

## COMMUNITIES & SOCIAL AFFAIRS COMMITTEE

18 JUNE 2014

### REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

#### DESIGN, FINANCIAL MODELLING & IMPLEMENTATION OF AN INTENSIVE HOUSING MANAGEMENT SERVICE FOR MELTON BOROUGH COUNCIL HOUSING

##### 1.0 PURPOSE OF REPORT

- 1.1 To seek member's approval to progress the design and financial modelling of a new Intensive Housing Management Service that will provide a robust and effective support service to tenants living in Melton Borough Council Housing who require low level support in order to remain independent.

##### 2.0 RECOMMENDATIONS

- 2.1 **Members approve the attached Project mandate (Appendix A) in order for officer's to design and financially model a proposed new Intensive Housing Management Service that will be implemented from 1<sup>st</sup> April 2015 (as an initial target Date)**

##### 3.0 KEY ISSUES

- 3.1 Currently Melton Borough Council provides a Housing Related Support Service on behalf of Leicestershire County Council. Leicestershire County Council currently provide £151,000 per annum that contributes towards the delivery of the current service which will be withdrawn from 30<sup>th</sup> September 2015 in totality.
- 3.2 If Melton Borough Council decide to 'do nothing' this would mean that tenants who currently receive a support service would not be receiving such a service from 30<sup>th</sup> September 2015 at the latest. Currently there are approximately 600 tenants who receive a Housing Related Support Service from Melton Borough Council.
- 3.3 The intensive housing management model would mean that Melton Borough Council could maintain a service to those tenants who currently use the Housing Related Support service but there may be changes such as support in relation to the support they would receive and also conditions on certain schemes were tenants would not be allowed to opt out of the service.

Approval to undertake the design and financial modelling of a new service that will provide support to our elderly tenants who need support and this assessed as more vulnerable living in Melton Borough Council Housing. That £40,000 be allocated to appoint a fixed term post to operationally develop the scheme as a pilot and to appoint an outside professional consultant to design and lead on the development of the IHMS service from 1<sup>st</sup> April 2015 (as a first target date). Leicestershire County Council have provisionally support this approach and we are in discussions with them on a 50/50 split to pay for these costs.

- 3.4 Any new service will needs assessed and means tested with a financial assessment taking place which would be administered by Melton Borough Council who would determine what charge they would pay. For those assessed as not having the means to pay a charge for the service this would be paid via Housing Benefit.

#### Other Options

Other options that the Council could make is:-

- to do nothing and stop the service we currently deliver from September 2015 but officers have determined this as a high risk strategy as we most likely would see increased demand via other services and our Customer Services Centre.
- The Council could also propose to fund the existing service directly from existing budgets but this is seen as been unaffordable and unsustainable.

#### Opportunities

The design of a new service gives the Council an opportunity to be innovative and offer a more robust set of services to our tenants. This can be tested through the consultation that we will carry out with our tenants over the next three months.

The new service at this stage would not affect the Extra Care Service at Gretton Court as this is being reviewed through a separate process with Leicestershire County Council.

### **4.0 POLICY AND CORPORATE IMPLICATIONS**

- 4.1 The implementation of an 'Intensive Housing Management Service' will mean that the Council will have to redesign the current housing related support service which will mean resources will be needed to provide support in order that this can be completed in the timeframes set out once the financial modelling is completed.

There are direct links into some of the Council's Corporate Priorities of:-

- Improving the well-being of vulnerable people
- Help provide a stock of housing accommodation that meets the needs of the community

### **5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

- 5.1 The initial MBC £20,000 'set' up costs will be met from the HRA, as there is a clear link to some Housing Management Functions and the operational development of the IHMS.

The development of the IHMS will have financial implications both for the HRA and the General Fund, however, these are not known at this stage but the new model will require financial contributions from the Housing Revenue Account in order to ensure there is a sustainable model and staffing structure to support tenants who will receive the new service.

To robustly complete a financial model for the new service Melton Borough Council will need to appoint external support which financial support has been requested from Leicestershire County Council.

### **6.0 LEGAL IMPLICATIONS/POWERS**

- 6.1 There are no other legal implications directly arising from this report as this stage.

## 7.0 COMMUNITY SAFETY

7.1 In taking responsibility to design a new service to support Vulnerable People there will be a positive impact on the community with older people and those more vulnerable being able to live independently and safely.

## 8.0 EQUALITIES

8.1 No Equality Impact Assessment has been completed at this stage, however, at the business case stage there will be a full EIA as part of the Business case

## 9.0 RISKS

9.1

Probability  
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Very High A				
High B				
Significant C				
Low D			2, 3	
Very Low E			1,4	
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact  
→

Risk No.	Description
1	Consultation outcome shows tenants do not want such a service.
2	New financial modelling is not affordable to tenants.
3	Financial modelling is not affordable to the HRA.
4	Changes in Regulation which affects the financial viability of the model.
5	

## 10.0 CLIMATE CHANGE

10.1 There are no climate change issues directly arising from this report.

## 11.0 CONSULTATION

11.1 Members of the Housing Joint Consultative Group at their meeting of 15<sup>th</sup> May 2014 were informed of the current position and instructed officers to prepare a report for Community & Social Affairs. Staff that may be affected by the new service, Unions and TFEC have all been consulted.

If it is agreed that we should proceed with developing this new service a robust consultation process and timetable will be developed.

## 12.0 WARDS AFFECTED

## 12.1 All wards

Contact Officer Ronan Browne, People & Place Manager  
Date: 05 June 2014

Appendices : Appendix A- Project Mandate

Background Papers: None

Reference : X drive\cttee\csa\2014.15\180613\HR- Intensive Housing Management Service