

**Report of Director of Environment and Housing**

**Report to Environment & Housing Scrutiny Board**

**Date: 15<sup>th</sup> September 2015**

**Subject: Housing Theme**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Summary of main issues**

This report provides a series of summaries of housing issues that the Board have identified.

- The HRA growth programme with a focus on HRA council house programme & use of RTB receipts
- Progress with the Empty Homes Strategy
- Standards within the Private Rented Sector
- Estate Management arrangements
- Local Lettings Policy
- Enforcement of tenancy agreements
- Briefings on housing management forums
- Temporary accommodation

**Recommendations**

Scrutiny Board is requested to note the content of this report and identify areas for further investigation.

## **1. Purpose of this report**

The report covers areas of housing policy / activity highlighted by the Board and sets out the context, current position and the key challenges or next steps.

## **2. Main Issues**

Summaries are shown in Appendix One.

## **3. Corporate Considerations**

### **Consultation and Engagement**

Consultation and engagement is embedded within the individual policy / areas of activity.

### **Equality and Diversity / Cohesion and Integration**

An equality impact assessment is not required at this stage as this report is primarily an information report.

### **Council policies and City Priorities**

Housing policy and activities contribute to making *Leeds the best city to Live*.

### **Resources and value for money**

Individual evaluations are undertaken within the individual policy / areas of activity

### **Legal Implications, Access to Information and Call In**

This report does not contain any exempt or confidential information.

### **Risk Management**

Risk management is embedded within the individual policy / areas of activity.

## **4. Conclusions**

The report covers a range of policy areas demonstrating the breadth and complexity of activity.

## **5. Recommendations**

Scrutiny Board is requested to note the contents of this report, and highlight any areas for further investigation.

## **6. Background documents<sup>1</sup>**

None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

## Council House Growth Programme

The Council House Growth Programme is part of the wider Housing Growth and Jobs Breakthrough Project. The Programme is funded through the Housing Revenue Account (HRA) and has attracted grant contributions from the Homes and Communities Agency and the Department of Health. The programme totals £134m and is anticipated will deliver c1000 properties. The report to March Executive Board “Supporting Housing Growth” includes an update on the programme and outlines the establishment of the dedicated team. <http://democracy.leeds.gov.uk/mgChooseDocPack.aspx?ID=6704> (item 14).

The programme to date includes sites in a variety of locations, listed below and will deliver over 900 units. The programme is a combination of new build contracts procured by the council, the acquisition of new properties from private sector developers and the purchase of long term empty homes. The July Executive Board report “Council Housing Growth Programme - Private Sector Acquisitions” sets out the approach. <http://democracy.leeds.gov.uk/mgChooseDocPack.aspx?ID=7243> (item 12).

Site	no	type	Status
<u>New build</u>			
BH & H and LL PFI	388	2,3 & 4bhf	On site and handing over
East Park Road, East End Park	32	1 & 2bf	On site
Extra Care at Yeadon	45	Extra Care apts	On site
Former Squinting Cat pub, Swarcliffe	18	1 & 2bf	Tender let
Broadlea, Bramley	24	2&3 bh	Expression of Interest to contractors
The Garnets, Beeston	25	2&3 bh	Expression of Interest to contractors
Whinmoor Pub site, Swarcliffe	22	2&3 bh	Expression of Interest to contractors
Beech Walk / Mount, Gipton	27	2b bungalows / 2 & 3bh	Feasibility
Mistress Lane, Armley	77	2bf / 2 & 3bh	Feasibility
Barncroft, Seacroft	16	Tbc	Feasibility
Rosemont, Bramhope	10	1 & 2bf	Feasibility
Brooklands, Seacroft	20	Tbc	Wider site out to procurement
Middleton site(s)	58	tbc	Wider site out to procurement
Westerton Walk, Tingley	45	Extra Care apts	Funding bid
<u>Private Sector Acquisitions</u>			
Thorn Walk, Gipton	23	2 & 3bh	Handed over
former Lord Cardigan Pub, Bramley	8	2bh	Heads of Terms agreed
<u>Empty Homes Programme</u>			
Empty properties plus conversion of 2 former community centres (Bramley & Seacroft)	20		Completed
Properties to be identified	100		Acquisitions to be identified

The mix of property types on each site and across the programme as a whole is informed by demand information drawn from the Leeds Homes Register. There is an ongoing process of identifying sites to commit the remainder of the programme.

### Right To Buy (RTB) Replacement Programme

RTB receipts for replacement rented housing are being used to both support some sites within the new build programme and in the form of grants to Registered Providers (wherein the RP provides the required match funding of 70% as set out in Department of Communities & Local Government {DCLG} regulations). Grant funding has been made available to RPs and currently 5 sites are in development and 1 scheme is in contract; the schemes which are agreed in principle will take up £950,000 grant equating to £8m scheme costs and deliver 55 units. There are 3 further schemes in progress with bids totalling £2.9m grant equating to £18.7m scheme costs and could deliver a further 94 units. A programme of properties for households with a disabled family member is also being developed with Adult Social Services and Children's Services. On current projected profiles the council has in the region of £21m of RTB grant funding with roughly £11m already committed. This means that the receipts are committed (and therefore not at risk of repayment) to quarter 4 of 2017-2018.

## Empty Homes Strategy

The reasons for homes being empty are diverse, often complex with no single answer to the problem. Empty homes are part of the normal turnover in the housing market. The vast majority return to occupation in a short space of time as part of the natural cycle of letting and purchasing. However, there are a significant number of long term empty homes that require the Council's intervention in order to return them to occupation.

Returning long term empty homes into occupation has been a priority for the Council and remains one in the 2015/16 Best Council Plan and is part of the Housing Growth targets, which include a net reduction in long term empty homes of 400 per annum to 2017.

Since March 2010 the number empty homes in the city has reduced from 16,700 in March 2010 to 12,389 in March 2015. Over the same period the number of long term empty homes reduced from 6,721 in March 2010 to 4,532 at March 2015 and to 3,762 at 31<sup>st</sup> July 2015. Long term empty homes in the private sector now represent 1.07% of the housing stock.

The Council has a range of activities targeted at returning empty properties into occupation. Such as:

- 100% Council Tax is charged on all homes from the moment they become empty rather than provide a six months exemption.
- 150% Council Tax is charged on all empty homes which have been unoccupied for more than 2 years.
- Prioritising all long term empty homes to determine the appropriate routes for action.
- The targeting of empty homes, as well as poor quality accommodation by intervening in small neighbourhood areas. This is known as the Leeds Neighbourhood Approach.
- Additional capital investment to facilitate stronger compulsory purchase activity.
- Implementation of LCC empty homes loan to help owners bring their homes back into use.
- Establishing a partnership with Leeds Empties, a social enterprise, to provide free independent help and advice to empty home owners via their Empty Homes Doctor service.
- £2.2m programme, in 2014/15, to convert two unused community centres into council homes and to purchase 20 former council houses which were bought under the Right to Buy legislation and have been empty and blighting neighbourhoods.
- Supporting Canopy, GIPSIL and LATCH, third sector partners, to buy 48 empty homes through the HCA empty homes programme.

We will continue with all the actions above and will

- Deliver the 2015/18 £9m scheme to convert one unused community centre into council homes and to purchase 100 former council houses which were bought under the Right to Buy legislation and are empty and blighting neighbourhoods.
- The introduction of a small interest free empty homes loan in partnership with the Leeds City Credit Union to help owners undertake minor works to bring properties back into occupation.
- To look at how to use right to buy receipts to support partners to tackle empty homes and support regeneration across the city.
- Improving the working partnership between the Council Tax Unit, the Empty Homes Team within E&H and Leeds Empties.
- Explore the potential for a joint venture to buy up long term empties.

## Standards within the Private Rented Sector

The private rented sector (PRS) has been the fastest growing housing sector over the last decade. The 2011 census placed the sector at 18% of the Leeds housing market which would equate to around 58,000 properties. This growth will have continued since the census and the sector now outstrips the council housing sector in size.

There are three main markets in Leeds:

1. The city centre market – largely modern purpose built blocks of flats with a strong customer voice and largely self-regulating.
2. The student market – traditionally Houses in multiple occupation (HMOs) regulated through legislation. More recently there has been a growth in purpose built student housing which has had an impact on the traditional HMO.
3. The low rental markets – these areas are dominated by LS7, 8, 9, 10, 11 and 12 provide some of the poorest quality of housing in the city. This is the area where there has been the largest growth in recent years and provided the biggest challenge to the Council.

The Council has mandatory and discretionary powers through the Housing Act 2004 by which to regulate the sector which can lead to prosecution. This responsibility is undertaken by the Housing Regulation Team which is based within Housing Services. The team undertakes the following work:

- Inspecting individual properties on a referral / complaints basis and assessing their fitness under the Housing Health and Safety Rating System (HHSRS). This can lead to wider inspection of landlord portfolios. Normally properties will be inspected and a programme of improvements agreed with the landlord.
- Mandatory licensing of HMOs of three storeys or more and containing five or more units of accommodation. There are around 2,700 in the city and they must have a license which sets the standards of accommodation to be provided. These are mainly in the student market.
- Inspection of all properties in the Temporary Accommodation contract.
- Inspection of all properties let under the Private Letting and Bond scheme.
- Contract management of the Leeds Landlords Accreditation scheme (LLAS) which has a membership of 330 landlords covering 15,000 bed spaces.
- Supports the Leeds Neighbourhood Approach which is a multi-agency targeted area based initiative.
- Liaise with Adults and Childrens Safeguarding units where necessary.
- Liaise with the Police and Home Office as necessary.

In 2014/15 the service received 2,582 requests for help during, undertook 1700 inspections, helped 4,000 people with conditions in their property and made 16 prosecutions.

We will continue with the actions above and

- Respond to the government's consultation paper on tackling rogue landlords and improving the PRS.
- Look at ways that the service can do more to tackle landlords that persistently provide substandard accommodation.
- Implement the Council's new regulatory responsibility for Redress Schemes.

## **Estate Management Arrangements**

The Housing Management Service includes 8 Area Housing Management structures and Neighbourhood Services to manage the 57,000 council homes in the City. The service is customer-facing delivered through the 26 Local Housing Offices and the One Stop Shops. The service model is generic and focusses on resources at Housing Officer and Housing Assistant to deliver smaller patch sizes to enable staff to deliver a holistic service. Housing Support Services and the Lettings Service will be delivered through the Area Housing Offices to ensure ownership and accountability of allocation and tenancy management.

Estate Services and Caretaking, is delivered by Environmental Services, and the Anti-Social Behaviour teams are managed by Community Safety and contract management of grounds maintenance are managed by Parks & Countryside within the Environment and Housing Directorate; effective partnership working has been embedded to ensure seamless and consistent services are delivered to tenants.

Neighbourhood Services lead and deliver key central functions to ensure consistency, provide the required quality assurance and as well as some significant front-line services, including:

- Income Management
- Lettings & Tenancy Service
- Tenant & Community Involvement
- Older Peoples Housing Services including the management of Sheltered Housing.

The Housing Management Operational Structure supports the Council's Area Management arrangements to ensure clarity of governance, decision-making and organisation, and will enable effective partnership and integration of housing management services with other Council services.

In designing the Housing Management Structure, Area Housing Management has been developed to ensure it is co-terminus with the Community Committee boundaries. A template has been developed to ensure clear accountability and responsibility for Area Housing Management through local leadership and dedicated Housing Managers. There is the ability to move resource to effectively respond to the local demand and the operation and patch sizes in addition to property numbers, property types, complexity of stock, and turn over, hotspots have all been considered in designing the structure. Regular evaluation will take place to assess resources and service demands to ensure a responsive customer focussed service is delivered. The generic structure will ensure that there is a holistic customer approach to service delivery with Housing Officers taking accountability for the relationship with the tenant, and delivering services including assessment of prospective tenants, appropriate lettings and the delivery of a comprehensive housing management service inclusive of tenancy management and management of the rent accounts. The Housing Officer will be supported by some specialist resources to respond to the needs of vulnerable tenants but will be the key conduit of services for that individual. Housing Officers will have a key role in connecting with communities and supporting engagement with partners and across the Council.



A key focus of the Housing Management Service is to ensure the service and the Council is extremely well connected into the tenants and residents of the City and aims to create a wide range of opportunities for tenants and residents to be involved and engaged in service delivery at a strategic and a local level. The service has developed the Scrutiny function, undertaken a review of the Leeds Tenants Federation to increase support to Tenants and Residents Associations, developed 11 Housing Advisory Panels, and created a specific group for High Rise and Older People. The comprehensive structure is enabling the growth and development of this area and a support network to develop new mechanisms of connecting with tenants and communities.

The Older People Housing Service located in Neighbourhood Services delivers Sheltered Housing Services to 130 sheltered housing schemes, with 4123 homes across the City. Bringing together the service has enabled us to renew the offer to Older People and ensure effective connections to the council objective of *delivery of better lives programme* plus ensuring we review investment in sheltered housing in this context to improve provision.

A primary factor in delivery of effective housing management is consistent and effective housing practice, policy and lettings. Neighbourhood Services will support and provide quality assurance to ensure the lettings process is effective and delivers the statutory duties of the Council; and provides a clear link to the Council House Growth Programme.

Neighbourhood Services will deliver the central income management service to ensure quality assurance, consistency and efficiency in income recovery and specifically the court processes and former tenant arrears. In addition the services will co-ordinate changes and specifically deliver coordination of housing management responses to welfare changes.

The vision of the Housing Management Services is to deliver a people orientated, customer focused service which delivers an effective and consistent service across the City. The Service will deliver a defined outcome based 'tenant offer' which will meet tenant's needs and aspirations.

## Community Lettings Policy review

The Community Lettings Policy review started as part of the Regeneration and Housing Scrutiny Board's work programme to review the effectiveness and delivery of Local Lettings Policies, the outcomes are currently being finalised, with a consultation process taking place in September and October 2015 and proposals will be presented to Executive Board in December 2015.

The emerging themes include:

- To take an iterative approach to age reduction and reduce or remove age restrictions to ensure balanced and mixed communities
- Replace age bandings with enhanced visits and pre-tenancy training
- Develop a new approach to marketing high rise properties to attract new tenants
- Consideration of how we manage children living height

Proposals for consultation are based on a wider review of intelligence of the area including:

- Ward profiling information
- Community Lettings Policy profiling data
- High rise block profiles
- Issues from STAR survey
- Local knowledge of lettings and tenancy teams

The review has highlighted the opportunity to review the **main lettings policy**:

- Extend the approach to the letting of homes delivered through PFI and Council House Growth Programme, where all customers have a home visit to check the conduct of their tenancy prior to being offered a home
- Introduce a separate tenant transfer policy which would allow the council to offer available homes to tenants ahead of other customers
- Develop the current annual home visit to serve as a pre-transfer check, meaning existing LCC tenants would be granted approval to transfer to another property if they had kept to their tenancy and maintained their home
- Non-LCC tenants would be required to attend pre tenancy training, with a pilot to commence for all young tenants.
- Develop a citywide approach to local connection where x % of all lettings in a ward area would be for tenants and residents who could establish a connection based on residence, employment or family association.

## Estate Management arrangements - Enforcement of tenancy agreements

Below is a summary of key policies used to manage council house tenancies and enforce the tenancy agreement. The Local Housing Offices and Property and Contracts are generally the first point of contact and manage tenancy enforcement.

<b>Procedure</b>	<b>Action in case of breach</b>
Abandoned procedures where tenant is not living in the property	Serve Notice to Quit to end tenancy, issue Tort notice to remove and dispose of belongings
Access to the property for repairs and gas servicing	Legal action / obtain injunction to enter (P&C)
Introductory tenancies (IT's)	Extension of ITs up to 6 months Possession action for rent arrears, antisocial behaviour or any other breach of the tenancy agreement.
Making unauthorised alterations	Require to return to previous condition, recharges
Messy gardens	Take legal action for injunction / possession
Pets Policy - keeping pets without written permission	Take action for antisocial behaviour / nuisance or breach of the Tenancy Agreement Warning letters or mediation as appropriate. Support with rehoming the animal Support with a move to another property Issuing an injunction Take proceedings to extend an introductory tenancy or demote a secure one, or possession proceedings
Rent	Rent arrears procedures following protocol
Running a business from a council home without permission	Action for breach of the tenancy agreement in serious cases, eg. if the business is illegal, if it is causing severe nuisance, or if the tenant has not stopped the business after the Council have asked them to.
Secure tenancies	Demotion of Secure Tenancies - the council can apply for a demotion order to demote secure tenancies in cases of antisocial behaviour and nuisance.
Subletting	Legal action to recover the property Prevention of Social Housing Fraud Act – prosecution with potential criminal conviction and fine, and application for Unlawful Profit Order to recoup any profits made from illegal subletting.

<p>Reduced / loss of other tenancy rights, for example</p>	<p>Applying for rehousing – tenants who apply for rehousing may have their application cancelled if they are guilty of unacceptable behaviour, and the council will also take behaviour into account when making offers of accommodation. If a tenant applies to the authority as homeless, their behaviour may be considered to have made them deliberately homeless.</p> <p>Mutual exchange – permission to exchange homes can be refused where there is any legal action taken against the tenant for nuisance or antisocial behaviour</p> <p>Right to Buy – in cases of possession proceedings or demoted tenancies, the RTB is lost.</p>
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Locality Teams currently undertake a wide range of environmental enforcement activities across all tenures including Council housing. Environmental issues typically dealt with include waste issues, public health related matters, nuisance and obstruction of the highway.

<b>Procedure</b>	<b>Action in case of breach</b>
Waste in gardens	Removal required within given timescale. Non-compliance can result in fixed penalty notice (FPN), prosecution and works in default chargeable to the tenant.
Improper use of wheelie bins	Notice requires bins are presented correctly for collection, taken in after collection and waste put in correct bin. Fixed Penalty Notice and prosecution for non-compliance.
Obstruction of the highway	Notice can be served on tenants requiring the cutting back of vegetation that is overgrown and obstructing the safe use of footpaths and roads. Non-compliance can result in prosecution and works in default chargeable to the tenant.
Public Health	Various legal remedies for noxious accumulations, pest infestations and filthy & verminous premises. Non-compliance can result in prosecution and works in default chargeable to the tenant.
Nuisance	Community Protection Notices and Abatement Notices can be issued to tenants to prevent nuisance activities for example, smoke nuisance from bonfires, light nuisance, keeping of animals and any accumulations likely to cause nuisance.

The Leeds Anti-Social Behaviour Team (LASBT) is a multi-agency service responding to behaviour that cannot be reasonably resolved through tenancy management, or mediation. This includes; harm to individuals such as harassment, threats of violence, or racist abuse; harm directed at communities such as street drinking, or persistent domestic noise nuisance; Environmental harm such as damage to public property.

<b>Procedure</b>	<b>Action in case of breach</b>
Referral for dispute resolution / mediation	Refer to Victim Support or Yorkshire Mediation
Criminal proceedings	Noise Abatement Notice Issued Formal Housing Caution Served Seek Possession of Tenancy Injunction / Undertaking Closure Order

## Housing Forums

The Leeds Housing Forum has existed over a number of years. Its purpose is to act as a Strategic Housing Forum for Leeds. Its membership is wide and includes, Registered Providers, Developers, Third Sector Partners and key agencies such as the Homes and Communities Agency (HCA). It is responsible for driving the Leeds Housing Strategy and its contribution to the Vision for Leeds 2004-2020

Leeds Housing Forum is the key Strategic Housing Forum in the City. It meets quarterly and is currently chaired by the Executive Member for Regeneration, Transport and Planning. The Forum provides the platform for

- An effective “housing voice” within the city.
- Effective housing relationships within the city.
- An effective review of the Leeds Housing Strategy and its evidence base.
- To coordinate partners effective delivery of the outcomes of the Leeds Housing Strategy.
- To ensure that all partners have customer focussed services that respond to a range of priority areas around Welfare, Crime, jobs and skills and Regeneration.

A number of Sub Forums have been established to enable the Leeds Housing Forum to fully deliver its remit

1. Leeds Homelessness Forum
2. Leeds Private Rented Sector and Empty Property Housing Forum

Leeds Homelessness Forum takes a multi-agency approach to ensure a strategic approach to the tackling and prevention of homelessness. The Forum meets quarterly, is chaired by an external officer and has three key outputs:

1. Engage partners in the delivery of the Leeds Homelessness strategy.
2. Identify and explore emerging trends in the homelessness sector.
3. Monitoring and scrutinising performance on homelessness and prevention interventions.

Leeds Private Rented Sector and Empty Property Housing Forum takes a multi-agency approach to ensure that within the city the sector contributes to the aspirations of the Leeds Housing Strategy. It meets quarterly and has historically been chaired by the Executive Member for Housing. Its key outcomes are:

- To ensure that the key outcomes within the Leeds Housing Strategy for the sector are delivered.
- To coordinate and guide the activities of the sector.
- To ensure that the sector is supporting key outcomes around empty properties, Private Rented Sector standards, Welfare Reform, Burglary reduction.

The Leeds Housing strategy is currently under review and the outcome of this may lead to changes to the activities of the various forums. Work is underway to develop a Housing Management Forum which would provide a regular forum for housing providers in the city to discuss key elements of housing management, share good practice and agree collective action to secure better outcomes for tenants.

## Temporary Accommodation

The Council has a legal duty to secure suitable temporary accommodation for people who are owed some form of housing duty as a homeless household. This is because it has been established that the household is eligible for assistance, unintentionally homeless and in priority need (statutorily homeless) or that the Council believes the household to be eligible for assistance, homeless and in priority need and temporary accommodation is secured pending further inquiries. The Council may also secure suitable temporary accommodation if a household is assessed to be intentionally homeless but to have a priority need – generally have lost previous accommodation because of rent arrears/anti-social behaviour and have dependent children. The Council may have a temporary accommodation, under the Children Act 1989, to accommodate households who are not eligible for housing assistance (generally people from abroad who are subject to immigration control and/or have no recourse to public funds) and have children who would be at risk of harm if no accommodation is secured for them until other options can be considered.

The legal framework relating to suitable temporary accommodation states that temporary accommodation should ordinarily be secured within the district of the authority that owes the housing duty. A number of local authorities routinely place households in temporary accommodation located in another authority: ‘out of area’ placements. The placing authority must notify the other authority of its use of temporary accommodation in that authority’s area. Harrogate DC occasionally make temporary accommodation placements in the Leeds district. Leeds does not place homeless households, owed a housing authority by Leeds, outside the Leeds area. Nevertheless, there are limitations on the spread of temporary accommodation within the Leeds district:

The Council commissions a range of housing related support including floating visiting support and temporary accommodation. A list is shown below of the accommodation that is commissioned. This includes emergency direct access provision, temporary accommodation and supported accommodation.

<b>Provider</b>	<b>Service</b>	<b>Location</b>	<b>Service description</b>
Leeds Housing Concern	Seacole	LS8	The service is for homeless young people (16-25) in immediate housing need and provides emergency short term accommodation. The service provides 9 single rooms for emergency accommodation and also has 3 self- contained flats where young people can stay for up to 6 months.
Flagship	Consortia led by GIPSIL with Leeds Housing Concern and Foundation	Various city-wide	The FLAGSHIP service provides self-contained and shared accommodation for young people aged 16+ (including young parents and children) for up to 6 months. Young people are supported to access permanent accommodation whilst in a trainer flat and floating support is provided for up to 12 months to help young people to move-on and to assist them to settle in their new home and live independently.

GIPSIL	Care Leaver's Service	Various – mainly East Leeds	GIPSIL's Leaving Care service; provides trainer flats and floating support for young people leaving care.
RD Willis	Temporary Accommodation	Various	Supply and management of temporary furnished accommodation for singles and families. Currently 27 units available.
Leeds Housing Concern	Men's Sector	Various Hostel is in LS11	7 units of emergency access accommodation and support for single homeless men in a hostel building with 38 move on units in dispersed properties. The service will support people to identify and access suitable longer term accommodation.
Leeds Housing Concern	Women's sector	Various. Two hostel buildings are in LS7	18 units of emergency access accommodation and support for single homeless women via two hostel buildings with 47 dispersed properties. The service supports people to identify and access suitable longer term accommodation.
St Annes	Holdforth Court	LS9	Emergency accommodation for up to 36 men who are homeless providing support to meet housing needs for up to 3 months to find suitable accommodation and meet wider support needs.
St George's Crypt	Overnight Service	LS1	<p>St George's Crypt runs two services from their main offices on Great George Street. There are 12 bed spaces for homeless people of either gender. All services such as food, clothing, heat and hot water are supplied by the charity. All residents are in constant contact with housing and support services.</p> <p>The second is the HUB, this is a part of the no second night out and allows for anyone not able to gain immediate access to homeless provision to get a temporary bed until all documentation and benefits are sorted out.</p>



Riverside ECHG	Bracken Court	LS12	To provide short term resettlement accommodation to single homeless people, both male and female. The service is staffed 24 hours a day. The focus of the service is to support people to develop their independent living skills and to access suitable longer term accommodation as soon as possible.
Catholic Care	Foundry Mill	LS14	Supported accommodation for up to 2 years for 10 people who have mental health support needs, providing self-contained flats with daytime staff on site and out of hours on call support.
Community Links	The Maltings	LS11	Accommodation based support for up to 10 people with mental health problems; 4 within a hostel setting with shared facilities and 6 on in site self-contained bedsits, 6 in self-contained Units within the community in South Leeds. 24 hours (sleeping night staff) cover 7 days a week to the 10 units of accommodation. Visiting support to the 6 units in community who can also contact staff on site.
Community Links	Rose Villa	LS14	The purpose of the Rose Villa Service is to provide good quality accommodation and medium term housing related support for up to 5 clients with mental health problems. The main focus is to support clients and help them to develop and maintain independent living skills and to access suitable longer term accommodation within a 2 year time frame.
Foundation Housing	Adult Offender accommodation	Various	Accommodation based support for up to 40 people with an offending background in shared houses, self-contained and dispersed units for up to six months before securing suitable permanent move-on accommodation.

LATCH	LATCH	Various	The service provides accommodation and support for 45 homeless households. Support is provided for up to 1 year. A key aspect of the service will be engaging clients in the volunteering, training and employment available through LATCH. The service will work with clients accommodated to develop their skills and help them to access employment opportunities.
Leeds Housing Concern	Carr Beck and Carr Beck Group Homes	LS10	Hostel providing support for women who are alcohol dependent and continue to drink. Self-contained flats for 6 people with some shared facilities. Also visiting support to six self-contained furnished flats properties for women with alcohol problems.
Leeds Housing Concern	Sinclair	LS11	Supports 28 people with drug issues. Day time visiting support to shared properties in the community for up to two years.
St George's Crypt	Regent Terrace	LS6	Regent terrace is a 10 bedded home for men who are still addressing issues around alcohol. It is active in managing harm reduction, alcohol reduction intake and detoxification and rehabilitation. It is staffed 24 hours a day.
St George's Crypt	Faith Lodge	LS2	Faith Lodge is a 10 bedded home for men recovering from addiction. All residents are expected to develop a work, education and personal development plan.
Stonham (Home Group)	Refuge Service	Various	The service provides safe, secure accommodation and support to women and children at risk of, or fleeing domestic abuse. The service comprises of a main site housing 10 women/families and 16 dispersed properties within the City. Staff support is available 24 hours a day.
Stonham (Home Group)	Kirkstall Lodge	LS5	Accommodation based support for up to 9 people. Medium term accommodation and support for up to 2 years to men and women who are vulnerable ex-offenders. Daytime on site staff with out of hours cover.

Stonham (Home Group)	South Leeds Tenancy Sustainment	LS10 and LS11	Hemingway Garth for men who have offending background, self-contained bedrooms with shared kitchen and living facilities. Crossflats is for women with an offending background providing one self-contained flat and shared living in a 5 bedroom property. Support is provided for up to 2 years.
Touchstone	Move-on service	Various	26 furnished self-contained one bedroom properties across North and South Leeds for people aged 16+ who have mental health problems. Visiting support with the aim to secure permanent move-on accommodation within 6 to 9 months.

### Performance review and quality

A new performance management system for housing related support was introduced in April 2014. The system monitors the outcomes delivered by providers. The three main outcomes are that someone has achieved, maintained or progressed towards independent living. We monitor whether wider social and economic outcomes have been achieved, e.g. if someone has received debt advice or secured a job.

Providers are required to report any safeguarding incidents and these are recorded and followed up with support from safeguarding teams in Adults and Children's Services.

Robust contract management processes are in place and these include monthly contract management meetings. We also have quality assessment processes e.g. validation visits, where we look at client case files and speak to service users, staff and other stakeholders. In terms of the quality of services we look at aspects such as:- assessment and support planning; security and health and safety; safeguarding and protection; fair access, diversity and inclusion and client involvement and empowerment.

A review is being undertaken of housing related support services to determine what services should be commissioned in the future. This includes an analysis of current services and of need and demand. Consultation is taking place with stakeholders including Council Directorates, Members, other public sector partners, providers and service users.

The timetable for completion of the review and design of new services is the end of 2015. Once the model for new services is determined, procurement will take place and new services will be established by April 2017.