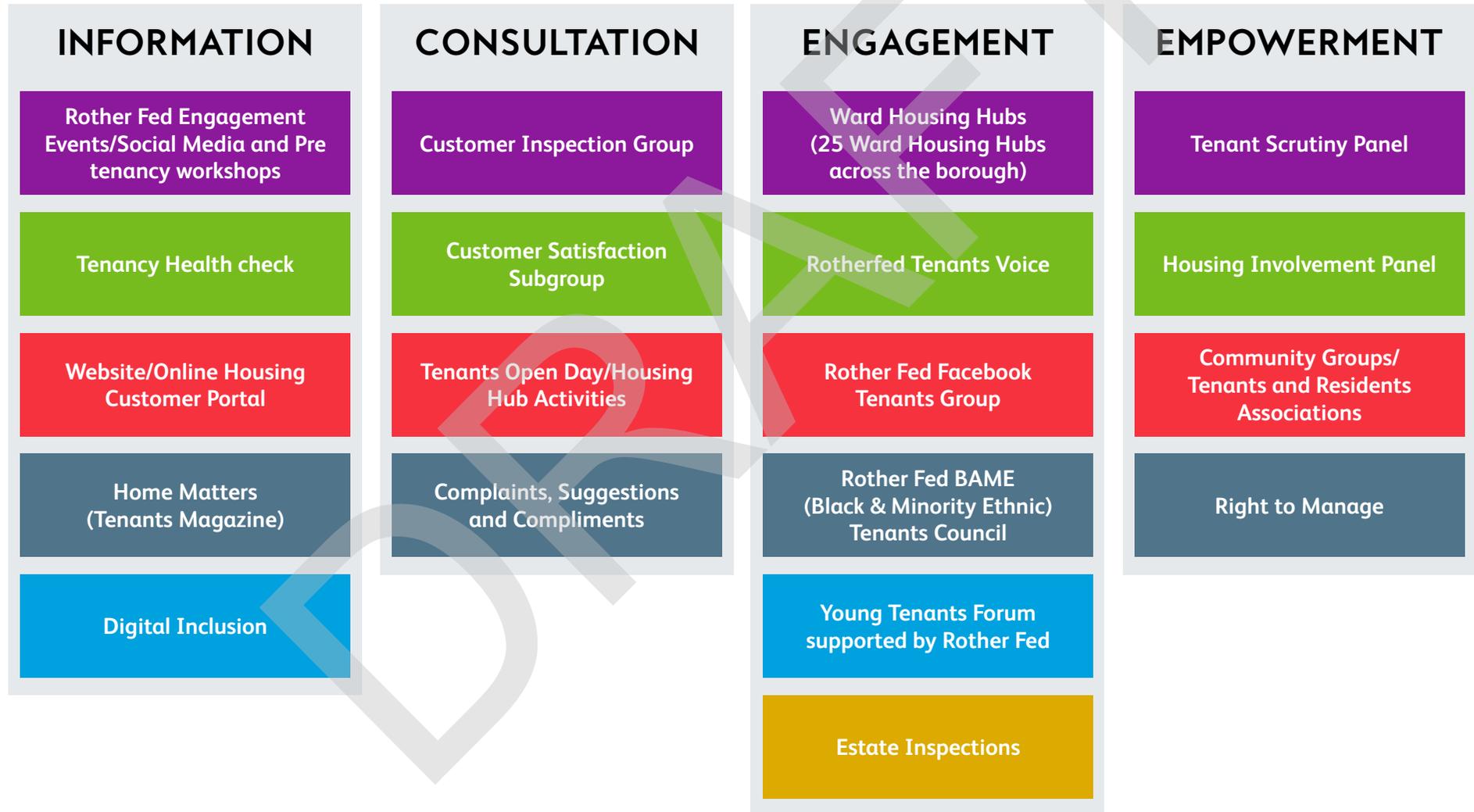
<p>*A diagram that sets out key staff and their responsibilities for tenants to view on the website.</p>	<p>*Published on website and Home Matters.</p>
<p>Meet the RSH Consumer Standards</p>	<p>Assistant Director for Housing named as the responsible person to ensure compliance with the consumer standards set by the Regulator of Social Housing. This person will ensure that the landlord is delivering good customer service and drives cultural change where deficiencies are found. Action Plan produced in response to the Regulator’s Consumer Standards.</p>
<p>Feedback performance and complaints progress so that tenants can see how we are measuring against our performance/complaints and effectively monitor and challenge.</p>	<p>Performance, Learning from Complaints, Risks and Local Offer reports/dashboards presented to Housing Involvement Panel and published on the website on a quarterly basis.</p>
<p>Learning from Complaints to be a standing item on the Housing Involvement Panel Agenda. This will enable tenants to identify key trends and provide challenge and scrutiny to ensure we use learning from complaints to improve services.</p>	<p>Monitor progress against Council’s Complaints Action Plan in response to Housing Ombudsman Complaints Handling Code. Number of service improvements made as a result of Learning from Complaints.</p>
<p>Tenants Scrutiny Panel continue to carry out scrutiny reviews of Housing Services to ensure we are accountable and that service improvements are delivered as a result of the review outcomes and recommendations.</p>	<p>Scrutiny Reviews published on website. Number of service improvements made as a result of scrutiny reviews. *Ideas from tenants for a review can be done through website.</p>

## OUTCOME 5: ENSURING THE RELATIONSHIP WITH OUR TENANTS IS BUILT UPON A CULTURE OF OPENNESS, UNDERSTANDING AND MUTUAL RESPECT

ACTIONS	IMPACT MEASURES
<p>*Seek out best practice and consider how we can continually improve the way that we engage with social housing tenants.</p>	<p>*Attendance at TPAS, Sheffield City Region (Together with Tenants) and House mark meetings sharing good practice around tenant engagement. *Benchmarking our performance through Housemark.</p>
<p>Ensure that there is an environment of mutual respect between the housing service and tenants/residents with steps taken to identify and tackle negative stereotyping including understanding the impact of language and behaviours.</p>	<p>Number of positive case studies and tenant soundbites fed back at HIP meetings and published on website and Home Matters magazine promoting tenants as excellent role models to tackle negative stereotyping. Volunteer achievements published in Rother Fed's Tenants Voice Newsletter and website. Number of compliments received. Decrease in complaints.</p>
<p>Review professional training and development to ensure residents receive a high standard of customer service.</p>	<p>Number of employees given appropriate 'customer experience' training to deliver excellent customer service and set clear standards to measure how this is achieved to ensure appropriate language and behaviour towards their customers. Promote corporate training opportunities by developing working groups across the directorate to contribute to the Big Hearts Big Changes Customer Experience project and with focus groups where staff can contribute to the refresh of the workforce development plan for Housing.</p>

# WAYS TO GET INVOLVED AND HAVE YOUR SAY

There are a number of ways that you can become involved in our services at differing levels and formality to suit you. The list is not intended to be exhaustive, as new mechanisms will continue to be developed to offer maximum choice and opportunities for people to get involved.



# INFORMATION

The Council provides information about its services and how to get involved or feedback.

## Rother Fed Engagement Events/social media and Pre tenancy workshops

<b>Purpose</b>	Provide information to tenants in relation to housing services and how they can get involved.
<b>Key Features</b>	Opportunity for tenants to find out how they can get involved and access further services.

## Tenancy Health check

<b>Purpose</b>	Tenancy Health Checks are visits to your home by your Housing Officer. The purpose of the visit is to check the property, verify who is living in it and to identify any issues you may need help with. It is a person, property and place-based approach ensuring that we proactively identify issues and provide appropriate support.
<b>Key Features</b>	This process helps increase engagement, builds more capacity, improves community self-help and resilience, prevents social isolation, improves health and wellbeing and maintain independence.

## Website/Online Housing Customer Portal

<b>Purpose</b>	Keeping tenants up to date about the Housing Service and accessing online services.
<b>Key Features</b>	Easy access to information about services, self-serve and how to get involved including online housing related consultations and engagement activity e.g. Ward Housing Hubs.

<b>Home Matters (Tenants Magazine)</b>	
<b>Purpose</b>	Keeping tenants up to date on what is happening in Housing and your area and provides information on performance.
<b>Key Features</b>	Produced 4 times per year and sent to all tenants. Tenants can be involved as part of the Editorial Panel.

<b>Digital Inclusion</b>	
<b>Purpose</b>	To provide all tenants and residents with the opportunity to learn about Information Technology, make the most from the benefits of being online and get involved with social media.
<b>Key Features</b>	Rother Fed run support groups and classes with tenants and residents, targeting those who are not currently making use of digital services and helps them with the initial steps in understanding how going digital can help them in everyday life. This could be paying bills, saving money, connection with others and improved social interaction.
<b>Further information or to get involved</b>	If interested, tenants and residents can contact Rotherham Federation on (01709) 368515 or email on <a href="mailto:info@rotherfed.org">info@rotherfed.org</a> .

# CONSULTATION

The Council offers options and listens to feedback to improve its services.

<b>Customer Inspection Group</b>	
<b>Purpose</b>	The Customer Inspection group tests housing services and provides feedback in relation to any issues identified to the respective service managers ensuring that learning outcomes are embedded.
<b>Key Features</b>	Using a variety of access channels and methods e.g., mystery shopping, reality checking exercises, observations, website tests, exit polls, journey maps, test performance against Local Offers. They also conduct additional activities to see the service through the eyes of the customer.
<b>Customer Satisfaction Subgroup (Council's repairs and maintenance service)</b>	
<b>Purpose</b>	A sub-group for the Council's Repairs and Maintenance service that considers quality and tenant satisfaction, including representatives from Rotherham Federation, tenants and contract partners (Mears and Equans).
<b>Key Features</b>	Explore best practice and diverse methodologies across the service and partners to maximise opportunities and resources to collate tenant satisfaction.
<b>Tenants Open Day/Housing Hub Activities</b>	
<b>Purpose</b>	Updates in relation to housing performance and information about other services and how you can get involved.
<b>Key Features</b>	This is your chance to find out what's happening in housing services, get involved and put your questions to members of our staff.

## Complaints, Suggestions and Compliments

<b>Purpose</b>	A direct channel for complaints, suggestions, or compliments about our services to be formally received.
<b>Key Features</b>	Contact can be made in a number of ways such as: Via the online form on the Council website: <a href="http://www.rotherham.gov.uk/complaints">www.rotherham.gov.uk/complaints</a> Email: <a href="mailto:complaints@rotherham.gov.uk">complaints@rotherham.gov.uk</a> Email: <a href="mailto:compliments@rotherham.gov.uk">compliments@rotherham.gov.uk</a> Telephone: 01709 382121 Text: 07860021447



*The TPAS Richard Crossley Excellence in Community Action Award Celebration Ceremony held at Riverside House in March 2022.*

# ENGAGEMENT

Working together. The Council and tenants decide together on what is best and work in partnership to carry out the work.

Ward Housing Hubs (25 Hubs across the borough)	
<b>Purpose</b>	An opportunity for tenants to work with the council on issues that matter to them at ward level. The hubs are supported by an annual budget which is used to make mainly environmental improvements within our neighbourhoods.
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• The Ward Housing Hubs continue to shape the delivery of Council services and enables greater coordination of ward-based budget management arrangements.</li> <li>• Projects delivered by the Hubs support both community and council objectives, such as creating safe, clean, and attractive neighbourhoods and align with the Housing Services' general housing and estate management functions.</li> <li>• Responding to ward-based performance information in relation to housing and estate management issues.</li> <li>• A Hub to discuss and consult upon any changes to services at ward level.</li> </ul>
Rother Fed Tenants Voice	
<b>Purpose</b>	To engage with new tenants and ensure that any tenant that wants to get more involved in Housing services can do so.
<b>Key Features</b>	Rother Fed Volunteer Co-ordinator and Community Team will run tenant engagement events and engage with tenants online and on a one-to-one basis, building confidence and skills so that our tenants can actively contribute at meetings, forums and represent theirs and their communities' views.

<b>Rother Fed Facebook Tenants Group</b>	
<b>Purpose</b>	To engage with tenants via social media providing a platform for tenants to contribute their thoughts and opinions.
<b>Key Features</b>	The Rother Fed team monitor and manage this forum, and share information, council updates, Rother Fed services and generally promote what is happening in relation to housing and community services. The key aim is to stimulate interest and gain feedback from tenants on the things that matter to them and what their opinions are regarding housing services.

<b>Rother Fed BME (Black, Asian &amp; Minority Ethnic) Tenants Council</b>	
<b>Purpose</b>	Tenants from Minority Ethnic Groups have a say in how housing services and policies can meet their needs.
<b>Key Features</b>	<ul style="list-style-type: none"> <li>• Feed into the Housing Involvement Panel.</li> <li>• Get involved in consultations and events which affect them.</li> <li>• Improve their skills and confidence through training.</li> <li>• Get to meet other tenants through social activities.</li> </ul>

## Case Study

### (Rother Fed BME Female Council Tenants Eid Party)

#### Eid Party

We organised an Eid party. It was a good time for a celebratory event as it was the week after Eid al-Adha. After doing the outreach work, it was agreed to do a one dish party which took place at Rotherfed. It was a fantastic turn out, 22 people attended along with 4 professionals. Everyone enjoyed themselves and were very happy to be part of Rother Fed.

We received some fantastic feedback not only from the women but from the professionals who attended. All the ladies looked very comfortable. The ladies didn't shy away at this event as they are getting familiar with the staff at Rother Fed. This is great to see as at the first event in May the ladies were quiet and not as confident and sat with their backs towards the Staff. A few of ladies approached the staff and chit-chatted with them.

Some of the feedback I received:

*"This party has given me confidence to attend more events and socialise more."* **Mrs H**

*"I live in a council house and have learned that I can register enquires online as I have found that the RMBC council enquiry line is very busy, this is something I will be getting my children to do in the future for me. I am unable to do this as I have a language barrier and no digital skills."* **Mrs M**

*"I would like to thank Yasmeen for picking me up and dropping me off at home. I wouldn't have been able to come otherwise. I am unable to read, write or speak English and I wouldn't be able to walk to Rother Fed because I have arthritis, I felt very happy being part of the Eid party."* **Mrs W**

*"This is the first time I have been to Rother Fed I was respected by all the members of staff there. I met Yasmeen at the Library and I am glad that she told me about the Eid party. I was very happy to be part of the party."* **Mrs K**

*"Thank you, Yasmeen for organising this party I haven't socialised or been around people since covid. I am always at home this is the first time I have come out."* **Mrs Z**



Young Tenants Forum	
Purpose	Young Tenants have a say in how housing services and policies can meet their needs.
Key Features	<ul style="list-style-type: none"> <li>• Feed into the Housing Involvement Panel.</li> <li>• Get involved in consultations and events which affect them.</li> <li>• Improve their skills and confidence through training.</li> <li>• Get to meet other tenants through social activities</li> </ul>

Estate Inspections	
Purpose	Meeting Council Officers, local Councillors and representatives from other agencies who work in tenants' areas to identify issues on the estates and how they can be improved.
Key Features	<ul style="list-style-type: none"> <li>• Having an influence on what is undertaken to improve the local community and feeding back information on issues. Getting local housing and environmental issues dealt with and resolved.</li> </ul>

# EMPOWERMENT

Tenants are involved in making decisions about services

<b>Tenants Scrutiny Panel</b>	
<b>Purpose</b>	The panel provides an opportunity for tenants to scrutinise and challenge service delivery identifying areas of concern and opportunities for improvement.
<b>Key Features</b>	Scrutiny Reviews are used to challenge landlords' services and standards with the aim of improving performance and service delivery, value for money and tenant satisfaction. Once the review is finalised it is then reviewed by Senior Managers and Officers and the recommendations are worked through. An action plan for addressing the recommendations is then created which the council work through to enable service improvements and issues to be addressed. This action plan is then reviewed at monthly Scrutiny meetings to monitor the improvements, with outcomes then fed back to all who took part in the process.
<b>Further information or to get involved</b>	Should tenants and residents wish to be involved they can contact Rotherham Federation on (01709) 368515 or email on <a href="mailto:info@rotherfed.org">info@rotherfed.org</a>

## Housing Involvement Panel

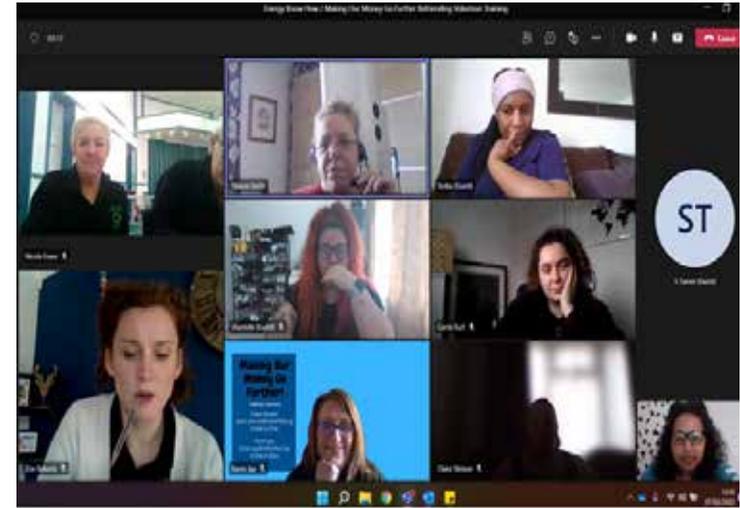
### Purpose

The Housing Involvement Panel (HIP) is an engagement forum for tenants, residents and leaseholders for consultation and discussion on reports, service delivery and key strategic and policy changes ensuring we have tenant perspective and input.

### Key Features

- Oversee the Tenant Involvement function ensuring that the council is effectively engaging tenants in housing services and their neighbourhoods, including monitoring progress against the Tenant Engagement Framework, Ward Housing Hubs, TPAS Accreditation and the Social Housing White Paper and we are meeting the regulatory requirements.
- Provides an opportunity for tenants and residents to have their say on housing service's performance and learning from complaints.

'Housing Involvement Panel Meeting at Springwell Gardens Community Centre' and a virtual 'Housing Involvement Panel' meeting that took place during the pandemic'.



## Community Groups/Tenants and Residents Associations

<b>Purpose</b>	Anyone who wants to form or requires support to manage a community group or Tenants and Residents Association.
<b>Key Features</b>	Rother Fed provides training and support to set up and manage a community group. This includes a wide range of practical advice and services such as community accountancy, legal, insurance, various collective services, help with funding bids, marketing and communication services including advice and practical resources to produce newsletters, posters, and other resources, mentoring and support for community leaders and organisations in relation to safeguarding, including DBS checks for community leaders. Support with bookkeeping and yearly examination of accounts is also provided.
<b>Further information or to get involved</b>	Tenants can contact Rother Fed on (01709) 368515 or email on <a href="mailto:info@rotherfed.org">info@rotherfed.org</a>

## Right to Manage

<b>Purpose</b>	Housing law in England gives local authority tenants a collective right to take on the management of the council housing where they live.
<b>Key Features</b>	<p>This is where a local tenants' group believe that they could provide a better or more cost-effective service, like arranging repairs or estate cleaning, if they were to have direct control of the money that the council spends on that service.</p> <p>When tenants join to manage their own homes, they set up a 'tenant management organisation'.</p>

### **Rother Fed (Rotherham Federation)**

The Council has a Tenant Federation Contract with Rother Fed who are responsible for promoting and encouraging tenants to become involved in housing services as well as equipping them with the skills and knowledge required.

Rother Fed also provide training and ongoing support to Tenants and Residents Associations (TARA's) and community groups to enable them to deliver community-based activities.

Rother Fed have obtained funding to deliver community-based activities from other funding providers which complement the tenant federation contract.

*Bevan Crescent Neighbourhood Centre  
(Keith Stringer and a young volunteer).*



# HOW WE WILL SUPPORT YOU TO GET INVOLVED

Although some of our tenants feel they would like to be more involved, there may be personal difficulties such as transport, childcare, and choice of venue. The Tenant Involvement Team, Neighbourhoods and Rotherham Federation will work with tenants to remove these barriers which enable people to become involved.

We may reimburse 'out of pocket' expenses subject to budget and need.

Rotherham Federation provides training on our behalf to provide confidence and skills for involvement.

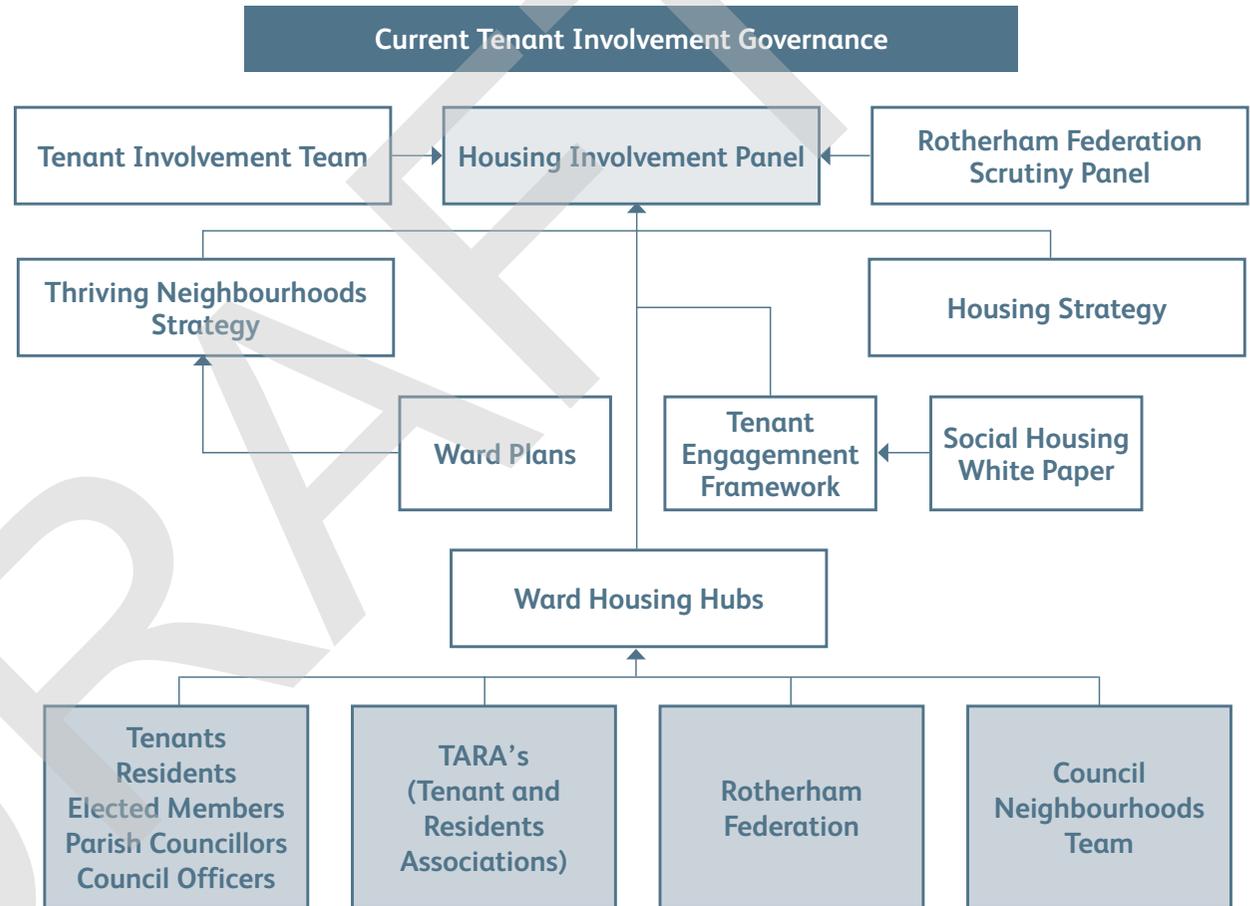


*Community Skip Day on Woodland Drive in Aston and Woodsetts Ward*

# TENANT ENGAGEMENT GOVERNANCE STRUCTURE

The diagram reflects the current governance structure for tenant engagement showing the different engagement forums and the flow of information between each function.

The engagement forums can make recommendations and provide feedback on services but do not have decision making powers. The Council Constitution sets out how the council operates and the decision-making responsibilities of council members and Committees.



# EQUALITY, DIVERSITY AND INCLUSION

Rotherham Council is committed to ensuring all parts of the community can access, engage with and benefit from services, and its Equalities Strategy sets out the three key priorities of:

- Understanding, listening, and engaging across all communities
- Delivering fair, inclusive, and accessible services
- Empowering people to engage and challenge discrimination and to promote good community relations

We want to make sure all groups and individuals have equal access and opportunity to engage in activities.

We require all groups and individuals involved with tenant engagement to act to promote equality and welcome participation and inclusion from all our communities.



*Conway Crescent, East Herringthorpe - state of the art respite home for adults with learning disabilities and autism.*

# MONITORING AND REVIEWING THIS FRAMEWORK

**How we monitor our progress against this Framework:**

- We have created an action plan which will be actively monitored against each of the 5 outcomes to ensure we are meeting the objectives of the Framework
- We will ensure we meet the recommendations identified in our successful TPAS Exemplar Accreditation Report.
- Tenants and residents through the Housing Involvement Panel will monitor and review the Framework against the action plan bi-annually and progress.



*Providing feedback on the Tenant Engagement Framework at a recent Housing Involvement Panel Meeting.*

# WHO CAN GET INVOLVED?

Any tenant, leaseholder, in Rotherham, applicant on the housing register or any other person who has a connection with any of the previous people, for example a carer.



# HOW TO GET INVOLVED

*Anyone interested in getting involved can contact us:*

## **Tenant Involvement Team**

Webpage: [www.rotherham.gov.uk/tenantinvolvement](http://www.rotherham.gov.uk/tenantinvolvement)

Email: [customerinvolvement@rotherham.gov.uk](mailto:customerinvolvement@rotherham.gov.uk)

Phone: (01709) 822100

Twitter: @housingrmbc

## **Rotherham Federation**

Phone: (01709) 368515

Email: [info@rotherfed.org](mailto:info@rotherfed.org)

*Residents finding out at Rotherham Show (2022) how they can get involved.*

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## PART A - Initial Equality Screening Assessment

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality and diversity.

A **screening** process can help judge relevance and provide a record of both the process and decision. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality and diversity
- whether or not equality and diversity is being/has already been considered, and
- whether or not it is necessary to carry out an Equality Analysis (Part B).

Further information is available in the Equality Screening and Analysis Guidance – see page 9.

1. Title	
<b>Title:</b> Tenant Engagement Framework 2022-25	
<b>Directorate:</b> Adult Care, Housing & Public Health	<b>Service area:</b> Housing & Estate Services
<b>Lead person:</b> Asim Munir	<b>Contact:</b> x22786 <a href="mailto:Asim.munir@rotherham.gov.uk">Asim.munir@rotherham.gov.uk</a>
Is this a:	
<input type="checkbox"/> <b>Strategy / Policy</b>	<input type="checkbox"/> <b>Service / Function</b>
	<input checked="" type="checkbox"/> <b>Other</b>
<b>If other, please specify</b>	

2. Please provide a brief description of what you are screening
Refresh of Tenant Engagement Framework 2022-25

3. Relevance to equality and diversity
All the Council's strategies/policies, services/functions affect service users, employees or the wider community – borough wide or more local. These will also have a greater/lesser relevance to equality and diversity.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, disability, sex, gender reassignment, race, religion or belief, sexual orientation, civil partnerships and marriage, pregnancy and maternity and other socio-economic groups e.g. parents, single parents and guardians, carers, looked after children, unemployed and people on low incomes, ex-offenders, victims of domestic violence, homeless people etc.

Questions	Yes	No
Could the proposal have implications regarding the accessibility of services to the whole or wider community? <i>(Be mindful that this is not just about numbers. A potential to affect a small number of people in a significant way is as important)</i>	x	
Could the proposal affect service users? <i>(Be mindful that this is not just about numbers. A potential to affect a small number of people in a significant way is as important)</i>	x	
Has there been or is there likely to be an impact on an individual or group with protected characteristics? <i>(Consider potential discrimination, harassment or victimisation of individuals with protected characteristics)</i>	x	
Have there been or likely to be any public concerns regarding the proposal? <i>(It is important that the Council is transparent and consultation is carried out with members of the public to help mitigate future challenge)</i>	x	
Could the proposal affect how the Council's services, commissioning or procurement activities are organised, provided, located and by whom? <i>(If the answer is yes you may wish to seek advice from commissioning or procurement)</i>	x	
Could the proposal affect the Council's workforce or employment practices? <i>(If the answer is yes you may wish to seek advice from your HR business partner)</i>	x	

If you have answered no to all the questions above, please explain the reason

If you have answered **no** to **all** the questions above please complete **sections 5 and 6**.

If you have answered **yes** to any of the above please complete **section 4**.

#### 4. Considering the impact on equality and diversity

If you have not already done so, the impact on equality and diversity should be considered within your proposals before decisions are made.

Considering equality and diversity will help to eliminate unlawful discrimination, harassment and victimisation and take active steps to create a discrimination free society by meeting a group or individual's needs and encouraging participation.

Please provide specific details for all three areas below using the prompts for guidance and complete an Equality Analysis (Part B).

- **How have you considered equality and diversity?**

Impact on engagement and staff training.

- **Key findings**

See Part B

- **Actions**

See Part B

Date to scope and plan your Equality Analysis:	10 <sup>th</sup> August 2022
Date to complete your Equality Analysis:	12 <sup>th</sup> August 2022
Lead person for your Equality Analysis (Include name and job title):	Asim Munir (Tenant Involvement Coordinator)

### 5. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening:

Name	Job title	Date
Asim Munir	Tenant Involvement Coordinator	9 <sup>th</sup> August 2022
Lynsey Skidmore	Acting Head of Housing and Estate Services	10 <sup>th</sup> August 2022

### 6. Publishing

This screening document will act as evidence that due regard to equality and diversity has been given.

If this screening relates to a **Cabinet, key delegated officer decision, Council, other committee or a significant operational decision** a copy of the completed document should be attached as an appendix and published alongside the relevant report.

A copy of **all** screenings should also be sent to [equality@rotherham.gov.uk](mailto:equality@rotherham.gov.uk) For record keeping purposes it will be kept on file and also published on the Council's Equality and Diversity Internet page.

<b>Date screening completed</b>	9 <sup>th</sup> August 2022
<b>Report title and date</b>	Tenant Engagement Framework 2022-25
<b>If relates to a Cabinet, key delegated officer decision, Council, other committee or a significant operational decision – report date and date sent for publication</b>	Improving Places Select Commission 20 <sup>th</sup> September 2022
<b>Date screening sent to Performance, Intelligence and Improvement</b> <a href="mailto:equality@rotherham.gov.uk">equality@rotherham.gov.uk</a>	9 <sup>th</sup> August 2022

## PART B – Equality Analysis Form

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality and diversity.

This form:

- Can be used to prompt discussions, ensure that due regard has been given and remove or minimise disadvantage for an individual or group with a protected characteristic
- Involves looking at what steps can be taken to advance and maximise equality as well as eliminate discrimination and negative consequences
- Should be completed before decisions are made, this will remove the need for remedial actions.

Note – An Initial Equality Screening Assessment (Part A) should be completed prior to this form.

When completing this form consider the Equality Act 2010 protected characteristics Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity and other socio-economic groups e.g. parents, single parents and guardians, carers, looked after children, unemployed and people on low incomes, ex-offenders, victims of domestic violence, homeless people etc. – see page 11 of Equality Screening and Analysis Guidance.

1. Title	
<b>Equality Analysis title:</b> Tenant Engagement Framework (2022-25)	
<b>Date of Equality Analysis (EA):</b> 9 <sup>th</sup> August 2022	
<b>Directorate:</b> Adult Care, Housing & Public Health	<b>Service area:</b> Housing & Estate Services
<b>Lead Manager:</b> Asim Munir	<b>Contact number:</b> x22786
<b>Is this a:</b> <input type="checkbox"/> <b>Strategy / Policy</b> <input type="checkbox"/> <b>Service / Function</b> <input checked="" type="checkbox"/> <b>Other</b>	
<b>If other, please specify</b> It is a Framework rather than a strategy/policy.	

--

## 2. Names of those involved in the Equality Analysis (Should include minimum of three people) - see page 7 of Equality Screening and Analysis Guidance

Name	Organisation	Role (eg service user, managers, service specialist)
Lynsey Skidmore	RMBC	Acting Head of Housing and Estate Services
Asim Munir	RMBC	Tenant Involvement Coordinator

## 3. What is already known? - see page 10 of Equality Screening and Analysis Guidance

### Aim/Scope (who the Policy/Service affects and intended outcomes if known)

This may include a group/s identified by a protected characteristic, others groups or stakeholder/s e.g. service users, employees, partners, members, suppliers etc.)

Our vision is to put tenants at the heart of everything we do, ensuring that council tenancies and estates are sustainable to create vibrant communities in which people feel happy, safe and proud.

We are passionate about tenants having a greater voice and influence over the way in which decisions are taken about their homes and the services provided to them, as well how tenants are informed and equipped to have their say, scrutinise, challenge, learn from complaints and hold us to account. This will help us formulate proposals and recommendations for service improvement and how that is then reported into the Council's governance structure for oversight and to support decision making.

We have developed five key outcomes in consultation with our tenants to enable us to achieve our vision and meet the requirements of the Social Housing White Paper:

- **Outcome One:** Putting our customers at the heart of everything we do
- **Outcome Two:** Delivering a range of options to give all our tenants an opportunity to get involved.
- **Outcome Three:** Supporting our tenants to get involved in their community, providing help to each other and taking pride in their neighbourhood.
- **Outcome Four:** Enable tenants to scrutinise and challenge our performance by providing open, transparent and accessible information
- **Outcome Five:** Ensuring the relationship with our tenants is built upon a culture of openness, understanding and mutual respect.

**What equality information is available? (Include any engagement undertaken)**

- Strategic Housing Needs Assessment
- Area Housing Profiles
- Joint Strategic Needs Assessment
- Indices of Multiple Deprivation
- Ward Profiles
- Local population demographic data
- RMBC Housing Register
- Intelligence from partners e.g. registered providers
- Profile of existing council tenants
- Census 2011
- Information received directly from other Council services identifying demand e.g. Adult Social Care, Children’s Services.

Engagement has been undertaken with Rother Fed, Housing Involvement Panel and the Strategic Housing Forum who represent different groups e.g. homelessness, young people etc.

**Are there any gaps in the information that you are aware of?**

None.

**What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?**

We will monitor the progress/impact against this Framework which impacts on the above:

- We have created an action plan which will be actively monitored against each of the 5 outcomes to ensure we are meeting the objectives of the Framework
- We will ensure we meet the recommendations identified in our successful TPAS Exemplar Accreditation Report.
- Tenants and residents through the Housing Involvement Panel will monitor and review the Framework against the action plan bi-annually and progress.

**Engagement undertaken with customers. (date and group(s) consulted and key findings)**

**Housing Involvement Panel Meeting (30.03.22)**

Feedback was supportive of the new outcomes from the Framework.

**Strategic Housing Forum (03.05.22)**

Feedback was supportive of the new outcomes from the Framework.

	<p><b>Rother Fed</b></p> <p>Feedback was supportive of the new Framework.</p> <p><b>Meeting with Cabinet Member for Housing and Cabinet Member for Social Inclusion (25.07.22)</b></p> <p>Suggestions and editing have been put forward to further improve the document which have been implemented.</p>
<p><b>Engagement undertaken with staff (date and group(s) consulted and key findings)</b></p>	<p>Housing SMT (March and August 2022)</p> <p>DLT (August 30<sup>th</sup> 2022)</p> <p>Improving Places Select Commission (20<sup>th</sup> September 2022)</p> <p>Feedback from staff generally has been supportive of the new Framework and only minor amendments have been suggested to date.</p>

**4. The Analysis - of the actual or likely effect of the Policy or Service (Identify by protected characteristics)**

**How does the Policy/Service meet the needs of different communities and groups?** (Protected characteristics of Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity) - see glossary on page 14 of the Equality Screening and Analysis Guidance)

The Framework will support the Council with ensuring all parts of the community can access, engage with and benefit from services, and its Equalities, Diversity and Inclusion Strategy which sets out the three key priorities of:

- Understanding, listening, and engaging across all communities
- Delivering fair, inclusive, and accessible services
- Empowering people to engage and challenge discrimination and to promote good community relations

**Does your Policy/Service present any problems or barriers to communities or Groups?**

We want to make sure all groups and individuals have equal access and opportunity to engage in activities through a flexible menu of options.

We require all groups and individuals involved with tenant engagement to act to promote equality and welcome participation and inclusion from all our communities.

We will be providing staff training to ensure any barriers to communities can be removed.

**Does the Service/Policy provide any positive impact/s including improvements or remove barriers?**

The Framework makes a commitment to supporting tenants and ensuring mutual respect through five key outcomes that have been developed in the Framework. There are also actions in the Framework to improve engagement with under-represented groups and achieving a flexible menu of options to enable us to engage wider.

**What affect will the Policy/Service have on community relations?** (may also need to consider activity which may be perceived as benefiting one group at the expense of another)

We want to reach out and listen to our under-represented groups and use our customer data to ensure services are accessible and meeting the diverse needs of our tenants and neighbourhoods by contributing to the following:

1. Understanding, listening, and engaging across all communities
2. Delivering fair, inclusive, and accessible services
3. Empowering people to engage and challenge discrimination and to promote good community relations

Please list any **actions and targets** that need to be taken as a consequence of this assessment on the action plan below and ensure that they are added into your service plan for monitoring purposes – see page 12 of the Equality Screening and Analysis Guidance.

## 5. Summary of findings and Equality Analysis Action Plan

If the analysis is done at the right time, i.e. early before decisions are made, changes should be built in before the policy or change is signed off. This will remove the need for remedial actions. Where this is achieved, the only action required will be to monitor the impact of the policy/service/change on communities or groups according to their protected characteristic - See page 11 of the Equality Screening and Analysis guidance

<b>Title of analysis:</b> Tenant Engagement Framework Refresh 2022-25
<b>Directorate and service area:</b> Adult Care, Housing & Public Health
<b>Lead Manager:</b> Asim Munir
<b>Summary of findings:</b>
No negative impacts have been identified/are anticipated.

Action/Target	State Protected Characteristics as listed below	Target date (MM/YY)
<b>Progress Report against the Tenant Engagement Framework Action Plan presented to the Housing Involvement Panel on a bi-annual basis.</b>	<b>ALL</b>	<b>March 2023</b>

\*A = Age, D= Disability, S = Sex, GR Gender Reassignment, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage. C= Carers, O= other groups

6. Governance, ownership and approval		
Please state those that have approved the Equality Analysis. Approval should be obtained by the Director and approval sought from DLT and the relevant Cabinet Member.		
Name	Job title	Date
Paul Walsh	Acting Assistant Director for Housing	
Cllr Amy Brookes	Cabinet Member for Housing	

7. Publishing	
The Equality Analysis will act as evidence that due regard to equality and diversity has been given.	
If this Equality Analysis relates to a <b>Cabinet, key delegated officer decision, Council, other committee or a significant operational decision</b> a copy of the completed document should be attached as an appendix and published alongside the relevant report.	
A copy should also be sent to <a href="mailto:equality@rotherham.gov.uk">equality@rotherham.gov.uk</a> For record keeping purposes it will be kept on file and also published on the Council's Equality and Diversity Internet page.	
<b>Date Equality Analysis completed</b>	09.08.22
<b>Report title and date</b>	Tenant Engagement Framework 2022-25
<b>Date report sent for publication</b>	September 2022
<b>Date Equality Analysis sent to Performance, Intelligence and Improvement</b> <a href="mailto:equality@rotherham.gov.uk">equality@rotherham.gov.uk</a>	

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#### User guidance:

- The first section of this form guides users through considering major areas where emissions are likely to occur. If emissions are impacted in a way not covered by these categories, please identify this at the bottom of the section
- The first section should be filled as such:
  - **Impact.** identify, in relation to each area, whether the decision of the proposal does the following: *reduces emissions, increases emissions, or has no impact on emissions*. If it is uncertain this section can be labelled *impact unknown*
  - If **no impact on emissions** is identified: no further detail is needed for this area, but can be added if relevant (e.g. if efforts have been made to mitigate emissions in this area.)
  - **Describe impacts or potential impacts on emissions:** two sections deal respectively with emissions from the Council (including those of contractors), and emissions across Rotherham as a whole. In both sections please explain any factors that are likely to reduce or increase emissions. If **impact unknown** has been selected, then identify the area of uncertainty and outline known variables that may affect impacts.
  - In most cases there is no need to quantify the emission impact of an area after outlining the factors that may reduce or increase emissions. In some cases, however, this may be desirable if factors can be reduced to a small number of known variables (e.g. if an emission impact is attached to a known or estimated quantity of fuel consumed).
  - **Describe any measures to mitigate emission impact:** regardless of the emission impact, in many cases steps should be taken in order to reduce mitigate all emissions associated with each area as far as possible; these steps can be outlined here (For example: if a proposal is likely to increase emissions but practices or materials have been adopted in order to reduce this overall impact, this would be described here).
  - **Outline any monitoring of emission impacts that will be carried out:** in this section outline any steps taken to monitor emission levels, or steps taken to monitor the factors that are expected to increase or reduce emission levels (for example, if waste or transport levels are being monitored this would be described here)
- A **summary paragraph** outlining the likely overall impacts of the proposal/decision on emissions should then be completed - this is not required if the proposal/decision has no impact across all areas.
- The supporting information section should be filled as followed:
  - Author/completing officer
  - **Research, data, or information** may refer to datasets, background documents, literature, consultations, or other data-gathering exercise. These should also be added to the **supporting documents** section of the cabinet report

- 
- Carbon Impact Assessments are to be appended to the associated cabinet reports
  - Prior to publishing reports, Carbon Impact Assessments should be sent to [climate@rotherham.gov.uk](mailto:climate@rotherham.gov.uk) for feedback
  - Report authors may also use the above email address to direct any further queries or to access further support regarding completing the assessment

Will the decision/proposal impact...	Impact	If an impact or potential impacts are identified			
		Describe impacts or potential impacts on emissions from the Council and its contractors.	Describe impact or potential impacts on emissions across Rotherham as a whole.	Describe any measures to mitigate emission impacts	Outline any monitoring of emission impacts that will be carried out
Emissions from non-domestic buildings?	No Impact or Increased Emissions	Working with Rother Fed to increase community-based activities and use of our neighbourhood centres will make greater use of existing facilities which are already in operation. A significant rise in frequency of use of neighbourhood centres could result in increased emissions.	Use of local community centres will improve access by active travel or by public transport and will not introduce a need to travel by car.	Consideration will be given to how Neighbourhood centres may be optimised for energy efficiency or may make use of retrofits for reduced carbon emissions wherever possible.	Attendance at activities at the Neighbourhood Centres across the Borough will be monitored to ensure efficient use of venues.
Emissions from transport?	Reduce Emissions.	<p>Hybrid approach to Tenant Engagement meetings may result in fewer people using transport to get to meetings.</p> <p>Our new housing IT system will help improve the way tenants can manage their bills, report repairs and request tenancy changes.</p> <p>In regard to repairs and maintenance, achievement of effective consultation through the framework may lead to</p>	Fewer journeys to meetings will result in less emissions. People have the choice to join meetings virtually. Low and carbon neutral travel modes are encouraged wherever possible.	Officers and tenants are encouraged to join meetings remotely to reduce the need for travel. Where travel is required, low or carbon neutral travel modes are recommended where possible.	Numbers of residents attending meetings virtually will be tracked.

		fewer journeys e.g. repairs done right first time.			
Emissions from waste, or the quantity of waste itself?	Reduce Emissions.	<p>Decreased printing and paper waste by Council officers and contractors as a result of circulating and receiving required information online or by phone. A small number of paper transactions may still be in use where required for accessibility.</p> <p>Our new Housing IT system will help diversify the ways tenants can manage their bills, report repairs and request tenancy changes. This reduces the need for paper bills and forms, etc.</p> <p>Outcomes of effective consultation with residents generated through the Framework will lead to enhanced safety of living spaces, as problems are repaired sooner and repairs are right the first time. The follow-on effect is reduced waste i.e. from leaks or unnecessary</p>	<p>Decreased printing by individuals and residents as a result of being able to access and submit the information they need online.</p> <p>Tenants across the Borough can manage their bills, report repairs and request tenancy changes without the need for paper bills and forms, etc.</p> <p>More effective consultation with residents through the framework will lead to enhanced safety of living spaces, as retrofits are installed, problems repaired sooner and repairs are right the first time. The follow-on effect is reduced waste i.e. from acute leaks or other property damage.</p> <p>Good tenant engagement can lead to longer lifespan of assemblies, parts and components</p>	<p>Officers and tenants are encouraged to go online to view and submit information.</p> <p>Assemblies, parts and components removed and replaced as part of repairs or maintenance are disposed of responsibly and recycled wherever possible.</p>	<p>Tracking number of people accessing online/website.</p> <p>Effectiveness of repairs is monitored as a key performance measure for the service.</p>

		<p>journeys by council officers or contractors. Good tenant engagement can lead to longer lifespan of assemblies, parts and components before these have to be replaced and are discarded.</p>	<p>before these have to be replaced and require disposal.</p>		
<p>Emissions from housing and domestic buildings?</p>	<p>Reduce Emissions</p>	<p>We will explore thermal improvements and green technologies which will reduce the carbon footprint of our housing as well as reducing tenant's energy bills.</p> <p>Working with Rother Fed to increase community-based activities and use of our neighbourhood centres through an appointed Activities Coordinator will enable the service to tackle loneliness and social isolation, provide a support network for vulnerable older people and have a positive environmental impact of a single facility used rather than multiple individual homes.</p>	<p>The new properties built as part of the programme will increase emissions from the heating and lighting of the new properties. Retrofitting schemes and refurbishments include measures to improve energy efficiency will reduce carbon emissions.</p>	<p>In designing refurbishment schemes the Housing Service will use technologies that have lower carbon emissions, where cost effective and practicable.</p> <p>Refurbishment which focusses on retrofitting for carbon emissions reduction will generally aim to achieve at least EPC level "C"</p> <p>The Council will ensure that the new homes are high quality, energy efficient and able to meet the challenge of climate change.</p> <p>The use of modern methods of construction will be considered for all</p>	<p>Construction will be monitored to ensure that specifications are met and, where appropriate, the energy performance of new buildings will be monitored once occupied to ensure that the stated performance standards are met.</p>

				new schemes, where value for money can be demonstrated as well as carbon reduction.	
Emissions from construction and/or development?	Reduce Emissions/Impact unknown.	<p>The Tenant Engagement Framework will contribute towards strengthening communities through supporting tenants and residents to get involved in and benefit from housing development, green spaces and improve existing homes working towards making them zero carbon.</p> <p>We will bring empty properties back into use for the people of Rotherham.</p>	Some of the building materials associated with bringing empty properties back into use, and to improve existing homes to work towards making them zero carbon will be manufactured within the Borough. Improvements which require removal of trees without replacement could, depending how they are disposed of, increase carbon emissions.	<p>The use of modern methods of construction will be considered for all retrofits and repairs, where value for money can be demonstrated as well as carbon reduction.</p> <p>For refurbishment / retrofit schemes, emissions from the construction and refurbishment of properties could be offset by the reduction in carbon emissions from newly installed components having lower or zero carbon emissions.</p> <p>Where trees are present on a development site they will be retained where possible. The planning process deals with protection of trees on development sites and where it allows their removal usually requires</p>	This will be monitored through the procurement process.

				equivalent or better replacement.	
Carbon capture (e.g. through trees)?	Reduce Emissions.	We will continue to involve tenants to make environmental improvements so that their neighbourhoods are pleasant places to live in, through the Ward Housing Hub Budget.	Reduce Emissions through more trees being planted.	Seek environmentally friendly companies.	Ongoing air quality monitoring by highways
Identify any emission impacts associated with this decision that have not been covered by the above fields:					
N/A					

Please provide a summary of all impacts and mitigation/monitoring measures:

Through the Tenant Engagement Framework, we will be contributing towards reducing carbon footprint and emissions through a flexible menu of options including hybrid working and accessing services online and being able to self serve. This will help reduce the need for transport and waste. We will seek to empower tenants to maximise resources such as neighbourhood centres to make multiple use of buildings already in use. We also strive to bring empty properties back into use. Ward Housing Hub funding will continue to fund projects which make environmental improvements which are carbon friendly.

Supporting information:	
Completed by: (Name, title, and service area/directorate).	Asim Munir, Tenant Involvement Coordinator), Housing & Estate Services, Adult Care, Housing & Public Health.
Please outline any research, data, or information used to complete this [form].	N/A

If quantities of emissions are relevant to and have been used in this form please identify which conversion factors have been used to quantify impacts.	N/A
Tracking [to be completed by Policy Support / Climate Champions]	

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Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 20 September 2022

**Report Title**

Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022

**Is this a Key Decision and has it been included on the Forward Plan?**

No, but it has been included on the Forward Plan

**Strategic Director Approving Submission of the Report**

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

**Report Author(s)**

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**Ward(s) Affected**

Borough-Wide

**Report Summary**

A report detailing progress of the Homelessness and Rough Sleeper Strategy was noted by Improving Places Select Commission on 20 July 2021.

This report provides a further update of progress and will give an overview of the local picture, and assurances around sustainability of the service especially as regards costs, staff salaries and skills.

Progress in delivering the Homelessness Prevention and Rough Sleeper Strategy Action Plan is attached as Appendix 1

**Recommendations**

1. That Improving Places Select Commission note the further progress made to date in delivering the Action Plan within Appendix 1.
2. That the Improving Places Select Commission note that consultation to start a review of the Homelessness Prevention and Rough Sleeper Strategy has commenced and there will be a Member Seminar W/C 26 September 2022.

**List of Appendices Included**

Appendix 1 Action Plan - Homelessness Prevention and Rough Sleeper Strategy  
2019-2022

**Background Papers**

Minutes - Improving Places Select Commission, 20 July 2021.

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

None

**Council Approval Required**

No

**Exempt from the Press and Public**

No

## **Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022**

### **Progress on the Homelessness and Rough Sleeper Strategy 2019 - 2022**

#### **1. Background**

- 1.1 The Homelessness Prevention and Rough Sleeper Strategy 2019-22 was approved by Cabinet in April 2019 and published in May 2019.

The vision is to:

- To end homelessness in Rotherham
- Everyone has a place to call home
- The right support is in place at times of crisis to prevent homelessness

The Strategy sets out six key aims:

1. To support people with complex needs
2. To prevent homelessness and offer rapid housing solutions
3. To increase support for young people to prevent homelessness
4. Ending rough sleeping and begging in Rotherham
5. To improve access to tenancy support, employment, and health support services
6. To ensure there is enough emergency accommodation

- 1.2 A progress report was presented to Improving Places Select Commission on 20 July 2021. Some of the feedback from Members was that they:

- Expressed a desire for more information regarding the sustainability in terms of skilled staff to be funded over long term as opposed to being employed on a temporary basis.
- Members requested additional details regarding the partnership working with Drug and Alcohol Treatment programme and work with Veterans. (This is detailed in the Action Plan Appendix 1)
- Members requested more details about the experience of homelessness families with children in temporary accommodation

- 1.3 Members also asked for clarification around the changing role of private landlords.

- 1.4 Information regarding these points is detailed within the report or Action Plan

#### **2. Key Issues**

- 2.1 The action plan and progress to date is detailed at Appendix 1. The updated action plan shows that all the submitted recommendations are being implemented, with most of the actions completed.

## 2.2 The Local Picture

2.3 The table below shows that there was an initial increase in new homelessness cases, from 1577 to 1813 between April 2018 and March 2020. This 15% increase was due to the introduction of the Homelessness Reduction Act 2017. The Act increased the range of households eligible for assistance and introduced the duty to refer where certain agencies are required by law to refer homeless people to the service.

2.4 Between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021, the total number of new homelessness cases had reduced to 1,458 and reduced further to 987 during 2021/22.

2.5

Period	Number of cases	Trend
April 2018 to March 2019	1577	
April 2019 to March 2020	1813	
April 2020 to March 2021	1458	
April 2021 to March 2022	987	

2.6 The table below shows the number of live homelessness and case loads

Date	Homelessness cases loads as at year end	Trend
Year- end 2019/20	364	
Year-end 2020/21	420	
Year-end 2021/22	482	

2.7 Although the numbers of households approaching the service has reduced, the table above shows that Homelessness Officers caseloads have increased over the last 3 years from 364 as at March 2020 to 482 at the end of March 2022. The increase is mainly due the difficulties in finding suitable and affordable move on options. Households are also presenting when they are at a crisis stage or where there is limited time or resources to support early prevention and intervention, this creates pressures on temporary accommodation usage. For example, there was 987 households presented during 2021/22 and of these the number of households placed into temporary accommodation was 944.

2.8 **The table below shows the stages of live homelessness cases as of 31st March 2022**

<b>Prevention</b>	<b>Prevention %</b>	<b>Relief</b>	<b>Relief %</b>	<b>Main</b>	<b>Main %</b>
183	38%	190	39%	109	23%

2.9 As shown in the table 38% of a new case, (183 Households) commenced at the 'Prevention Stage' The proportion of initial applications opened at the prevention stage is not an absolute measure of service effectiveness; however, it does enable us to see how many applicants are approaching at Prevention stage compared with Relief. The earlier an applicant approaches the service; there is a greater chance that their homelessness situation can be prevented.

2.10 The Rotherham Council Plan 2022-25 includes a Key Performance Indicator PE08- Proportion of households prevented or relieved from homelessness. Of the 422 homelessness cases in Quarter 1: 214 cases prevented or relieved from becoming homeless. Cases not prevented are due to various reasons, including loss of contact, case withdrawn at customers' request, refusal of suitable accommodation offer, customer making own arrangements or being placed in temporary accommodation. Work is taking place to improve performance by strengthening case management processes and the roles within the homelessness service have been refocused on early intervention and prevention. Homelessness outreach advice services continue to be delivered by Shiloh and work is also taking place to increase awareness and improve information to support those at risk of homelessness.

2.11 **Reasons for Homelessness**

2.12 For the Borough of Rotherham, the most prevalent reason that people become homelessness is that that their families or friends are 'no longer willing/able to accommodate'. This is an ongoing issue and represent 27% of all cases received in 2020/21 and is a 5% increase on the previous year. This is mainly due to the Homelessness team being unable to negotiate with family and friends to allow people to stay with them longer due to the lockdown rules of only one household in private homes.

- 2.13 As part of the ongoing work to support households where relations breakdown, housing options and advice is given at the earliest opportunity. The Homelessness Team provide opportunities for family mediation. For young people the Council's commissioned Housing Related Support Young Peoples 16–24-year-olds also supports young people to build on family relationships where it is appropriate and helps them to address issues which may have contributed towards the family breakdown. Some young people return home where it is safe to do so.
- 2.14 Second is due to violence or harassment at 19%. The Council supports households to remain in their home where it's safe to do so, working collaboratively with the police and other agencies to maintain regular contact and take action against perpetrators. The Council also provide safer homes works where required and will support rehousing as a last resort if the police identify they are at high risk.
- 2.15 A third is the end of a private tenancy at 14%. The council encourage households to seek help and advice early. The Homelessness Team are proactive in negotiating with landlords, aiming to find solutions to avoid tenancies ending. Where this is not possible a housing plan is developed to support a planned move.
- 2.16 The 'end of private rented tenancy' ratio may have been higher due earlier in the year there was a ban on Court evictions due to Covid restrictions.
- 2.17 Reasons for homelessness is then closely followed by domestic abuse at 13%. The Council supports households to remain in their home where it's safe to do so, working collaboratively with the police and other agencies to maintain regular contact and take action against perpetrators. The council also provide safer homes works where appropriate. Where it is not safe to remain in the home, specialist housing with support for victims fleeing domestic is provided. There is a range of commissioned, voluntary, and charity funded services that exist within Rotherham. These services provide a range of functions that are important to supporting the delivery of Domestic Abuse Services. There is increased work around prevention and early identification of issues before abusive situations develop. The Domestic Abuse Strategy for 2022 – 2027 aims to assist partnerships and agencies in delivering a joined-up response to those affected by domestic abuse.
- 2.18 **Demographics**
- 2.19 The age profile of presentations overall remains broadly inline with that in previous years. Following an increase in 2019/20 the proportion aged 65 and above has now returned to previous levels. However there has been a 2.7% increase in the 25-40 age band which remains the highest proportion at 50.8%.

2.20	Age Band	2018/19	2019/20	2020/21
	24 or below	23.1%	23.3%	22.0%
	25-40	48.1%	48.1%	50.8%
	41-64	22.1%	24.2%	24.6%
	65+	2.3%	4.0%	2.4%
	Not known	4.3%	0.4%	0.4%

2.21 The ethnicity of the main household applicant remains predominantly White British at 84.4% with 12.1% from Black or Minority Ethnic (BME) groups a decrease of 3.7% on the previous year. This decrease in BME is primarily linked to a decrease in presentations from an Asian or Asian British background, over the year there were 53 presentations compared to 85 in the previous year.

2.22 The number of families seeking homelessness support reduced on previous year's figures. 381 households (24.3% of total cases) had dependent children, compared to 516 (28.4%) in 2019/20 and 471 (29.9%) in 2018/19. Additionally 54 household were pregnant at application.

### 2.23 Homeless Prevention

2.24 The best way to tackle homelessness is to stop it happening in the first place. The Council and partners are committed to homeless prevention and have been proactive in a range of prevention initiatives, some of which are detailed in the Action Plan update – Appendix 1. Prevention work has included the refresh of the Council's homeless webpage, providing a dedicated page on homeless prevention, which encourages people to seek help early. Rotherham are part of the South Yorkshire Survival Guide which is a web-based information directory for a range of services, including homeless advice. A booklet called Helping Others Made Easy H.O.M.E has been produced in partnership with Shiloh, a local homeless charity. The booklet provides a range of support and advice services to people who are either experiencing homelessness or worried about becoming homeless. The Council's Financial Inclusion team provide financial support to council tenants who may be struggling financially in aid to maximise their finances and prioritise their expenditure which includes rent and rent arrear payments. The Council have helped grant fund the development of a tenancy ready learning portal, led by Rush House, a local homeless charity. The aim of this portal is to support people to greater independence to enable them to understand their rights and responsibilities to help them sustainment their long-term future housing.

### 2.25 Covid Pandemic - Impact of Homelessness and Rough Sleeping

2.26 The Council's Housing Options Service saw an increase in the complexity of demand for homelessness support during the pandemic, with families as well as couples and single people seeking support.

2.27 At the end of March 2020, the Government announced their 'Everyone In' scheme and plan to house everyone on the streets in England to protect from the spread of coronavirus. The Government called on local authorities to do everything they could to provide shelter to everyone sleeping rough during the Covid outbreak. Rotherham responded to this and accommodated everyone, who was rough sleeping or at risk of rough sleeping. People sofa surfing were significantly impacted through being no longer accommodated by friends and family. A continued flow of people newly at risk of homelessness throughout the early months of the pandemic led to a constant pressure on services and increasing demand for temporary accommodation. Also creating a shortage of affordable housing, including housing with support services, within the social and private rented sectors.

2.28 The Homelessness team established a working group of partners, under the title of 'First Steps Rotherham'

2.29 The group included Council Officers, (including homelessness and commissioned services,) Crisis, South Yorkshire Housing Association, Action, Target Housing, Shiloh (our local charity) mental health practitioner working within the rough sleeper team, primary care, and the hospital trusts.

This group worked together to provide:

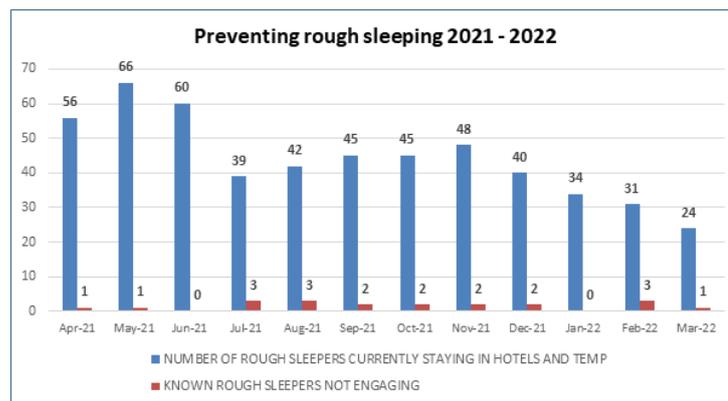
- tenancy and specialist support
- provision of food and resettlement support
- whilst people are in temporary accommodation, and
- when people move into their own accommodation

2.30 One of the biggest challenges for the council has been the ability to successfully move those housed in emergency COVID-19 accommodation into permanent and secure housing. The structural barriers that existed before the pandemic, including a lack of housing supply and a welfare system that does not address the underlying causes of homelessness have been exacerbated during the pandemic.

2.31 In response of Covid, the Homelessness team developed move on plans for those people who the council have prevented from rough sleeping who have been accommodated in temporary accommodation. Rehousing options have heavily relied on council housing stock and supported housing to help move people into more settled housing.

2.32 A total of 530 individuals were accommodated into temporary accommodation who were either rough sleeping or who faced rough sleeping, an average of 44 per month.

2.33 Chart 1 below, shows a total of 530 individuals who were at greater risk of rough sleeping or actually rough sleeping housed into temporary accommodation and supported by the Rough Sleepers Initiative team during April 2021 to end of March 2022. The data in the chart shows a peak of 66 individuals in May 2021. Steadily decreasing to year end to March 2022.

2.34 **Chart 1**

2.35 Recent performance reporting indicated on the 11<sup>th</sup> of July 2022, a total of 16 individuals were accommodated in temporary accommodation whilst receiving support by the Rough Sleepers Initiative team, some of whom are from the legacy of Everybody In, or who have been verified as rough sleeping follow the end of the Covid response.

2.36 The previous year April 2019 – end of March 2020 a total of 621 individuals, an average of 52 individuals per month were accommodated into hotels and tother temporary accommodation

2.37 The Action Plan, Appendix 1 details the progress that has been made in reducing rough sleepers over the 3-year strategy.

2.38 Annual Counts have seen a reduction, from 10 rough sleepers in 2019/20 to 3 in 2021/23. As of the 31<sup>st</sup> of July, there were 0 rough sleepers in Rotherham.

2.39 The Outreach continue to be proactive and respond to new intelligence and carry out frequent checks.

2.40 **Reducing begging**

2.41 The Rough Sleeper Outreach team have worked closely with the community protection and the police to carry out assertive outreach to beggars and are proactive in taking enforcement action where appropriate. During Covid the number of begging on the streets significantly reduced, this was due to a combination of the Governments “Everybody In” initiative and less opportunities for people to beg. The Outreach team have since started to attend the fortnightly Central Tasking meetings. The meetings largely involve various council colleagues and South Yorkshire Police (SYP). The purpose of the meetings is to look at hotspot areas, households, individuals etc and to work in partnership. To tackle a range of issues including begging, street drinking, drug taking and littering.

- 2.42 The regular partner rough sleeper walks which include the support from a arrange of voluntary sector partners and SYP provide opportunities to engage with individuals and offer support and advice. Some people are found to be genuinely homeless and are accommodated by the Council. Some individuals are not homeless but often have other support needs.
- 2.43 As part of the strategy action plan the Council set out to explore an alternative web-based giving scheme. The aim was to encourage members of the public to donate to a local charity rather than to hand money to people begging to ensure the money provides better value to the people in most need in Rotherham. Due to Covid and other priorities the launch of this initiative was low key. There are plans outlined in the Homelessness Strategy 2019-2022 Action Plan update Appendix 1 and include intentions to launch a publicity campaign.
- 2.44 **Experience for homeless families with children**
- 2.55 At the last IPSC meeting, members wanted to know the experience for families with children.
- 2.56 The Council has a statutory duty to provide temporary accommodation for homeless families, until such time as the duty is ended, either by an offer of settled accommodation or for another specified reason.
- 2.57 Due to prevailing service demands the Council has been reliant upon the use of hotel accommodation to supplement the Council's own temporary accommodation units. The Council strives to ensure that stays in hotels are provided as a last resort and for as short a period as possible. If a family is placed into a hotel, every effort is made to get them into more appropriate temporary or permanent accommodation as soon as possible
- 2.58 The Rotherham Council Plan 2022-25 includes a Key Performance Indicator PE09 –The Plan outlines the ambition to reduce the numbers in temporary accommodation to 95 households. As at end of Q1 this had reduced from 106 to 102. In addition, and separate to this figure, there are several households within hotel accommodation who the council have been working to move into more suitable housing options. At the end of 2021/22, there were 202 households in temporary accommodation. This consisted of 96 in hotels (of which 16 were family households) and 106 in Council or other arranged temporary accommodation. At the end of Q1 2022/23 this figure had reduced to 165, consisting of 63 households in hotels (10 of which were families) and 102 in Council (88) or other arranged temporary accommodation (14). The Council is continuing to support households in hotels and temporary accommodation to move on to suitable settled accommodation as swiftly as possible. The situation continues to be monitored on a weekly basis.

- 2.59 To provide a summary of the direction of travel, the current position is showing a reduction in families placed into hotels.

Date	Hotels single	Hotel families	Total households in hotels
Baseline on 31 March 22	80	16	96
End of 1 <sup>st</sup> quarter 24 June 22	53	13	66
29 <sup>th</sup> July 2022	39	5	44

- 2.60 As of 29 July, the number of days of family placements in hotels was as follows:

Stay Up to 7 days	Up to 14 days	Up to 21 days	Up to 28 days	Up to 35 days	Up to 42 days	Total Families
3	2					5

- 2.61 The tables above shows that the Council prioritises the movement of family households from hotels to permanent settled or self-contained temporary accommodation. The length of stay of families within hotels is being monitored regularly by the Homelessness Service to ensure that legislation is complied with, and hotels stays for families are kept to a minimum.
- 2.62 The Homelessness Service is also involved with supporting Ukrainian families. The government has issued guidance which sets out a range of responsibilities for local authorities under the Homes for Ukraine scheme.
- 2.63 In Rotherham, the overall approach is that every Ukrainian guest will be allocated a Refugee Council (RC) caseworker and receive an initial home visit. They will then have a follow up appointment(s) to complete initial needs assessments and complete benefit applications, school admissions, GP registrations, NINO applications etc. as applicable.

2.64 There are specific activities that will be retained for direct delivery by the Council and one of those is housing and homelessness – planning and policy issues.

2.65 The homeless team are attending outreach advice sessions and have established a new post of Resettlement Officer. Their role is to support Ukrainian guests to access alternative accommodation if their current living arrangements breaks down.

### 2.66 **Move-On Options in the Private Rented Sector**

2.67 During a 12-month period (2021/2022), 791 homeless households were assisted to alternative accommodation. The table below details the move on pathway.

Date	Council	Supported housing	RSLs	Private Rented
Total Year ending 2021/22	<b>457</b>	<b>147</b>	<b>76</b>	<b>111</b>
Between 1 April and 29 July 2022	152	38	11	13

2.69 The Housing Options Team continue to source private rented properties individually and are reliant upon their relationship with agents and landlords to source these properties. However, due to a continuing increase of demand in the sector, the number of available properties is reducing. Homeless people often struggle to get access to homes let by private landlords as the upfront costs of private renting can be high because tenants are asked to pay a deposit and rent in advance and rents are unaffordable. Some landlords also think, wrongly, that it is too risky to let their property to people claiming housing benefit. This makes it even harder to find a property to rent privately.

### 2.70 **Reviewing the Homelessness Service with regards to retention of staff and skills.**

There were several factors that underpinned the need to review the shape of this service; ultimately the service needed to position itself to respond to service challenges now and into the future. In addition, one of the main reasons was the high turnover of staff in the Homelessness team as the posts were mainly on a temporary basis and attracting suitable candidates for the temporary posts and staff retention was a key issue. At that time only 37% of the team were on a permanent contract. (13 FTE Permanent and 22 FTE on temporary contracts.) The temporary nature of posts created issues such as:

- Turnover and retention
- Time taken to recruit

- Initial training for the role
- Peer support
- Attracting well trained and experienced resource
- Time spent on induction and training new team members
- The impact on the remaining team when colleagues leave, e.g., taking on their caseloads.

2.71 This issue also recognised in the Outcomes from Working Group on Homes Allocation meeting on 8 January 2021 which was undertaken by Improving Places Scrutiny Review group. The findings were presented to the Overview and Scrutiny Management Board on 10 February 2021. One of the recommendations was to sustain funding for the homelessness and temporary accommodation team.

2.72 In August 2021, a service review was undertaken, and the positive outcome was that there was a long-term Council investment into the service, increasing the number of posts by 9 and 12 temporary contracts were made to permanent. This has helped to meet demand across the service and reduced staff turnover.

2.73 The team undertake a full training and development programme which is regularly reviewed and reoccurring. To ensure staff can apply legislative, policy and practice within their roles training is reviewed and supported by Legal Services

#### 2.74 **Further Investment in the Service**

2.75 The homelessness team have been successful in various funding bids, as follows:

#### 2.76 **Rough Sleeping Funding – Ending Rough Sleeping**

2.78 The Governments Rough Sleeping Initiative (RSI) was first announced in March 2018, prior to the pandemic and the current strategy. The purpose of the funding was to make an immediate impact on the rising levels of rough sleeping and across England. Funding is now combined the Rough Sleeping Initiative and Rapid Rehousing Pathway funding into a single, streamlined funding programme.

Funding Duration	Funding Awarded	Brief overview - funding allocation for:
2018 - 2019	Sub-regional bid Approx. £72,000	<ul style="list-style-type: none"> <li>• Specialist workers - Outreach and Prevention Workers, X 2 posts</li> </ul>
2020 - 2021	£378,726	<ul style="list-style-type: none"> <li>• 5 additional units of Housing First</li> </ul>

		<ul style="list-style-type: none"> <li>• Emergency Accommodation Community Hub - Queen Street Hostel</li> <li>• Rough Sleeper Initiative Team retain and develop existing provisions- more frontline workers with specialist roles</li> <li>• Rough Sleeper Personalised Prevention Fund</li> </ul>
2021 – 2022	£487,846	<ul style="list-style-type: none"> <li>• Emergency Accommodation Community Hub - Queen Street Hostel</li> <li>• Rough Sleeper Initiative Team, Staffing</li> <li>• Rough Sleeper Personalised Prevention Fund</li> <li>• Housing First X 5 units</li> <li>• Mental Health Practitioner</li> <li>• Supported accommodation provision - SYHA Indigo</li> </ul>
2022 – 2025	£1,250,260 ( over the 3 year period the annual funding allocation is set to reduce year on year)	<ul style="list-style-type: none"> <li>• Emergency Accommodation Community Hub - Queen Street Hostel</li> <li>• Rough Sleeper Initiative Team Staffing</li> <li>• Rough Sleeper Personalised Prevention Fund</li> <li>• Supported accommodation provision - SYHA Indigo</li> </ul>

## 2.78 **Contain Outbreak Management Fund (COMF)**

2.79 The Government (COMF) funding aids the Council's response to Covid-19 and to support recovery in the borough from the impacts of the pandemic.

2.80 In response to the increasing pressures of temporary accommodation during Covid and in respect of move on accommodation options, in particular for those with higher support needs requiring supported housing or Housing First service £600,000 has been invested from the COMF which has helped procure critically needed additional support services to households with support needs, for those people residing in temporary accommodation/hotels to increase the availability of suitable move on accommodation.

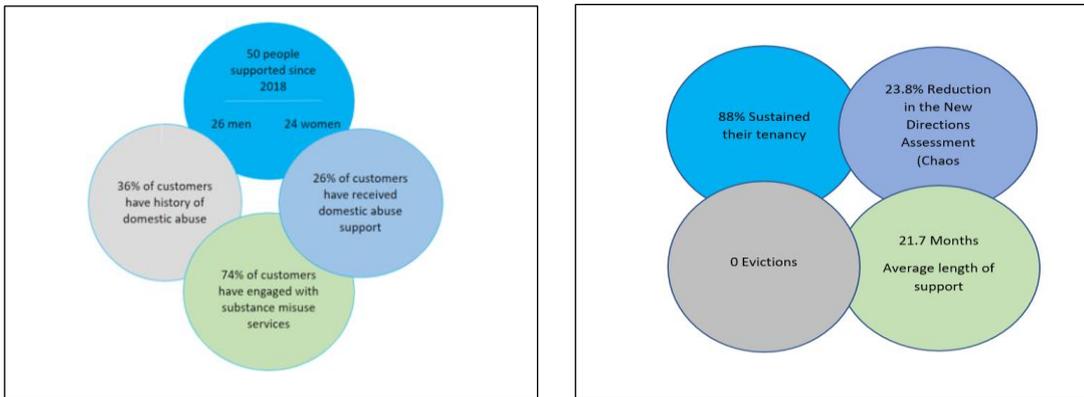
2.81 This has provided the following additional homeless provisions:

2.82 Specialist support service capacity to support up to 50 households with 2 or more areas of support needs, who are in temporary accommodation/hotels or

- 2.83 move on accommodation, to help the journey to more suitable and sustainable accommodation, freeing up temporary accommodation capacity.
- 2.84 Procured additional high-level support to increase Housing First provision (supported housing accommodation) by an additional 10 units.
- 2.85 **Funding - Rough Sleeping Accommodation Programme (RSAP) 2021/22 - 2023/24**
- 2.86 The Housing Options Team established the need for up to 20-30 homes. The Department for Levelling Up, Housing and Communities (DLUHC) asked local authorities to work closely with stakeholders and partners to support the funding bid.
- 2.87 The RSAP capital funding was successful and provided an opportunity to increase longer term secure accommodation, for those who find themselves without a home because of unaddressed issues around substance misuse and mental ill health.
- 2.88 South Yorkshire Housing and Action Housing were awarded direct funding for a total of 20 additional units through purchase and repair, providing a long-term national asset, available to the rough sleepers for 30 years.
- 2.89 In a more recent RSAP bid 2022-2023, Action Housing were successful in a further direct award supported by the council for a further 6 properties, which will bring this to a total of 26 homes.
- 2.90 **Housing Related Support – Commissioned Services, Complex Needs**
- 2.91 The council commission a range of Housing Related Support Services (HRS). Housing Related Support (HRS) services are non-statutory services that offer personalised support to individuals to prevent homelessness. The services generally fall into two categories: support for people who are homeless, to re-settle into their new home and community to reduce risk of repeat homelessness and support for people who are at risk of losing their home, to maintain their home and continue to live independently.
- 2.92 A Cabinet Report on Housing Related Support Pathway - proposal for future commissioning which is led by Strategic Commissioning is due to go Cabinet in October 2022. The HRS pathway proposals will align with the principles of ensuring services work together and codesign future homelessness service provisions to ensure they meet the future needs of Rotherham people. This will include a focus on early homelessness prevention.
- 2.93 Rotherham Housing First is a commissioned Housing Related Support Service. Housing First is a service model which is an internationally evidence-based approach and offers:
- People who have experienced homelessness and chronic health, and social care needs a stable home from which to rebuild their lives.

- Provides intensive, person-centred, holistic support that is open-ended.
- Places no conditions on individuals; however, they should desire to have a tenancy.

2.94 The Housing First performance data below, shows from the start of the Housing First Scheme in April 2018 to 30 July 2022, a total of 50 individuals have been accommodated, 88% of which sustained their tenancy. 74% of which have engaged with substance uses services whilst in receipt of support. shows that the service is utilised nearly equally between male and female customers. 36% of customer have experienced domestic abuse. The service is 100% utilised and is demand as complexity of customers increases.



2.95 **The Council’s homelessness performance and impact measures**

2.96 Effective performance monitoring regimes are in place which gives a much clearer picture about the demand and effectiveness of the Homelessness Service. The performance indicators and impact measures are aligned with the overall Homelessness Prevention and Rough Sleeper Strategy 2019-22 vision.

2.97 The impact measures provide an understanding of emerging changes to local trends, enabling the homelessness service to respond effectively.

Indicator	2018/2019	2019/2020	2020/2021	2021/2022
Reduce the number of rough sleepers	No data	10	6	3 (Currently-0)
Increase the number of applicants assisted to move to private rented sector (PRS)	30	21	96	111
Reduction in the number of young people (aged under 25) requiring the Homelessness team’s support	407	423	344	318

## 2.98 Council Plan Key Performance Indicators Performance Update

2.99	KPI	Year End 2021-22	Qtr. 1. 2022-23
	PE08 Proportion of households prevented or relieved from homelessness	63.3%	51%
	PE09 Number of households in temporary accommodation	105 households	102 households

## 3. Options Considered and Recommended Proposal

3.1 Progress in delivering the actions from the Homelessness Prevention and Rough Sleeper Strategy 2019 – 2022 are detailed within the action plan at Appendix 1.

## 4. Consultation on Proposal

4.1 The Homelessness Prevention and Rough Sleeper Strategy 2019-22 was approved by Cabinet in April 2019 and published in May 2019. The strategy had been developed in consultation with a wide range of partners and stakeholders. To help shape the strategy the Council held forums, worked with members, staff and volunteers from a range of local organisations, as well as seeking the input from officers across all Council directorates. One of the main themes arising from the consultation was for the Council to end rough sleeping and begging.

4.2 The Strategy is due to be reviewed this year and further consultation will be undertaken to help inform and shape the strategy going forward.

## 5. Timetable and Accountability for Implementing this Decision

5.1 Delivery against the recommendations in the action plan is being monitored by the Strategic Homelessness Board and the Strategic Housing Forum

5.2 The overall accountable officer is Paul Walsh, Acting Assistant Director for Housing.

## 6. Financial and Procurement Advice and Implications

6.1 There are no financial implications arising from the progress report.

## **7. Legal Advice and Implications**

- 7.1 At all times processes must be compliant with Housing and Homelessness legislation, the Homelessness Code of Guidance for Local Authorities, Equality Act 2010, Human Rights and European Convention Rights.

It is advisable to ensure that Equality Impact Assessments are conducted as a safeguard and for demographics data to be collected regularly.

It is advised to input a timetable for regular reviews to identify areas of improvement or risk and to check the report against ongoing updates from the Department of Levelling up and government guidance on homelessness.

## **8. Human Resources Advice and Implications**

- 8.1 None arising from progress report

## **9. Implications for Children and Young People and Vulnerable Adults**

- 9.1 None arising from progress report

## **10. Equalities and Human Rights Advice and Implications**

- 10.1 Ensuring that the customer voice is heard is instrumental in how the Council develops and delivers its services and is of paramount importance. The Homelessness Prevention and Rough Sleeper Strategy 2019-2022 was initially developed in consultation with people who had lived experience of homelessness. The progress of the strategy's action plan supports the continued journey of improvement for customers. The service aims to offer a high quality and accessible service to all customers, ensuring that our residents are safe, healthy and live well with dignity and independence.

## **11. Implications for CO<sub>2</sub> Emissions and Climate Change**

- 11.1 There are digital service improvement actions that are being implemented and these will contribute to the Council's ambition to become carbon neutral by 2030. The improvements include virtual viewings and electronic signing of occupancy agreements. The website is also being updated to improve customer access and self-service opportunities. This will reduce the potential number of physical visits Council officers will make to complete all paperwork and assessments, by offering this digital solution. The creation of this digital service will reduce paper and printing requirements of the service as well as reducing multiple visits to customers where possible, reducing the services carbon emissions through reduced car usage.

**12. Implications for Partners**

- 12.1 The Homelessness Service will continue to work with partners towards delivering the recommendations in the action plan. Delivery of these recommendations will involve collaboration across relevant Council services and with key delivery partners.

**13. Risks and Mitigation**

None arising from this report

**14. Accountable Officer(s)**

Sandra Tolley, Head of Housing Options  
Helen Caulfield- Browne. Operational Manager

Approvals obtained on behalf of:

	<b>Name</b>	<b>Date</b>
Chief Executive		Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Named officer	Click here to enter a date.
Assistant Director of Legal Services (Monitoring Officer)	Named officer	Click here to enter a date.
Assistant Director of Human Resources (if appropriate)		Click here to enter a date.
Head of Human Resources (if appropriate)		Click here to enter a date.
The Strategic Director with responsibility for this report	Ian Spicer, Strategic Director of Adult Care, Housing and Public Health	Click here to enter a date.
Consultation undertaken with the relevant Cabinet Member	Cabinet Member for Housing - Councillor Brookes	Click here to enter a date.

*Report Author:*

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This report is published on the Council's [website](#).

**Appendix 1. - Action Plan Update - Homelessness and Rough Sleeper Prevention Strategy 2019-2022**

RAG rating: Each action should be given a RAG (Red, Amber, Green) rating according to the following definitions.

<b>Progress/indicator RAG status</b>	
	Work is significantly behind schedule and no progress has been made, and/or Progress has been made but the timescale has not been achieved
	Progress is being made, progress is good and the action is likely to be achieved within timescale. Or the action has been completed but evidence is required to demonstrate achievement
	The action has been completed and there is a record of evidence to support its completion.

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
<b>Aim 1 - To support people with Complex Needs</b>					
Increase Housing First- To work with housing partners to extend the Housing First Model- secure additional funding	Sandra Tolley  Helen Caulfield Browne  & Commissioners	Originally commissioned 25 units of Housing First  In 2020-21 RSI funding provided an additional 5 units  In 2021-22 COMF funding have funded the 5 units funded originally by RSI and provided funding for an additional 5 units  There are currently 34 Housing First properties in use. The additional property is in progress commissioners are working closely with the provider to ensure. However, support is provided to a total of 35 people.	March 2021		An increase of 9 Housing First properties and one pending which will provide 35 units in total.  This has contributed towards reducing the number of people rough sleeping and supporting those with the most complex needs.
Provide a resettlement/floating support package for every person with complex needs to	Phil Hamilton	In addition to the existing commissioned housing related floating support service, it was identified that there was a need to increase and develop a floating support	March 2020		This service has supported the reduction of people in temporary accommoda-

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
support them in accessing independent tenancies		<p>Service. This was in response of Covid (COMF funding) and the increasing need to support people with complex needs placed into temporary accommodation supporting their transition to more settled housing. The Indigo floating support service has since been developed. Grant funded to an external provider – SYHA. Supporting up to 50 customers at one given time. SYHA work in partnership with councils housing options team.</p> <p>The funding is until 2023 and will have a planned reduction as use of temporary accommodation reduces.</p> <p><b>In addition</b> - The councils Financial Inclusion Team delivers tenancy support - increasing referrals for people with complex needs are evident.</p> <p>This team continues to utilise the council's own resources to support council tenants with complex needs to sustain their council tenancy.</p> <ul style="list-style-type: none"> <li>6 months snapshot 2021 referrals triaged as complex needs was 38 the following year 2022, 7-month snapshot an increase to 61</li> </ul>			<p>tion and rough sleeping – improving outcomes to some of the most vulnerable customers.</p> <p>The most recent performance outcomes report –Qtr. 1 - April 2022 and 30 June 2022 are as follows:</p> <p>The service is currently supporting 47 individuals. (3 pending,)</p> <p>A total of 23 individuals left the service within qtr. 1</p> <p>21 of the leavers left in a planned way.</p> <p>7 moved on to their own independent tenancy</p> <p>4 completed the program without the need for additional support,</p> <p>10 moved into supported accommodation.</p>
Support for people with previous offending behaviour, with supported housing – to improve housing and support pathway	Sandra Tolley &	The aim was to increase supported housing for individuals released from prison or for those who are at greater risk of reoffending. A joint funding arrangement between the Council and the National Probation Service is	March 2020		The council have 50% nomination rights for the 24 units of accommodation This additional provision has improved the housing

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
	Helen Caulfield-Browne	now in place, funded 2019- 2023, this funds 2 FTE specialist support workers. Target Housing are the provider			pathway and provides support to enable tenancy sustainment and help reduce reoffending.
Increase partnership working Rough Sleepers Outreach Service to be part of the Shiloh Drop-in Service – and link-in with customer who have multiple disadvantage needs.	Phil Hamilton	<p>Shiloh community hub, (none commissioned, local charity) provides a drop-in service working in collaboration with various partner agencies. It is well utilised by individuals who require information, advice and guidance and help to sustain their housing or to access housing and support, most of the customers have complex needs.</p> <p>The councils RSI Outreach team are part of the wrap around services which help to deliver the drop-in service with Shiloh.</p> <p>Number of drop-in's delivered and customers accessing support are detailed below:</p> <ul style="list-style-type: none"> <li>• Oct 21 - end of March 22 - (Drop in re-opened on a once-a-week basis in October 21) - 401 attendances, 30 sessions, 130 individuals attended.</li> <li>• April 2022 end of June 2022 - 391 attendances, 14 sessions, 154 individuals attending.</li> </ul>	Oct 2021		The utilisation of the drop-in service demonstrates that benefits of having a joined-up partnership approach to wrap around support, located centrally. This has provided an opportunity to reach more people with complex needs and reduce duplication of support services.
Improve Mental health support - Accessible Mental Health Specialist	Sandra Tolley	The council has its own dedicated specialist in mental health, through the sourcing of a mental health practitioner funded by the Council Community Safety Team. The specialist worker also attends the Shiloh drop-in service and is part of the wrap around support for people homelessness, seeking advice, information, and help.	March 2020		Improved pathway into mental health services and is a valuable resource for the council



Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>properties to meet their specific needs. At the time of the investigation, alternative means for accessing PRS properties were being considered and a web-based software product was a secondary aspect, which was not pursued further.</p> <p>The Council's focus was on creating a leasing model that contributes towards providing access to an increased number of private properties to be used for the Council's purposes. However, progress has been restricted recently due to other Council priorities.</p> <p>Mitigation - The Housing Options Team continue to source private rented properties individually and are reliant upon their relationship with agents and landlords to source these properties. Due to a continuing increase of demand in the sector, the number of available properties is reducing. Therefore, a refocus on supporting the private rented sector landlords, for those landlords who continue to be in the renting market will need to be explored going forward in the new strategy 2023-2026 and will include any outstanding actions relating to this the original objective.</p> <p>Mitigation - In addition to the above action, to help increase housing options in the private rented sector Housing Options are recruiting</p>			see current mitigations in place

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		to a dedicated homeless prevention accommodation officer who will develop strong relationships with a range of landlords including Private Rented Landlords and Social Housing Landlords. There will be a focus on building relationships and increasing housing options whilst coordinating suitable candidates when opportunity arise to match them with a suitable, affordable property. The aim will be to have this in place by 30 Dec 2022			
Evaluate the impact of the changes to the Housing Allocation Policy for people at risk of homeless – process is in place – annual reviews	Sandra Tolley Carol Wordsworth	Numbers of households rehoused via the Allocation Policy is being monitored weekly as part of the performance recording.  Between 1 April 2019 and 31 March 2020 there have been 491 homeless households assisted to alternative Council accommodation compared to 307 during 1 April 2018 to 31 March 2019  During 2020/2021, there have been 682 homeless households assisted to alternative accommodation of these 393 have been assisted to move to Council homes	March 2020		Effective Allocation Policy and rehousing of homeless households Supporting housing options for homeless households. Effective move – on  Annual reviews are in place
Improve the referral pathway and service for people being discharged from hospital without suitable housing accommodation	Kim Firth	Prior to Covid regular weekly meetings were in place between Housing Options and the NHS Trust. Unfortunately, due to the impact of Covid the weekly hospital discharge meeting had to be put on hold. Ongoing communication	Dec 2019		Increased homelessness prevention- Improved coordinated approach to hospital discharges. Ensuring that there is a housing plan for everyone and reduce delays in hospital discharges

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>throughout and coming out of Covid has supported hospital discharges.</p> <p>There has been recent communication between, to reinstate the weekly meetings to discuss discharges. The aim will be to continue to improve the pathway.</p> <p><b>2021-2022</b>-84 hospital discharges supported directed by the specialist homeless assessment and prevention officer</p> <p>A total of 22 live open cases A total of 62 closed cases</p> <ul style="list-style-type: none"> <li>▪ 36% rehoused into their own long-term tenancy</li> <li>▪ 26% rehoused into supported housing</li> <li>▪ 19% of which were supported housing - Elliott House and Court</li> <li>▪ 9% of which were supported housing - Burns and Browning Court</li> </ul>			
<p>Improve information on how to access to social housing for members of the Armed Forces, Veterans, and their families</p>	<p>Kim Firth</p>	<p>£90K funding awarded across the sub region was used to:</p> <ul style="list-style-type: none"> <li>• Develop an e-learning package across South Yorkshire, specifically about homeless ex-services personnel and their families.</li> <li>• Fund the four South Yorkshire authorities to support armed forces community. For example: housing options</li> </ul>	<p>Dec 2019</p>		<p>Increased support provisions for homelessness prevention and tenancy sustainment</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>through the provision of bond and rent deposit - provision of furniture / white goods mental health support</p> <ul style="list-style-type: none"> <li>Funding will end 31 March 2023, the E-learning will still be accessible for new staff</li> </ul>			
Monitor the local causes of homelessness to align resources and services	Sandra Tolley  Helen Caulfield-Browne	<p>There are weekly performance reports which are shared amongst Housing Options colleagues.</p> <p>A Performance and local data are shared with partners in the Housing Strategic and the Homeless Forum meetings to ensure there is a collaborated approach to understanding the key issues and finding solutions by working in partnership.</p> <p>Data suggests that customers are approaching for help at the relief or duty stage. Therefore, there is a need to refocus on early prevention. Early prevention will be a key feature in the refresh strategy going forward.</p>	March 2019		A robust system is in place which provides an accurate local picture in relation to latest statistics and key areas of performance and helps identify trends and areas for improvement
<b>Aim 3 – To increase support for young people to prevent homelessness</b>					
Provide information for young people on their housing options to prevent homelessness	Commissioner's Helen Caulfield-Browne	<p><b>Youth Homelessness – Codesign of Commissioned Services:</b></p> <p>In response of local changing need, following an increase of young people presenting with</p>	Dec 2019		The new service has demonstrated a reduction in young people being evicted and increase of positive leavers

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>multiple support needs, the Housing Options team worked closely with commissioner as part of the remodel and codesign of the young person housing related support services. Both supported housing and floating support provision were redesigned. The new service model recognised the importance of providing a trauma informed service. The service was re-procured in 2019. The contract was awarded to Roundabout Ltd delivering in partnership with Rush House.</p> <p>In 2021-2022, a total of 75 young people who received support exited the young person's combined floating support and supported housing service.</p>			<p>moving on or returning to friends and family</p> <p>Outcomes:</p> <p>Floating support – 88.70% young people exited the service positively.</p> <p>Supported Housing - 86.40% young people exited the service positively with a planned move on.</p>
Undertake housing advice sessions in special schools and colleges	Wendy Swallow	Learning Disability Officer within the Housing Options staffing structure plays an important role, which is to support individuals with LD and providing outreach support, on Housing Options advice delivered in educational settings for young people who have difficulties in learning.	March 2019		Increase early homelessness prevention awareness for LD in an educational setting.
Continue to fund a social worker in the Early Help team	Sandra Tolley	Three Early Help Support workers are funded via the Housing Revenue Account to support families in financial distress and at risk of eviction.	March 2019		Funding has provided additional resources within Early Help – helping with homelessness prevention

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
Contribute towards the set-up of 10 properties as part of the House Project for Care Leavers – This has since increased in capacity of number of House projects -	Sandra Tolley  Carol Wordsworth	The House Project model operates on the basis of offering suitable, safe, and long term, post-care housing alongside a holistic and bespoke package of training and support for care leavers. Focussing on increasing young people’s independent living and personal skills as well as ensuring their participation in education, employment, and training. The House Project is now working with its 4 <sup>th</sup> cohort who have just completed the six-month HP programme. This will be the first time since 2019 that the project has been able to go back to group face to face meetings and complete all the programme events such as the residential trip and community event. The House Project Team work closely with Housing colleagues in Key Choices to identify houses in the chosen area.	June 2020		A new model has been implemented by CYPS and housing, key choices have supported with the identification of suitable properties.  A total of 21 young people has now completed the House Project and moved into their own properties. Between August and September this year an additional 8 young people from cohort 4 will move into their properties and is proving to be successful in Youth homelessness prevention.
<b>Aim 4 – To end rough sleeping and begging</b>					
Explore the development of an “Alternative Giving Scheme” which aims to reduce rough sleeping and begging	Sandra Tolley  Jill Jones	Alternative Giving Scheme was in the final stages:  H.O.M.E prior to Covid (Helping Other’s Made Easy) <a href="http://www.homerotherham.uk">About H.O.M.E - HOME (homerotherham.uk)</a> The initiative is an alternative just giving scheme for Rotherham which has been developed with Shiloh and other partners. Encourage members of the public to donate to a local charity rather than to hand money to people begging to ensure the money provides better	March 2020		Progress made the H.O.M.E web- based site is in place. ( see link)  The promotion of the scheme and the continued management of the site will be reviewed and completed by 30 March 2023

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>value to the people in most need in Rotherham.</p> <p>The promotion of scheme was put on hold due to Covid 19 and the Governments campaign “Everyone In” which supported people off the streets took priority and people on the streets reduced.</p> <p>It was initially intended to be launched in 2 phases, a digital platform and then raising awareness campaign. However due to Covid 19 the increase of demand on services the initiative and the recovery of Covid it has continued to be on hold</p> <p>Recent discussions in July 2022 regarding this initiative, have resulted in the need to review that the infrastructure is in place so that this web-based site is managed. As initially this initiative was reliant on Shiloh to support the management of the web-based sites. In recent discussions with Shiloh, they have confirmed they are not able to lead, this is due to limited resources however Shiloh is still willing to support any initiative going forward.</p> <p>Mitigation - In the meantime Shiloh are happy to carry on with updating information and have kept the website open.</p>			

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		There has been some light touch promotion of the site, and relaunch will be planned			
Work closely with community protection and the police to carry out assertive outreach to beggars and to consider taking enforcement action when appropriate. - Reducing people begging Working in partnership	Phil Hamilton	<p>Begging in the town was decreasing prior to the pandemic reducing from 17 to 5 in response to Operation Carbon, which involved Close partnership working with Community Protection Unit.</p> <p>In 2020 -21 - Covid naturally reduced the number of people street begging combined with the work undertaken by the council to accommodate everyone into temporary accommodation and the continued partnership working.</p> <p>It is acknowledged that there is a risk of street begging increasing, as we recover from the pandemic and the “Everybody In” initiative has come to an end. As well as the rising cost of living impacting on individuals. Although it is thought that the link between rough sleeping and street begging is not prevalent.</p> <p>Housing Options have recently started to attend the fortnightly Central Tasking meetings. The meetings largely involve RMBC (various) &amp; SYP. The purpose of the meetings is to look at hotspot areas, households, individuals etc and to work in partnership.</p>	March 2020		Effective ongoing partnership approach to reducing street begging in Rotherham

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>It is understood that SYP are refreshing their POP (Problem Solving) Plans x2 i.e.</p> <ul style="list-style-type: none"> <li>• Robberies</li> <li>• Vagrancy / Begging including street drinking, drug taking &amp; littering</li> </ul> <p>There will be a continued partnership approach to look at the Town Centre issues and the development of structures to address them.</p>			
<p>Ensure people have access to ongoing support if required when they move out of temporary accommodation into their own tenancy.</p>	<p>Phil Hamilton Jill Jones Commissioners-</p>	<p>Rough sleeping is resolved through a partnership response. The council is most effective when services are delivered in partnership with other agencies, examples of partnership working in delivering support provisions.</p> <p>Commissioning of the Emergency Accommodation Community Hub awarded to Target Housing- Provides the provisions of the Queen Street Hostel and is part of the move on pathway.</p> <p>The emergency accommodation is part of the rough sleeper's pathway and provides a 7-bed rapid rehousing support service, where both the councils Rough Sleepers Initiative team and supported housing provider work together to support individuals to move on to housing which best meets their needs.</p> <p>Since 2019, a total of 93 people has been accommodated and received support. 7 of whom</p>	<p>Aug 2019</p>		<p>The service is performance demonstrates positive outcomes for homeless customers and has improved the move on pathway and reduce the number of people rough sleeping.</p> <p>The development of the councils Rough Sleeper Initiative Team has enabled specialist roles to help improve coordination and move on effort and respond to rough sleepers or those at greater risk of rough sleeping.</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>are currently still in receipt of the service. Therefore, a total of 86 leavers.</p> <p>68 (73.1%) of the 93 placed were identified as having medium to high level support needs. Reasoning: Multiple complex issues – substance, alcohol, mental health, history of repeated failed tenancies.</p> <p>From the 86 leavers the average length time in Queen Street, First Steps emergency housing is 55 nights. Out of the 86 leavers, 81% left the service in a planned positive way. Appropriate referrals are made for ongoing support as they exit the service and move on to more settled housing, where referrals are appropriate. The 9% that left unplanned have included 2 individuals who needed longer term hospital care, e.g. psychiatric hospital which was advocated and supported by the team</p>			
Work with partners to ensure continued advice and support for rough sleepers	Phil Hamilton	<p>Continue and build on Partnership Working-Rough Sleepers:</p> <p>The Housing Options partnership work has developed over the last 2-3 years. The success of securing the Government Rough Sleepers initiative funding has provided invaluable additional council resources, for the Rough Sleepers Initiative Team</p> <p>Examples include:</p> <p>Shiloh hosts a weekly drop in for all people who need homelessness advice and support.</p>	March 2020		Stronger partnership working continues to reduce rough sleeping.

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>The RSI team also have 2 additional slots on a Monday and Friday at Shiloh where people can book in to speak to a member of staff for advice – although this is not a drop in, people are aware that the RSI team do work from Shiloh on these day's so will turn up to seek advice.</p> <p>Fortnightly meetings are held with partners to give updates on the currently rough sleeper 'picture' throughout Rotherham, discussing actions and support that is available. Partners include CGL, Crisis Skylight, SYHA, Action, Shiloh, Roundabout, Target &amp; RMBC Commissioners.</p> <p>Monthly early morning rough sleeper walks are done with partners (all listed above plus SYP). The RSI team also go on fortnightly walks and will add more, dependant on the number of reports received.</p>			
<p>Conduct quarterly rough sleeper counts and continue to undertake weekly outreach work in key locations to connect people to services</p>	<p>Phil Hamilton</p>	<p>As a result, the RSI Outreach Team carry out weekly walks to ensure that there have been no changes in rough sleeping.</p> <p>Performance number of rough sleepers:</p> <ul style="list-style-type: none"> <li>➤ 2019 – 10</li> <li>➤ 2020 – 6</li> <li>➤ 2021-22 – 3</li> <li>➤ 27 July 2022 - 0</li> </ul>	<p>March 2019</p>		<p>Annual formal counts have seen the reduction of people rough sleeping across the borough from 10 to 3.</p> <p>More recently, at the end of July 2022, the RSI team report that there are 0 rough sleepers that they are aware of.</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
Provide outreach work in key locations- development	Phil Hamilton	<p>In addition to the drop-ins at Shiloh as detailed above. - Outreach in key locations:</p> <p>The RSI team also attend monthly meetings with SYP and the Neighbourhoods Team in relation to begging and go on regular walks throughout the Town Centre.</p> <p>The RSI Team have developed good links with local businesses throughout the Town Centre which helps in responding and assisting to potential rough sleepers.</p> <p>Members Homelessness RSI team, Drugs Services and the police actively go out during the early hours to locate any rough sleepers to try and encourage them to connect them to relevant help and support. Local Intelligence and prime hot spots for rough sleeping provide an idea on the locations in the town centre and across the borough they should focus on.</p>	March 2020		See above
Ensure there is enough capacity and support available to run SWEP (Severe Weather Emergency Protocols) all winter.	Phil Hamilton Kim Firth	<p>SWEP (Severe Weather Emergency Protocols) all winter:</p> <p>Quarterly counts are in place</p> <p>In respect of accommodation the Council has an arrangement with South Yorkshire Fire Service and have a Rotherham Annual Agreement to utilise their training room to provide a winter night shelter for up to 8 rough sleepers.</p>	June 2019		<p>A process is in place, SWEP has come into force for high temperature weather as well as the winter.</p> <p>Due to the Rough Sleeper Initiative, Rotherham have seen a reduction of people requiring emergency housing under Severe Weather Emergency SWEP Protocols). This</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>Referrals are made solely by the Homelessness Service. This will need to be reviewed for winter 2022-23</p> <p>In addition, during the cold weather (not necessary below zero) rough sleepers are offered self-contained temporary accommodation and hotel accommodation.</p>			<p>is because the council do not wait for the cold weather. There is proactive activity of the RSI team all year round. Therefore, working in partnership with partners there is a more planned approach to helping people rather than reacting to SWEP.</p>
<b>Aim 5 – To improve access to tenancy support, employment and health support services</b>					
<p>Provide a planned approach via the South Yorkshire Accommodation Hub to rehousing prior to all offenders leaving prison who have a local connection to Rotherham</p>	<p>Kim Firth</p>	<p>Sub regional funding attained for 3 Prevention Officers across the region to work with local prisons. Updates are received from the link officers in prison and the Prevention Officer undertakes a homelessness assessment so that there is a plan in place on release. The current open case load for people being released from prison or already released is 33 as on 30 July 2022.</p> <p>During April 2021 to 31 March 2022 a total of 139 prison release cases were managed by the Rotherham prevention officer. The table below shows the outcome relating to customers housing, upon release. A total of 64% of prison released customers were housed with a positive planned housing outcome. A total of 22% of these customers were rehoused by</p>	<p>March 2020</p>		<p>Increased support provisions to people with a history of offending and homelessness.</p> <p>Opportunities to create financial resilience, more options to access work and training and repeat offending</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		Rotherham council, 33% were accommodated into supported housing, through a range of commissioned, and none commissioned services. Given the complexity of some of the customer group, 64% positive outcome is an achievement and reinforces the need for a range of housing options and the important role supported housing plays in the pathway to settled housing and stopping the revolving door of homelessness.			
Ensure all individuals presenting as homeless who have substance misuse issues are referred straight away to commissioned treatment services	Phil Hamilton Kim Firth Sonya Dyson	<p>Clients that CGL record as homeless are referred by a variety of referral sources, this is often due to these clients being engaged in multiple services and the lead professional making the referral.</p> <p>The Councils partner, Shiloh hosts a weekly drop-in surgery, where partners including the council's homelessness outreach service and CGL housing officer, and other support provider provide an open-door drop-in for people who are or may experience homelessness and need help and support. This provides an excellent opportunity for collaborative partnership working and ensuring that there is a pathway into drugs and alcohol services.</p>	Dec 2019		Improved pathway into substance misuse services
Connect people to employment, training, volunteering	Laura Thornley	Support – Employment, training, volunteering:	Dec 2020		Improved early help and homelessness prevention

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		<p>To develop further the ongoing work with Employment Solutions.</p> <p>As of 1<sup>st</sup> July 2022, the Employment Solutions team have supported 340 residents to access employment and 299 into accredited training.</p> <p>The Tenancy Support team are providing holistic support to 1400 RMBC tenants every year.</p> <p>The Income Pre-Tenancy team have completed 2946 Income and Expenditure assessments from July 21-June 22. They have identified and helped people to claim over £1,298,721 in underlying benefit entitlement. They have made 761 support referrals into schemes such as Gamcare and Get Healthy Rotherham</p> <p>The new Energy Crisis Support Scheme has received over 1100 applications and has approved payments of £250 to over 200 applicants so far.</p>			<p>Increased opportunities to create financial resilience, more options to access employment and training</p> <p>Wider impact on improving the local economy</p>
<p>Ensure people have speedy access to money advice, debt services and gambling support when needed</p>	<p>Public Health</p>	<p>Delivery of Harmful Gambling Training- staff training and development:</p> <p>Following the training session which occurred prior to the Covid pandemic (in which 135 frontline staff received training) further planned sessions were put on hold due to the</p>	<p>Dec 2019</p>		<p>Increased staff awareness</p> <p>As new staff are recruited, and the new Public Health Specialist role is in place there will be a refocus on the training.</p>

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		Pandemic. Since this time a new Public Health Specialist role, Jessica Brooks, is in place who will have gambling as part of her remit going forward.			
Implement 'Tenancy Health Checks' to prevent problems from escalating and tenancies being jeopardised	Housing Services  Lynsey Skidmore	1541 Tenancy Health Checks and 216 welcome visits were completed in 2021/22.  Of the tenancy health checks and welcome visits conducted in 2021/22, this led to 5 referrals for financial support and 7 referrals for tenancy support.	March 2019		This has been in place prior 2019 and provides opportunities to ensure that appropriate referrals for support are made and assist with tenancy sustainment/homeless prevention
<b>Aim 6 – To ensure there is enough decent emergency accommodation</b>					
Set up 6 “Step-up Step-Down properties” for hospital discharges	Sandra Tolley	4 step-up step-down properties were set up and 2 units for homeless applicants in need of accessible properties. The 4 step-up step-down properties were managed by Adult Social Care. A business case is being drafted to request the management of these is transferred to the Housing Options team so that the 4 properties are part of the wider portfolio for applicants leaving hospital and for homelessness cases in need of accessible temporary housing. 1 unit of temporary accommodation will be handed back to general lettings and 1 unit will be for the sole use of the Adaptation team. This property will be for households who need to be temporary rehoused whilst their	June 2020		Everyone has a safe place to live and nobody is in emergency accommodation without a plan to move on

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
		home is being adapted and cannot live in situ whilst the work is being carried out			
Set up 2 assessable temporary accommodation units for people with a disability	Sandra Tolley	2 properties in use	March 2020		Accessible temporary accommodation is in place for homeless people with disabilities.
Set up a dog friendly temporary emergency accommodation	Sandra Tolley	Housing Options explored setting up dog friendly accommodation, however due to significant damage resulting in costs to the council this is not in place for everyone, however each case is considered	March 2020		In exceptional circumstance allowing dogs will be considered. This is considered on a case-by-case basis
Set up 4 dispersed properties for people fleeing domestic abuse	Kim Firth	This is now in operation. The portfolio has been increased to 13 units, 7 are in occupation which are in the process of being completed	March 2022		Specialist DA properties and support has been developed to ensure victim's and families of DA are safely housed  An increase of properties than initially targeted for
Maintain decency of temporary accommodation- process in place	Graham Cooke  Recently recruited Furnished Accom. Manager	During the Covid the portfolio of temporary accommodation has increased by 50 units from 64 to 114 units of temporary accommodation. Checks are undertaken twice per week; a condition report is provided.  Full refresh is project planned.	April 2019		H & S checks are completed, ensuring that the temporary accommodation is safe and fit for letting  Due to the increase of Temporary accommodation properties a full refresh is planned and will be part of a rolling

Aims & Actions	Lead Officers	Update	Target Date	RAG status	Outcomes
					<p>programme to decorate etc- Target March 2024</p> <p>In the meantime, H &amp; S checks ensure the properties are safe</p>
Carry out a regular safe and well-being checks for all households placed into temporary accommodation	Sonya Dyson	Visiting Officers now in post – they are patch based; all occupants have a move on plan	March 2019		There is a process in place to ensure the welfare of vulnerable customers in temporary accommodation are checked on. There is a housing move on plan for all occupants.

Public Report  
Improving Places Select Commission

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**Committee Name and Date of Committee Meeting**

Improving Places Select Commission – 20 September 2022

**Report Title**

Work Programme

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Jo Brown, Assistant Chief Executive

**Report Author(s)**

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01709 254532 or katherine.harclerode@rotherham.gov.uk

**Ward(s) Affected**

Borough-Wide

**Report Summary**

To provide an update on the Work Programme of the Improving Places Select Commission.

**Recommendations**

1. That the report and proposed schedule of work be noted.
2. That authority be delegated to the Governance Advisor in consultation with the Chair and Vice-chair to make changes to the schedule of work as appropriate between meetings, reporting any changes back to the next meeting for endorsement.

**List of Appendices Included**

Appendix 1 Work Programme – Improving Places Select Commission 2022/23

**Background Papers**

Minutes of Improving Places Select Commission meetings 2021/22

Minutes of Improving Lives Select Commission meetings 2021/22

Minutes of Overview and Scrutiny Management Board meetings 2021/22

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

None

**Council Approval Required**

No

**Exempt from the Press and Public**

No

## **IPSC – Work Programme 2022/23**

### **1. Background**

- 1.1 The remit of the Improving Places Select Commission (IPSC) is to undertake scrutiny activity in respect of all matters pertaining to the borough of Rotherham as a place. In broad terms, this remit relates to business and economic development, employment, emergency planning, environment, housing, climate change, leisure, culture and tourism, transport and highways, as well as regulatory services such as trading standards and environmental health. The breadth of functions and services that fall within the Commission's remit is significant.
- 1.2 The way in which the Commission discharges its scrutiny activity is a matter for itself, having regard to the provisions of the Constitution and any direction from the Overview and Scrutiny Management Board. The IPSC has chosen to scrutinise a range of issues through a combination of pre-decision scrutiny items, policy development, performance monitoring, information updates and follow up to previous scrutiny work.
- 1.3 The IPSC has eight scheduled meetings over the course of 2022/23, representing a maximum of 20 hours of scrutiny per year – assuming 2.5 hours per meeting. Members therefore must be selective in their choice of items for the work programme. The following key principles of effective scrutiny are considered in determining the work programme:
- Selection – There is a need to prioritise so that high priority issues are scrutinised given the limited number of scheduled meetings and time available. Members should consider what can realistically and properly be reviewed at each meeting, taking into account the time needed to scrutinise each item and what the session is intended to achieve.
  - Value-added – Items had to have the potential to 'add value' to the work of the council and its partners.
  - Ambition – the Programme does not shy away from scrutinising issues that are of greatest concern, whether or not they are the primary responsibility of the council. The Local Government Act 2000 gave local authorities the power to do anything to promote economic, social and environmental wellbeing of local communities. Subsequent Acts have conferred specific powers to scrutinise health services, crime and disorder issues and to hold partner organisations to account.
  - Flexibility – The Work Programme maintains a degree of flexibility as required to respond to unforeseen issues/items for consideration during the year and to accommodate any further work that falls within the remit of this Commission.
  - Timing – The Programme has been designed to ensure that the scrutiny activity is timely and that, where appropriate, its findings and recommendations inform wider corporate developments or policy development cycles at a time when they can have most impact. The Work Programme also helps safeguard against duplication of work undertaken elsewhere.

### **2. Key Issues**

- 2.1 Members are required to review their work programme at each meeting during the 2022/23 municipal year to give focus and structure to scrutiny activity to ensure that it effectively and efficiently supports and challenges the decision-making processes of the Council, and partner organisations, for the benefit of the people of the borough.
- 2.2 An initial draft of a work programme for Improving Places Select Commission is appended to this report.

**3. Options considered and recommended proposal**

- 3.1 Members are recommended to discuss potential areas of scrutiny work to be added to the work programme.

**4. Consultation on proposal**

- 4.1 The work programme is subject to consultation with the Chair and Members of the IPSC. Regular discussions take place with Cabinet Members and officers in respect of the content and timeliness of items set out on the work programme.

**5. Timetable and Accountability for Implementing this Decision**

- 5.1 The decision to develop a work programme is a matter reserved to the Commission and will be effective immediately after consideration of this report.
- 5.2 The Statutory Scrutiny Officer (Head of Democratic Services) is accountable for the implementation of any decision in respect of the Commission's work programme. The Governance Advisor supporting the Commission is responsible on a day-to-day basis for the Commission's work programme. Members are recommended to delegate authority to the Governance Advisor to make amendments to the programme between meetings.

**6. Financial and Procurement Advice and Implications**

- 6.1 There are no direct financial or procurement implications arising from this report.

**7. Legal Advice and Implications**

- 7.1 There are no direct legal implications arising from this report.
- 7.2 The authority of the Select Commission to determine its work programme is detailed within the Overview and Scrutiny Procedure Rules and Responsibility for Functions parts of the Constitution. The proposal to review the work programme is consistent with those provisions.

**8. Human Resources Advice and Implications**

- 8.1 There are no direct human resources implications arising from this report.

**9. Implications for Children and Young People and Vulnerable Adults**

- 9.1 There are no implications for children and young people or vulnerable adults arising from this report.

**10. Equalities and Human Rights Advice and Implications**

- 10.1 Whilst there are no specific equalities implications arising from this report, equalities and diversity are key considerations when developing and reviewing scrutiny work programmes. One of the key principles of scrutiny is to provide a voice for communities, and the work programme for this Commission has been prepared following feedback from Members representing those communities.

**11. Implications for CO2 Emissions and Climate Change**

11.1 There are no implications for CO2 emissions or climate change directly arising from this report. Members will have regard to the Climate Emergency when selecting potential items for scrutiny and in developing recommendations.

**12. Implications for Partners**

12.1 The membership of the Commission includes co-opted members from RotherFed who contribute to the development and review of the work programme. Where other matters are being considered for inclusion on the work programme, relevant partners or external organisations are consulted on the proposed activity and its timeliness.

**13. Risks and Mitigation**

13.1 There are no risks directly arising from this report.

**14. Accountable Officer(s)**

Emma Hill, Head of Democratic Services and Statutory Scrutiny Officer

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This report is published on the Council's [website](#).

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Meeting Date	Items for Scrutiny
7 June 2022 (Reports 25 May)	Draft Enviro-Crime Plan
	Initial Work Programme
	Scrutiny Review Recommendations - Markets Engagement and Recovery
	IPSC Representative to Health, Welfare, and Safety Board
19 July (Reports 8 July)	Tenant Scrutiny Review - Housing Repairs and Maintenance
	Aids and Adaptations Update
	Revised Work Programme
Autumn 2022 Review	Private Landlords and Selective Licensing
20 September 2022 (Reports 9 September)	Neighbourhood Working Annual Report
	Tenant Engagement Framework
	Homelessness and Rough Sleeper Strategy Update
	Work Programme
25 October 2022 (Reports 14 October)	Bereavement Services Annual Report
	Flood Alleviation Update
	Work Programme
13 December 2022 (Reports 2 December)	Town Centre Update
	Allotments Update
	Scrutiny Review Recommendations: Selective Licensing - Landlords
	Work Programme
Spring 2023 Review	Nature Emergency
07 February 2023	Environment Bill 2021 - Update
	Tenant Scrutiny Review - Communications
	Fly Tipping Update
	Work Programme
21 March 2023	Item TBC
	Housing Strategy and Development Update
	Work Programme
09 May 2023	Tree Programme Update
	Item TBC
	Recommendations from Scrutiny Review – TBC
	Work Programme

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<b>Potential Forward Plan Items</b>	<b>Rent Arrears</b>
	<b>Planning White Paper</b>
	<b>CCTV - Update</b>
	<b>Housing Repairs and Maintenance Update</b>
	<b>Active Travel Update</b>
	<b>Antisocial Behaviour</b>
	<b>Markets - Update</b>
	<b>Update – Improved Road Safety and Cumwell Lane Update</b>