

09 June 2020 at 3.00 pm

This meeting will be held virtually via Zoom
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https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZk6Zqn6g

Despatched: 01.06.20



Housing & Health Advisory Committee

Membership:

Chairman, Cllr. Maskell; Vice-Chairman, Cllr. Coleman
Cllrs. Dr. Canet, Clack, Perry Cole, G. Darrington, Foster, Griffiths, Harrison,
Osborne-Jackson, Piper and Roy

Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. Minutes To agree the Minutes of the meeting of the Committee held on 26 November 2019 as a correct record.	(Pages 1 - 4)	
2. Declarations of Interest Any interests not already registered		
3. Actions from Previous Meetings	(Pages 5 - 6)	
4. Update from Portfolio Holder		
5. Referrals from Cabinet or the Audit Committee (if any)		
6. West Kent Housing Association Presentation	(Pages 7 - 8)	Hayley Brooks Tel: 01732 227272
7. Housing Options - Voluntary Housing Relocation Schemes	(Pages 9 - 14)	Hayley Brooks Tel: 01732 227272
8. Draft Tenancy Statement (2020)	(Pages 15 - 26)	Gavin Missons Tel: 01732 227332
9. Review of Homelessness Out of Hours Service	(Pages 27 - 34)	Hayley Brooks Tel: 01732 227272

10. **To note minutes of the Health Liaison Board** (Pages 35 - 38)
To note the minutes of the meeting of the Health Liaison Board held on 5 February 2020.
11. **Work Plan** (Pages 39 - 40)

EXEMPT INFORMATION

At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

HOUSING & HEALTH ADVISORY COMMITTEE

Minutes of the meeting held on 26 November 2019 commencing at 7.00 pm

Present: Cllr. Maskell (Chairman)

Cllr. Coleman (Vice Chairman)

Cllrs. Dr. Canet, Clack, Perry Cole, G. Darrington, Griffiths, Harrison, Osborne-Jackson and Piper

Apologies for absence were received from Cllrs. Foster and Roy

Cllr. P. Darrington was also present.

21. Minutes

Resolved: That the Minutes of the meeting of the Housing and Health Advisory Committee held on 8 October 2019 be approved and signed by the Chairman as a correct record.

22. Declarations of Interest

No additional declarations of interest were made.

23. Actions from Previous Meetings

The action was noted.

24. Update from Portfolio Holder

The Portfolio Holder advised that he had attended the West Kent Landlords Forum held on 28 October 2019. The Forum was held twice a year to provide advice and support to local landlords and keep them up to date with developments affecting the private rented sector. The Forums were organised by the West Kent Landlords Partnership (Tunbridge Wells Borough Council, Tonbridge & Malling Borough Council, Sevenoaks District Council and the National Landlords Association).

For information he tabled and spoke to [social housing data](#) and a [map](#) of some of the housing associations operating within the district. He advised that there was a lack of one and two bed homes in the district yet West Kent Housing Association (WKHA) had advised at the previous meeting that most of their stock consisted of 3 bed homes. He had met the new WKHA Chief Executive, Tracy Allison, who he understood would be reviewing current practices. He had made suggestions of covering 3 bed houses to 1 / 2 bed flats/maisonettes and using semi derelict garage sites as creative ways to make the stock more appropriate to the need.

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Housing & Health Advisory Committee - 26 November 2019

He introduced Daniel McDermott, the new Health Team Leader, and advised that whilst he was updating a lot on housing at this meeting next time he would over more on health.

The Portfolio Holder tabled an [update](#).

Members discussed other Housing Associations not mentioned in the tabled list such as Orbit South Housing Association, English Rural Housing Association who were undertaking projects in West Kingsdown. The Head of Housing & Health also advised that Golding Homes Housing Association were new in Swanley and looking to work with the Council, and Southern Housing Group had been talking to the Housing Policy Manager. The Chairman commented that it was important to have a rich mixture of Housing Associations operating within the District.

25. Referrals from Cabinet or the Audit Committee

There were none.

26. Housing Strategy Progress Report (Number three)

The Housing Policy Manager presented the report and gave a [presentation](#) on a progress report on the delivery of the District Council's Housing Strategy 'Wellbeing Starts at Home'. He also tabled the [comments](#) within the presentation. Members took the opportunity to ask questions of clarification.

In response to questions he advised that there was a trip planned in the new year to visit The Mallards development in Swanley, and that a fuller document on the delivery of the strategy would be written and circulated later. It was noted that since the change in definition of Houses in Multiple Occupation (HMOs), it was more challenging to identify them and the team was focussing on this work. It was advised that Parish & Town Councils could help support this identification process.

Action 1: That the Housing Policy Manager invite Members of the Committee to the trip to The Mallards.

Resolved: That the report be noted.

The Committee joined the Chairman in showing their appreciation for the valuable work Officers were doing.

27. Draft Sevenoaks District Health & Wellbeing Action Plan 2019-2022

The Head of Housing & Health presented the report which sought approval of the Sevenoaks District Health and Wellbeing Action Plan which set out objectives and actions that would help to reduce health inequalities and improve the health and wellbeing of residents across the District.

The Head of Housing & Health advised that Public Health England had developed a [new tool](#) which enabled access to local health data which could be used to address health inequalities and help focus where initiatives were delivered in order to have

the greatest positive impact. With limited resources such tools were invaluable for effective targeting. In response to a question on what she could do with more resources, she advised that more resources would enable upscaling and targeting of more initiatives.

It was discussed and agreed that the word 'existing' be replaced with 'quality' at the first bullet point of Objective 5.1.

Members discussed possible causes of health inequalities. It was acknowledged that stereotyping was not useful, and that it was about finding the groups that needed the most help. It was advised that one identified indicator could uncover a complex range of needs.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That it be recommended to Cabinet that the Action Plan be agreed and adopted, subject to the word 'existing' be replaced with 'quality' at the first bullet point of Objective 5.1.

28. Minutes of the Health Liaison Board

The Minutes of the meeting of the Health Liaison Board held on 6 November 2019, were discussed and noted.

29. Work Plan

The work plan was noted subject to the Kent and Medway Housing Strategy report moving to the summer meeting.

THE MEETING WAS CONCLUDED AT 8.59 PM

CHAIRMAN

Agenda Item 1
Housing & Health Advisory Committee - 26 November 2019

ACTIONS FROM THE MEETING HELD ON 26 NOVEMBER 2019 (as at 09.03.20)

Action	Description	Status	Contact Officer
Action 1	That the Housing Policy Manager invite Members of the Committee to the trip to The Mallards.	The housing association has asked the District Council that it be delayed until Spring as works are still being finalised, but this will still be taking place. By delaying this, Members see the finished product rather than a near-finished building site.	Gavin Missons Ext. 7332

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WEST KENT HOUSING ASSOCIATION PRESENTATION

Housing & Health Advisory Committee - 9 June 2020

Report of Chief Officer People & Places

Status: For Information

Key Decision: No

Executive Summary: This report provides Members with an overview of the West Kent Housing Association's presentation on their work to deliver social housing in Sevenoaks District

This report supports the Key Aim of providing the right support at the right time, reducing health inequalities and improving health and wellbeing for all

Portfolio Holder Cllr Robert Piper

Contact Officer Hayley Brooks, Ext. 7272

Recommendation to Housing and Health Advisory Committee: That the information in the report be noted.

Introduction and Background

- 1 West Kent Housing Association is the largest social housing provider in Sevenoaks District. The social housing properties provided by West Kent Housing includes the social housing stock transfer from this Council in 1989.
- 2 West Kent Housing is one of the leading community providers of affordable housing in Kent. Their vision is to deliver places to live and space to grow for their current and future residents.
- 3 West Kent Housing is part of the national Placeshapers initiative, an alliance of 100 housing associations who work together to strengthen communities of the future.

Housing Director Presentation

- 4 Tracy Allison, Chief Executive and Cathy McCarthy, Housing Director at West Kent Housing Association will present information to Members on the work and commitment of their organisation in Sevenoaks District.

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5 The presentation will cover the following topics:

- West Kent's new strategic plan
- Outcomes for 2019
- COVID-19 response and recovery plans
- Partnering and development opportunities
- Housing services and Community Development

6 Members will be updated at the meeting with a presentation on this work.

Key Implications

Financial

7 There are no financial implications for the Council associated to this report.

Legal Implications and Risk Assessment Statement.

8 There are no legal implications for the Council associated to this report.

Equality Assessment

9 No decision is required as part of this paper and therefore no perceived impact on end users.

Conclusions

10 For Members to note the work of West Kent Housing Association as presented by their Housing Director.

Appendices None

Background documents None

Sarah Robson

Chief Officer People & Places

HOUSING OPTIONS - VOLUNTARY HOUSING RELOCATION SCHEMES

Housing & Health Advisory Committee - 9 June 2020

Report of	Chief Officer People and Places
Status	For Decision
Cabinet	9 July 2020
Key Decision	No

Executive Summary: This report details the opportunity for this Council to work with organisations offering voluntary relocation schemes for people at risk of homelessness and, in doing so, helping to reduce the pressure on temporary accommodation and affordable housing locally.

This report supports the Key Aim of the District Council's Housing Strategy and related elements of the Community Plan.

Portfolio Holder Cllr. Robert Piper

Contact Officer Hayley Brooks Ext. 7272

Recommendation to Housing and Health Advisory Committee: That Members support and recommend to Cabinet that the Council works with voluntary housing relocation schemes in other locations; and

Recommendation to Cabinet: That, subject to comments from Housing and Health Advisory Committee, support the Council working with voluntary housing relocation schemes in other locations.

Reason for recommendation: To enable the Council to work with dedicated voluntary housing relocation schemes in other locations, to provide more housing options available to customers facing homelessness.

Introduction and Background

- 1 The District has been experiencing a growth in homelessness approaches and, inevitably, an increase of the use of Temporary Accommodation (TA). There are several reasons for this, including:
 - Local property prices being amongst the most expensive in the South East and wider UK;

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- A lower than average percentage of low-end private rented accommodation;
 - A limited supply of local affordable housing;
 - Local private sector rents typically well above the two relevant Local Housing Allowance (LHA) levels, thereby further limiting accessibility; and,
 - The introduction of new homelessness legislation.
- 2 These combined factors have contributed to an increase of over 36% (comparing 2018/19 and 2019/20) in the use and cost of emergency and temporary accommodation. It is anticipated that this situation will only grow - and potentially significantly in the next year as effects from the national emergency start to show.
- 3 There has been a steady growth in the use of TA, with 90 households currently in such accommodation (as at March 2020). This compares to 73 at the same time last year and 50 in the year previous to that. Consequently, TA cost to the District Council were £132,167 in 2018/19 and £260,247 in 2019/20 (subject to the Council's Final Accounts being approved). The Council received £264,630 from MHCLG in 2019/20 for homelessness. This funding covers housing advice staff salaries as well as fund TA for those in priority need, therefore it is essential to explore a range of housing options to reduce TA expenditure going forward.
- 4 Although TA provides emergency accommodation for households facing homelessness, it is by no means a suitable housing solution, with almost half of the TA located outside the District. The Team have put several measures in place to tackle this issue however, the District Council must explore new and alternative housing options to meet existing and newly-arising housing needs to prevent/relieve homelessness.
- 5 This report details Voluntary Housing Relocation Schemes for this Council to consider as one of the range of housing options for suitable customers at risk of homelessness. Other options being explored and developed include working with Quercus Housing to obtain more affordable housing for customers within the District, landlord incentives and help with upfront payments for renting in the private sector and supporting people into house shares and also social housing.
- 6 The Chief Officer, People and Places has discussed with the Housing and Health Portfolio Holder (and his deputy), who are supportive of offering schemes as one of the housing options available to our customers.

Voluntary Housing Relocation Schemes

- 7 This proposed scheme, which has been successfully introduced by other local authorities, is a voluntary relocation option for homeless households. This opportunity offers eligible households a new start in a new location, where the cost of living and properties are more affordable, with greater availability of work opportunities. The Scheme is offered on a voluntary

basis only. Based on similar schemes in the county, it is anticipated that this may be provided for no more than ten suitable customers per annum and will form part of a range of housing options available to customers.

- 8 One example of this type of scheme is AMRP, a property lettings and tenancy management agent based in County Durham, covering the North East of England. The scheme operates the nationally recognised 'Housing First' model - first providing a permanent affordable home to people facing homelessness, then provides person-centred additional support services as needed, to support them to sustain a tenancy.
- 9 Homes offered by AMRP Relocations are available to households from across the UK, assisting local authorities and charities around the country. They help to address the problem of empty properties in the North East, whilst helping to reduce issues elsewhere in the country such as overcrowding, unaffordable housing and homelessness. The scheme enabling households to voluntary relocate into private rented accommodation in the North East, in locations such as Durham and Sunderland.
- 10 AMRP's Scheme provides property, employment and support opportunities to households who would like to voluntary relocate to another area. They will not accept anyone who has a history of violent crime, anti-social behaviour or causes damage to properties. AMRP is a pet-friendly scheme.
- 11 The Chief Officer for People and Places has previously used AMRP at another council, confirming they provided good housing standards through the scheme. Other similar voluntary relocation schemes who have expressed an interest in working with local authorities include Oak Housing Group in Leeds and Cedar Housing Solutions Limited in Bradford.

The Relocation Process

- 12 Suitable customers are offered the Scheme on a voluntary basis as a potential housing option. The first step is filling in an application form to the Scheme. AMRP require a five year housing history with contact details for their previous landlords and two forms of ID. The application and assessment process is carried out in partnership with the relevant local authority where the applicants will be relocated.
- 13 Once the form is completed, they are sent to the relevant council (e.g. Durham County Council) who carry out references and an assessment on behalf of AMRP, which take about two weeks.
- 14 Once it comes back and the customer is suitable for the scheme, the customer is then offered a tenancy for a rental property. AMRP will match properties to each customer ensuring it is affordable and is matched to meet their needs.

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- 15 Once a property is found, the client can view the property in person or a video viewing can be arranged. The customer may be required to pay a month's rent in advance and/or a month's deposit.
- 16 AMRP offer a Tenancy Settlement Support Service, which is a one off fee of £350 including VAT. This provides a straightforward trusted service that allows clients to live in their homes comfortably. The Council could pay this as part of our landlord incentive scheme.
- 17 The client will have to pay their own removal and travel costs, but this could also be covered by the Council, DHP or sourced from other external funding.
- 18 As part of this research, we have not found any cases where the relocation has not worked and the person has returned to the original location. It is a voluntary scheme and customers are making the choice to relocate. If it does not work out and they decided to return and approached the Council for housing support, they would receive housing advice and homelessness support, as per our normal homelessness duties.

Key Benefits

- 19 This Council's Housing Strategy (2017) supports a range of housing and support services that match the ambition and needs of our residents. Other local authorities currently use these Schemes as part of housing options available to homeless customers. Some of the key benefits include:
 - More households assisted quicker into suitable and affordable housing, giving them an opportunity for a fresh start in a new location, not previously offered to customers in this District;
 - Reduced pressure on the Sevenoaks District Housing Register (SDHR) and other housing-related and support services;
 - Fewer households placed into emergency accommodation by this Council and in turn reduced pressure on associated budgets; and
 - Supporting other areas of the UK, in need of economically active households, to contribute to building sustainable communities.

Other Options Considered and/or Rejected

- 20 The Council could choose to do nothing. However, in light of the increased workload and financial demands the Homelessness Reduction Act has placed on councils to support homeless households, the District Council needs to be in a position to offer a range of suitable housing options to homeless households.

Key Implications

Resource (non-financial)

- 21 Housing advice officers will incorporate this as a housing option to customers who may benefit and are suitable for the scheme to prevent homelessness. Communications Team would also assist to promote this opportunity using promotional materials for customers during homelessness assessments with customers and details in reception.

Financial

- 22 Finance, as and when necessary, to support households to relocate would be the cost of the Tenancy Settlement Support Service per household relocated at a one off fee of £350 (including VAT) per household. The Council may also be required to help financial with removal and transport costs if needed. It is anticipated that this may be suitable for no more than ten customers per annum.
- 23 This would be a reduced cost compared to providing temporary accommodation for around 80 days per customer (56 days for the Homelessness Relief Duty then a further 28 days' notice). On average, this costs £3,600 per household. However, many households remain in accommodation for longer periods due to the limited local affordable move-on housing options.
- 24 The Council received £264,630 from MHCLG in 2019/20 for homelessness services (£364,043 for 20/21). This funding is used to prevent homelessness, contributing towards housing advice staff costs and funding TA for those in priority need. It is proposed that the cost associated to this scheme would be funded from this allocation.

Legal Implications and Risk Assessment Statement

- 25 As a local housing authority, this Council has a legal duty to comply with Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002), the Equalities Act 2010, Localism Act 2011 and the new Homelessness Reduction Act 2017 to reduce and prevent homelessness, taking those with priority need into consideration.

Equality Assessment

- 26 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users. The introduction of the Homelessness Reduction Act have already been subject to a full EQIA.

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Conclusion

- 27 The District has been experiencing a growth in the use and cost of Temporary Accommodation (TA) for customers facing homelessness. It is proposed that the Council works with recognised Voluntary Housing Relocation Schemes as one of the housing options for suitable customers, who wish to voluntarily relocate to another location to prevent homelessness.

Appendices None

Background Papers AMRP Relocations - <http://www.amrp.co.uk>

Sarah Robson
Chief Officer People and Places

DRAFT TENANCY STATEMENT (2020)

Housing & Health Advisory Committee - 9 June 2020

Report of Chief Officer People and Places

Status For Decision

Also considered by Cabinet - 9 July 2020

Key Decision No

This report supports the Key Aim of the District Council's Housing Strategy and related elements of the Community Plan.

Portfolio Holder Cllr. Robert Piper

Contact Officer Gavin Missons, Ext. 7332

Recommendation to Housing and Health Advisory Committee: That Members support the recommendations contained within the Draft Tenancy Statement 2020 (Appendix A) and recommend that Cabinet adopts the document as District Council policy.

Recommendation to Cabinet: That, subject to comments from the Housing and Health Advisory Committee, Members adopt the Draft Tenancy Statement 2020 as District Council policy.

Reason for recommendation: To support the District Council's Housing Strategy and Community Plan with particular relevance to making best use of the District's limited social housing stock.

Introduction and Background

- 1 Back in 2011, the Localism Act introduced new provisions in relation to the way in which local housing register lists could be managed and priority awarded. As a result, local authorities and Registered Providers (RPs) of social housing have the discretion to consider a greater range of factors when letting properties and considering the type of tenancy to be awarded.
- 2 In 2013, the District Council adopted its first Tenancy Strategy and this set out a framework which its partner social housing providers should have regard to when letting social housing properties.

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Updated version

- 3 As is routine, a review of the original document has taken place and with a new version subsequently produced (Appendix A) in line with the District Council's Housing Strategy. Recommendations broadly follow those of the previous document and with additions to cover pet-friendly policies, Community Land Trusts (CLT) and Quercus Housing.
- 4 Again, it should be noted that these are recommendations only and there is no legal requirement that social housing providers adhere to them. That said, evidence shows that recommendations have been broadly followed and are used to enhance the District Council's partnership working with local RPs.
- 5 The District Council's key social housing providers have been consulted and with no objections raised.

Key Implications

Financial

There are no financial implications to consider.

Legal Implications and Risk Assessment Statement.

Although the District Council is not a stockholding authority, it is recognised as good practice for each local housing authority to have a tenancy statement in place and as outlined in the Government's social housing code of guidance.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end-users.

Conclusions

Members are asked to recommend the adoption of the updated Tenancy Statement, which sets out the principles for social housing tenancies in partnership with local RPs.

Appendices Appendix A - Draft Tenancy Statement

Background Papers Housing Strategy (2017)
https://www.sevenoaks.gov.uk/downloads/download/308/housing_strategy_2017
Tenancy Strategy 2013
[file:///wkip-sost-02/personal_areas\\$/gmissons/SDC_Tenancy_Strategy_2013.pdf](file:///wkip-sost-02/personal_areas$/gmissons/SDC_Tenancy_Strategy_2013.pdf)

Sarah Robson

Chief Officer People and Places

Sevenoaks District Council

Tenancy Statement (2020)

Draft v3 (12/05/20)

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DRAFT

Note: This guidance specifically applies to Registered Providers (those housing associations registered with and governed by Homes England). Although non-registered social housing providers are not required to have regard to this guidance, it is still considered good practice to do so and would help to standardise approaches to social housing tenancies across the Sevenoaks District.

This publication is available in large print

For a copy, call 01732 227414

This publication can be explained in other languages by calling the Language Line officer in Housing Services on 01732-227000

www.sevenoaks.gov.uk

Additional copies of this publication can be obtained on the District Council's website or by calling the District Council on 01732-227000

Address: Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG

Introduction

Having transferred its affordable housing to West Kent Housing Association back in 1989, the District Council is a Large Scale Voluntary Transfer (LSVT) authority and acts as an enabler of affordable housing as part of its role as strategic housing authority. As at 01/05/20, there were 8,078 affordable homes in the District, all of which are owned and managed by a number of partner housing associations and with West Kent Housing Association being the majority stock holder. Of those properties, around 91% are for social or affordable rent and with the remainder as intermediate housing.

The Localism Act 2011 requires that local authorities develop a tenancy strategy to guide Registered Providers (RPs) of social housing in their area in developing tenancy policies for their own stock and it requires RPs to have regard to those tenancy strategies.¹

The Localism Act 2011 requires local authorities to provide information that RPs must have regard to in relation to:

- The type of tenancies they grant;
- The circumstances in which they will grant a tenancy of a particular kind;
- The duration of the term of tenancy; and
- The circumstances in which they will grant a further tenancy on the expiry of a fixed-term tenancy.

In response to the above legislation and related good practice, as well as priorities set out in the District Council's Housing Strategy 2017, this revised Tenancy Statement sets out the District Council's expectations with regard to social housing tenancies. Partner housing associations should have regard to this when issuing any in the District, whether through new-build, refurbishment and/or reconfiguration, or existing relets of social housing.

Adopted back in 2019, the District Council's latest Housing Allocations Policy sets out more detailed allocations criteria and priorities and this is actioned by relevant social housing providers signed up to the 'Kent HomeChoice' Choice-Based Lettings (CBL) system.² It should be noted, therefore, that this document specifically refers to RPs' own in-house tenancy policies and as additional guidance.

¹ <http://www.legislation.gov.uk/ukpga/2011/20/part/7/chapter/2/crossheading/tenancy-strategies/enacted>

² https://www.sevenoaks.gov.uk/downloads/file/1742/housing_register_allocation_policy

Types and length of tenancies

Fixed-term

With a need to make best use of the limited social housing stock, the District Council supports and encourages the use of fixed-term tenancies on nominations made through the Sevenoaks District Housing Register.³

The District Council also supports the use of starter tenancies for a period of 1-year, which is considered a suitable trial period before a fixed-term tenancy is issued. This is considered to be a useful tool to help tackle any issues such as anti-social behaviour and/or rent arrears.

The District Council would expect fixed-term tenancies to be issued for a minimum period of 5-years to provide a reasonable period of stability for new tenants whilst also enabling housing associations to make best use of stock.

The District Council would support tenancies of less than 5-years in the following circumstances:

- Where the tenancy is offered in a property which is due to be decanted for site redevelopment, reconfiguration and/or neighbourhood regeneration purposes;
- Where a tenant has had previous tenancy issues and/or has a history of anti-social behaviour and/or rent arrears; or
- Any exceptional circumstances deemed appropriate by the housing association.

Vulnerable households

The District Council supports the use of longer tenancies to vulnerable households, if deemed appropriate by the relevant provider. In such circumstances, a longer fixed-term tenancy would be supported or, again if deemed appropriate by the provider, a lifetime tenancy would be supported.

The District Council would support this approach in cases such as, but not limited to, the following:

- People with chronic physical and/or learning disabilities and/or mental health conditions where circumstances are unlikely to improve;
- People in sheltered accommodation or other accommodation designated for those aged 55 and over;

³ Housing Strategy 2017 (Priority 2.22, p30)

- Families with disabled children and where a longer tenancy would help to provide stability;
- People leaving care; and
- Ex-service personnel.

Domestic abuse

The Secure Tenancies (Victims of Domestic Abuse) Act 2018 contains measures to ensure that lifetime tenants of social housing who are victims of domestic abuse are granted a further lifetime tenancy where, either:

- They need to leave or have left their home to escape domestic abuse and are being re-housed by a local authority; or
- Where they are a joint tenant and wish to remain a tenant of their social home after the perpetrator has left or been removed and the local authority decides to grant them a further sole tenancy in their current home.

The Act extends to those who have lost their lifetime tenancy after fleeing their home as well as to those with an existing tenancy applying to move and applies to all lifetime tenants of social housing whether the person being re-housed and offered a new tenancy has a tenancy agreement with a local authority or a housing association.

Where a tenant fleeing domestic abuse has a lifetime tenancy and applies for a new property, a tenancy with the same security of tenure must be offered if the housing association is satisfied that the person or member of the person's household is or has been the victim of domestic abuse carried out by another person and the housing association grants a new tenancy for reasons connected with that abuse.⁴

Under-occupation

With limited social housing stock, a key priority of the District Council's Housing Strategy (2017) is to promote and enable down-sizing. In doing so, this not only helps to free-up housing for others in need, including overcrowded households, but also helps older and more vulnerable people to move to safer and more suitable accommodation. The District Council would support secure tenancy rights of existing housing association tenants so as not to discourage downsizing or movement within the housing association stock, therefore.⁵

Adapted properties

Where properties have been adapted through measures such as Disabled-Facilities Grants (DFGs), the District Council would support relets aimed at tenants with

⁴ Housing Strategy 2017 (Priority 3, p46)

⁵ Housing Strategy 2017 (Priority 2.9, p26)

disabilities where such measures already installed would suit. This would contribute to making best use of limited stock whilst also reducing the need for publicly-funded grant assistance via DFGs etc.

Mutual exchanges

The Localism Act 2011 contains a specific right for a tenant with a lifetime tenancy (secure or assured) to take this form of tenancy with them on exchange. For example, the lifetime tenant would receive a lifetime tenancy and a tenant who was previously on a fixed-term tenancy would be offered a further fixed-term tenancy. This protection only applies to existing tenants granted secure/assured tenancies before 01/04/12.⁶

Review of fixed-term tenancies

Generally, the District Council would expect tenancies to be renewed and fixed-term tenancies not at odds with strategy aimed at supporting sustainable communities. In determining whether to extend a fixed-term tenancy, the District Council would expect housing associations to take into account:

- Whether the household income has increased and could be assisted to purchase a suitable property on the open market or on a shared-ownership basis;
- Any tenancy breaches and or other issues or concern during the previous tenancy period;⁷
- Whether the household is under-occupying the property;
- Whether the household is making a positive contribution to the local community;
- Whether there are children in the household and being schooled locally etc;
- Whether there are family and support networks nearby;
- Any input from health/social care professionals; and/or
- Whether the tenant is occupying a property no longer suitable for their household needs that may be suitable for other households, e.g. if a tenant is living in an adapted home and no longer has a household member with a disability.⁸

Non-renewal of fixed-term tenancies

⁶ Housing Strategy 2017 (Priority 2.11, p26)

⁷ Housing Strategy 2017 (Priority 2.23, p30)

⁸ Housing Strategy 2017 (Priority 3.13, p37)

Where a housing association does not intend to renew a tenancy, it should provide adequate time for the household to find alternative accommodation and offer housing options advice. Tenancy reviews should take place no later than 6-months prior to the end of the tenancy, allowing enough time for information to be collated and considered as well as allowing time for appeals. The District Council recommends earlier reviews in certain circumstances such as under-occupation and where a housing association is likely to need to source suitable alternative accommodation.

Affordable Rent levels

As a general rule, the District Council would expect housing associations to let properties at up to 80% of market rents to generate increased revenue to support new housing development, but only up to the Local Housing Allowance (LHA) level within the relevant Broad Housing Market Area (BHMA). This is to ensure that welfare-reliant households could claim 100% Housing Benefit, should it be required, and without any shortfall arising. Where possible, the District Council would support the use of Social Rent tenancies to provide the most affordable housing options for households in need and to support the delivery of genuinely affordable homes.

The District Council would consider affordable rents at 80% of market rents and in excess of the relevant LHA if a particular situation required it, but this should be agreed between the District Council and relevant housing association beforehand.

LHA rates per week: High Weald (£)		LHA rates per week: NW Kent (£)	
Shared	100.11	Shared	88.85
1-bed	159.95	1-bed	155.34
2-bed	207.12	2-bed	195.62
3-bed	260.05	3-bed	241.64
4-bed	345.21	4-bed	299.18

LHA rates as at 01/05/20

Pet policies

The District Council fully supports pet-friendly tenancy policies as it is recognised that pets can be an important element in supporting a person's health, welfare and happiness, as well as tackling social isolation and loneliness. This is particularly the case for older people and, for those downsizing, moving to suitable housing which also allows pets can be key to a decision to move. It is recognised, however, that certain housing schemes may be unable to accept pets for practical reasons.⁹

⁹ Housing Strategy 2017 (Priority 3.44, p49)

Community Land Trusts (CLTs)

Where housing associations enter into partnerships with CLTs, either as development partners and/or managing agents, the District Council would support direct nominations through the Sevenoaks District Housing Register and/or sustainable lettings plans that are broadly in line with housing need priority as set out in the Sevenoaks District Allocations Policy.¹⁰

Quercus Housing

In 2018, the District Council set up its new affordable housing company, Quercus Housing, in order to deliver additional affordable housing for households in need. A key aim of this company is to support housing association development programmes on a small scale, with the majority of new development still expected to come via that route. Allocations made through this company will also be made in accordance with this document, therefore.

Glossary

Affordable Rent	Housing owned by housing associations or other Providers approved by the District Council (e.g. Quercus Housing). Homes are let on an Assured Tenancy and are allocated to applicants from the Sevenoaks District Housing Register. Homes are expected to be provided at a rent which does not exceed the relevant Local Housing Allowance, inclusive of service charges, i.e. Genuinely Affordable Housing.
Allocations Policy	Sets out the rules for allocating social housing through the local housing register.
Community Land Trust (CLT)	Community land trusts are set up and run by local people to develop and manage homes as well as other assets.
Disabled-Facilities Grant (DFG)	A Disabled Facilities Grant is available from local authorities to pay for essential housing adaptations to help disabled people stay in their own homes.
Fixed-term tenancy	A fixed-term tenancy agreement lasts for a set period of time.
Genuinely affordable housing	Homes provided as social rent housing and most homes provided locally as affordable rent housing are considered to be 'genuinely affordable', as rents (including any service charge) are within Local Housing Allowance levels. This means those in receipt of housing benefit/Universal Credit can afford to live in their home, as their housing costs are covered in full. It also ensures those in low-paid work can afford the rent.

¹⁰ Housing Strategy 2017 (Priority 1.35, p21)

Housing association	A non-profit organisation that rents houses and flats to people on low incomes and/or those with particular support needs - also referred to as Registered Provider.
Housing Strategy (2017)	Further details here
Intermediate housing	Intermediate housing are homes for part-sale and rent provided at a cost above social rent, but below market levels.
Large-Scale Voluntary Transfer (LSVT)	Large Scale Voluntary Transfer involves the local authority transferring the ownership of its social housing to a housing association.
Lifetime tenancy	A lifetime tenancy means that a person has the right to live in their property indefinitely.
Localism Act 2011	Further details here
Local Housing Allowance	The allowance (housing benefit/Universal Credit) paid to claimants, set by the Valuation Office Agency, which takes into account the size and make up of a claimant's household and the location of the home.
Mutual exchange	The ability of two or more tenants in social housing to move by swapping their homes.
Over-crowding	Statutory overcrowding is when there are too many people living in a home.
Sevenoaks District Housing Register	The District Council's housing register that allocates social housing.
Social Rent	Social rents are pegged to local incomes to keep rents more affordable and are controlled by Central Government.
Sustainable lettings policy	A scheme-specific lettings policy that adds additional allocations priorities and rules to create a sustainable mix of households.
The Secure Tenancies (Victims of Domestic Abuse) Act 2018	Further details here
Under-occupation	A household assessed as having more bedrooms in their home than is necessary, e.g. a single person household occupying a 3-bed property.

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REVIEW OF HOMELESSNESS OUT OF HOURS SERVICE

Housing and Health Advisory Committee - 9 June 2020

Report of Chief Officer People and Places

Status For Consideration

Key Decision No

Executive Summary: This report provides an update on the pilot undertaken with Centra to provide the Council's homelessness out of hours service and the review of this service.

This report supports the Key Aim of the District Council's Housing Strategy and related elements of the Community Plan.

Portfolio Holder Cllr. Robert Piper

Contact Officer(s) Hayley Brooks Ext. 7272

Recommendation to Housing and Health Advisory Committee: For Members to note the customer feedback supplied to date regarding the pilot with Centra to provide the Council's homelessness Out-Of-Hours service.

Reason for recommendation: To help shape and provide input into the customer feedback being gathered as part of the Council's pilot with Centra.

Background

- 1 As a Local Housing Authority, this Council has a duty to provide a housing and homelessness advice service to people at risk of homelessness. This service includes an out of hours (OOH) service for people who are made homeless outside office hours, to assist them to find immediate emergency accommodation.
- 2 Since the changes to housing legislation through the introduction of the Homelessness Reduction Act, the work of the Council's Housing Advice Team has increased, with the need to support more people, for longer periods of time and help people with very complex needs and vulnerabilities.
- 3 All councils nationally are finding it increasingly difficult to recruit to posts as there is such a high demand for experienced housing staff to cope with

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the additional workload demand and customer contact, including the out of hours period.

- 4 As a result, SMT approved a request to work with Centra to handle the Council's homelessness Out of Hours service, which commenced on 17 October 2019. The appointment was based on a 6 month pilot, which was extended for a further two months. It was due to be reviewed on 17 April 2020. However, in consultation with the Cabinet Member for Housing and Health, as a result of the response to Covid-19, which has placed additional pressures on the housing advice service, it was agreed to allow the pilot to be extended for a full year period to 16 October 2020.

Introduction

- 5 The Council's homelessness Out of Hours telephone service provides an essential emergency contact for anyone who is going to be imminently homeless and need to contact the Council out of core business hours, during evenings, weekends and bank holidays.
- 6 Prior to this Pilot, Housing Advice Officers who were operating the service during the day were also taking OOH calls on a rota basis, outside the Council's office hours. This presented a significant challenge to officers, particularly during periods of vacant posts, sickness and covering annual leave. On occasions, two officers were covering these hours continuously, meaning officers are having to take emergency homelessness calls 24/7 across an extended number of months each year.
- 7 Centra is a not for profit organisation, providing a range of high quality face-to-face support services, telecare monitoring and call handling services to over 200,000 customers across the UK each year. Centra provides a Housing Out of Hours services for a large number of other local authorities and housing associations including West Kent Housing Association.
- 8 For the Council's Housing Advice Officers to provide this service, it costs the Council an additional £474.20 per month, as it is paid as an OOH payment in addition to monthly salary costs. The pilot costs the Council £241.70 per month (for up to a maximum of 180 calls a year).

Performance

- 9 The Council is piloting the Centra service, but continues to maintain the majority of our housing service in-house, most importantly during weekdays when we see the highest levels of customer contact.
- 10 The OOH service still enables customers to telephone the Council's main office number, which is answered by the Council's CCTV operators who take the details and contact Centra if the customer's needs an emergency accommodation placement. This ensures consistency in service for customers and customers calls are answered promptly with no waiting time.

- 11 The table below illustrates the customer contacts to the Council’s Housing Advice and Homelessness Service, compared to the service provided by Centra during out of hours.

Service	Oct-Dec 19	Jan-Mar 20	Apr-Jun 20 (to 7 May 20)	TOTALS
SDC Housing Advice Service				
No. of customer calls	1,197	1,649	961	3,807
No. of new customer cases	210	335	110	655
No. of TA placements	32	51	42	125
Centra OOH				
No. of calls	15	18	15	48
No. of TA placements	5	6	4	15

- 12 The majority of customer calls are received during weekdays. In the past eight months, the Housing Advice and Homelessness Service has received and responded to 3,807 calls during weekdays, compared to 48 calls supported by Centra within the same period.
- 13 The Housing Advice and Homelessness Service capacity is already under severe strain during the week to cope with existing customer demand. The majority of the 3,807 customer calls handled by the team are incredibly complex, supporting vulnerable people with mental health, addiction, other disability, age or illness issues, as well as those who have been released from prison or are victims of domestic abuse. Officers always strive to provide the best customer service to ensure the right support and advice is provided. However, due to the nature of these calls and customer needs, they do have a huge strain and impact on the team’s own wellbeing and the weekends provide some respite.
- 14 The Council has access to Centra’s OOH online portal, which shows all call logs and actions taken for each call, accommodation placement details and customer outcomes. This is checked by the Council’s Housing Advice Team every morning and all customers who present through OOH are allocated with a Housing Advice Officer who contacts them to take a full homelessness application.
- 15 As part of the pilot, officers have met regularly with Centra and the Council’s CCTV Manager to provide updates, review calls and make adjustments to scripting and information to assist both teams dealing with OOH calls. There have been five calls where it is taken over 20 minutes for our CCTV operatives to get through to Centra. A Member of the Housing and Health Advisory Committee also raised this concern following a visit to our CCTV centre. To resolve this, we have updated CCTV scripting so they can assess whether the person needs a placement and Centra have provided an alternative contractor telephone numbers for our use to get direct updates on existing calls. Centra are also reviewing their staffing levels to reduce waiting times. These happened during particular peak times for OOH services during severe cold weather when require placements increased.

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- 16 The Council's senior housing officers have also had contact with Centra operators during this period, to advise them on issues above and beyond a standard placement, mainly where there is an issue with an existing placement and they are being asked to leave. Managers have always found Centra very helpful, professional and have provided clear and accurate advice to customers, based on the legislation.

Customer Feedback

- 17 To ensure that customers have received a high standard of service, senior housing officers have carried out a number of mystery shopper calls to the service. These calls were dealt with quickly with accurate information provided, whilst demonstrating empathy and consideration for the difficult housing circumstances.
- 18 Throughout the pilot officers have undertaken spot checks, contacting a customers who have accessed the OOH service to obtain their feedback on the service:

Customer	Q.1: Were you satisfied with the service you received?	Q.2: Is there anything you would want us to change about this service?
Customer 1	Yes, very happy about service received.	No, slight delay moving (was a TWBC placement taken over by SDC) but no complaint about this.
Customer 2	Yes, perfectly happy.	No, everything went smoothly.
Customer 3	I was looking for somewhere to stay, but they couldn't get somewhere (due to lack of evidence to back up the request). I was told to pack up and be ready to move, but then it didn't happen.	They (Centra) shouldn't have said they would look for somewhere, just to then say they couldn't help. I spoke with Council officers the following week, who assisted me. <i>(Note: Centra processes have been updated since this call, on occasions there is a need to ask for evidence of priority need before placing, as per the legislation).</i>
Customer 4	The service from out of hours was fine.	No
Customer 5	Yes, I was satisfied.	No

Customer	Q.1: Were you satisfied with the service you received?	Q.2: Is there anything you would want us to change about this service?
Customer 6	I am really satisfied with the service. Centra were really helpful. The speed of the response was quick and I felt like they wanted to help me.	They don't need to change anything.
Customer 7	Yes I was satisfied.	Nothing to change.
Customer 8	Yes, the man I spoke to was amazing, he was really helpful and the process was really quick.	Nothing to change, it was a really good service.
Customer 9	Staff at Centra were helpful, got me through to who I needed to and didn't keep me waiting.	No, nothing to change

Calls not answered for a further 5 customers contacted. Officers will continue to undertake spot checks and monitor customer feedback.

Conclusion

- 19 Based on customer feedback to date, officers are satisfied that the Council and its customers are receiving a good-value, efficient service from Centra during the pilot period.
- 20 Customer feedback will continue to be monitored and collated. A final 12-month review of the pilot will be presented to the Housing and Health Advisory Committee and Cabinet in September and October 2020 respectively to decide on the way forward.

Key Implications

Resource (non financial)

None.

Financial

None.

Legal Implications and Risk Assessment Statement

This Council has a legal duty to provide a 24/7 homelessness service, which includes an emergency OOH service for people made homeless outside office hours,

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who are statutory homeless and in priority need between 17.00-09.00 (under part VII of the Housing Act 1996).

Risk	Risk level	Measures to balance risk
Increase in emergency accommodation placements	Low	<p>The service during the pilot has not seen an increase in placements.</p> <p>Placements monitored as part of the Contract. Service Specification clear on requirements of the Section 188 duty to provide temporary accommodation if a customer is eligible, homeless and in priority need.</p> <p>OOH Operators have a strict script in place detailing requirements to prevent unnecessary placements being made.</p> <p>Approved list of Kent housing providers agreed in advance.</p> <p>Manager contact details provided for any issues above and beyond a standard placement.</p>
Impact on customer service	Low	<p>The pilot has a contract in place with regular reviews with the provider, during which any issues raised would be discussed with the Provider and processes amended.</p> <p>If the service was not meeting the high levels required for our customers, we could consider another external provider or bring the service back to the council, at break clause intervals or at the end of the contract period.</p> <p>Customer feedback would gathered as part of the service monitoring arrangements.</p> <p>All OOH calls would be recorded and can be accessed by SDC, to ensure customer service standards are high.</p>
Failure to deliver the contract requirements	Low	<p>If Centra failed to deliver the service outlined in the contract for the pilot period, service standards would be discussed with the provider and process adjustments made. If no improvement, contract review and break clauses within the Contract would be actioned.</p> <p>Regular monitoring meetings with the provider, performance measured set out in the Contract with reviewed at regular intervals.</p>

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HEALTH LIAISON BOARD

Minutes of the meeting held on 5 February 2020 commencing at 12.00 pm

Present: Cllr. Piper (Chairman)

Cllr. Parkin (Vice Chairman)

Cllrs. Dr. Canet, Perry Cole, G. Darrington and Foster

Apologies for absence were received from Cllrs. Harrison and Hunter

Cllrs. P. Darrington, Dyball and Griffiths were also present.

22. Minutes

Resolved: That the Minutes of the Health Liaison Board held on 6 November be approved and signed by the Chairman as a correct record.

23. Declarations of Interest

No additional declarations of interest were made.

24. Action from Previous Meeting

There were none.

25. Update on Patient Transport Services

The Chairman welcomed Tom Maidman, Manager of G4S Patient Transport Services and James Ransom, Head of Surgical Elective Care at West Kent Clinical Commissioning Group (CCG), who was the lead Commissioner of the Service to the meeting. A [supplementary agenda](#) with additional information from G4S had been circulated. The non-emergency patient transport service had been provided by G4S across Kent and Medway CCGs since July 2016. Following a rebasing exercise in March 2018, supported by the CCG, there was a deployment of additional staff and vehicles which resulted in improved service levels and performance stabilisation by merging Kent & Medway, Darent Valley Hospital and Renal patients.

The data provided covered the period of November 2018 to November 2019. On average 27,000 journeys a month were carried out and the contract was the largest of its kind due to the number of residents. Members looked at the key performance indicators and were advised that the minimum standards expected was 80% for on time arrivals and not more than 75 minutes early for outpatient arrivals.

Members discussed the figures and asked questions of clarification. In response, Members were advised that during November 2019, the minimum standard had dropped to below the 80% target and this was due to one of the larger hospitals in Kent dealing with an emergency situation. As a result, those patients who were fit enough, were being discharged earlier which had a knock on effect for those requiring patient transport services. There were also road blocks which also had an impact.

The meeting was advised that it would not be possible to have a standard of 100% for outpatient arrivals, as there were too many variables outside the control of the team. To ensure that standards and patient expectations were met, calls were made the day before the journey to confirm that travel was still required and the collection time. A call or text to confirm that the driver was on route was also made. All vehicles were tracked and once on the ambulance the Hospital Liaison Officer was notified.

The Manager of G4S Patient Transport Services advised that in November 2019 there were 6 missed appointment time slots. If the appointment was missed due to the travel, there would be an assessment carried out for the risk of harm and the patients, in most cases, would be seen at the next available appointment slot. Missed appointments were reported weekly to the Commissioners.

In response to questions regarding journeys made from the hospital to home, Members were advised that no more than 1% would wait more than 4 hours for pick up. The Head of Surgical Elective Care advised that hospital discharge could take a variable amount of time due to staffing or other issues. It was acknowledged that waiting over 4 hours for pickup was a long time and it was hope that this would continue to improve.

Members discussed that need for designated collection and drop of points in hospitals which would help make the transition easier.

Action 1: For the Head of Housing and Health to write a letter to Maidstone and Tunbridge Wells Hospital for a designated and signed area for patients pick up and drop off.

In response to a question, Members were advised that if a patient were to require medical care on the journey, a provision could be provided for the patients escort to be there. There was a criteria that had to be met as it was a space that a patient required being taken up. Journeys were based on patients pick up and drop off requirements.

Members discussed the complaints figures provided and noted that over the 18 month period the number of complaints had dropped. This was due to the steps taken from when the initial contract started and the figures did not necessarily represent every journey travel by patients as some renal patients would not complete a survey every time G4S was used. Members were also advised that in the event of adverse weather a decision would be taken 7 days in advance whether the journeys were necessary. It would be a decision taken by the Commissioners

for which appointments needed to be met. A majority of the ambulances did not have air suspension and were in the process of being replaced.

The Manager of G4S Patient Transport Services agreed to provide Members with additional information including the escort criteria, West Kent Performance figures, mileage bands, and the patient criteria for G4S travel.

The Board thanked and showed their appreciation to the Manager of G4S Patient Transport Services and the Head of Elective Surgical care for their attendance.

Resolved: That the report and update be noted.

At 1pm the Chairman adjourned for the comfort of Members and Officers and at 1.10pm the meeting reconvened.

CHANGE IN ORDER OF AGENDA ITEMS

The Chairman, with the Board's agreement moved agenda items 5 and 6 to follow after agenda item 9.

26. Update on NHS Urgent Care Services in Dartford, Gravesham & Swanley

The Committee considered the report which detailed the requirement for all areas in England to have Urgent Treatment Centres offering the same NHS Services in a timely manner. An extra-ordinary meeting of the (DGS) Dartford, Gravesham and Swanley CCG took place on 16 January 2020, and Members were updated by Cllr Perry Cole on the new location of the NHS urgent care services.

Members were informed that Cllr Perry Cole's notes had been published in the supplementary agenda and that, following a large number of mixed responses the consultation had received, a third option was discussed. It was highlighted that Bexley Health Overview & Scrutiny Committee had raised concerns over the further impact to their CCG if the DGS CCG were to conclude that the Gravesend Community Hospital site be chosen as the location for the new Urgent Treatment Centre. Other themes that emerged from the responses included proximity to sites, traffic, public transport and cost of parking.

As a result of feedback, a third option was agreed. As part of a networked urgent care services model, there would be Urgent Treatment Centres at Gravesham Community Hospital and one co-located with A&E at Darent Valley Hospital which would provide additional critical care.

It was expected that the two linked Urgent Treatment Centres would be in place by summer 2020 as part of the first phase towards fully networked sites providing 'joined up' urgent care services for the people of Dartford, Gravesham and Swanley.

Members expressed concern over whether there would be enough staff to cover the two sites.

The Chairman thanked Cllr Perry Cole for the update.

Resolved: That the report be noted.

27. Updates from Members

The Chairman tabled the amount of money received from section 106 agreements and how this was spent. He advised that he had also queried whether there was an increase in GP numbers rather than just facilities. He also informed the Board, that he had recently been a user of the 'Hospital at Home Service'. It was a well-developed service which was particularly helpful for those who had extra support at home, rather than having to be in hospital.

Members discussed their concerns with staff shortages and retention of staff. Wages and hours of work were also discussed and members queried the number of GP vacancies and support workers within the district. Members discussed CCG Board meetings and whether any Member of the Board would wish to attend.

Action 2: For the Head of Housing and Health to circulate the future dates of the CCG Governing Body meetings

28. Workplan

It was agreed that the Men's Shed project, would be invited to attend the June meeting of the Board and GP Finance would be extended to include work force planning.

29. Update on Local Care Plans

This item was deferred to a future meeting of the Board, to allow for the Clinical Commissioning Groups (CCGs) to attend.

30. Update on CCG District Nursing Services

This item was deferred to a future meeting of the Board, to allow for the Clinical Commissioning Groups (CCGs) to attend.

THE MEETING WAS CONCLUDED AT 2.00 PM

CHAIRMAN

Housing and Health Advisory Committee Work Plan 2020/21 (as at 19/05/20)

9 June 2020	29 September 2020	24 November 2020	9 February 2021
Health Liaison Board minutes Housing Options - Voluntary Relocation Schemes West Kent Housing Association update (presentation) Homelessness Out of Hours Service Review Draft Tenancy Statement	Health Liaison Board minutes PSH Enforcement Policy Caravan Site License Fees Housing in Multiple Occupation (HMO Position Report)	Health Liaison Board minutes Charging for Housing Related Enforcement Action in Private Sector	Health Liaison Board minutes

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