

COMMUNITY & SOCIAL AFFAIRS COMMITTEE

18TH NOVEMBER 2015

REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

INTENSIVE HOUSING MANAGEMENT SERVICE- UPDATE

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to update members of the new Intensive Housing Management Service that manages the needs of those Melton Borough Council Tenants who have vulnerability issues ensuring tenants remain independent for as long as possible and sustain their tenancies.

2.0 RECOMMENDATIONS

- 2.1 **Members note the progress since the implementation of the Intensive Housing management Scheme and the positive improvements to housing services for vulnerable tenants as identified in Appendix A.**

3.0 KEY ISSUES

- 3.1 In October 2014 Leicestershire County Council formally notified Melton Borough Council of their intention to cease funding for Housing Related Support Services that they currently fund. This decision has led to Melton Borough Council reviewing how they would deliver a service to manage the needs of our more vulnerable tenants.

Gretton Court was not affected by this review as it an Extra Care facility which is being reviewed separately by Leicestershire County Council.

- 3.2 Leicestershire County Council historically provided £192,784 funding to Melton Borough Council which delivered a Housing Related Support Service to 725 tenants. Melton Borough Council also delivered the service to 18 tenants in Warwick Flats, Bottesford, which is owned by Nottingham Community Housing Association.
- 3.3 The Intensive Housing Management Task Group recommended that a new service was created that provided intensive management to those tenants who have medium to high needs and to those properties agreed by the Intensive Housing Management Task Group
- 3.4 Part of the consultation reviewed the option to opt in or out of the new service. The demand for the service has meant an increased number of residents wanted to opt in and pushed the total IHMs managed properties to 588. This is an increase of 59 properties.
- 3.5 These additional 59 properties are charged at £5 per week and providing they remain in the service this will provide an additional £15,530 per annum
- 3.6 The IHMSS is now incorporated into the Council's Transformation Programme and is being used to help shape process reviews and design of new services that we will offer to our customers in relation to rents, council tax and benefits.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 The implementation of this new service complemented the Council's priority to improve outcomes for vulnerable people and create independence in people's lives.
- 4.2 The changes to the designation of properties meant that those properties that are no longer designated will be opened up to letting to all tenants including those with general needs.
- 4.3 All working age tenants who are part of the IHMSS are being assessed and referred to Me & My Learning and their progress will be tracked in relation to social, financial & digital independence.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 The new intensive housing management service is costing £205,000 per annum to manage with costs being covered by incomes and a contribution from the Housing Revenue Account capped at £30,000.

6.0 LEGAL IMPLICATIONS/POWERS

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

7.0 COMMUNITY SAFETY

- 7.1 There are no community safety issues with regard to this project or the recommendations in this report.

8.0 EQUALITIES

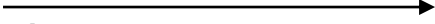
- 8.1 No initial equalities issues have been identified

9.0 RISKS

- 9.1 The risks are considered in the table below

Very High A				
High B				
Significant C				
Low D				

Risk No.	Description
1	Prospective tenants cannot afford to pay the IHMS charge

Very Low E		1		
Almost Impossible F				
	IV Negligible	III Marginal	II Critical	I Catastrophic
				
	Impact			

10.0 CLIMATE CHANGE

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

11.0 CONSULTATIONS

11.1 Consultation has taken place with internal staff, members of Tenants Forum Executive Committee and the Leicestershire Citizen Advice Bureau

12.0 WARDS AFFECTED

12.1 All wards which contain Council properties are affected.

Contact Officer: Mark Shields
Date: 2/ November 2015
Appendices: IHMS closing report
Background papers: None
Committee: Cttee/CSA/2015.16/181115/HR-IHMS