








Housing COVID Restoration Plans

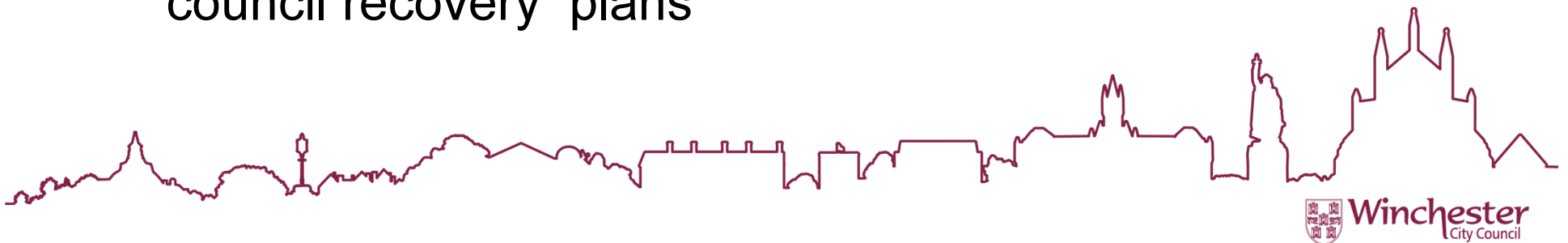
Business and Housing Policy
Committee

1 December 2020



RESTORATION & RECOVERY

-  New Homes continue to develop affordable housing (building material shortages)
-  Decent Homes. Planned maintenance/responsive repairs normal services resumed
-  Gas safety Checks issues accessing homes
-  Rent arrears increases beginning to stabilise
-  Voids re-let dates effected
-  Sheltered Housing new well being service
-  Neighbourhood & Community Safety supporting wider council recovery plans

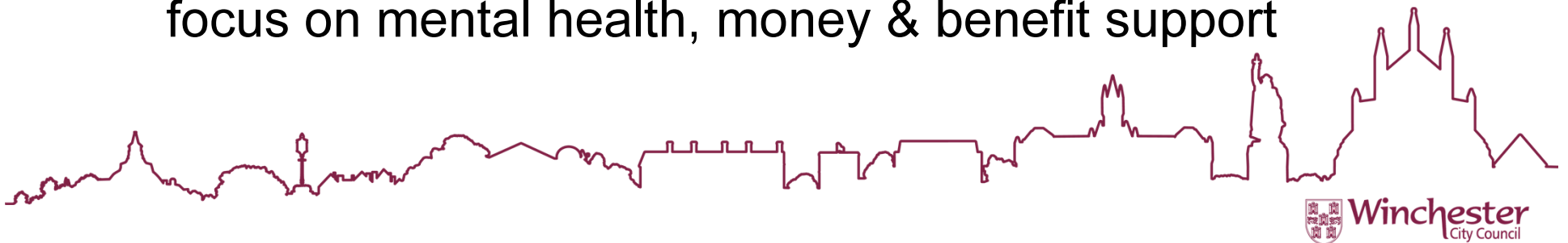


RESTORATION & RECOVERY

- 🏰 TACT. MS teams training completed with involved tenants. First virtual TACT meeting

Strategic Housing

- 🏰 Housing register application numbers remain consistent. Normal service resumed
- 🏰 Homelessness approaches increased. Rough sleeping numbers reduced
- 🏰 Temporary Accommodation demand & challenges
- 🏰 Private Sector Housing maintained business as normal
- 🏰 Tenancy Sustainment work referral numbers increased, focus on mental health, money & benefit support



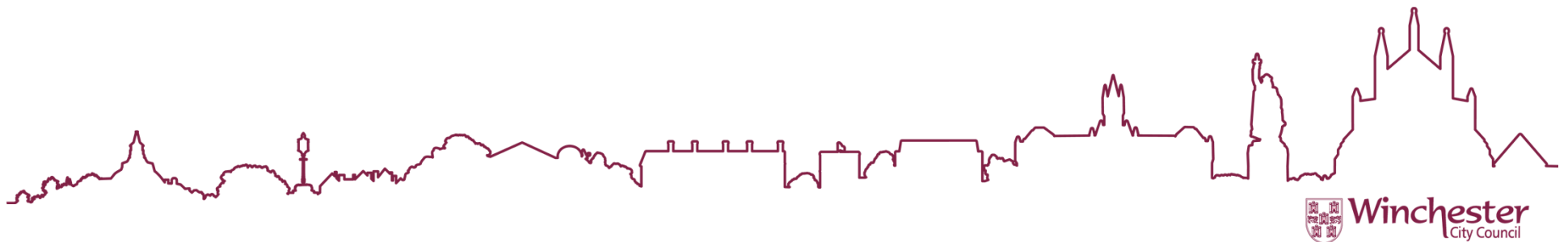
REIMAGINE

Reimagining Service Delivery

 Supporting Council Tenants

 Homelessness, Rough Sleeping 'Get Everyone in' Approach

 Supporting Vulnerable Households



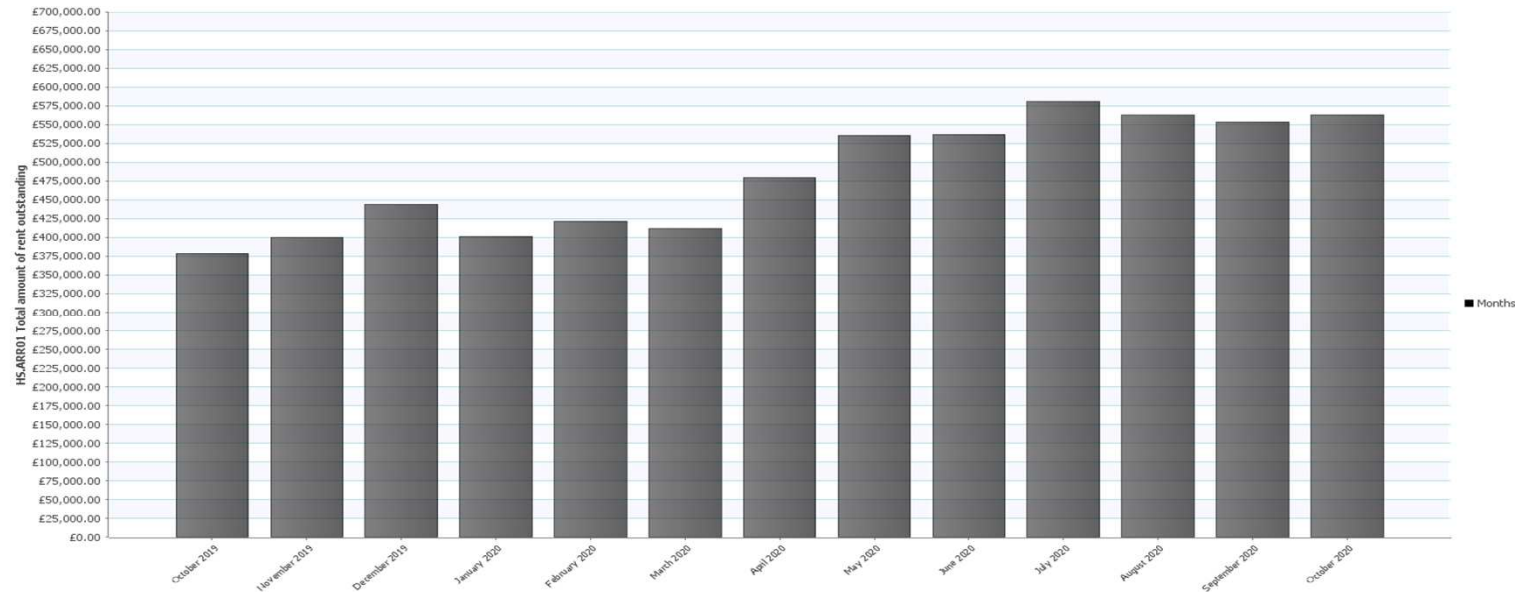
Support for Council Tenants


Amber Russell
Service Lead – Housing Operations &
Community Safety



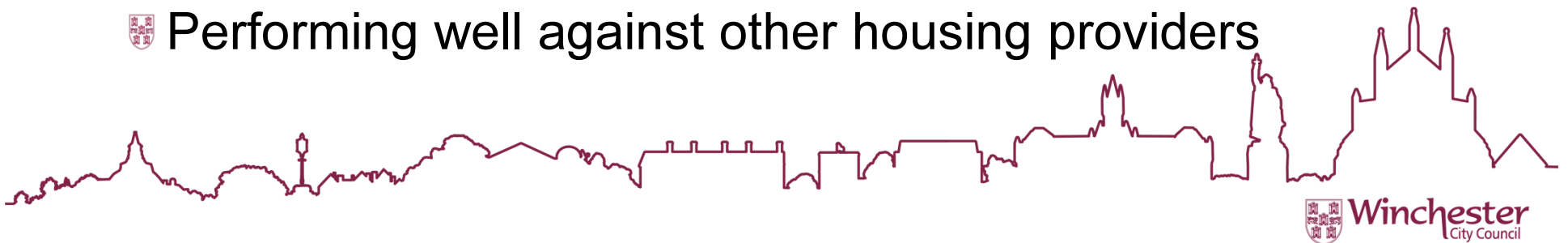
FINANCIAL SUPPORT

 Arrears increased but now stabilising



 Good performance – 1.4% April to 2% October 2020

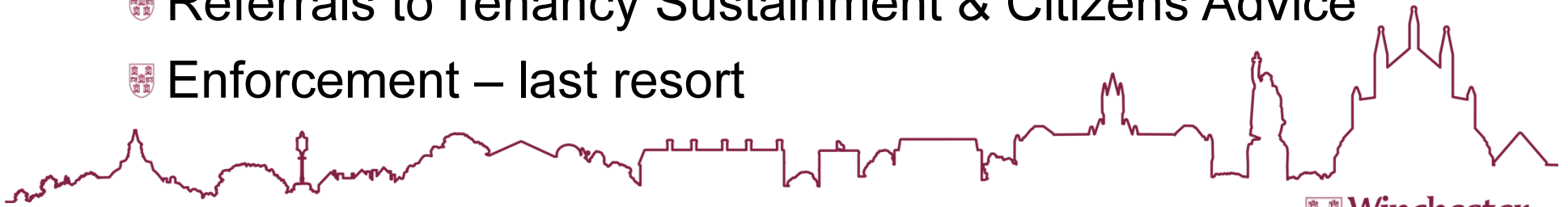
 Performing well against other housing providers



SUPPORT FIRST APPROACH

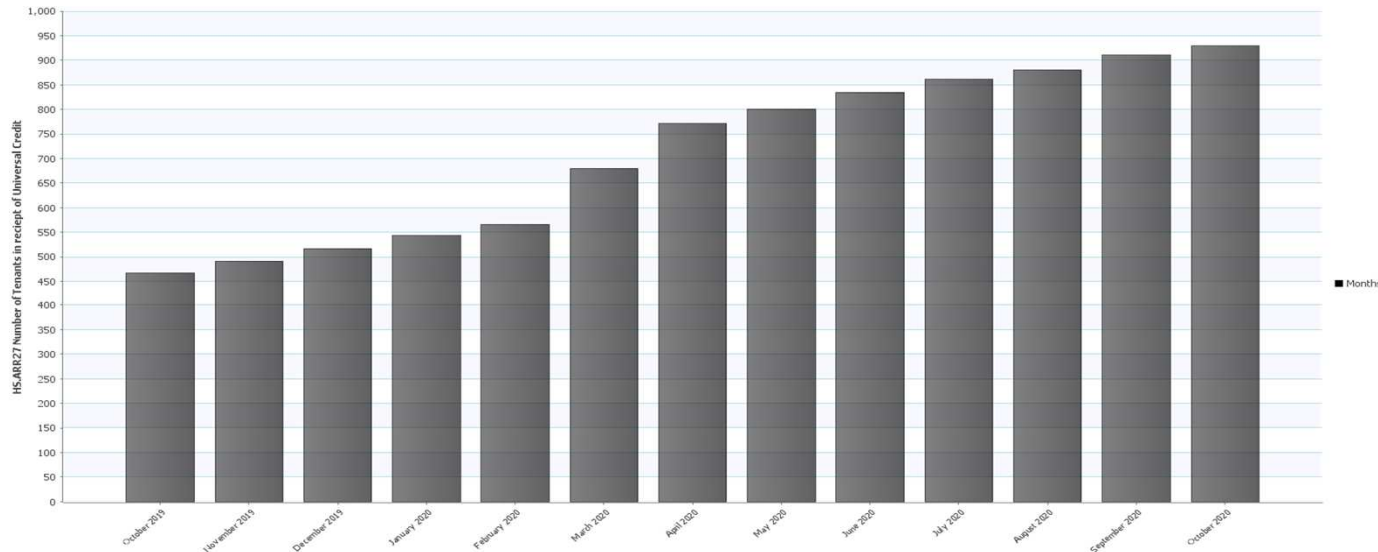



- Right advice at the right time
- Personal customer contact opposed to sending letters
- Phone calls - May 1818 calls, October 2925 calls
- Motivational communication – finding sustainable solutions e.g. maximising income
- Offering help in times of crisis – knowledge of support services available e.g. food banks, welfare assistance, advance payment
- Quality advice – access to benefits, DHP
- Referrals to Tenancy Sustainment & Citizens Advice
- Enforcement – last resort

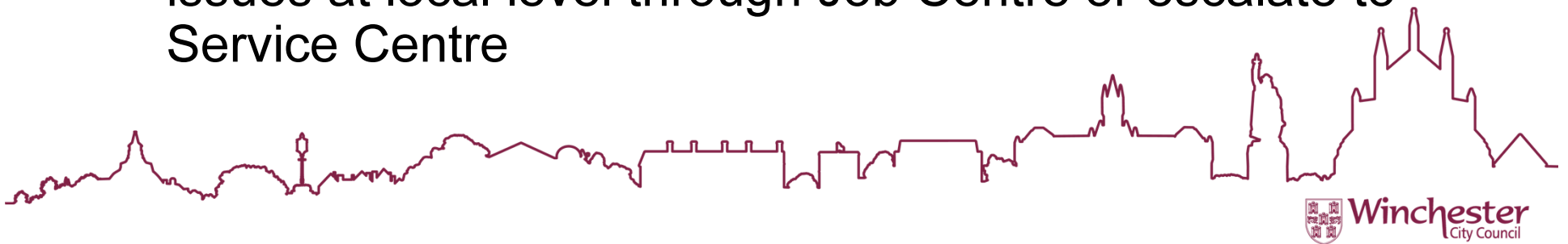


HELP FOR UNIVERSAL CREDIT CLAIMANTS

 Increase in UC claimants but now stabilising

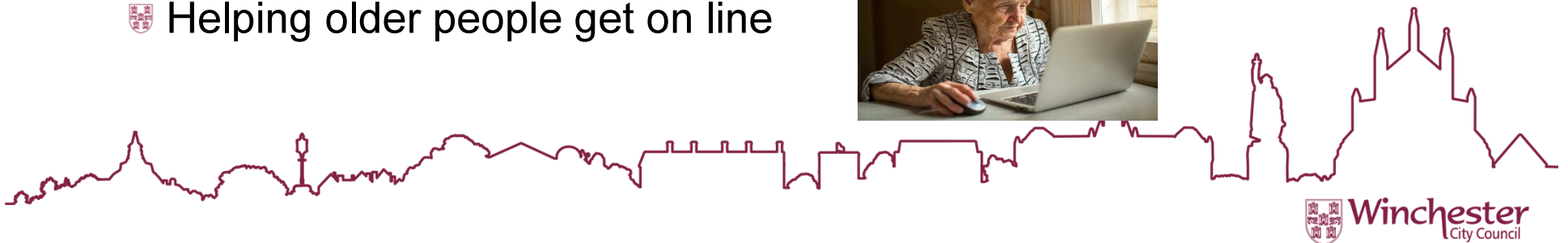
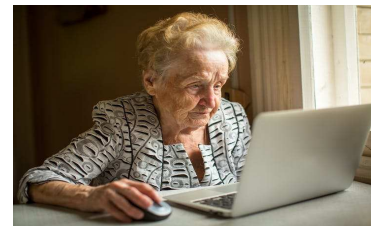


 Contact all UC claimants – give advice, remind to claim Council Tax Support, healthy start vouchers, iron out issues at local level through Job Centre or escalate to Service Centre



SUPPORT FOR VULNERABLE TENANTS

- 🏰 Calls to over 950 older tenants living in general needs accommodation
- 🏰 Ensuring vulnerable residents have access to food, medication, support if lonely/isolated
- 🏰 Resolving neighbour nuisance issues related to 'lock down', concerns regarding neighbours not following government guidance
- 🏰 Keeping neighbourhoods safe and clean – H&S inspections, removing rubbish/fly tipping, increased cleaning
- 🏰 Daily calls and visits to the most vulnerable sheltered tenants
- 🏰 Launch of the sheltered well being service – focus on reducing social isolation
- 🏰 Helping older people get on line



Housing Options Approach to 'Everyone In'

Charlotte Quinn
Housing Options Manager



'EVERYONE IN'

- At the end of March 2020, the Government made the call to get **'Everyone In'**
- The council well placed to respond
- A former supported housing project secured (10 beds at City Road)
- Winchester Churches Nightshelter changed its model to meet government guidance to reduce shared sleeping spaces. Each guest have their own room. Reduced bed spaces from 17 to 10
- Additional accommodation secured with a local hotel
- Weekly Partnership meetings with Trinity Winchester, Winchester Churches Nightshelter and Two Saints



‘EVERYONE IN’

Individuals presenting as sleeping rough or at risk of sleeping rough triaged by the Housing Options team.

Individuals were cohorted:

COVID-care

COVID-protect

Low risk/Asymptomatic

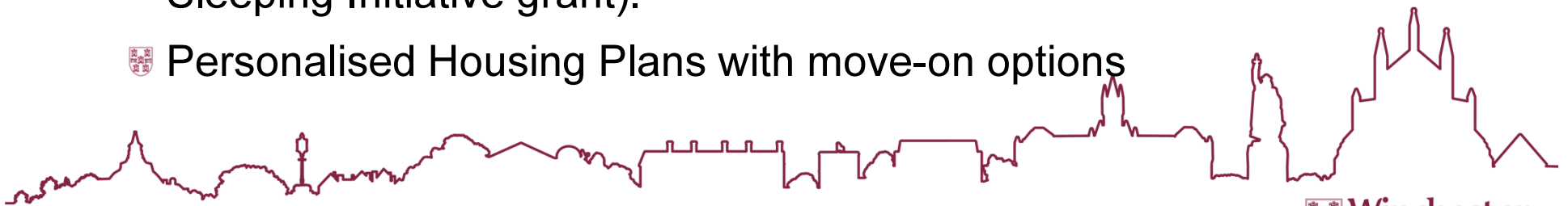


Trinity Winchester provided and delivered 2 daily meals to residents (including a hot meal).

Support with food parcels, prescriptions, support to stay at home through TV's, DVDs and mobile phones.

Support from Complex Needs Navigators (funded by Rough Sleeping Initiative grant).

Personalised Housing Plans with move-on options



OUTCOMES

🏰 **33** individuals accommodated as part of 'Everyone In'

🏰 **29** moved on to settled accommodation options:

WCC Temporary Accommodation

Private rental

Returned to family home

Accommodated as part of the rough sleeper pathway at WCNS, Two Saints or Trinity Winchester Alleyne House

🏰 Hampshire Home Choice registration, allocations functions and Housing Options Service remained open and accessible throughout

🏰 A number of families unable to shield in their own home were offered self-contained temporary accommodation and support from Tenancy Services



TEMPORARY ACCOMMODATION RESIDENTS

- 60 residents in council temporary accommodation.
- 43 residents sharing (bathroom/kitchen/laundry) creating COVID secure facilities
- New measures introduced to protect residents

Cohorting and moving those required to shield

Daily symptom checking

Twice weekly welfare calls

Daily calls to most vulnerable clients

Ensuring residents had access to food, medication and support to stay at home - mirroring the 'Everyone In' offer

Designating bathrooms

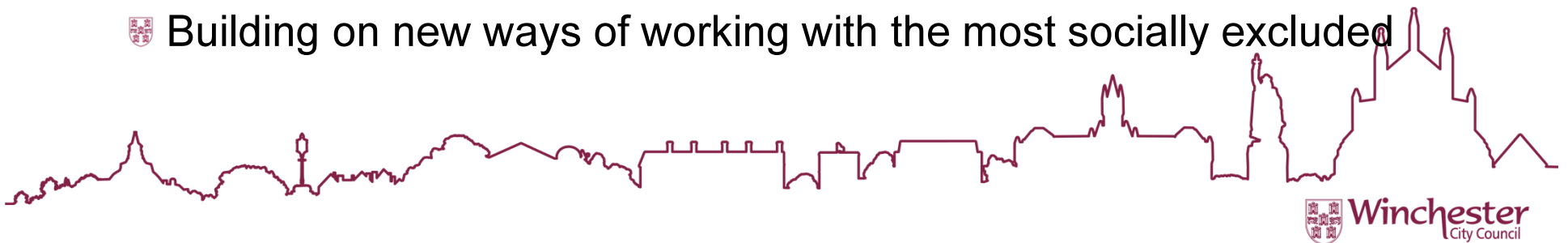
Outbreak planning (Local and HCC commissioned services)



NEXT STEPS



- 🏰 The Next Steps Accommodation Programme launched by the Government (July)
- 🏰 MHCLG Funding bid of £46k secured to fund overnight security at City Road to accommodate those found rough sleeping
- 🏰 Outreach service vital to engage with those rough sleeping to offer support when they are ready
- 🏰 Partnership work strengthened and remains vital
- 🏰 Supporting Winchester Churches Nightshelter with their new model of provision
- 🏰 Grants to support the Trinity Under One Roof project opening in Spring 2021
- 🏰 Building on new ways of working with the most socially excluded



Supporting our vulnerable households

Kenna-Sian Young Housing & Social
Inclusion Manager










TENANCY SUSTAINMENT SERVICE

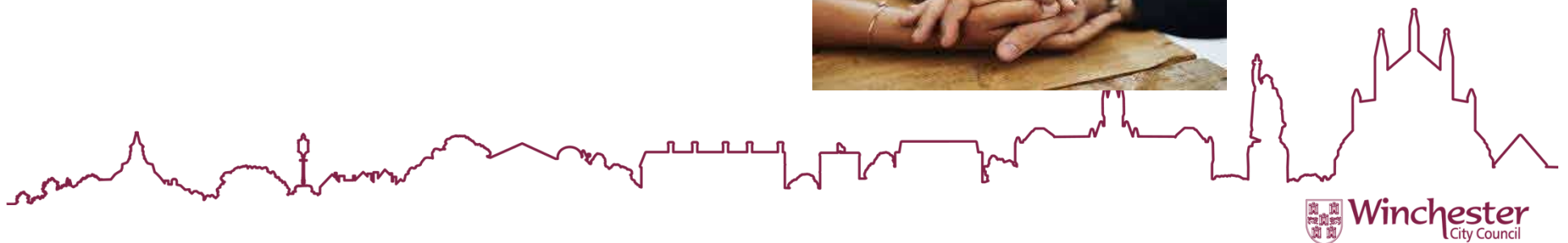
Underpinning housing services

- Assisting households to maintain tenancies or find more appropriate housing
- A person centred approach to prevent homelessness whilst addressing wider social issues
- Improving customer well-being, health inequalities, signposting to appropriate services, working in partnership with statutory and voluntary partners



SUPPORT DURING THE PANDEMIC

-  **216** Referrals received; helping **181** council tenants and **35** private housing residents
-  **150** households provided with money & benefit advice
-  **60** clients provided with mental health support and signposting
-  **15** households moved on to more suitable accommodation
-  Strengthened relationships with the Community Mental Health team, GP practices and the voluntary sector
-  Training provided to colleagues on matters such as Universal Credit
-  Supporting the work of the LRC



SUPPORT OFFERS

- Benefit applications, mandatory reconsiderations and support at tribunals
- Addressing rent arrears, setting up repayment plans and considering income and expenditure priorities.
- Resettlement of households who have required management moves or downsizing
- Resettlement for those moving on from our temporary accommodation
- Addressing property condition concerns
- Hoarding
- Assisting those in hospital to return to their properties in a planned way to ensure the environment is not detrimental to their well-being
- Supporting customers to access relevant health and well-being services



THE CHARTER FOR SOCIAL HOUSING RESIDENTS

Social Housing White Paper










Ministry of Housing,
Communities &
Local Government

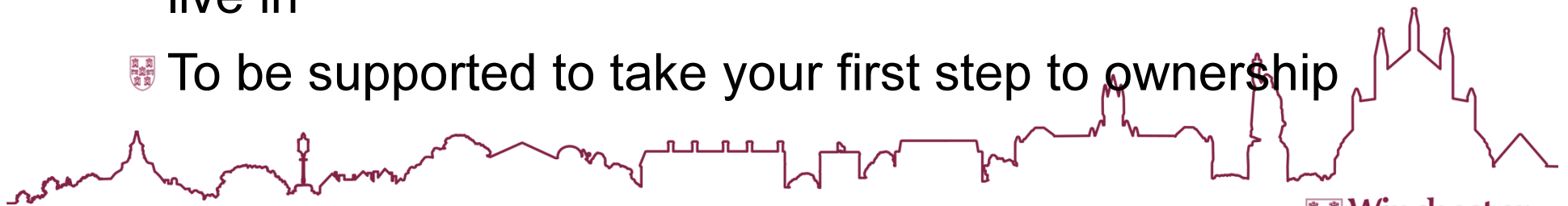


SOCIAL HOUSING WHITE PAPER

7 Themes of the Charter


Setting out what every social housing resident can expect from their landlord.

-  To be safe in your home
-  To know how your landlord is performing
-  To have your complaints dealt with promptly and fairly
-  To be treated with respect
-  To have your voice heard by your landlord
-  To have a good quality home and neighbourhood to live in
-  To be supported to take your first step to ownership



COUNCIL WELL PLACED TO RESPOND.....

Focus on

-  Safety standards, consulting with residents
-  Consumer Standards and resident led performance improvements
-  Complaints handling, timely and to be more responsive to residents
-  Strong customer regulator for tenants
-  Robust resident engagement influencing service delivery at all management levels
-  De-carbonisation of homes, inclusive neighbourhoods, upskilling staff, focus on supporting mental health
-  Meeting the new shared ownership model and creating ownership opportunities

