

ITEM

Social Inclusion Services Review

Report of the Housing and Environmental Health Portfolio Holder

Recommended:

1. That Cabinet note the outcome of the Hampshire County Council “Transformation to 2019” (T19) review of Social Inclusion Services.
2. That Cabinet note the impact of these changes on local services and consider them in the context of the Council’s wider work to prevent and relieve homelessness.
3. That the recommended Option 3 be approved as set out in paragraph 5.17 of the report.
4. That any items shown in Annex 2 to the report, which are unspent by 31 March 2020, be approved for carry forward into the 2020/21 revenue budget.

Recommended to Council

SUMMARY:

- The County Council has completed its review of Social Inclusion Services and a final decision was made by the County’s Executive Member for Adult Social Care & Health on Wednesday 5 December 2018.
- The County Council’s approved recommendations will deliver a £1.8m reduction in HCC spending on Social Inclusion Services from 1 August 2019, to be achieved through modifications to existing contracts with providers, including an optional extension of those contracts to March 2022.
- These spending reductions will create identifiable gaps in local services for vulnerable people.
- Without investment by TVBC, the local capacity to prevent and relieve homelessness will be significantly reduced and this will have financial implications for the Borough Council in meeting its extended duties under the Housing Act 1996, Part 7 (as recently amended by the Homelessness Reduction Act 2017).
- Since April 2018, the Council has experienced significant increases in demand for housing and homelessness services, coinciding with implementation of the new Act.
- The report sets out the services that will be impacted by the County Council’s recent decision, and considers options for Test Valley in the context of forthcoming changes.
- Whilst the report considers the option not to invest in Social Inclusion Services, there are clearly identifiable negative consequences for local residents and for the Borough Council.
- The Ministry for Housing, Communities and Local Government (MHCLG), provides funding to support the Council to prevent and tackle homelessness.

The report sets out how ring fenced funding could be targeted to support aspects of local Social Inclusion Services and to support the Council to respond to identified pressures.

- The report therefore recommends targeting ring fenced MHCLG grant funding for the purposes of preventing and tackling homelessness, by investing in those accommodation related services within the Social Inclusion cluster that are at risk of closure, alongside ensuring local outreach capacity is available to work with people rough sleeping or at risk of rough sleeping.
- The report also recommends investing in targeted Resettlement Service provision, to be delivered in house, as part of the Council's Housing Options team. This will support the Council in light of increased demand and new statutory requirements, and builds on the recent evaluation of new approaches delivered as part of the 2018/19 Housing Options Developmental Pilot.

1 Introduction

- 1.1 The Supporting People (SP) programme was introduced in 2003. The SP programme commissioned housing and community support ('floating support') services from district councils and third party providers, for three groups of people whose needs did not make them eligible for Adult Social Care. These groups included older people, people with disabilities and people who were considered to be "socially excluded", including homeless people.
- 1.2 The SP programme was subject to regular reviews until it was ultimately subsumed into the overall Adult Services commissioning programme. In 2015, the County Council undertook a review that reduced its investment in Social Inclusion Services by £2.75m.
- 1.3 As part of the County Council's Transformation to 2019 (T19) agenda, it has sought to achieve further savings of £2m (approximately 45%) against a £4.2m residual budget after the 2015 changes were implemented from April 2016.
- 1.4 Test Valley's Housing Service has been working with colleagues across the County to identify realistic options for future commissioning and models of service delivery, in light of the County Council's plans.
- 1.5 In Test Valley, the services within scope of the County's review included:
 - Dene Court ("stage 1" direct access hostel accommodation representing an 18-bed unit and associated outreach support for single homeless people)
 - Bridge House ("stage 2" move on accommodation representing an 8 - bed unit)
 - Stubbs and Turin Court ("stage 2" move on accommodation representing an 8-bed unit)
 - Community Support (previously known as 'floating support' or 'tenancy support' which supported 212 households between October and December 2018.

- 1.6 The County Council resolved the approach it would take in an Executive Member Decision on 5 December 2018. The decision was for the County Council to continue to invest £2.4m on homelessness support services to assist the most vulnerable people who are sleeping rough or who are at risk of rough sleeping. This represents an overall reduction in County Council spending of £1,825,146 (or 42%).
- 1.7 For the Lot comprising Test Valley, Winchester, Eastleigh and the New Forest, this decision represents a proposed annual spend from 1 August 2019 of £807,323. It is also a reduction across the Lot area of £595,614 (42%) compared to the current annual spend of £1,402,937.
- 1.8 The reduction in County Council funding for Social Inclusion Services in Test Valley raises concern about the local capacity to respond to the needs of vulnerable people.
- 1.9 The Council receives money from MHCLG to support it to meet local homelessness demand. The report considers how Flexible Homelessness Support Grant (FHSG) could be targeted to support local service delivery in light of both the Social Inclusion Services review outcome and pressures associated with the Homelessness Reduction Act 2017.

2 Background

- 2.1 The Housing Service has engaged with commissioning leads at the County Council regarding joint commissioning. This has resulted in a general consensus across the County; that more can be achieved through robust partnership working.
- 2.2 Through negotiation, and working with our Lot partners, Test Valley has secured the following ongoing County Council investment:
 - Direct access hostel provision (Dene Court) (£330K), including a very limited outreach service provision for rough sleepers within the new model (and representing a £10k shortfall in outreach capacity moving forwards).
 - Stubbs and Turin Court Stage 2 supported move-on provision (£15K).
 - Limited Community Support restricted to single people with complex needs only, and to support move-on from Stage 1 (£29K).
- 2.3 The County Council has determined that they will no longer fund:
 - Loss of outreach capacity (£10K)
 - Stage 2 accommodation at The Bridge (£45K reduction)
 - Community Support for families (£80K)
- 2.4 County Council spending reductions will leave significant gaps in local services. This will have consequences for demand, affecting Test Valley's front line services along with its ability to meet relevant legal obligations under the expanded statutory homelessness framework.

- 2.5 Whilst it is clear the loss of any supported housing provision would be problematic locally, it is also apparent that in light of increasing demand, the borough requires appropriate outreach provision for rough sleepers and single homeless people, and some form of targeted work with families as the County will no longer be funding community support beyond August 2019 for this cohort.
- 2.6 Concurrent to the County Council Social Inclusion Services review, Test Valley has been evaluating its work on homelessness, and a recent report to Cabinet in March considered key aspects of that evaluation. The forthcoming changes to social inclusion services have been considered in this context. The recommendation contained in this report makes links across both aspects of our work on homelessness locally.
- 2.7 The Council has received 3 years FHSG determination up to and including financial year 2019/20. Indications from MHCLG are that this funding will continue, and continue to be ring fenced, yet we have no *certainty* after 2019/20 at the time of writing.
- 2.8 The FHSG currently funds two Housing Options Officers to assist with new duties under the Homelessness Reduction Act and supports an additional top-up to facilitate the work of the Housing Options Service to prevent and relieve homelessness in keeping with the Council's commitment. The basic funding profile, as approved by Cabinet in March 2018 and March 2019, is included in the table below:

	2017/18	2018/19	2019/20
FHSG	£ 168,124	£194,446	£201,000
Funding of Two Housing Options Officer	£41,250*	£59,860	£61,700
Top up for HRA pilot			£17,600
Uncommitted Budget	126,874	£134,586	£121,700

**Appointed August 2017 and pro rata for 8 months of 2017/18*

- 2.9 The recommendations of this report fit within the envelope of the existing service budget and that of the FHSG.

3 Corporate Objectives and Priorities

- 3.1 Preventing and tackling homelessness is a priority for Test Valley Borough Council.
- 3.2 The Council is committed to putting residents' needs and their experience at the forefront of its thinking, and across a range of priority areas, building on principles such as meeting basic need to include employment, homes, and a supportive community. The Corporate Plan priorities of Live, Work, Enjoy and Contribute embody these aims with an increasing emphasis on investing in Test Valley to ensure it is a great place to live.

- 3.3 The emerging priorities for the Council, as part of the development of a new Corporate Plan, continue to emphasise the importance of supporting vulnerable people and helping people to secure settled homes. This has been borne out through resident consultation and is likely to remain one of a core set of priorities for the Council when looking to the future.
- 3.4 The recent transformation in Test Valley's approach to preventing and relieving homelessness, dovetails with these ambitions. Indeed, Cabinet recently approved ongoing investment for initiatives that have proven successful in preventing and relieving homelessness in 2018/19.
- 3.5 Homelessness Reduction Act compliance has been a key action in the Corporate Action Plan alongside adopting a new operating model. The recommendations in this report seek to complement this and have been developed in this wider strategic context.
- 3.6 Feeding into the Council's corporate aims, the Preventing Homelessness Strategy sets out a delivery plan to support the Council to build on its successes and meet new challenges. In March, Cabinet approved an interim Rough Sleeping Action Plan and this will be delivered alongside the Preventing Homelessness Strategy.
- 3.7 Housing and homelessness remain at the top of the national policy agenda, with a new national Rough Sleeping Strategy published in August 2018 and an ongoing emphasis on the importance of preventing homelessness and the role of local authorities in leading their communities to effectively deal with homelessness pressures.

4 Consultations/Communications

- 4.1 Operational staff have been engaged in the social inclusion services review and have been consulted about potential implications of the recommendations contained within this report.
- 4.2 Throughout the Social Inclusion Services review, an Advisory Group of key stakeholders has met on a regular basis to discuss matters arising and feed into both local and county-wide plans.
- 4.3 Local social inclusion service provider, Two Saints, has been part of discussions associated with the future of the service cluster.
- 4.4 As part of regular liaison meetings with Aster Group and Test Valley, the Social Inclusion Services review and potential implications have been discussed along with the options contained in this report.
- 4.5 Throughout the course of the review key elected members have been consulted and involved in steering the direction of travel.
- 4.6 Senior managers, including Heads of Service across the Council, have been consulted regarding the contents of this report.

5 Options

- 5.1 The Council's Housing Service has recently reported a 44% increase in footfall and we have seen increasing levels of rough sleeping over the past year, along with a rise in placements into bed and breakfast accommodation to relieve homelessness. The services within the Social Inclusion cluster are significant in their supporting role to prevent and relieve homelessness in Test Valley, particularly those that are accommodation based or delivered directly to people who may be rough sleeping or at risk of rough sleeping.
- 5.2 The Council has the option to work with the County Council on its commissioning process *without* putting forward any additional investment. This would result in the loss of some supported housing in the locality, along with outreach capacity and a reduction in available support for families. This would have a consequence for local demand, levels of homelessness and rough sleeping, and the number of households in temporary accommodation.
- 5.3 Alternatively, the Council could opt to invest in either some or all of the areas affected by the County Council forthcoming spending reductions. Investing in all the areas facing either closure or reduced capacity, would maintain the current local safety net for vulnerable homeless people and those at risk of homelessness. Considered in isolation, however, these options are somewhat binary.
- 5.4 In light of the recent evaluation of the Council's 2018/19 Developmental Pilot in Housing Options, an opportunity has been identified for Cabinet consideration that will meet identified needs.
- 5.5 In this context, the Council could also consider a hybrid position that sought to invest in key local services within the cluster, whilst making a strategic decision to target funding internally. This would be in the interests of developing the Housing Service so that it can deliver targeted resettlement services for people being supported under the statutory homelessness framework, including those who are homeless and those who are at risk of homelessness, and with a focus on temporary accommodation.
- 5.6 There are, therefore, 3 identifiable options:

Option 1:

- 5.7 The Council works with commissioning leads at the County Council to support a new model of service delivery but does not seek to invest its own funding in the new service cluster from August 2019.

Option 2:

- 5.8 The Council works with commissioning leads at the County Council to support a new model of service delivery and invests its own funding (up to £137K in total) to maintain local services and continue the existing capacity to meet locally identified needs. This includes contributing to the new service model and using FHSG to support the current provider, Two Saints, to deliver some of the services below:

- 5.9 Whilst the County Council will continue to fund a small amount of outreach within the modified contract from August 2019, there remains a £10K shortfall in this area per annum (pro rata for 2019/20 and for the complete year 2020/21). To maintain outreach capacity the Council will need to fund the additional £10k per annum (pro rata for 2019/20 and for the complete year 2020/21) using FHSG.
- 5.10 The County Council is clear that it will continue to fund move-on (stage 2) supported housing at Stubbs and Turin Court, but that it will no longer fund The Bridge. The withdrawal of funding by the County Council means that an additional investment by Test Valley Borough Council of £45K per annum (pro rata for 2019/20 and for the complete year 2020/21) from the FHSG would be required to retain this local provision.
- 5.11 Although the County Council will continue to fund Community Support for those people moving on from Dene Court into Stage 2 accommodation, they will no longer fund this support for families or households with medium or low level needs. To maintain this provision from August 2019, Test Valley Borough Council would need to contribute an estimated £82K per annum from the FHSG.

Option 3:

- 5.12 Option 3 would also make targeted use of FHSG during 2019/20 and 2020/21, and this would include funding the gap in outreach capacity along with the Stage 2 accommodation at The Bridge, as set out in paragraphs 5.9 and 5.10 above. This recognises the fundamental importance of accommodation based services, and services for the most socially excluded vulnerable single people in Test Valley.
- 5.13 Option 3 does not, however, propose the use of FHSG to support the ongoing provision of Community Support for families. The County are very clear that post August 2019, their priority is towards single vulnerable households with complex needs. The County Council has also suggested that the Family Support Service and Supporting Families Programme in Hampshire will pick up some of those households currently receiving Community Support.
- 5.14 Option 3 instead proposes that the Council targets £82K per annum (pro rata for 2019/20 and for the complete year 2020/21) of FHSG to support a minor restructure in the Council's Housing Options Service. This would be with a view to developing an in-house "Resettlement Service" to be introduced during 2019/20. The funding would be used to recruit 2.5 FTE "Resettlement Officers", working flexibly between Andover and Romsey offices, and with a specific remit to support the Council to deliver on Personal Housing Plans and work with families and single households in temporary accommodation provided by the Council to assist them to sustain accommodation and to move-on to settled housing solutions.
- 5.15 This builds on the recent evaluation of the 2018/19 Developmental Pilot and would aim to meet an identified need, maintaining a successful demand management approach, including the management and support for households experiencing homelessness, reducing the use of temporary accommodation and increasing access and options in the private rented sector for our customers.

- 5.16 Annex 1 sets out the current structure in Housing Options and the proposed new structure associated with recommended Option 3. Annex 2 sets out the financial implications of Option 3 including costs pro-rata for 2019/20 and for the full financial year 2020/21.
- 5.17 In summary, this report is recommending that Flexible Homelessness Support Grant funding of £346,200 is targeted at supporting social inclusion services to be delivered by Two Saints (outreach capacity and stage 2 supported accommodation), along with 2 FTE Housing Options Officers and a new Resettlement Service within the Council's Housing Services, during 2019/20 and 2020/21.

6 Option Appraisal

Option 1:

- 6.1 Since April 2018, the Housing Service can evidence a significant increase in presentations (44%) including a 16% increase in those who are homeless or threatened with homelessness. It is also evident that single homelessness pressures have increased locally, and the autumn 2018 rough sleeping estimate represented a significant increase on the previous year; from 2 rough sleepers in 2017 to 9 in 2018.
- 6.2 Social Inclusion Services support the Council to meet the needs of vulnerable people in the borough who are homeless or at risk of homelessness. The potential loss of these services, and in particular accommodation based support services and services to vulnerable single homeless people and families, will result in further increasing pressures on the Council's front line. This will have corresponding impacts on costs to the Council in meeting its homelessness duties and wider commitments to the borough.
- 6.3 The Homelessness Reduction Act 2017 significantly extended the Council's homelessness duties, broadening the scope of those who must be supported and introducing more onerous duties to prevent and relieve homelessness.
- 6.4 On balance, Option 1 is not being recommended. Failure to invest in the cluster of Social Inclusion services will have negative consequences for local residents, including our most vulnerable citizens, and for the Council.
- 6.5 The government provides funding to support the Council to prevent and tackle homelessness, including ring fenced FHSG that could be targeted to minimise the impacts of County Council spending reductions in this vital service area.

Option 2:

- 6.6 To ensure the continued provision of Social Inclusion Services in Test Valley, and avoid the negative consequences referenced above, the Council could invest in local services in scope of the County Council's recent decision to reduce expenditure.
- 6.7 This means the funding would be used to support the ongoing delivery of services, in the following way:

- (a) £10K to maintain local outreach capacity (Two Saints)
- (b) £45K to maintain local Stage 2 accommodation capacity (Two Saints)
- (c) £82K to maintain Community Support for families (Two Saints)

Total Funding Required to Support Option 2: £137K per annum (pro rata for 2019/20 and for the complete year 2020/21)

- 6.8 At the time of writing, Two Saints are currently reviewing their business plan and model of delivery in light of the County Council's Social Inclusion Service review. In particular the decision around Community Support for families and their capacity to deliver this service going forward.
- 6.9 There is no *certainty* that the FSHG will continue beyond 2019/20, however - and whilst it has been drafted in the context of Option 3 below - Annex 2 demonstrates that the current position would facilitate a targeted investment for 2019/20 and 2020/21.
- 6.10 Option 2 would maintain the status quo and ensure the continuation of accommodation based support services and outreach capacity, however, it would miss an opportunity to invest directly in the Borough Council's portfolio of services, targeting TVBC investment away from Community Support and towards something more in keeping with identifiable pressures locally.
- 6.11 In light of the 2018/19 developmental pilot in Housing Options, and the levels of recent demand on the Council's front line housing services, Option 3 recommends an alternative approach that will also ensure a robust network of services can be maintained, whilst bolstering the Council's resilience and capacity to meet the demands of the new Homelessness Reduction Act framework.

Option 3:

- 6.12 Option 3 proposes an alternative approach requiring the same level of investment by the Council as that outlined in Option 2 above.
- 6.13 In light of the importance of accommodation based services in the local area, and increased demand for support services from single people experiencing homelessness, both the outreach capacity and stage 2 accommodation provided by Two Saints remain strategically relevant.
- 6.14 In the context of Community Support provision, the recent evaluation of the Council's Developmental Pilot in Housing Options suggests there may be opportunities to deliver something new from within the Council.
- 6.15 Option 3 does not, therefore, seek to replace the ongoing Community Support provision for families. Contract monitoring for the existing provision demonstrates the majority of families receiving Community Support are housing association tenants.

Increasingly, housing associations are developing in house support services to assist in managing tenancies, and in the interests of the health and wellbeing of their tenants. The Housing Service is encouraging housing association partners to note the implications of the County Council's recent decisions and to review their own provision in light of the potential loss of Community Support for families.

- 6.16 Additionally, the County Council is looking to its existing Family Support Service and the Supporting Families Programme to meet the needs of some of the present cohort of families receiving Community Support.
- 6.17 Test Valley Borough Council has significantly increased legal duties following the commencement of the Homelessness Reduction Act 2017, and has been experiencing increasing demands from both single people and families. To meet these demands, the approach to supporting people through Personal Housing Plans, and whilst they are residing in temporary accommodation provided under statutory homelessness duties, is becoming increasingly critical. Option 3 would ensure appropriate levels of support for both single and family households. It is in this context that Option 3 proposes the Council invests in its own front line service.
- 6.18 As set out in Annex 2, it is possible within the existing Housing and Environmental Health Service budget, plus the FHSG, to meet the costs of a new Resettlement Service as part of the housing options team, within available funding. To achieve this, a minor restructure may be necessary and staff have been consulted on a potential option included at Annex 1.
- 6.19 The proposal would facilitate targeted support for people in temporary accommodation, including generating increased throughput and resulting vacancies, plus the direct engagement of Resettlement Officer support in the delivery of Personal Housing Plans under the Homelessness Reduction Act.
- 6.20 The increased capacity within the Housing Service would build on existing operational achievements through the 2018/19 developmental pilot and further enable the service to prevent and relieve homelessness effectively.
- 6.21 Whilst the Resettlement Officers will be fulfilling a different function to the current Community Support Service, by working in partnership with a range of other agencies, including housing association support workers, and with proactive targeting of the resources available to the Housing Options team, it is anticipated that Option 3 will not result in a significant cohort of unsupported local residents with low to medium needs. At the same time, Option 3 will retain the current stage 2 accommodation provision and maintain historic levels of outreach support for single homeless people.
- 6.22 Option 3 is recommended to Cabinet. It will facilitate a more resilient and effective housing options service, meeting identified local need and contributing to the Council's approach to demand management. This proposal would require FHSG funding to be targeted in the following way:
 - (a) £10K to maintain local outreach capacity (Two Saints)
 - (b) £45K to maintain local Stage 2 accommodation capacity (Two Saints)
 - (c) £82K to introduce a Resettlement Service as part of the Council's Housing Options Service (Test Valley Borough Council)

Total Funding Required to Support Option 3: £137K per annum (pro rata for 2019/20 and for the complete year 2020/21)

- 6.23 More detail regarding the breakdown of the funding arrangements has been set out at Annex 2.

7 Risk Management

- 7.1 A risk assessment has been completed in accordance with the Council's risk management process and has identified significant (Red or Amber) risks as detailed in the risk assessment. The required actions proposed to reduce these risks will incur additional control costs/insurance as outlined in the Resource Implications section of this report.
- 7.2 This report, and associated recommendations, has been produced in the interests of minimising the risks associated with a significant reduction in Hampshire County Council funding for Social Inclusion Services in Test Valley, and in the interests of investing in a model of service delivery that will be subject to further monitoring and review, including as part of contract monitoring arrangements with the County Council, and through internal performance monitoring within Test Valley Borough Council.

8 Resource Implications

- 8.1 The Council has been awarded Flexible Homelessness Support Grant funding as part of a 3 year determination. This current determination is due to expire in 2019/20 and at the time of writing, whilst it is not anticipated that government will cease this grant, there is no certainty that it will be an ongoing funding stream.
- 8.2 The FHSG allocations for Test Valley for the 3 years are 2017/18 (£168K), 2018/19 (£194K) and 2019/20 (£201K). The Council has committed £162,810 of this funding since 2017/18 to fund 2 FTE Housing Options Officer posts.
- 8.3 A balance of £298,000 has been carried forward from 2018/19 and this with the 2019/20 allocation of £201,000 realises an uncommitted budget of £421,300.
- 8.4 The proposal in Option 3 will be funded through FHSG and the funding implications have been set out in Annex 2. For completeness, the table in Annex 2 provides a summary of all funding to be drawn from the Flexible Homelessness Support Fund, including that agreed by Cabinet in March 2019 with regards to ongoing commitments of Homelessness Reduction Act compliance.

9 Legal Implications

- 9.1 The Council has statutory duties to assist those who are homeless or threatened with homelessness and must comply with the Homelessness Reduction Act 2017. The recommended option will support legal compliance.

- 9.2 The Council will work with Hampshire County Council to support a contract variation with the current provider, Two Saints, for the ongoing provision of direct access accommodation, stage 2 move-on accommodation, outreach support and targeted community support.

10 Equality Issues

- 10.1 An Equalities Impact Assessment (EQIA) has been completed with regard to the recommendations of this report and issues arising.
- 10.2 The Council radically changed its working practices in 2018 to meet legal obligations and to go beyond what is required by law in the interests of preventing and relieving homelessness. This included providing services to a wider group of customers, whilst focusing on those at highest risk.
- 10.3 In March 2018, Cabinet approved a new Preventing Homelessness Strategy Action Plan, and in March 2019, Cabinet approved an interim Rough Sleeping Action Plan. Both action plans set out practical actions the Council would take in partnership to meet identified needs locally. The recommendations in this report build on these strategic and operational priorities.
- 10.4 Given the rural nature of Test Valley, this presents additional challenges and the EQIA has identified the potential for discrimination or adverse impact around social inclusion. The recommendations in this report seek to mitigate the risk of social exclusion resulting from recent decisions taken by Hampshire County Council and have been specifically designed to meet the needs of vulnerable people including people with protected characteristics.
- 10.5 In this context, the recommendations contained within this report do not create new equalities concerns. Rather they are targeted to mitigate potential negative impacts associated with Hampshire County Council spending reductions. This is to ensure that vulnerable people in Test Valley are able to receive appropriate services, that those services are accessible, and in the interests of proactively preventing and relieving homelessness for all residents.

11 Other Issues

- 11.1 The Council will continue to work in partnership with the wider network of public services to develop a shared sense of responsibility for homelessness.
- 11.2 The Council's Communities Officers are already actively working with the Housing & Environmental Health Service to ensure local responses are adequate and proactive around social inclusion, particularly with regard to vulnerable single people who may be rough sleeping or at risk of rough sleeping.
- 11.3 All wards and communities are affected by the recommendations.

12 Conclusion and reasons for recommendation

- 12.1 The funding changes approved by the County Council have significant implications for Test Valley.

- 12.2 Since the commencement of the Homelessness Reduction Act 2017 in April 2018, the Council has been under a significantly increased range of statutory duties associated with the provision of housing advice and homelessness services, and has experienced significantly increased demand for housing advice and support over the past financial year.
- 12.3 Innovative new ways of working within the Council's Housing Services during that time have proved effective. The report has highlighted a key opportunity associated with the County Council's decisions, to build on recent successes and consolidate a resilient and modern Housing Service.
- 12.4 The recommendations within this report are intended to meet locally identified priorities and maintain strong partnership arrangements in the interests of meeting the needs of vulnerable people in our communities. This can be achieved through the adoption of a costed approach to investment using existing service budget and ring-fenced government grants.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
None			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	2	File Ref:	N/A
(Portfolio: Housing & Environmental Health) Councillor Bundy			
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Report to:	Council	Date:	17 April 2019