Safer and Stronger Communities Scrutiny and Policy Development Committee

Thursday 21 July 2016 at 4.00 pm

To be held at the Town Hall, Pinstone Street, Sheffield, S1 2HH

The Press and Public are Welcome to Attend

Membership

Councillors Tony Damms (Chair), Nasima Akther, Sue Auckland, Michelle Cook, Richard Crowther, Lewis Dagnall, Dawn Dale, Keith Davis, Tony Downing, Adam Hanrahan, Mark Jones, Magid Magid, Peter Rippon, Richard Shaw (Deputy Chair) and Zoe Sykes

Substitute Members

In accordance with the Constitution, Substitute Members may be provided for the above Committee Members as and when required.

Sheffield
City Council

PUBLIC ACCESS TO THE MEETING

The Safer and Stronger Communities Scrutiny Committee exercises an overview and scrutiny function in respect of the planning, development and monitoring of performance and delivery of services which aim to make Sheffield a safer, stronger and more sustainable city for all of its residents.

A copy of the agenda and reports is available on the Council's website at www.sheffield.gov.uk. You can also see the reports to be discussed at the meeting if you call at the First Point Reception, Town Hall, Pinstone Street entrance. The Reception is open between 9.00 am and 5.00 pm, Monday to Thursday and between 9.00 am and 4.45 pm. on Friday. You may not be allowed to see some reports because they contain confidential information. These items are usually marked * on the agenda.

Members of the public have the right to ask questions or submit petitions to Scrutiny Committee meetings and recording is allowed under the direction of the Chair. Please see the website or contact Democratic Services for further information regarding public questions and petitions and details of the Council's protocol on audio/visual recording and photography at council meetings.

Scrutiny Committee meetings are normally open to the public but sometimes the Committee may have to discuss an item in private. If this happens, you will be asked to leave. Any private items are normally left until last. If you would like to attend the meeting please report to the First Point Reception desk where you will be directed to the meeting room.

If you require any further information about this Scrutiny Committee, please contact Diane Owens, Policy and Improvement Officer, on 0114 2735065 or email diane.owens@sheffield.gov.uk

FACILITIES

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall. Induction loop facilities are available in meeting rooms.

Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

**SAFER AND STRONGER COMMUNITIES SCRUTINY AND POLICY
DEVELOPMENT COMMITTEE AGENDA
21 JULY 2016**

Order of Business

1. **Welcome and Housekeeping Arrangements**

2. **Apologies for Absence**

3. **Exclusion of Public and Press**
    To identify items where resolutions may be moved to exclude the press and public

4. **Declarations of Interest**
    Members to declare any interests they have in the business to be considered at the meeting

5. **Minutes of Previous Meetings**
    To approve the minutes of the meetings of the Committee held on 7 April and 18 May 2016

6. **Public Questions and Petitions**
    To receive any questions or petitions from members of the public

7. **Challenge for Change Community Engagement Report**
    Report of the Challenge for Change Tenant Scrutiny Group

8. **Overview of the Role and Remit of the Safer and Stronger Communities Scrutiny and Policy Development Committee**
    Report of the Policy and Improvement Officer

9. **Draft Work Programme 2016/17**
    Report of the Policy and Improvement Officer

10. **Written Responses to Public Questions**
    Report of the Policy and Improvement Officer

11. **Date of Next Meeting**
    The next meeting of the Committee will be held on Thursday 22 September 2016 at 4.00pm in the Town Hall

This page is intentionally left blank

ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

If you are present at a meeting of the Council, of its executive or any committee of the executive, or of any committee, sub-committee, joint committee, or joint sub-committee of the authority, and you have a **Disclosable Pecuniary Interest** (DPI) relating to any business that will be considered at the meeting, you must <u>not</u>:

- participate in any discussion of the business at the meeting, or if you become aware of your Disclosable Pecuniary Interest during the meeting, participate further in any discussion of the business, or
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

You **must**:

- leave the room (in accordance with the Members' Code of Conduct)
- make a verbal declaration of the existence and nature of any DPI at any meeting at which you are present at which an item of business which affects or relates to the subject matter of that interest is under consideration, at or before the consideration of the item of business or as soon as the interest becomes apparent.
- declare it to the meeting and notify the Council's Monitoring Officer within 28 days, if the DPI is not already registered.

If you have any of the following pecuniary interests, they are your **disclosable pecuniary interests** under the new national rules. You have a pecuniary interest if you, or your spouse or civil partner, have a pecuniary interest.

- Any employment, office, trade, profession or vocation carried on for profit or gain, which you, or your spouse or civil partner undertakes.

- Any payment or provision of any other financial benefit (other than from your council or authority) made or provided within the relevant period* in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

  *The relevant period is the 12 months ending on the day when you tell the Monitoring Officer about your disclosable pecuniary interests.

- Any contract which is made between you, or your spouse or your civil partner (or a body in which you, or your spouse or your civil partner, has a beneficial interest) and your council or authority –

  - under which goods or services are to be provided or works are to be executed; and
  - which has not been fully discharged.

- Any beneficial interest in land which you, or your spouse or your civil partner, have and which is within the area of your council or authority.

- Any licence (alone or jointly with others) which you, or your spouse or your civil partner, holds to occupy land in the area of your council or authority for a month or longer.

- Any tenancy where (to your knowledge) –
  - the landlord is your council or authority; and
  - the tenant is a body in which you, or your spouse or your civil partner, has a beneficial interest.

- Any beneficial interest which you, or your spouse or your civil partner has in securities of a body where -

  (a) that body (to your knowledge) has a place of business or land in the area of your council or authority; and

  (b) either -
    - the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or
    - if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, or your spouse or your civil partner, has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

If you attend a meeting at which any item of business is to be considered and you are aware that you have a **personal interest** in the matter which does not amount to a DPI, you must make verbal declaration of the existence and nature of that interest at or before the consideration of the item of business or as soon as the interest becomes apparent. You should leave the room if your continued presence is incompatible with the 7 Principles of Public Life (selflessness; integrity; objectivity; accountability; openness; honesty; and leadership).

You have a personal interest where –

- a decision in relation to that business might reasonably be regarded as affecting the well-being or financial standing (including interests in land and easements over land) of you or a member of your family or a person or an organisation with whom you have a close association to a greater extent than it would affect the majority of the Council Tax payers, ratepayers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the Authority's administrative area, or

- it relates to or is likely to affect any of the interests that are defined as DPIs but are in respect of a member of your family (other than a partner) or a person with whom you have a close association.

Guidance on declarations of interest, incorporating regulations published by the Government in relation to Disclosable Pecuniary Interests, has been circulated to you previously.

You should identify any potential interest you may have relating to business to be considered at the meeting. This will help you and anyone that you ask for advice to fully consider all the circumstances before deciding what action you should take.

In certain circumstances the Council may grant a **dispensation** to permit a Member to take part in the business of the Authority even if the member has a Disclosable Pecuniary Interest relating to that business.

To obtain a dispensation, you must write to the Monitoring Officer at least 48 hours before the meeting in question, explaining why a dispensation is sought and desirable, and specifying the period of time for which it is sought. The Monitoring Officer may consult with the Independent Person or the Council's Standards Committee in relation to a request for dispensation.

Further advice can be obtained from Gillian Duckworth, Director of Legal and Governance on 0114 2734018 or email gillian.duckworth@sheffield.gov.uk.

This page is intentionally left blank

SHEFFIELD CITY COUNCIL

Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 7 April 2016

PRESENT: Councillors Tony Damms (Chair), Steve Ayris (Deputy Chair), Penny Baker, David Barker, Richard Crowther, Keith Davis, Tony Downing, Denise Fox, Aodan Marken, Roy Munn, Peter Rippon, Richard Shaw and Zoe Sykes

....

1.   APOLOGIES FOR ABSENCE

1.1   An apology for absence was received from Councillor John Campbell.

2.   EXCLUSION OF PUBLIC AND PRESS

2.1   No items were identified where resolutions may be moved to exclude the public and press.

3.   DECLARATIONS OF INTEREST

3.1   There were no declarations of interest.

4.   MINUTES OF PREVIOUS MEETING

4.1   The minutes of the meeting of the Committee held on 4th February 2016, were approved as a correct record and there were no matters arising.

5.   PUBLIC QUESTIONS AND PETITIONS

5.1   The Chair, Councillor Tony Damms, informed Alan Kewley that he would receive a full written response to his questions regarding the responses received to the questions asked at the last Committee meeting relating to:-

(a)   the Council's protocol for responding in writing to public questions raised at Scrutiny meetings, particularly in relation to the timing of the response;

(b)   the timescales for the publication of the agenda for meetings of the Safer and Sustainable Communities Partnership Board on the Partnership's website, as the agenda for the Board's previous meeting had only been published two days prior to the meeting; and

(c)   progress on the review of locality management.

6.   ROUGH SLEEPING IN SHEFFIELD

6.1   The Committee received a report of the Director of Housing and Neighbourhood Services on Rough Sleeping in Sheffield, which issue had been referred to the Committee following the presentation of a petition to Council calling on the Council

to open empty buildings as Winter shelters for homeless people.

6.2   In attendance for the item were Councillor Jayne Dunn (Cabinet Member for Housing), Suzanne Allen (Head of Citywide Neighbourhood Services), Zoe Young (Housing Options and Advice Service Manager) and Kelly License (Petitioners' Representative).

6.3   Zoe Young took the Committee through the report, making particular reference to the relationship between rough sleeping and homelessness, statistics on rough sleeping in Sheffield, identifying and supporting rough sleepers in Sheffield and Severe Weather Provision. She stated that there were currently eight genuine rough sleepers in the City and that some rough sleepers would not engage with the support services, but chose to make their money by begging. At the moment, the situation in the City was able to be monitored, but it would be difficult to monitor any buildings which were made available as shelters for homeless people. Suzanne Allen stated that she was proud of the low number of rough sleepers in the City, but was concerned that this could increase. She added that she was leading work on working more effectively with those homeless people with complex needs, which involved crisis and prevention work and also fitted with the Council's Housing+ approach. She was also undertaking work in connection with the Government's ten challenges to local authorities.

6.4   Members made various comments and asked a number of questions to which responses were provided as follows:-

•   In relation to homeless people who had no recourse to public funds, there were agencies in the City which were undertaking good work and the Council was under a duty to provide accommodation for those who were at risk to themselves or others under Human Rights legislation. A reconnection service operated through the Archer Project for those not at risk and the Council was responsible as a corporate parent for homeless people with children. In addition, there was also much charitable work being undertaken with regard to homelessness in the City.

•   In terms of gaps in the service, there was an issue of unknown people who may not wish to be visible to the public authorities. The Interpretation Service assisted in this regard, but the public were asked to let the Housing Options and Advice Service know of anyone about whom they had concerns, so that any significant issues could be investigated. As far as they were aware, officers considered the situation to be under control at the present time. Legislation provided a narrow provision for assistance and this was used as appropriate, as well as support from charities and faith agencies.

•   There were issues associated with using empty buildings as Winter shelters for homeless people such as which buildings to use and, more importantly, their suitability. In Sheffield, there was access to supported housing, which was safe, appropriately staffed and suitable for use. There were logistical issues with opening buildings for homeless people, but Sheffield did have alternative provision, so it was not felt that opening buildings was a better

solution.

- In relation to begging, officers were working with the City Centre Ambassadors and the Police to move people on and, on occasions, the Police would take individuals who were found begging to the Housing Options and Advice Service for assistance. There was also an anti-begging campaign, but it was difficult for the Police to act if no crime was being committed.

- Safeguarding networks were in place for individuals who had been subject to people trafficking, but in all cases it was important to look at why people were in these situations and provide an effective solution. Some work was also being undertaken on the City's estates where there were rough sleepers.

- It was important to treat each person as an individual, as there was a back story to each case and people had multiple needs, and devise a long-term action plan. This could link with training and education to raise aspirations and there had been some success stories in this regard.

- Some coffee shops and restaurants operated the Pay Forward Scheme, where donations were used to pay for a homeless person's breakfast.

- Some shops donated food to the Archer Project and also to food banks.

- There were instances where individuals refused to accept accommodation provided under the Severe Weather Provisions, but it was sufficient for the Council to make the offer for it to discharge its obligation. In these cases, support may be provided through other agencies such as hospitals, but it was not possible to force anyone to take up an offer of accommodation. The Council was under an obligation to have this provision and its availability was well known amongst those sleeping rough. It was important for Council officers to be accessible and there was now a focus on young, single adults. There were low numbers of people sleeping rough and accepted as homeless, but it was recognised that the Council could not do it all alone, so good links has been established with partners. There was a need to understand why people did not take up offers of accommodation and this may indicate that a different approach was required, but in these situations officers would go back to such people and continue to try to work with them.

- The criteria for operating the Severe Weather Provision was set by national recommendation and was not just about temperature, but also included factors such as wind chill.

6.5   Councillor Jayne Dunn emphasised the importance of having a pathway for homeless people which was tailored to the individual and provided the right support. She stated that she had visited various projects in the City and invited Members to attend. Councillor Dunn went on to refer to the need for services to interlink, the lack of one bedroomed accommodation and that officers were looking at the effects of the welfare reforms on the situation. She added that people were earning from begging, often to feed drug or alcohol habits. An anti-begging

strategy was in place and work was being undertaken with partners in relation to rehabilitation.

6.6   Kelly License disagreed with the statistics provided on rough sleepers and added that refugees were unable to get help. The petition which had been presented to Council contained over 5,000 signatures and more needed to be done. She invited Members of the Committee to go out with her on a Wednesday night, when she went out to meet and support rough sleepers, adding that even an unsafe building was more safe than rough sleeping and that such provision may be beneficial for those who didn't want to engage with local services.

6.7   RESOLVED: That the Committee:-

(a)   thanks those attending for their contribution to the meeting;

(b)   notes the contents of the report, comments made and responses to questions;

(c)   requests that:-

(i)   Rough Sleeping in Sheffield be included as an item on the Committee's Work Programme 2016/17;

(ii)   officers provide statistics on homelessness in the City, together with a comparison with other similar cities, to the Policy and Improvement Officer for circulation to Committee Members;

(iii)   officers give consideration to further publicity on anti-begging;

(iv)   officers meet with the petitioners' representatives on a regular basis, so that they could be kept aware of those sleeping rough, with a view to providing appropriate support; and

(v)   Members wishing to visit those sleeping rough with the attending petitioners' representative should contact the Policy and Improvement Officer; and

(d)   extends an open invitation to the attending officers to submit an update on Rough Sleeping in Sheffield, to be included as an information item on the Committee's agenda, with a copy of the update to be provided to the petitioners' representatives.

7.   SAFER AND STRONGER COMMUNITIES SCRUTINY AND POLICY DEVELOPMENT COMMITTEE ANNUAL REPORT 2015/16 (DRAFT CONTENT) AND WORK PROGRAMME 2016/17

7.1   RESOLVED: That the Committee:-

(a)   notes the Safer and Stronger Communities Scrutiny and Policy Development Committee Annual Report 2015/16 (draft content) and Work

Programme 2016/17 Report; and

(b)   requests that:-

(i)   any amendments to the Annual Report 2015/16 and Work Programme 2016/17 be sent to the Chair, Councillor Tony Damms; and

(ii)   Rough Sleeping in Sheffield be included as an item on the Committee's Work Programme 2016/17.

8.   POLICE AND CRIME PANEL REPORT

8.1   In the absence of Councillor John Campbell, this item was not considered.

8.2   RESOLVED: That the Committee wishes to thank Councillor John Campbell for the updates on the Police and Crime Panel which he has provided over the past year.

9.   WRITTEN RESPONSES TO PUBLIC QUESTIONS

9.1   RESOLVED: That the Committee notes the contents of the Written Responses to Public Questions report.

10.   CHALLENGE FOR CHANGE: COMMUNITY ENGAGEMENT REPORT - PROGRESS UPDATE

10.1   RESOLVED: That the Committee:-

(a)   notes the contents of the Challenge for Change Community Engagement Report, Progress Update; and

(b)   requests that the Director of Housing and Neighbourhood Services considers the report and drafts recommendations based on it for submission to the Committee.

11.   RIGHT TO BUY UPDATE

11.1   RESOLVED: That the Committee notes the contents of the Right to Buy Update report.

12.   DATE OF NEXT MEETING

12.1   RESOLVED: That the Committee:-

(a)   notes that the next meeting of the Committee would be held on a date to be arranged; and

(b)   thanks the Chair, Councillor Tony Damms, for his excellent work in chairing

the Committee over the past year.

SHEFFIELD CITY COUNCIL

Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 18 May 2016

PRESENT: Councillors Tony Damms, Nasima Akther, Sue Auckland, Michelle Cook, Lewis Dagnall, Dawn Dale, Keith Davis, Tony Downing, Adam Hanrahan, Mark Jones, Magid Mah, Peter Rippon, Richard Shaw and Zoe Sykes

....

1. APOLOGIES FOR ABSENCE

1.1   An apology for absence was received from Councillor Richard Crowther.

2. APPOINTMENT OF CHAIR AND DEPUTY CHAIR

2.1   RESOLVED: That Councillor Tony Damms be appointed Chair of the Committee and Councillor Richard Shaw be appointed Deputy Chair.

3. DATES AND TIMES OF MEETINGS

3.1   Resolved: That meetings of the Committee be held on a bi-monthly basis on dates and times to be determined by the Chair, and as and when required for called-in items.

This page is intentionally left blank

![Sheffield City Council logo]

Report to Safer and Stronger Communities Scrutiny & Policy Development Committee
7th April 2016

Report of: **Challenge for Change Tenant Scrutiny Group**

Subject: **Challenge for Change: Community Engagement Report** - **Progress Update**

Author of Report: **Catherine Hill, Manager Community Engagement Council Housing Service, Communities and Nassim Koriba, Manager Communications, Resources.**

Summary:

The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. They presented their review of Community Engagement to scrutiny in September 2014. This report provides a progress update against the reviews recommendations.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	X

The Scrutiny Committee is being asked to:

Note the contents of this progress update against the review recommendations.

Background Papers:

Challenge for Change: Community Engagement Review - Report

Challenge for Change: Community Engagement Review - Recommendations
Category of Report: OPEN

Challenge for Change - Community Engagement review : Progress Update June 2016

1. Introduction and background

Challenge for Change (C4C) is a tenant led scrutiny group that reviews aspects of the Council Housing Service and produces reports and recommendations. In September 2014, the group presented its review of Community Engagement to Safer and Stronger Communities Scrutiny Committee. A request was made for officers to provide a progress update against the recommendations that the group made. These are presented below

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
1	Engagement is <u>difficult</u> • Even harder with underrepresented groups such as young people	R5 -Go to where people are – young people/ single Mums R9 - Tell Job Centres to encourage people to get involved R10 - Use tenants that are involved to promote benefits	Greenhill and Bradway TARA run a successful annual festival. A number of TARAs run one off activities for children and have supported *Activity Sheffield* events using it to promote the TARA TARAs encouraged to use the tenants levy to support existing local groups. In each edition of The Bridge (TARA magazine produced 3 times per year) we feature a TARA to showcase their activities, achievements and benefits of getting involved. Each edition also includes a guest editor who is an active tenant volunteer. We have pushed for stories/case studies from tenants about the benefits of being involved. It was identified that there was a lack of confidence in providing stories so we developed a basic story template for people to fill in. These were circulated to the area housing teams involved in community engagement.

Page 16

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
			Potential for engaging by other means – eg digitally – eg by using Citizen Space - still to be tapped. Need to be clear what we mean by engagement. It could be used to mean SCC engagement with TARAs, SCC engagement with all tenants, or TARA engagement with tenants.
2.	There is general apathy towards involvement and volunteering	R10 - Use tenants that are involved to promote benefits R11 - Recruit to specific things not general R13 - Campaign to tell people benefits of getting involved R14 -Use more "event driven" recruitment in "special" locations R18 - Use a wide variety of methods to recruit volunteers and involve tenants in the process	'Around the Areas' page in The Bridge. TARAs supplying articles to promote activities and share best practice. We encourage TARAs to put copies of The Bridge in community venues and pass it round their members. Periodically used digital channels to promote getting involved to different audiences (young 20-40s) which were highlighted as a community engagement service priority. Market Stalls at last two annual tenant conferences have promoted VCF and SCC teams including opportunities for getting involved. Positive feedback received from both tenants and stallholders. We actively pushed greater involvement through the TLO routes and even did a feature in The Bridge and a push through social media. Again we received virtually no increase in involvement Need to keep pushing this. Have promoted Locality Management Blogs with TARAs to get latest volunteering opportunities and news on community activities. Take up is variable across the city

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
			but a number of TARAs e.g. Gleadless Valley are actively using these to share information and promote their own activities. TLOs are using Locality Management Blogs to promote TARA activities in Central Area. The Communications Service still maintains a housing events pack as part of the HRA Communications SLA. This contains helpful information about Council Housing including getting involved. Communications also now utilises mosaic data to understand better our audiences, their channel preferences for how they prefer to receive information, including where they go, which buses they use etc. We use this to deliver more targeted campaigns which could be applied to community engagement activity We take a belt and braces approach including: - Online (website, social media) - Locality Management blogs and direct email - Information leaflets (At events, all housing offices and first points and PDFs online) - Through TARAs - Piggy backing at events - TLO's - Articles in In Touch and The Bridge. - Public Relations - And recently added Gov. Delivery email alerts which has nearly 15,000 tenant email addresses.
3.	Specialist activity has less of a problem with recruitment	R11 - Recruit to specific things not general and promote the fact that volunteers can pick and choose how	Established Gov delivery email alerts which has nearly15,000 tenant email addresses. This has been

		What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
			much involvement they would like R6 - Email adverts re recruitment activity R16 - Offer flexible involvement – home based / not dependent on attending meetings	used to promote tenant participation and activity. Volunteer opportunities promoted to TARAs through Locality Management blogs and email. Regularly promote these with TLOs at service development group who are encouraging TARAs to sign up for this.
4.		People don't understand what Community Engagement actually means	R1 - Promote TARA's at New Tenancy Visit – how many people get referred on and what do TARA's do with them? R7 - Use social media to feed back on action taken R15 – Revamp the communication strategy and explain/define/promote what Community Engagement actually is and possibly rename as something more meaningful	South East housing area model office have developed a process during the new tenancy sign up process - details of local TARA discussed. Also during Housing + plan appointment officer discusses local TARA and provides details to tenant. Future agenda item for CEPG around TARAs and social media. Sharing current best practice and ideas for increasing use of social media by TARAs to promote themselves and wider CE activities. TARA Networking Events 'Get to know your new Neighbours' are being arranged for TARAs moving into the new Neighbourhood Areas to meet the Management Team and meet other TARAs in the Neighbourhood. The communication plan is aligned against CE's objectives. If this changes the plan will reflect this. Last year there was a strong focus on supporting the Community Engagement review. Part of this has been to support the consultation with tenants and increasing participation in the review. If the review identifies a demand to rebrand the service, communications will support this.

Page 18

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
5.	Communication methods are not clear enough in explaining what involvement entails	R7 - Use social media to feed back on action taken ask new tenants to use Facebook R15 - Revamp the communication strategy R20 - Make the website more attractive with less text / more visuals and provide appropriate links to relevant external organisations	Promote CE through Locality Management blogs. Communications have trained 20 TARAs to manage their own webpages. The housing web platform will be moved over to the new Council platform later this year following the appointment of web developer, Adobe. Still waiting to hear details of how the TARA area will be built into this. .
6.	The variety of people involved is limited and does not broadly reflect the customer profile	R5 - Go to where people are – young people/ single Mums R9 - Tell Job Centres to encourage people to get involved R13 - campaign to tell people benefits of getting involved R14 - Use more "event driven" recruitment in "special" locations R26 Promote types of involvement that do not involve attending meetings and research what people are actually interested in	Have continued with business as usual communications around promoting involvement in the service. Also on standby to understand the outcomes of the Community Engagement review and what the new/different opportunities will be to get involved. The HANAP Task and Finish Group they conducted a survey of meeting attendees to find out why they attend meetings and what they hope to get out of attending. Feedback informed their recommendations. We are programming 3 LAHFS, 3 LESIFs and up to 3 open meetings per year in all areas on issues of interest or concern to the community. The invitation to these meetings will be widened to include other community groups and stakeholders.

Page 20

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
7.	The impact of involvement is not made clear to those getting involved	R27 Use case studies to publicise the impact of involvement more widely and provide regular updates	We encourage TARAs to use the Round the Areas section of The Bridge to showcase their work. The agenda for the Neighbourhood TARA network events to include time for TARAs to talk to one another about their projects and achievements. We plan to have a discussion at CEPG about using some of these meetings for TARA led networking sessions, to share ideas and best practice. Under the 2016/17 Communications SLA agreement we will be deliver a campaign focussed on the Council Housing Service being 'In Touch'. Part of this will capture how tenant involvement is leading to improvements to services.
8.	Communications not effective – social media is under used	R8 - Monthly campaigns using social media on specialist topics R17 Useblogs/videoclips.vox pops -Webchats on live topics -Use Sheffield Forum -Balanced use of Facebook i.e. not all about evictions	Outcome of HANAP Task and Finish Group review recommendations include – Explore other methods of engaging – including online, Citizen Space, Social Media to help reach a wider audience and increase the number of residents we engage with. It is essential that the council website and Facebook page are brought up to date and continually updated. Other digital tools available include -You Tube channel (Housing+) -Website that supports video -Gov delivery email alerts -Twitter now supports video -We can now edit video and produce animations CE/Governance Team carried out a survey of TARAs to

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
			identify use of IT for their TARA activities. Information from the survey fed into the SCC IT strategy.

TARAs working with Heeley Development Trust to deliver IT training in some areas.

Wi fi is currently being fitted in Emerson Crescent Meeting Room, The Bungalow Meeting Room, Langsett and Greenland Meeting Room, Darnall

The contract is now in place with Heeley Development Trust to work with TARAs and other community groups as a continuation of the work that they have done previously

TARA contact details are listed on Sheffield Directory. |
| 9. | The benefits of involvement are not made clear to individuals | R9 - Ask Job Centres to encourage people to get involved | June CEPG – information given out on Voluntary Action Sheffield 'Community Achievement Awards' 2016 |
| 10. | The "getting involved" section of the website is not inviting / warm / welcoming enough, or easy to navigate | R28 Navigation on the website needs to made easier – especially the mobile platform. Links should be easier to find
R19 - Integrate the Council Housing Service within the main Council website | Web pages to be redesigned as part of overall redevelopment of SCC website.

We have met with the Project Team to discuss the requirements of TARAs. Awaiting an update as to what the TARA area of the new platform will look like. |

	What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
11.	There is a lack of understanding within the service of the role of TLOs and also by tenants and TARAs. The role could be more "community" driven	R12 - Clearer role for TLOs – role in the community and for this to be communicated. R21 - Consider renaming TLO to Tenant and Community Liaison Officer - TCLO	Officer roles, including TLOs reviewed as part of MER restructure of the Housing Service. Neighbourhood Officers will undertake a greater role in wider engagement with TARAs on their 'patch' and identify opportunities for wider engagement.
12.	TARAs do not operate consistently	R1 - Promote TARA's at New Tenancy Visit – how many people get referred on and what do TARA's do with them? R2 - Consistent staff numbers committed to CE and TARA support. R22 - The new recognition policy should be reasonably and consistently applied and enforced where appropriate R23 - A minimum TARA communication standard should be applied across all areas e.g. at least one newsletter a year R24 - TARAs should be encouraged to share good practice R25 - Provide information to levy payers about how the levy is used	South East housing area model office have developed process - during sign up process details of local TARA discussed. Also during Housing + plan appointment officer discusses local TARA and provides details to tenant. Staffing levels identified as part of the restructure of the Council Housing Service. A revised TARA Recognition Policy was introduced in September 2014 and has been adopted by all recognised TARAs. Ongoing support and guidance is provided to TARAs as appropriate to ensure their continued compliance with the Recognition Policy and any issues promptly addressed. The Community Engagement & Governance Team carry out a quarterly monitoring review with the Area Community Engagement Teams. Following the restructure of the Housing Service monitoring of compliance with the TARA Recognition Policy will come under the remit of the Community Engagement & Governance Team.

What is the C4C **Judgement**?	C4C's Recommendations	June 2016 progress update
		Using CEPG to share best practice. South West housing area organised networking event to discuss recognition policy and annual return. Currently undertaking review of the residual levy, recommendation made for consultation with residual levy payers on ideas for use of monies in their area. A pilot project to be undertaken in the Hackenthorpe Area October – December 2016. Following a review of the pilot this will be rolled out citywide

Glossary

CE – Community Engagement
CEPG – Community Engagement Partnership Group
HANAP – Housing and Neighbourhoods Advisory Panel
IT – Information Technology
SCC – Sheffield City Council
TARA – Tenants and Residents Association
TLO – Tenant Liaison Officer
VCF – Voluntary, Community and Faith sector

This page is intentionally left blank

Report to Safer and Stronger Communities Scrutiny & Policy Development Committee
Thursday 21st July 2016

Report of: Policy and Improvement Officer

Subject: The role and remit of the Safer & Stronger Communities Scrutiny Committee

---

Author of Report: Diane Owens, Policy and Improvement Officer
diane.owens@sheffield.gov.uk
0114 273 5065

Summary: To provide a brief overview of the role and remit of the Safer & Stronger Communities Scrutiny & Policy Development Committee, including areas of responsibility and legislative powers.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	X
Other	

The Scrutiny Committee is being asked to:

- o Note the contents of the report
- o Contact the Policy & Improvement Officer if you have any further questions / require any additional information

Background Papers:
Sheffield Council Constitution

Category of Report: OPEN

1

The role and remit of the Safer & Stronger Communities Scrutiny Committee, Thursday 21st July 2016

1.0 Overview of Scrutiny

1.1 Overview and scrutiny is an essential part of modern governance. It helps to ensure that local government is effective and accountable. The central purpose of scrutiny is to monitor and examine services provided by the Council and its partners, as well as to carry out in-depth reviews into specific topics.

1.2 Sheffield has five Scrutiny & Policy Development Committees covering the following areas:
   1. Children, Young People and Family Support
   2. Economic and Environmental Wellbeing
   3. Healthier Communities and Adult Social Care
   4. Safer and Stronger Communities
   5. Overview and Scrutiny Management Committee (OSMC)

1.3 All Scrutiny Committees meet bi-monthly, apart from OSMC which meets a minimum of four times a year. The remit of scrutiny committees doesn't follow that of Cabinet Members, so there can be cross cutting issues where the committee can choose to invite members of another committee to attend their meeting. Scrutiny bodies may also undertake external scrutiny of other organisations that provide local services.

1.4 All scrutiny meetings are open to the public. The only time the public can't attend is when confidential issues are being discussed, if this is the case it will be made clear on the agenda and at the start of the meeting. Each committee agenda has a section for pubic questions and petitions.

1.5 In terms of public questions, if required a written response is provided within 10 working days and a copy of the response is included with the minutes of the next meeting. Petitions can also be submitted to scrutiny, full details of the petitions scheme are available online. Petitions with 2,500 or more signatures can require a senior officer to give evidence at a Scrutiny Committee. Petitions with 5,000 or more signatures will trigger a public debate by Full Council

1.6 Scrutiny also provides opportunities for community involvement and democratic accountability. Scrutiny can engage with communities through open calls for evidence, inviting people to attend as expert witnesses and also through the appointment of co-opted or observer representatives.

1.7 The Safer and Stronger Communities Scrutiny Committee exercises an overview and scrutiny function in respect of five broad areas:

   o Housing
   o Community Safety and Crime
   o Community Cohesion
   o Social Inclusion
   o Locality Management

1.8 Scrutiny committees tend to focus on 1-2 main issues per meeting, a report on the topic is circulated in advance of the meeting and made publically available online, lead officers and if appropriate, the relevant Cabinet Member then attend the meeting to respond to questions / engage in discussion. The Committee can also choose to request briefing papers on topics that are of particular interest, these are classed as "for information only" and there is no officer attendance to present the report.

1.9 Scrutiny can choose to set up Task Groups to undertake more detailed reviews or pieces of policy development work. Task Groups are made up of members of the committee and tend to meet over a number of months to gather and analyse evidence, reporting back to the committee on their findings and recommendations.

1.10 Scrutiny is not a decision making body but it can, under the Local Government Act 2000 make recommendations to the council's executive, and under other legislation may also make recommendations to other local bodies. The Cabinet is under a duty to respond to recommendations made by scrutiny committees. A number of external partners must "have regard to" such recommendations.

1.11 Scrutiny will also look at decisions of the Executive that are "called-in". "Call-in" enables scrutiny to have another look at a decision before it is implemented, this can enable scrutiny to: examine the reasoning for the decision; and / or to consider an alternative solution if one has been suggested. Five members, including two from the relevant scrutiny committee must give notice to "call-in" a decision for scrutiny. Full details of the process are outlined in the Councils Constitution, under part 4 Scrutiny Procedure Rules.

2.0 Legislative Powers

2.1 Under the Police and Justice Act 2006, every local authority is required to have a Crime and Disorder Committee with the power to scrutinise the local Crime and Disorder Reduction Partnership (CDRP). In Sheffield the Crime and Disorder Committee is the Safer & Stronger Communities Scrutiny Committee and the local Crime and Disorder Reduction Partnership (CDRP) is the Safer and Sustainable Communities Partnership.

2.2 The requirements of the 2006 Act were enacted by the Crime and Disorder (Overview and Scrutiny) Regulations 2009 which came into force for local authorities in England on 30 April 2009. Under the Act the Crime and Disorder Committee (in Sheffield the Safer & Stronger Communities Scrutiny Committee) can:
- o Scrutinise decisions made and actions taken in connection by the responsible authorities that make up the CDRP
- o Request information from the responsible authorities
- o Require attendance of officer or employees or responsible authorities to answer questions or to provide information.

2.3 The Safer and Sustainable Communities Partnership is made up of all the public services in the city, with representatives from the private and voluntary sectors. The Partnership considers issues across the breadth of community safety, such as: crime, anti-social behaviour, drug and alcohol misuse, community cohesion, preventing offending and reoffending, and protecting vulnerable people.

2.4 The bodies represented on the Partnership have a statutory duty to work together to prevent crime and disorder in their area. The Partnership is also required by statutory regulation to produce an annual assessment of the levels and patterns of crime, disorder and substance misuse, and agree an annual partnership plan. This is referred to as the Joint Strategic Intelligence Assessment.

2.5 The Police Crime Panel was established with the statutory function to scrutinise and hold to account the Police and Crime Commissioner for South Yorkshire. A proposed joint working protocol between the four local Authority crime and disorder scrutiny committees (Sheffield, Barnsley, Doncaster & Rotherham) and the South Yorkshire Police and Crime Panel (PCP) has been drafted.

3.0 Resources for scrutiny

3.1 We have set up a scrutiny intranet page which contains some useful documents and links, including the following documents:

- **Selecting topics -** PAPER criteria - **P**ublic Interest, **A**bility to Change, **P**erformance, **E**xtent, **R**eplication - our tool for selecting the most appropriate topics for scrutiny
- **Approaches to scrutiny** – an overview of the four broad ways in which a committee can choose to scrutinise topics
- **Developing KLOEs** –questions to ask when developing Key Lines of Enquiry (KLOEs)
- **Questioning styles** - a Centre for Public Scrutiny (CfPS) guidance document

4.0 Recommendations

4.1 The Scrutiny Committee is being asked to:

- o Note the contents of the report
- o Contact the Policy & Improvement Officer if they have any further questions / require any additional information

Report to Safer & Stronger Communities Scrutiny & Policy Development Committee

Thursday 21st July 2016

Report of:	Policy & Improvement Officer

Subject:	Work Programme 2016/17

Author of Report: Diane Owens, Policy and Improvement Officer
diane.owens@sheffield.gov.uk
0114 273 5065

A draft work programme is attached at Appendix 1 for the Committee's consideration and discussion.

The work programme aims to focus on a small number of issues, in depth. This means that the Committee will need to prioritise the issues which will be included on formal meeting agendas. In doing this, the Committee may wish to reflect on the prioritisation principles attached at Appendix 3 to ensure that scrutiny activity is focussed where it can add most value. Appendix 2 provides a log of the issues looked at in 2015-16.

Where an issue is not appropriate for inclusion on a meeting agenda, but there is significant interest from members, the Committee can choose to request a written briefing.

The draft work programme includes the following topics that the Committee have previously considered and recommended there be a future update on and also items that were identified, but not considered in 2015-16:

- Challenge for Change (C4C): Community Engagement Report
- Challenge for Change (C4C): Vacant Property Management Report
- Welfare Reform
- Housing & Planning Bill 2016
- Local Area Partnerships
- Housing+ Model

The work programme remains a live document and will be shared / discussed at each committee meeting.

The Scrutiny Committee is being asked to:
- Consider and discuss the committees work programme for 2016/17
- Provide comment / feedback on the draft work programme
- Identify priority topics for inclusion in the work programme

Safer & Stronger Communities Scrutiny & Policy Development Committee
Draft Work Programme 2016-17

Chair: Cllr Tony Damms

[Meeting Papers on SCC Website](#)

Vice Chair: Cllr Richard Shaw

Meeting day/ time: Thursday 4-7pm

Please note: the work programme is a live document and so is subject to change.

Topic	Reasons for selecting topic	Lead Officer/s
Thursday 21st July 4-7pm		
Challenge for Change (C4C) - Community Engagement Report	The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. Their review of Community Engagement was undertaken in 2013/14. In April 2016 the Committee received a written update on this piece of work and requested a further update regarding the reports' recommendations and progress.	Tina Gilbert, Assistant Manager, Communities Catherine Hill, Assistant Manager, Communities - Council Housing Service Naz Koriba, Communications Account Manager Tenants involved in the Challenge for Change customer scrutiny panel have also been invited to attend the meeting.
An overview of the role and remit of the Safer & Stronger Communities Scrutiny & Policy Development Committee	To provide the committee with an overview of the role and remit of this committee, including areas of responsibility and legislative powers. .	Diane Owens, Policy & Improvement Officer
Draft Work Programme 2016-17	To consider the committees work programme for 2016/17.	Diane Owens, Policy & Improvement Officer

Page 30

Thursday 22nd September 4-7pm		
The implications of the Housing and Planning Act 2016	Following agreement by both Houses on the text of the Bill it received Royal Assent on 12th May 2016 and is now an Act of Parliament. The Act contains provisions on new homes (including starter homes), landlords and property agents, abandoned premises, social housing (including extending the Right to Buy to housing association tenants; sale of local authority assets; 'pay-to-stay'; secure tenancies), planning, compulsory purchase, and public land (duty to dispose). This report will provide an outline of the implications of the bill and how we plan to respond in Sheffield.	Peter Brown, Project Manager - Future of Council Housing Louise Cassin, Housing Revenue Account (HRA), Business Plan Team Officer Other officers tbc

Thursday 20th October 4-7pm		
Neighbourhood / Locality Working - Draft Report	Following previous discussions including the raising of a public question around Local Area Partnerships (in December 2015) the committee agreed to request an update on the broader piece of work which is looking at neighbourhood / locality working once complete. The Cabinet Member and Lead Officers will attend scrutiny to present the draft report. The Committee will be able to provide comment / suggestions.	Cllr Jack Scott, Cabinet Member for Community Services and Libraries James Henderson, Director Policy, Performance & Communications Other officers tbd.
Sheffields' Cohesion Framework - Draft	The Cabinet Member and Lead Officers will attend to present Sheffield's draft cohesion framework. The Committee will be able to provide comment / suggestions.	Cllr Jack Scott, Cabinet Member for Community Services and Libraries Dawn Shaw, Head of Libraries and Community Services

Thursday 15th December 4-7pm		
Welfare Reform	To receive an update on welfare reform, with a specific focus on the two key areas of Universal Credit (UC) and Personal Independence Payments (PIPS).	James Henderson, Director Policy, Performance & Communications Other Officers tbc.
Briefing Paper "Challenge for Change - Report on Council Housing Services preparation for the implementation of Universal Credit "	The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. This report covers the group's piece of work which looked at "Council Housing Services preparation for the implementation of universal credit". The Panel have produced a concise report and recommendations.	Tina Gilbert, Assistant Manager, Communities Other officers tbc.

Thursday 16th February 4-7pm

Page 34

Thursday 6th April 4-7pm		
Housing + Model and Implementation	To receive an update on the Housing + model and plans for implementation, for scrutiny to provide comment / suggestions.	Janet Sharpe, Director of Housing and Neighbourhoods Service Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support
Challenge for Change (C4C): Vacant Property Management (update on progress)	The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. This report covers their project on Vacant property management. The overall purpose of the project was to examine the "Vacant Properties Service" to look at ways of improving the time it takes to turnaround vacant properties for the Council to save it money and improve the service from a customer's point of view. This report would provide an update on progress in implementing the report's recommendations.	Tina Gilbert, Assistant Manager, Communities Other Officers tbd.

Other possible topics		
Community Safety / Safer and Sustainable Communities Partnership	The committee could request an update on the work of the Safer and Sustainable Communities Partnership or focus on a specific topic / issue.	tbd
Briefing Paper Homelessness & rough sleeping (briefing paper)	At its January 2016 meeting Full Council requested that a report on the issue of support for rough sleepers in the city be submitted to the relevant Scrutiny and Policy Development Committee for consideration. This Committee received an update on homelessness & rough sleeping in April 2016, officers and Councillor Jayne Dunn (Cabinet Member for Housing were in attendance to present the report and respond to questions. The Committee agreed to add this topic to its 2016-17 Work Programme as a possible briefing paper item.	Suzanne Allen, Head of Citywide Neighbourhood Services Zoe Young, Housing Options and Advice Service Manager

Log of the issues looked at by Safer & Stronger Communities Scrutiny in 2015-16		
Topic	**Municipal Year**	**Month**
Overview of the Committee's Role and Remit	2015/16	July
Customer Engagement in the Housing Repairs Insourcing Project	2015/16	July
The Private Rented Sector in Sheffield	2015/16	July
Police and Crime Panel Update	2015/16	July
Work Programme 2016/16	2015/16	July
Welfare Reform - July 2015 - Update - Briefing Paper	2015/16	July
Right to Buy - Update - Briefing Paper	2015/16	July
Implications of the National "Summer Budget" for Housing	2015/16	September
Police and Crime Panel Update	2015/16	September
Right to Buy Update - Briefing Paper	2015/16	September
Housing Revenue Account Business Plan - Annual Review	2015/16	October
Police and Crime Panel Update	2015/16	October
Right to Buy Update - Briefing Paper	2015/16	October
Private Rented Sector - Briefing Paper	2015/16	October
Community Engagement Review	2015/16	December
Housing and Planning Bill Update	2015/16	December
Police and Crime Panel Update	2015/16	December
Right to Buy Update - Briefing Paper	2015/16	December
Sheffield Money - Briefing Paper	2015/16	December
Community Safety	2015/16	February
Police and Crime Panel Update	2015/16	February
Right to Buy - Briefing Paper	2015/16	February
Private Rented Sector - Briefing Paper	2015/16	February
Challenge for Change: Vacant Property Management	2015/16	February
Rough Sleeping in Sheffield	2015/16	April
S&S Communities Annual Report (draft) & work programme	2015/16	April
Police and Crime Panel Update	2015/16	April
Challenge for Change: Community Engagement Report: Progress - Briefing Paper	2015/16	April
Right to Buy - Briefing Paper	2015/16	April

Selecting Scrutiny topics

This tool is designed to assist the Scrutiny Committees focus on the topics most appropriate for their scrutiny.

- **Public Interest**
  The concerns of local people should influence the issues chosen for scrutiny;

- **Ability to Change / Impact**
  Priority should be given to issues that the Committee can realistically have an impact on, and that will influence decision makers;

- **Performance**
  Priority should be given to the areas in which the Council, and other organisations (public or private) are not performing well;

- **Extent**
  Priority should be given to issues that are relevant to all or large parts of the city (geographical or communities of interest);

- **Replication / other approaches**
  Work programmes must take account of what else is happening (or has happened) in the areas being considered to avoid duplication or wasted effort. Alternatively, could another body, agency, or approach (e.g. briefing paper) more appropriately deal with the topic

Other influencing factors

- **Cross-party -** There is the potential to reach cross-party agreement on a report and recommendations.

- **Resources**. Members with the Policy & Improvement Officer can complete the work needed in a reasonable time to achieve the required outcome

Report to Safer and Stronger Communities Scrutiny & Policy Development Committee
Thursday 21st July 2016

Report of: Policy and Improvement Officer

Subject: Written responses to public questions

Author of Report: Diane Owens, Policy and Improvement Officer
diane.owens@sheffield.gov.uk
0114 273 5065

Summary:

This report provides the Committee with copies of written responses to public questions asked at the Committee's meeting on 7th April 2016.

The written responses are included as part of the Committee's meeting papers as the way of placing the responses on the public record.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	X

The Scrutiny Committee is being asked to:

Note the report

Background Papers: None

Category of Report: OPEN

Safer and Stronger Communities Scrutiny and Policy Development Committee 7th April 2016

Response to public questions raised by Mr Alan Kewley from Sheffield for Democracy at the meeting on Thursday 7th April 2016.

Question 1 – A request for clarity in terms of our protocol for responding to public questions raised at scrutiny?

Response - We provide a written response to public questions within 10 working days of the meeting, this will be sent directly to the questioner, this can be by email or post, depending on their preference and we will also provide responses in alternative formats if requested.

These responses are then included as part of the papers for the next meeting.

Response provided by Diane Owens, Policy & Improvement Officer
Sent by email: to Mr Alan Kewley on Monday 11th April 2016)

Question 2 – A request for clarity in terms of the timescales for papers for the Safer & Sustainable Communities Partnership Board being publically available online? (as for the last board meeting the papers were only available 2 days in advance)

Response - Apologies to the individual concerned that the papers were not available one week before the last meeting.

The team will endeavour to ensure the papers for the next meeting are available one week in advance, although due to increased pressures and reducing capacity across the entire partnership and the teams supporting this meeting, it is sometimes not possible to get clearance from the Partnership chairs and publish one week before the meeting.

Response provided by: Julia Cayless, Safer Communities Team Leader.
Sent by email: to Mr Alan Kewley on Thursday 21st April 2016.