



Public Document Pack

MEETING:	North Area Council
DATE:	Tuesday, 21 February 2017
TIME:	4.00 pm
VENUE:	Meeting Room 12, Barnsley Town Hall

AGENDA

- 1 Declarations of Pecuniary and Non-Pecuniary Interests

Items for Decision

- 2 Appointment of Private Sector Housing Environment Officer (*Pages 3 - 28*)
Proposal to commission tailored private sector housing and environment support:
 - Appendix 1 Private Sector Housing and Environment Officer – practicalities and suitability for the North Areas (to follow)
 - Appendix 2 Private Sector Housing and Environment Officer Role Profile
 - Appendix 3 Examples of Milestones, Outcomes and Intervention Performance Monitoring Template (NE Area)
 - Appendix 4 Central Area Council Early Performance Report

To: Chair and Members of North Area Council:-

Councillors Leech (Chair), Burgess (Mayor), Cave, Charlesworth, Cherryholme, Grundy, Howard, Lofts, Miller, Platts, Spence and Tattersall

Area Council Support Officers:

Tom Smith, North Area Council Senior Management Link Officer
Phil Hollingsworth, Head of Service Stronger Communities
Rosie Adams, North Area Council Manager
Elizabeth Barnard, Council Governance Officer

Please contact Elizabeth Barnard on 01226 773420 or email
governance@barnsley.gov.uk

Monday, 13 February 2017

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Item 2

BARNSELY METROPOLITAN BOROUGH COUNCIL

North Area Council Extraordinary Meeting:

21st February 2017

Agenda Item: 2

Report of North Area Council Manager

North Area Council's Proposal to commission Private Sector Housing & Environmental Support

1. Purpose of Report

- 1.1 To update the Area Council on the workshops that have taken place in relation to private sector housing and environment issues and outline the proposal for these issues to be addressed by commissioning tailored support.

2. Recommendations

- 2.1 **That members note the workshop updates regarding private sector concerns and the appendices to this report.**
- 2.2 **That members note the financial implications of commissioning private sector housing support for the North Area.**
- 2.3 **That members reach a decision to agree that they wish to proceed with the commissioning of private sector housing support.**

3. Background & progress to date

- 3.1 The North Area Council invited Safer Communities officers to the North Area Council Meeting on the 19 September 2016. Safer Communities officers Jane Brannan and Cath Fairweather provided Members with an overview of the Private Sector Housing and Environment Service. It was explained that the service proactively deals with all issues capable of having a detrimental impact on others in the community, including anti-social behaviour and criminal activity, environmental issues, property/housing conditions, fly-tipping and littering. This is done in conjunction with other agencies such as SYP, SYFRS, Social Care, Landlords/letting agents and local residents.
- 3.2 Following the presentation on the 19th September the Area Council elected not to proceed with any further consideration of this specialist area until Safer Communities completed its restructure and confirmed what its core service offer would be from April 2017.
- 3.3 A further workshop was held on Monday 6th February 2017. It was attended by Cllrs Leech, Platts, Grundy, Howard, Tattersall, Charlesworth, Cherryholme and Lofts. Invited officers included Jane Brannan, Cath Fairweather, Jeanette Millward (Private Sector Housing and Environment Officer – North East Area) and Paul Jolley.

3.4 The core private sector housing offer was confirmed which clarified that there will only be three private sector housing officer from April 2017 and it is anticipated that the vast majority of their work will be relative. An informative and lively discussion followed which enabled the councillors present to learn more about the breadth and volume of issues that officers are required to deal with. Case studies were provided to help explain these in more detail. It was highlighted that often the intervention required is supportive in nature rather than enforcement focussed. This leads to the empowerment of individuals plus intervening at the right level can prevent a costly escalation process being required. The Tasking Officer explained that this type of private sector support was immeasurably helpful in delivering coordinated pieces of work which can involve a whole street. Three locations were referenced that would benefit from this type of intervention.

3.5 At the conclusion of the workshop the Members were in agreement that they wished to proceed and commission private sector housing support for the North Area without delay. The Area Manager was requested to arrange for an extraordinary meeting of the North Area Council to formally make the decision and enable the commissioning process to get underway. The meeting was arranged for the 21st February 2017.

4. Private Sector Housing Support Outline

4.1 Based on initial findings the project cost would be in the region of £32,000 plus equipment and a small working budget to enable larger projects to proceed without delay.

Project	Outline costings
<p>Private Sector Housing Management & Enforcement</p> <p>This programme provides a full time worker at Grade 7 to be employed within the BMBC Safer Communities Service to tackle issues surrounding private landlords & their tenants in identified hotspot areas across the North Area.</p> <p>This programme has already been funded by 4 out of the 6 Area Councils Central, where the impact has been substantial.</p> <p>Please see Appendices 1 – 5 of this report for further details of the proposal & the associated costings.</p>	<p>£32,000 per year to fund 1FTE worker plus their on-costs. There is no management fee. Additionally purchase of a personal bodycam is recommended plus a small working budget to ensure larger projects can be realised.</p> <p>It should be noted that although the worker would be employed by BMBC, this is not ‘buy back’ activity, as it is work which has never been undertaken by the Council and is additional.</p> <p>There is a possibility that this post could eventually become mainstreamed if BMBC choose to introduce selective licensing schemes for private landlords.</p>

5.0 Financial Implications

- 5.1 The North Area Council considered the financial implication of this project at the Area Council Meeting on the 23rd January 2017. Based on the Area Council's existing commitments and the provisional budget allocation of £90,000 per ward totalling £360,000 per annum this would have left £100,572 uncommitted.
- 5.2 The Area Manager is aware that the decision to reduce the Area Council budgets has been rejected and the same budget will be retained until further notice (£400,000 per annum for the North Area). If this project goes ahead this will leave an unallocated balance of **£140,572**.
- 5.3 Members should also consider that they have indicated that they wish to redefine projects to address the anti-poverty priority and the environmental (clean and green) priority. Both of the existing contracts conclude in September 2017 and a continuation of either would require the commitment of further funding.


**Officer Contact: Rosie Adams
North Area Council Manager**

**Tel: 01226 773583
Date: 7th February 2017**

Appendices 1 – 4: Further details of the Private Sector Housing Management and Environment Provision

- Appendix 1 Private Sector Housing and Environment Officer – Context, practicalities and suitability for the North Area. (To follow)**
- Appendix 2 Private Sector Housing and Environment Officer Role Profile**
- Appendix 3 Examples of Milestones, Outcomes and Intervention Performance Monitoring Template (NE Area)**
- Appendix 4 Central Area Council early performance report**

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Profile Title:	Private Sector Housing and Environment Officer	 BARNSLEY Metropolitan Borough Council			
Reports to:	Community Safety Manager				
Employee Management:	None	Grade:	7	Profile Ref:	78490
Purpose of the Post					
<p>Responsible for the delivery of a combination of key front line elements of Private Sector Housing support, Environmental Management, Community and Tenancy Support, Community Safety and Cohesion. To support the delivery of regeneration projects in targeted areas by providing a proactive reassuring practical and a visible customer focused service in the private sector.</p>					
Responsibilities					
<ul style="list-style-type: none"> • To pro-actively engage and liaise with internal and external stakeholders including landlords, customers, members of the public and partners. • Maintain up-to-date and accurate manual and electronic data records and registers as necessary to ensure compliance with statutory requirements and maintain high standards of case recording and effective case management. • Keep abreast of local and national developments to enhance the service/projects according to satisfy internal and external demands • Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained. • To identify vulnerable households and work with appropriate support providers to facilitate the delivery of appropriate support packages to aid sustainability of tenancies. • To champion the Councils Landlord Accreditation scheme to Private Sector Landlords. • Undertake Housing Health and Safety Rating System property inspections as required and agree property improvement schedules with the appropriate property owner. • To produce accurate case support papers including action plans, legal documentation, etc and to be able to work within all policies and procedures. • To issue fixed penalty notices in accordance with all powers accredited to the role, including powers delegated under the Community Safety Accreditation Scheme. • To provide a highly visible, effective and proactive presence in designated localities, focusing on the Private Rented Housing Sector whilst establishing good working relationships with other property management agencies, including Berneslai Homes. 					

- To gather appropriate information to enable the development and implementation of relevant future projects to continue supporting and sustaining the regeneration of targeted areas.
- Identification and delivery of private sector housing and environmental support/enforcement actions
- To carryout inspections in the neighbourhood and take responsibility or liaise with appropriate colleagues regarding taking action to address these issues.

Education and Training	Measure	Rank
<ul style="list-style-type: none"> • Level 5 	A/I	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> • Experience of Housing Management and/or Environmental Health Issues and/or Enforcement work 	A/I	E
<ul style="list-style-type: none"> • Experience of working with sensitive and highly confidential information. 	A/I	E
<ul style="list-style-type: none"> • Experience of verbal communication with a range of audiences (including members of the public). 	A/I	E
<ul style="list-style-type: none"> • Experience of working to and meeting strict deadlines. 	A/I	E
<ul style="list-style-type: none"> • Experience in performance management ensuring the delivery of projects/services to meet objectives. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • Knowledge and understanding of Housing Health and Safety Rating Scheme 	A/I	E
<ul style="list-style-type: none"> • Working knowledge of Microsoft applications and case management systems. 	A/I	E
<ul style="list-style-type: none"> • Knowledge of the pressures facing local government. 	A/I	E
<ul style="list-style-type: none"> • Knowledge of partnership working practices and principles 	A/I	E
<ul style="list-style-type: none"> • Knowledge and understanding of housing and environmental issues in the private sector 	A/I	E
<ul style="list-style-type: none"> • Knowledge of the importance of voluntary sector groups e.g. Neighbourhood Watch and Tenants and Residents Associations 	A/I	D
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to influence decision makers and resolve conflicts. 	A/I	E
<ul style="list-style-type: none"> • Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. 	A/I	E
<ul style="list-style-type: none"> • Good communication and interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats with members of the public, other employees and external organisations. 	A/I	E

<ul style="list-style-type: none"> Ability to handle and process manual and computerised information, ensuring accuracy of processing and safeguarding of confidential information. 	A/I	E
<ul style="list-style-type: none"> Ability to work as part of a team and in partnership with others to deliver common goals. 	A/I	E
<ul style="list-style-type: none"> Ability to negotiate and solve problems effectively, individually, as part of a team and by engaging stakeholders 	A/I	E
<ul style="list-style-type: none"> To be able to produce accurate case support papers including action plans and legal documentation 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the council's vision, priorities, values and behaviours. 	I	E
<ul style="list-style-type: none"> Able to undertake any travel in connection with the post. 	A/I	E

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North East Area Council - Private Sector Rented Housing Management and Enforcement SLA

A Customer Focussed Housing, and local Environment, Management Service

2016/2017 Milestones, Outcomes & Interventions: Performance Targets

Milestones

2016/2017 Milestones	Targets
6 month review undertaken	December 2016
Case studies and reports submitted	Quarterly
Targeted campaigns completed	

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2016 /2017 Activity Intervention Targets

	Q1 July - Sept Target	Q1 July – Sept Actual	Q2 Oct - Dec Target	Q2 Oct - Dec Actual	Q3 Jan - March Target	Q3 Jan - March Actual	Q4 April - June Target	Q4 April - June Actual	2016/17 Year Target	2016/17 Year Actual
Number of different properties that initial contact has been made.	50		50		50		50		200	
Number of vulnerable households identified.	5		5		5		5		20	
Number of physical property inspections carried out.	5		5		5		5		20	

Number of properties improved because of service interventions.	4		4		4		4		16	
Number of informal requests for action to landlords.	4		4		4		4		16	
Number of formal notices to private landlords.										
Number of vulnerable people sign posted to other services.	4		4		4		4		16	
Number legal prosecutions / actions taken.										
Number of CPN Written Warnings Issued.										
Number of CPN issued.										
Number of fly tipping cases.	5		5		5		5		20	
Number of people making positive changes because	4		4		4		4		16	

of service intervention.										
Number of individuals identified as having support needs.	4		4		4		4		16	
Number of interventions in the Cudworth Ward.										
Number of interventions in the Monk Bretton Ward.										
Number of interventions in the North East Ward.										
Number of interventions in the Royston Ward.										

Outcome Indicators

- Improve the physical and living conditions of private rented stock in North East Area Council area.
- Reduce the levels of crime and anti-social behaviour related to private rented sector housing in North East Area Council area.
- Reduce the levels of littering and fly tipping in and around the private rented housing stock.

	Q1 July- Sept Target	Q1 July- Sept Actual	Q2 Oct – Dec Target	Q2 Oct - Dec Actual	Q3 Jan - March Target	Q3 Jan - March Actual	Q4 April - June Target	Q4 April - June Actual	2016/17 Year Target	2016/17 Year Actual
Number of geographically targeted publicity campaigns undertaken.	1								1	
Number of community clean ups undertaken.	1								1	
Number of contacts with household waste on premises.	10		10		10		10		40	
Number of households directly supported with responsible waste disposal and recycling.	10		10		10		10		40	
Number of households making improvement after first contact	8		8		8		8		32	

Number of ASB contacts.										
Number of ASB general letters.										
Number of ASB Written Warnings.										
Number of Section 21 Notices.										

Social value objectives

	Q1 July- Sept Target	Q1 July- Sept Actual	Q2 Oct – Dec Target	Q2 Oct - Dec Actual	Q3 Jan - March Target	Q3 Jan - March Actual	Q4 April - June Target	Q4 April - June Actual	2016/17 Year Target	2016/17 Year Actual
Page 15 Number of FT jobs created and recruited to.		1 JM		1 JM		1 JM		1 JM	1	1
Number of work experience placements.										
Number of volunteers and participants taking part in community clean ups.	5		5		5		5		20	
% spend in the North East Area Council.		100%		100%		100%		100%	100%	

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COMMUNITY SAFETY & ENFORCEMENT SERVICE

Central Area Council Funded posts – Housing Management & Environment Officer and Enforcement & Investigation Officer

Quarter 4 report – 1st January, 2016 to 31st March, 2016

Our main objective is to contribute towards creating and sustaining safe and pleasant communities within private sector housing in the Central Area Council area. We will do this by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting our most vulnerable tenants and residents.

We are working with families and individuals, getting to know our communities and getting access to homes that previously have not had the benefit of any kind of support. We are identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

Page 17 We aim to encourage communities to work towards raising and setting own standards. This includes acceptable behaviour standards, environmental standards, housing and property standards.

We have now made changes to our ASB case management system that will enable us to report accurately on the number of vulnerable persons identified. For the purpose of this report we estimate approximately 80% of all cases referred in quarter 4 contain at least 1 feature that may make a person vulnerable. Of those, 65 have been actively supported either directly by us or by referral for specialist support.

We expect future reports to include mental and physical ill health, isolation or exclusion, Age (young and old), victim and/or witness of ASB or criminal activity, affected by domestic abuse, poverty and issues relating to minority groups. The most abiding vulnerabilities identified this quarter are around poverty and disability, in particular mental health issues relating to depression.

As the Private Sector Housing & Environment Officer and Enforcement and Investigations Officers for the Central area our work is very high profile. We deal with all issues capable of having a detrimental effect on others in the community including Anti-Social Behaviour, Environmental standards, Property/Housing conditions, Private Sector Housing, Fly-tipping and Littering. We attend Crime & Safety group meetings, MAAG and PACT meetings as appropriate. More complex support needs once identified are sign posted to both internal and external agencies that are best placed to meet the individuals requirements.

We are also involved local community events, litter picking and clean up days. We work closely with other outside agencies, (Police/PCSO's Fire Service, Social Services, Landlords/Letting Agents).

We have formed good working relationships with landlords, letting agents and local residents. We work with tenants within the Private Rented Sector with regard to any issues which have been brought to our attention and work with the Landlords to rectify the problems.

CASE STUDY NO. 1

DONCASTER ROAD AREA, BARNSELEY – CENTRAL AREA

This job was referred to us on the basis of – an accumulation of waste / fly tipping on private property, some of it in an old disused garage.

After visiting the area we ascertained the following issues:-

- Fly tipping in disused garage;
- Accumulation of waste at rear of a private property;
- Anti-social behaviour;
- Possible drug dealing;
- Housing disrepair issues;
- Child welfare issues;
- Concerns regarding fire safety.

Fly tipping in disused garage – no evidence found within the fly tipping to identify anyone. Garage ownership ascertained via local knowledge and Land Registry. Garage was in a bad state of disrepair and was a health and safety concern. After lengthy consultation with the garage / land owner, he agreed to have the garage removed and he also removed the fly tipping from within. See photos below (before and after).

Accumulation of waste at rear of private rented property – we spoke to the tenant and gave her some time to clear the waste on an informal basis. We also advised her to get an additional grey bin as there were more than five people registered as living at the property. After re-visiting the property, the tenant had cleared and removed all the waste.

Anti-social behaviour – tenant of a private rented property continually blocking access to communal backings at the rear of a row of terraced property, warning given which has been adhered to.

Possible drug dealing – intelligence received from local residents relating to possible drug dealing from a private rented property. This has been passed onto the Police Intelligence Department and work is still ongoing.

Housing disrepair issues – after completing a full housing inspection on one of the private rented properties we visited, all housing disrepair issues were resolved on an informal basis with the landlord of the property.

Child welfare issues – report put through to Social Care after concerns at one of the properties we visited.

Concerns regarding fire safety – after visiting a property in this area, we found that the tenant was storing large motorbikes in the kitchen area. We referred this issue to the Fire Service for a fire safety check.







CASE STUDY NO. 2

SHAW LANE AREA, BARNSELEY - KINGSTONE AREA

After previously working in this area, we were contacted by local residents. The problems reported were as follows:-

- Abandoned, empty and insecure property and potential housing disrepair;
- Fly tipping;
- Accumulation of waste at front and rear of property.

Property – was empty and looked in a bad state of disrepair, single pane of glass in front window was broken. Landlord was contacted who stated that he was already aware of the broken window and his contractors are going to be totally renovating the property in the Spring. Then once the property is renovated, it will be being re-let.

Page 22 Fly tipping – evidence was found within a pile of waste in the communal backings rear of properties on Shaw Lane. However, after a thorough investigation, the alleged perpetrator used to live on Shaw Lane, but has since abandoned their property and absconded without trace.

Accumulation of waste – large accumulation of waste at front and rear of property, after speaking to the tenant and landlord, we worked with both of these parties and the waste was removed.

Before and after photos below.





RACECOMMON ROAD, BARNSELEY – KINGSTONE AREA

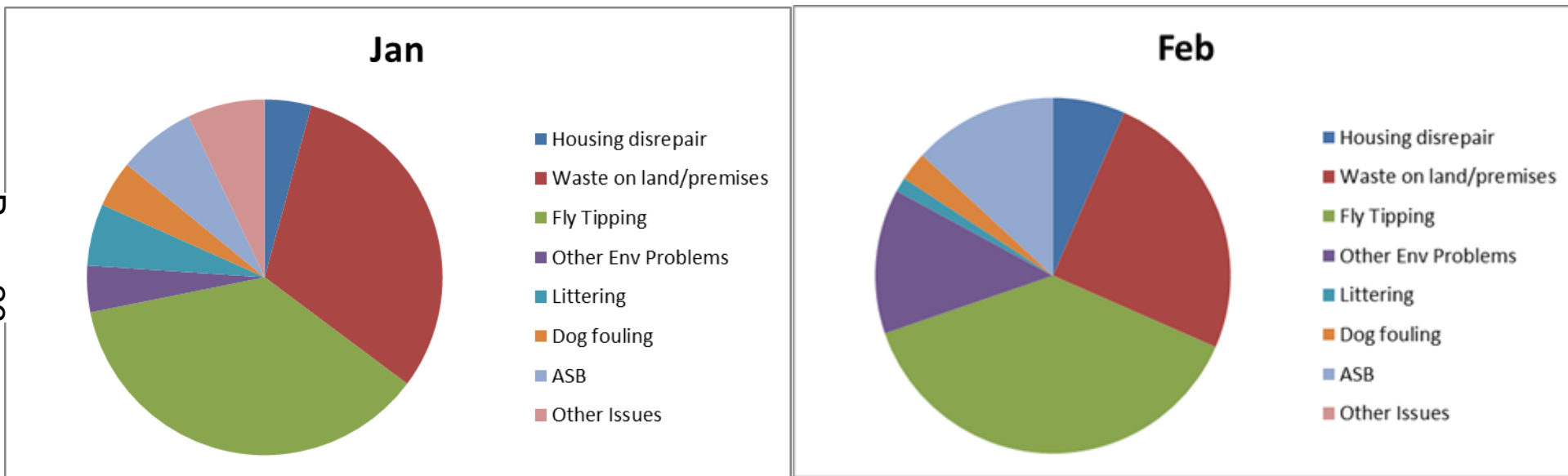
We were contacted by a local resident who we have worked with previously regarding a vulnerable relative who she had great concerns for. Due to her being aware of what we do, she asked for our assistance.

The resident is a home owner who lives with her Son. Due to his mental health issues, the Son was controlling her movements and was physically and mentally abusing his Mother. There were grave concerns for the Mother's safety and well-being. Due to the circumstances, we couldn't contact the Mother directly, so all the contact we did was through the relative. The Police, PPU and the Victim and Witness Support Officer were also involved. The lady is now safe and being supported and she is currently on the list for a Council warden controlled property. Social Services are also involved with the Son.

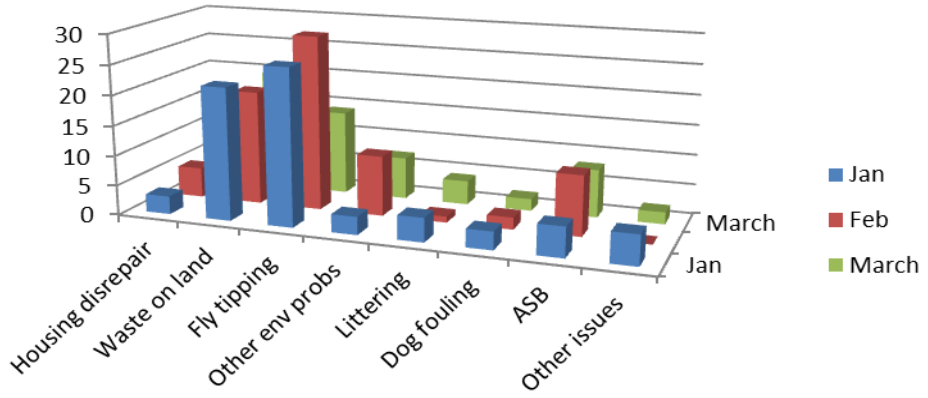
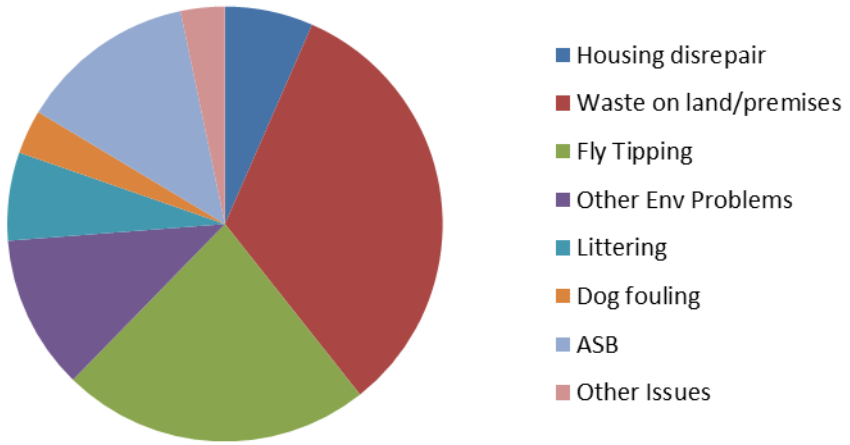
FIGURES 1ST JANUARY TO 31ST MARCH, 2016

JANUARY	- 71
FEBRUARY	- 76
MARCH	- 61
TOTAL	- 208

CENTRAL WARD	- 116
KINGSTONE WARD	- 80
STAIRFOOT WARD	- 10
DARFIELD WARD	- 2



March



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