

# **Safer and Stronger Communities Scrutiny and Policy Development Committee**

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**Thursday 8 December 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**

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Councillors Tony Damms (Chair), Nasima Akther, Sue Auckland, Michelle Cook, Richard Crowther, Dawn Dale, Keith Davis, Tony Downing, Adam Hanrahan, Mark Jones, George Lindars-Hammond, Magid Magid, Anne Murphy, 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.

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## **PUBLIC ACCESS TO THE MEETING**

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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](http://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](mailto:diane.owens@sheffield.gov.uk)

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## **FACILITIES**

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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.

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**SAFER AND STRONGER COMMUNITIES SCRUTINY AND POLICY  
DEVELOPMENT COMMITTEE AGENDA  
8 DECEMBER 2016**

**Order of Business**

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- 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 Meeting**  
To approve the minutes of the meeting of the Committee held on 20 October 2016
- 6. Public Questions and Petitions**  
To receive any questions or petitions from members of the public
- 7. Welfare Reform Update**  
Report of the Director of Policy, Performance and Communications
- 8. Challenge for Change: The Council Housing Service's Preparation for the Implementation of Universal Credit**  
Report of the Challenge for Change Tenant Scrutiny Group
- 9. Financial Inclusion**  
Report of the Director of Policy, Performance and Communications
- 10. Hate Crime Task Group**  
The Chair, Councillor Tony Damms, to report
- 11. Work Programme 2016/17**  
Report of the Policy and Improvement Officer

**For Information Only**

- 12. Hate Crime and Hate Incidents: 1 November 2014 - 31 October 2016**  
Report of the Anti-Social Behaviour and Community Safety Team
- 13. Written Responses to Public Questions**  
Report of the Policy and Improvement Officer

**14. Date of Next Meeting**

The next meeting of the Committee will be held on Thursday 16 February 2017 at 4.00pm in the Town Hall

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## ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

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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 not:

- 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 Audit and 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](mailto:gillian.duckworth@sheffield.gov.uk).

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**Safer and Stronger Communities Scrutiny and Policy Development Committee**

**Meeting held 20 October 2016**

**PRESENT:** Councillors Tony Damms (Chair), Nasima Akther, Sue Auckland, Michelle Cook, Dawn Dale, Keith Davis, Tony Downing, Adam Hanrahan, Mark Jones, Magid Magid, Anne Murphy, Zoe Sykes, Karen McGowan (Substitute Member - From Item 7 Onwards) and Bob Pullin (Substitute Member)

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**1. APOLOGIES FOR ABSENCE**

1.1 Apologies for absence were received and substitutes attended the meeting as follows:-

Apology

Councillor Richard Crowther  
Councillor Richard Shaw

Substitute

Councillor Karen McGowan  
Councillor Bob Pullin

**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 In relation to Agenda Item 7 (Call-in of Cabinet Member Decision: Asset of Community Value Nomination – The University Arms, Brook Hill), Councillor Mark Jones declared a Disclosable Pecuniary Interest, as his wife was an employee of the University of Sheffield, and left the meeting during consideration of that item. In addition Councillor Adam Hanrahan declared a personal interest in Agenda Item 7, as he was a current student at the University of Sheffield.

**4. MINUTES OF PREVIOUS MEETING**

4.1 The minutes of the meeting of the Committee held on 22<sup>nd</sup> September 2016, were approved as a correct record.

**5. PUBLIC QUESTIONS AND PETITIONS**

5.1 In response to questions from Alan Kewley, relating to public engagement with the Safer and Sustainable Communities Partnership, the Chair, Councillor Tony Damms, indicated that a written response would be provided.

5.2 In response to questions from Martin Brighton, relating to policy, procedure and training with regard to Hate Crimes, the Chair indicated that a full written response would be provided.

**6. CALL-IN OF CABINET MEMBER DECISION: ASSET OF COMMUNITY VALUE NOMINATION - THE UNIVERSITY ARMS, BROOK HILL**

6.1 The Committee considered the decision of the Cabinet Member for Community Services and Libraries, made on 27<sup>th</sup> September 2016, to refuse the registration of The University Arms, 197 Brook Hill, Sheffield, S3 7HG, as an Asset of Community Value.

6.2 Signatories

The Lead Signatory to the call-in was Councillor Adam Hanrahan, and the other signatories were Councillors Sue Auckland, Steve Ayris, Penny Baker and Shaffaq Mohammed.

6.3 Reasons for the Call-in

The signatories had confirmed that they wished to further scrutinize the decision and the definition of 'community'.

6.4 Attendees

- Councillor Jack Scott (Cabinet Member for Community Services and Libraries)
- Victoria Clayton (Planning and Highways Lawyer)
- Dawn Shaw (Head of Libraries and Community Services)

6.5 Councillor Adam Hanrahan, addressing the Committee as Lead Signatory, explained that a definition of 'community' was required so that there was more certainty for groups applying for Asset of Community Value (ACV) status. He further remarked on the arbitrary nature of ACV status and wanted the Committee to discuss the definition of 'community' and refer the decision back for further consideration by the Cabinet Member.

6.6 Dave Pickersgill, representing the Campaign for Real Ale (CAMRA), who had submitted the nomination for The University Arms to be given ACV status, then directed the Committee to the circulated letter from CAMRA which contained approximately 50 questions regarding the refusal to register The University Arms as an ACV. It had been agreed prior to the meeting that these questions would be answered in writing.

6.7 In response, Councillor Jack Scott indicated that the decision had been taken at the end of a long process and after careful consideration, but did concede that the legislation had been poorly drafted and that there was insufficient guidance available. He added that he understood the importance of the beer industry to the local economy. Councillor Scott went on to define "community" as "a distinct group of individuals or agencies who come together for a common interest". He also indicated that the questions posed by CAMRA would receive a written response and that he planned to send this by the end of the following week and that this response would be shared with the Policy and Improvement Officer for inclusion on the next meeting agenda. Commenting on the main questions posed by CAMRA, Councillor Scott stated that he had read all the appropriate documentation prior to

making his decision, adding that the Council's approach, whilst it might be different from that of other authorities, had been supported by Counsel's advice as being robust and proportionate. He considered that The University Arms was a public house which was predominantly used by students and staff of the University and had seen no evidence to the contrary. In conclusion, Councillor Scott expressed his willingness to meet with representatives of CAMRA in the near future to see if anything could be done to improve the process, adding that a possible way forward for The University Arms was for a further application to be submitted, which included additional evidence.

#### 6.8 Questions from Members of the Committee

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

- A review of the process of registering ACVs was ongoing.
- The Sheffield Tap had been granted ACV status because the information supplied supported that decision. In the case of The University Arms application, there had been an objection from the landowner, which had been supported by good evidence, whilst less robust information had been provided by the applicant.
- The University Arms had stopped being a members club in January 2007.
- In this case there was a lack of evidence, not an evidence of a lack of demand for what The University Arms was providing. The decision had been based on the information submitted.
- It should be borne in mind that the decision had been made on the statements and evidence provided, but any future application would be viewed with haste.
- The Cabinet Member had deliberately not visited The University Arms in order to keep detached and maintain an objective approach. It was thought that Council officers had also not attended The University Arms, as this was important to ensure a fair hearing. However, site visits might be an area for consideration.

6.9 In summing up, Councillor Adam Hanrahan remarked that whilst the responses to Members' questions had been useful, there had been no real answer to his request for a definition of 'community'. He went on to refer to the community of students who used The University Arms and pointed out the similarities between The Sheffield Tap and The Bath Hotel, which had both been granted ACV status. Furthermore, The University Arms was included in the CAMRA Good Beer Guide. He went on to emphasise that a proper definition of 'community' was required so that groups could work out what needed to be included in any application. In conclusion, he requested that the decision be referred back to the Cabinet Member for reconsideration and so that a proper definition of 'community' could be determined.

6.10 RESOLVED: That the Committee:-

- (a) notes the contents of the report together with the comments made and the responses provided;
- (b) notes the decision of the Cabinet Member for Community Services and Libraries, taken on 27<sup>th</sup> September 2016, to refuse the registration of The University Arms, 197 Brook Hill, Sheffield, S3 7HG, as an Asset of Community Value; and
- (c) recommends that no action be taken in relation to the called-in decision.

(NOTE 1: Prior to the passing of the above resolution, an alternative motion, moved by Councillor Adam Hanrahan and seconded by Councillor Sue Auckland, namely to 'refer the decision back to the Cabinet Member for Community Services and Libraries for reconsideration and so that an appropriate definition of 'community' could be arrived at.', was put to the vote and negated.

NOTE 2: At this point, Councillor Mark Jones rejoined the meeting.)

**7. LIBRARY REVIEW 2016 - FUTURE SUPPORT ARRANGEMENTS FOR VOLUNTEER RUN LIBRARIES**

- 7.1 The Committee received a report of the Executive Director, Communities, which looked at what support was needed after 31<sup>st</sup> March 2017, when the existing support package was due to end, to enable the volunteer run libraries to be viable and stable into the future. The report identified the need for Associate and Co-delivered Libraries to have continued support from the City Council, looking at benefit and risk. The Committee was asked to consider the report, which summarised the issues that would be contained in a report to be submitted to Cabinet on 23<sup>rd</sup> November 2016.
- 7.2 In attendance for this item were Councillor Jack Scott (Cabinet Member for Community Services and Libraries), Dawn Shaw (Head of Libraries and Community Services), Nick Partridge (Libraries, Archives and Information Manager) and Darrell Porter (Volunteer Co-ordinator, Libraries, Archives and Information Service).
- 7.3 Councillor Jack Scott introduced the report, indicating that the current model was working well and also expressing the Council's indebtedness to the 800 volunteers who had made this possible. He also referred to the two public questions which had been submitted for this item regarding the re-staffing of the Walkley Library/Broomhill Library and a request for the Council to make representations to the Government to request funding to rescue and re-staff Sheffield libraries and added that a written response would be provided to these.
- 7.4 Members made various comments and asked a number of questions, to which responses were provided as follows:-
  - The surveys which had been undertaken did not consider any closures.

- The reported decline in visitor numbers did not only apply to the volunteer libraries, and was a trend nationally, and the numbers of loans referred to in a recent response to a Freedom of Information (FOI) request only referred to books issued from the Council's system, which all groups still offered. In addition to these loans, most volunteer run libraries had their own systems for loaning donated books, so the full picture was not reflected in the FOI data requested.
- It was important to stick to the current model which appeared to be working well.
- The volunteer groups had been involved in the production of this report through a survey and meetings with the Cabinet Member for Community Services and Libraries, and their experiences had been taken into account. Surveys had also been undertaken with customers and library staff asking for feedback on all library services in the City and the findings from these had been included in the proposals.
- Facilities were provided for the volunteers in terms of networking opportunities, meeting resources and training.
- In order to provide extra support, it was expected that the Council run hub libraries and staff would work closer with the volunteer run libraries.
- If at all possible, consideration would be given to directing funding to libraries in the budgetary process. However, it was expected that issues such as Safeguarding and Adult Social Care needs would take priority.
- There was a risk that individual libraries with low attendance figures might not get as many new books, so it was important to ensure that the existing stock was well circulated. There was also a provision in the proposal to resource the inclusion of donated books from the volunteer sector into the Council system.
- Over 800 volunteers had been trained in using the library systems and, initially, volunteers had shadowed library staff in the libraries that they were going to run.
- Consideration had not been given to having theme based libraries, such as science or by community heritage, but it could be something to consider for the future.
- The Library Service should be ensuring that the volunteer groups found out why any volunteers had stopped volunteering, to ensure that any mistakes did not happen again, leading to better retention of volunteers in the future.
- Work was undertaken with voluntary sector partners, such as Voluntary Action Sheffield (VAS), to assist in upskilling the volunteers in such matters as fundraising and governance.

- Monthly meetings, which were supported by officers, enabled volunteer groups to share best practice and work together with the Council to maintain a healthy network of libraries in the City.

7.5 RESOLVED: That the Committee:-

- (a) thanks Councillor Jack Scott, Cabinet Member for Community Services and Libraries, and the attending officers for their contribution to the meeting;
- (b) notes the contents of the report and responses to questions: and
- (c) notes that a report on the Library Review 2016 was to be submitted to Cabinet in the near future.

## **8. SHEFFIELD CITY COUNCIL'S DRAFT COHESION AND INTEGRATION STRATEGY AND ACTION PLAN**

8.1 The Committee received a report of the Executive Director, Communities, which explained what the Council's new Cohesion and Integration Strategy and Action Plan was, why it was necessary and what it would do.

8.2 The report, which summarised the issues that would be contained in a report to be submitted to Cabinet on 23<sup>rd</sup> November 2016, was introduced by Angela Greenwood (Locality Manager - Cohesion). Also in attendance for this item were Councillor Jack Scott (Cabinet Member for Community Services and Libraries) and Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support).

8.3 Angela Greenwood indicated that the Strategy adopted a local approach taking account of issues such as age, ability, class, race and religion, and setting out what the Council could do to enhance cohesion.

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

- Councillor Jack Scott, together with Councillors Jackie Drayton (Cabinet Member for Children, Young People and Families) and Jayne Dunn (Cabinet Member for Housing) were members of the Cohesion, Migration and Integration Strategic Group.
- The PREVENT Strategy was linked to safeguarding and focused on those at risk of radicalisation and, as a part of this, a PREVENT Working Group had been formed.
- The £30,000 fund for groups to apply for, to undertake prevention work and create new innovative projects that aided cohesion and integration, came out of the Council's main Grant Aid budget. Access to this funding would commence on 1<sup>st</sup> April 2017.

- Training with regard to the Strategy could be extended to Hate Crime.
- An entire section of the Action Plan related to children, young people and families.
- Work was being undertaken to combine the PREVENT Strategy with cohesion, with some funding being available to such fora as women's groups.
- Suggestions for prioritising areas, having trained and paired mediators and holding ESOL (English as a Second or Other Language) courses in University premises were welcomed as positive suggestions.
- No decision had been made yet as to how the Roma health needs assessment would link with the Roma network, but officers were looking to engage with Roma organisations and local Members.
- The Police were looking at ways to improve the '101' service and the new Anti-Social Behaviour/Community Safety Team would be briefed in November 2016.
- The Anti-Social Behaviour/Community Safety Team would be resourced from the Council's Community Safety Team and it was hoped that efficiencies would be gained from this. Local Members would be kept informed of any developments.

8.5 RESOLVED: That the Committee:-

- (a) thanks Councillor Jack Scott, Cabinet Member for Community Services and Libraries, and the attending officers for their contribution to the meeting;
- (b) notes the contents of the report and the responses to questions; and
- (c) notes that a report on the Council's Draft Cohesion and Integration Strategy and Action Plan was to be submitted to Cabinet in the near future.

**9. HATE CRIME TASK GROUP: UPDATE REPORT**

9.1 The Committee viewed a video presentation on Disability Hate Crime which had been produced by Sheffield Voices, a group of people with a learning disability who run a self-advocacy group supported by Disability Sheffield. Members also received a report of the Policy and Improvement Officer, which provided a brief update following the first meeting of its Hate Crime Task Group. In presenting the report, the Policy and Improvement Officer referred to plans for evidence gathering and indicated that the Group would present its final draft report to the Committee for approval at its meeting on 16<sup>th</sup> February 2017.

9.2 Also present for this item was Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support).

9.3 The Chair, Councillor Tony Damms, indicated that the Task Group would concentrate on the reporting of Hate Crime in order to avoid duplication with other work which was being undertaken in this field. Members felt that the video was very powerful and that it could be used as a training aid. Suggestions were made for the video presentation to be used in connection with restorative justice programmes run by the Probation Service and for it to be viewed by Tenants' and Residents' Associations. Following on from this, it was suggested that a future Committee meeting could consider an item on restorative justice, with the co-ordinator of the Council's Anti-Social Behaviour Team in attendance.

9.4 RESOLVED: That the Committee:-

- (a) notes the information contained in the video presentation and report; and
- (b) requests that an item on restorative justice be added to its Work Programme for consideration at a convenient date.

## **10. WORK PROGRAMME 2016/17**

10.1 The Committee received a report of the Policy and Improvement Officer which set out the Committee's Work Programme for 2016/17.

10.2 RESOLVED: That the Committee notes the Work Programme 2016/17 as set out in the report and that, as requested earlier at this meeting, an item on restorative justice will be added to the Work Programme for consideration at a convenient date.

## **11. HATE CRIME AND HATE INCIDENTS 2015/16**

11.1 RESOLVED: That the Committee notes the contents of the Hate Crime and Hate Incidents 2015/16 report.

## **12. THE WORK OF THE POLICE AND CRIME PANEL**

12.1 RESOLVED: That the Committee notes the contents of the Work of the Police and Crime Panel report.

## **13. WRITTEN RESPONSES TO PUBLIC QUESTIONS**

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

## **14. DATE OF NEXT MEETING**

14.1 It was noted that the next meeting of the Committee would be held on Thursday, 8<sup>th</sup> December 2016, at 4.00 pm, in the Town Hall.





**Report to Safer & Stronger  
Communities Scrutiny & Policy  
Development Committee  
Thursday 8<sup>th</sup> December 2016**

**Report of:** James Henderson, Director of Policy Performance & Communications

**Subject:** Welfare Reform Update

**Author of Report:** Cat Arnold, Policy and Improvement Officer, [cat.arnold@sheffield.gov.uk](mailto:cat.arnold@sheffield.gov.uk)

**Summary:**

This update has been requested by the Safer & Sustainable Communities Scrutiny Committee. It sets out the most significant current and future benefit changes and provides some information about how they are being addressed by Sheffield City Council and its partners.

**Key updates:**

- Only a small number of customers are claiming **Universal Credit** in Sheffield at the moment. Full roll out is due to take place from **July 2018**. Budgeting and digital support is available for those moving on to Universal Credit.
- **Personal Independence Payments** have started to replace Disability Living Allowance. The initial impacts seem to be manageable, but evidence from other regions with wider roll out suggests that the introduction of PIP leads to a reduction in the awards made.
- A lower **Benefit Cap**, which limits the amount of income an out-of-work family (including single families) can receive in benefits, will take effect in January 2017, taking the number of households affected by the cap from **113** to an estimated **900** households. In total, those households who will be affected by the reduced benefit cap contain **3,446 children**.

The briefing also includes updates on Under-Occupancy Rules (Bedroom Tax), Council Tax Support, Council Tax Hardship Scheme, Discretionary Housing Payments, Local Assistance Scheme, Autumn Statement announcements and the Sheffield City Council Welfare Reform Group.

**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:

Note the update on welfare reform and provide views on the activity carried out in response to those reforms.

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### Background Papers:

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

**Category of Report:** OPEN

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## Welfare Reform Update

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### 1. Introduction/Context

- 1.1 In January 2011, the Government began to implement the biggest change to the welfare system for 60 years.
- 1.2 This paper has been requested by the Safer & Sustainable Communities Scrutiny Committee. It sets out the most significant current and future benefit changes and provides some information about how they are being addressed by Sheffield City Council and its partners.
- 1.3 Key updates:
  1. Only a small number of customers are claiming **Universal Credit** in Sheffield at the moment. Full roll out is due to take place from **July 2018**. Budgeting and digital support is available for those moving on to Universal Credit.
  2. **Personal Independence Payments** have started to replace Disability Living Allowance. The initial impacts seem to be manageable, but evidence from other regions with wider roll out suggests that the introduction of PIP leads to a reduction in the awards made.
  3. A lower **Benefit Cap**, which limits the amount of income an out-of-work family (including single families) can receive in benefits, will take effect in January 2017, taking the number of households affected by the cap from **113** to an estimated **900** households. In total, those households who will be affected by the reduced benefit cap contain **3,446 children**.
- 1.4 The briefing also includes updates on Under-Occupancy Rules (Bedroom Tax), Council Tax Support, Council Tax Hardship Scheme, Discretionary Housing Payments, Local Assistance Scheme, Autumn Statement announcements and the Sheffield City Council Welfare Reform Group.

### 2.0 Current and future welfare reforms

#### 2.1 Universal Credit

- 2.1.1 Universal Credit (UC) was introduced in Sheffield on 18 January 2016. Eventually, UC will replace all working age income related benefits (Income Support, income related Employment and Support Allowance, income based Jobseeker's Allowance, Housing Benefit and Tax Credits), and claimants will receive one monthly payment of UC, which will be paid directly to the claimant, and will include an element for their housing

costs. This means that the claimant will be responsible for making sure they pay their rent, whereas if they were previously claiming Housing Benefit, their Housing Benefit may have been paid directly to the claimant's landlord. Currently, all working age Council tenants who receive Housing Benefit have their benefit paid directly onto their rent account. Under UC, the default position will be that their housing costs will be paid directly to the claimant on a monthly basis.

- 2.1.2 At the moment, only a small number of customers are claiming UC in Sheffield. These are single, working age, claimants who would have otherwise made a claim for Jobseeker's Allowance.
- 2.1.3 There will be no further rollout to other groups until the full digital service is introduced, which the DWP have now confirmed will be introduced to Sheffield jobcentres from July 2018. From July 2018, all new claims for those benefits and credits UC replaces, from working age customers, will be claims for Universal Credit.
- 2.1.4 The Council has worked closely with the DWP to ensure that vulnerable customers receive the right advice and support. When full roll-out occurs we will provide the same kind of support on a bigger scale.
- 2.1.5 The Council have a Delivery Partnership with the DWP to provide services to claimants who need help with budgeting and online skills.
- 2.1.6 Personal Budgeting Support – the DWP refer claimants who they feel will have difficulty budgeting their Universal Credit payment throughout the month to Money Advice officers in the Council Housing Service Income Management and Financial Inclusion Team. The support includes identifying income and expenditure, ways to make savings and working out a budget plan. Claimants often raise other issues around debts and money worries; we provide direct help or signposting to other services as appropriate.
- 2.1.7 Online Support – claimants who are unable to make a claim for Universal Credit due to a lack of IT skills are referred by the DWP to the Councils Customer Services Team at Howden House. The support includes help getting online, making a claim and understanding how to use the internet. If claimants need in depth IT help they can be signposted to education and training organisation who can offer more IT support.
- 2.1.8 In the Autumn Statement the Chancellor announced a reduction in the rate at which Universal Credit is withdrawn from people when they start work, with the taper to be reduced to 63% (from 65%) from April 2017. This increases the amount that they are able to keep and is designed to increase work incentives.

## *2.2 Personal Independence Payments*

- 2.2.1 Personal Independence Payment (PIP) is replacing Disability Living Allowance (DLA) for adults and has started to be rolled out in Sheffield. All people on DLA will receive a letter from the DWP letting them know when they need to claim PIP. People are not automatically moved from DLA on to PIP. PIP is to help towards some of the extra costs of their health condition or disability. It is based on how their condition affects them, not on what condition they have. PIP is for people aged from 16 years, and is gradually being applied to people up to 68 years. DLA will remain for children up to the age of 16. The DWP will contact young people as they approach 16 to explain what will happen.

2.2.2 As there has been limited roll out in Sheffield so far, there is little evidence of impacts here:

- Anecdotal evidence from the Council Financial Assessments team indicates that for customers who have moved from DLA to PIP so far, the awards have been the same, leading to little financial impact. The Council Housing Service is also yet to see an impact on tenants.
- However, DWP statistics from Wales, the North West and the Midlands, where PIP is more fully rolled out indicates that 27% of people who were previously on DLA have not been found to be eligible for PIP<sup>1</sup>. Other evidence indicates that changes to the eligibility criteria have in practice made getting an award more difficult<sup>2</sup>. In addition, gradual roll out of PIP to people over 65 may have a disproportionate impact on those who are less able to adapt to a change in their level of support.
- The national savings that were projected from the introduction of PIP are not likely to be realised as it is currently being run, meaning that the scheme may be tightened further in the future<sup>3</sup>.

2.2.3 Sheffield Citizens Advice is starting a piece of work assessing the impact of PIP in Sheffield, the results of which are expected to be available in January 2017.

### 2.3 *Benefit Cap*

2.3.1 The Benefit Cap was originally introduced in Sheffield in August 2013, and limited the amount of income an out of work family, including single parents, could receive in certain benefits, including Housing Benefits but not including Disability Benefits, to £26,000 per year. For single people the cap was set at £16,800.

2.3.2 For those households with a benefits income above the cap levels, the only benefit to be capped was their Housing Benefit (HB), thus increasing the amount of rent to be paid. In some cases the HB award was reduced to 50p per week. This is the minimum payment that can be made in order to allow those affected to make a claim for a Discretionary Housing Payments.

2.3.3 The Government has reduced the amount of the benefit cap from £26,000 per year to **£20,000 per year** for families and single parents and to **£13,400** for single people. The reduced cap was introduced on 7 November 2016, and applied to currently capped cases from this date, although those previously capped cases who were in receipt of Carers Allowance (around 30 households) were made exempt from the cap from this date. All other households who will be subject to the reduced cap will see their Housing Benefit reduce from the week commencing 16 January 2017.

2.3.4 In Sheffield, there are currently **113 households** who are having their Housing Benefit reduced as a result of the benefit cap (some of these households were reduced further

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<sup>1</sup> <https://www.gov.uk/government/statistics/personal-independence-payment-april-2013-to-july-2016>

<sup>2</sup> For multiple sclerosis, 93% of DLA claimants got the higher rate of the mobility component, but under PIP this has dropped to 50%. For Parkinson's, 82% of DLA claimants got the higher rate of the mobility component, but under PIP this has more than halved to 40%. For rheumatoid arthritis, 83% of DLA claimants got the higher rate of the mobility component, but under PIP this has reduced by more than two thirds to 24%. <http://www.bbc.co.uk/news/health-38049391>

<sup>3</sup> Office for Budget Responsibility Welfare Trends report (Oct 16) the introduction of PIP is estimated to have reduced spending by just £0.1 billion in 2015-16, well short of the initial goal of cutting working-age spending by 20 per cent relative to DLA..." [http://budgetresponsibility.org.uk/docs/dlm\\_uploads/Welfare-Trends-Report.pdf](http://budgetresponsibility.org.uk/docs/dlm_uploads/Welfare-Trends-Report.pdf). The comparison is the target saving of over £1 billion by 2014/15 and rising to £1.5 billion a year by 2016/17 <http://www.parliament.uk/briefing-papers/SN06422/personal-independence-payment-an-introduction>

from November 2016 due to the reduced benefit cap, with an average further weekly reduction of £56.64, taking their total reduction to approximately £100 per week<sup>4</sup>). Virtually all of those who are currently subject to the reduced cap have seen their Housing Benefit reduce to £0.50 per week (they retain a de minimus award of Housing Benefit, so they can apply for a DHP).

- 2.3.5 From **16 January 2017**, the reduced benefit cap will be applied to all households who have an income above the cap level. We expect a further **800 households** to be affected by this change, and see a reduction in their Housing Benefit. In total, those households who will be affected by the reduced benefit cap contain **3,446 children**.
- 2.3.6 The total annual reduction in Housing Benefit for those households subject to the reduced benefit cap, from January 2017, is estimated to be £2,300,000 (**this amounts to £48.25 weekly reduction per household**). This is an increase of around £2,000,000 when compared to the annual reduction for those households capped prior to November 2016. When these households move on to Universal Credit, and the cap is fully applied, the annual reduction in income will be £3,400,000.
- 2.3.7 Sheffield City Council Revenue and Benefits Service and the Council Housing Service Income Management and Financial Inclusion Team are attending events held by the DWP to advise households across all tenures who are affected by the cap, and are assisting those affected to apply for a Discretionary Housing Payment and offering Money Advice. In addition, budgeting and other support is available to affected Council and social-rented tenants through their landlords.

## 2.4 *Under-occupancy Rules ('Bedroom Tax')*

- 2.4.1 The bedroom tax was introduced in April 2013 for social tenants, and meant that anyone who was deemed to be under-occupying their home by 1 bedroom saw the amount of their rent that was eligible for Housing benefit, reduced by 14%, and by 25% if they were under occupying their home by 2 or more bedrooms.
- 2.4.2 In Sheffield, **5,181** households are currently affected by the bedroom tax, with 4,377 of these being subject to the 14% reduction, and 804 subject to the 25% reduction. This equates to an annual reduction in Housing Benefit for these households of about **£3.6m**.
- 2.4.3 Many of the people affected by this are supported by Discretionary Housing Payments (DHP). However, the introduction of the revised benefit cap, from November 2016, will place additional demands on the DHP budget, and unless the Government increases our DHP grant there may be less funding available to support those affected by Under-occupancy. See DHP below.

## 2.5 *Council Tax Support and Council Tax Hardship Scheme (CTHS)*

- 2.5.1 In April 2013, the Government abolished Council Tax Benefit, and councils had to develop their own Council Tax Support Schemes. The Government also reduced the funding for Council Tax Support by 10% (in Sheffield, this was a cut of about £4.5m per year). The Government also protected pensioners from any reduction in support, which means that all working age Council Tax Support recipients in Sheffield have to pay at least 23% of their Council Tax liability.

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<sup>4</sup> This figure is estimated on the basis of eligible rent and the new Housing Benefit award.

- 2.5.2 Due to the cut in support offered to working age Council Tax Support recipients, in April 2013 we introduced the Council Tax Hardship Scheme to offer further assistance to households who were experiencing financial hardship as a result of their Council Tax costs.
- 2.5.3 There are currently **52,811** households who receive Council Tax Support, and of these **30,500** are of working age.
- 2.5.4 In 2013/14, the Council made awards from the Council Tax Hardship Scheme totalling **£410,000**, it made awards totalling **£590,000** in 2014/15. In 2015/16 the council made awards totalling **£600,000** to 3,000 households. Due to the increase in Council Tax in 2016 (as a result of the inclusion of the Adult Social Care Precept) the budget for the Council Tax Hardship Scheme for 2016/17 is **£800,000**.

## *2.6 Discretionary Housing Payments*

- 2.6.1 The Council administers the Discretionary Housing Payment (DHP) scheme, which is funded by the Department for Work and Pensions (DWP), to provide assistance to households who are receiving Housing Benefit and are experiencing financial hardship as a result of the shortfall between their Housing Benefit and their rent costs. Following the Government's welfare reform program, the DHP grant allocated to Sheffield initially increased significantly in order to mitigate some of the cuts in Housing Benefit, in particular, the bedroom tax and the benefit cap. It has since reduced from the grant allocated.
- 2.6.2 In Sheffield, we have always spent the full amount allocated by DWP. Please see below for details of the DHP spend since 2012/13 (it is possible to see the increase in funding since the introduction of the bedroom tax and the benefit cap in 13/14):
- 2012/13 - £239,714
  - 2013/14 - £1,225,802
  - 2014/15 - £1,040,816
  - 2015/16 - £958,791
  - 2016/17 - £1,087,495
- 2.6.3 The amount the Council receives in DHP funding means that it is unable to offer financial assistance to all the households who have been affected by the Government's welfare reform agenda.
- 2.6.4 DHP criteria may need to be adjusted to ensure that enough funds are available to help those impacted by the Benefit Cap. This could mean that less money is available to help those who are currently receiving DHP, including those who are receiving it due to Under-occupancy.

## *2.7 Local Assistance Scheme*

- 2.7.1 The Local Assistance Scheme (LAS) is run by the Council and replaces the Crisis Loans and Community Care Grants that were previously available from the DWP. The LAS provides loans for people on benefits if they need help as a result of an emergency or crisis, and grants to help people on benefits establish themselves in the community or to ease exceptional pressure, and can be awarded for household furniture and other essentials.
- 2.7.2 The LAS has made the following awards to date:



### 2.7.3 **2015-16 (1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016)**

646 Loan awards, totalling £61,800.98 (average £95.67)  
1165 Grant awards, totalling £767,447.94 (average £658.75)

### 2.7.4 **2016-17 to Date (1<sup>st</sup> April 2016 – 28<sup>th</sup> Nov 2016)**

385 Loan awards, totalling £43,653.83 (average £113.39)  
741 Grant awards, totalling £520,211.53 (average £702.04)

2.7.5 The Local Assistance Scheme is currently under review to ensure that the most efficient delivery model is in place. The review will consider elements such as eligibility, assessment of need and delivery methods.

## 2.8 *Autumn Statement*

2.8.1 The Autumn Statement included some welfare reform announcements. Those which are not already referred to above are:

2.8.2 The implementation of the cap on Housing Benefit and **Local Housing Allowance** (LHA) rates in the social rented sector will be delayed by 1 year, to April 2019. When it does come into effect, the main impact on this will most likely fall on those who are under 35, where the introduction of the Shared Accommodation rate (currently set at £63.52 per week), will mean that single tenants under the age of 35 in the social-rented sector may no longer be able to afford their tenancies.

2.8.3 The government has made **Pay to Stay** discretionary, under which local authority tenants with taxable incomes over £31,000 (or £40,000 in London) would have been required to pay a market, or near market, rent<sup>5</sup>. The decision has been made in Sheffield not to implement this.

2.8.4 Overall, no further Welfare savings in Parliament were indicated beyond existing announcements

## 3.0 **Welfare Reform Group**

3.1 The Welfare Reform Group co-ordinates the Council's activity on welfare reform, bringing together lead officers from across the Council, along with representatives from the Department of Work and Pensions (DWP) and Sheffield Citizens Advice, to share knowledge and create links between different strands of activity.

## 4.0 **Recommendation**

4.1 The Committee is asked to note the update on welfare reform and provide views on the activity carried out in response to those reforms.

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<sup>5</sup> <http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN06804>

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## Report to Safer and Stronger Communities Scrutiny & Policy Development Committee 8<sup>th</sup> December 2016

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

**Subject: Challenge for Change: The Council Housing Service's preparation for the implementation of Universal Credit**

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

**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. This report covers the group's project on the Council Housing Service's preparation for the implementation of Universal Credit. The overall purpose of the project was to see how well prepared the Council Housing Service is for the gradual implementation of Universal Credit and to check how it compares with similar organisations

The Group's report, including findings and recommendations is attached.

The report has been presented to the Housing and Neighbourhoods Advisory Panel (HANAP) and the Council Housing Service's "Community Engagement Partnership Group". Managers responsible for the Income Management service will report back to the C4C group on their progress in implementing the recommendations.

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

Reviewing of existing policy	<b>X</b>
Informing the development of new policy	<b>X</b>
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	

**The Scrutiny Committee is being asked to:**

Support the recommendations made in the Challenge for Change report

**Background Papers:**

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

**Category of Report:** OPEN



# Challenge for Change

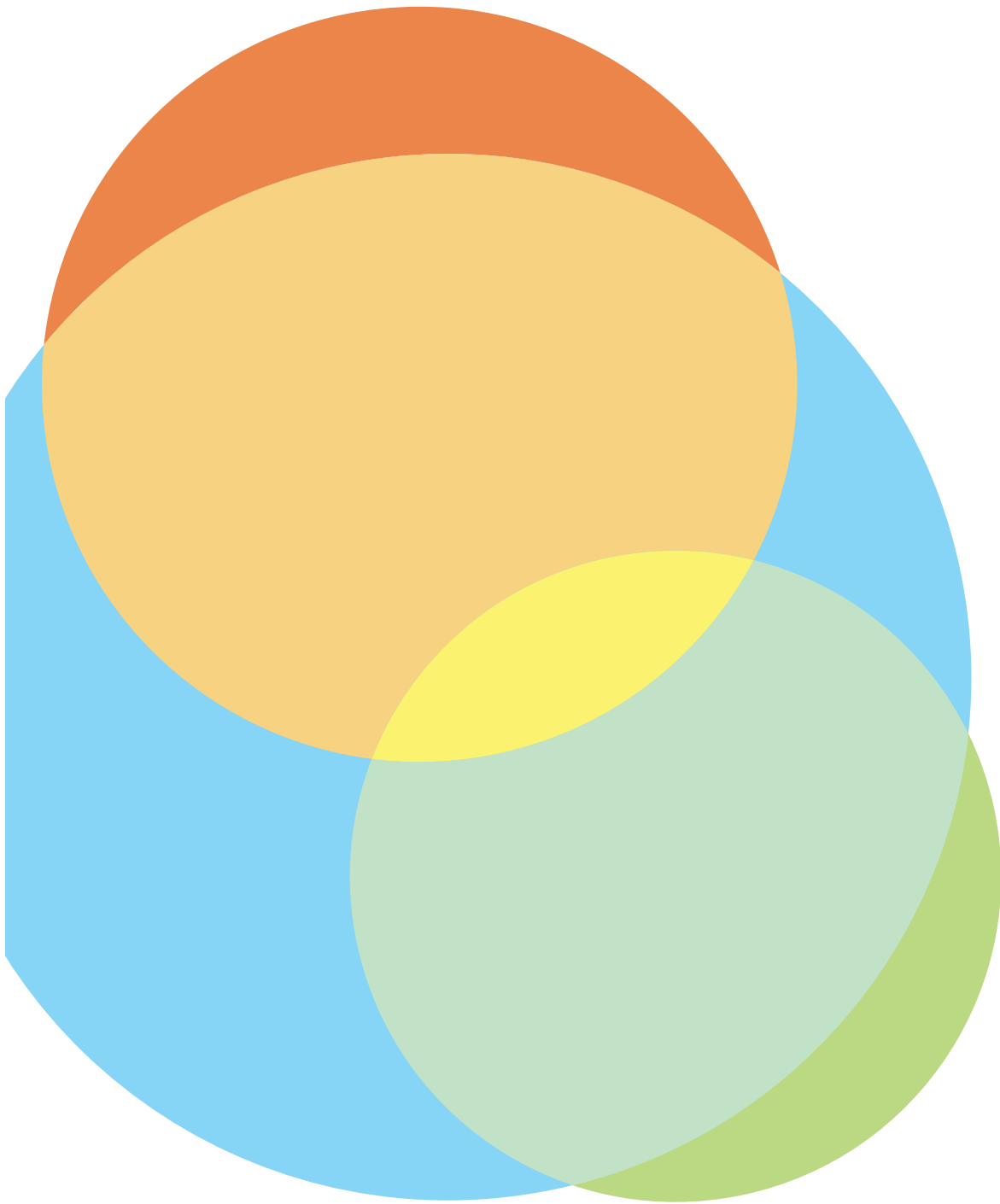
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## *Scrutiny Report*

The Council Housing Service's preparation for the implementation of Universal Credit

*June 2016*







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## 1. Introduction and Background

- 1.1 Challenge for Change is a customer scrutiny panel that was set up to review different parts of the Council Housing Service. Open to tenants, leaseholders and customers of the service, the group has carried out several reviews now and produced a series of reports and recommendations for service improvement. Throughout this report the scrutiny group will be called C4C.
- 1.2 This project was initiated at the request of the Council Housing Service during autumn 2015 and completed by four scrutinisers: Linda Moxon, Max Richardson, Ian Alexander and Tony Watson.
- 1.3 The subject is the Council Housing Service's preparation for implementing Universal Credit in Sheffield and how this may impact on council tenants. Although the Council does not administer Universal Credit, it will be affected as Housing Benefit will be replaced by a rent element payable directly to the tenant.
- 1.4 In this report C4C has detailed its findings following investigations that have included:
  - Meeting with staff at all levels
  - Reviewing information being provided to customers and via the website
  - Visits to other local social landlords
  - Visit to the Credit Union
- 1.5 C4C has made a number of judgements and recommendations based on its findings. These are detailed within the report and in a summary appendix which includes evidence and impact.
- 1.6 The overall purpose of the project was to see how well prepared the Council Housing Service is for the gradual implementation of Universal Credit and to check how it compares with similar organisations.

## 2. Objectives

2.1 From C4C's initial research and discussions, it identified the following objectives for this project:

- How do we work with other organisations e.g. Credit Union / DWP / C.A.B.?
- What is available e.g. courses etc
- Which parts of the country have been dealing with this already and what have they done
- How effective have the Council's efforts been so far
- What is being done to help people access bank accounts
- What are the practicalities of the Universal Credit roll out
- What efforts have been made to encourage use of Direct Debit (this should be a major PR objective)
- What is being done to prepare people for doing things online
- How big a problem is it
- Has there been an increase in the number of evictions where Universal Credit has been introduced
- What quality of information has been used for the modelling of projected arrears
- What is being done to prevent the likes of WONGA getting hold of the money
- What impact will this have on Housing + and the Housing Service's resources

## 3. Findings

3.1 C4C carried out a number of activities to understand the preparation the service has been making for the implementation of Universal Credit and how this compares with what other organisations have been doing. Based on this we have made the following judgements:

- J1 Help is definitely available, including money advice, digital advice and training (particularly for older people) and signposting
- J2 The Credit Union is useful, beneficial and has an excellent relationship with SCC
- J3 Good networking exists between Sheffield City Council and other agencies and providers, leading to shared learning and problem solving
- J4 Direct Debit is actively encouraged – where appropriate
- J5 The relationship with the Department for Work and Pensions (DWP) is critical and needs to be positive. A good start has been made in setting up a good relationship
- J6 Slow uptake of Universal Credit is allowing for a measured approach and effective staff resource allocation
- J7 The Council is doing all that other providers are doing and is not missing anything
- J8 There is a suspicion that awareness/knowledge about Universal Credit is not developed until necessary by claimants
- J9 It is too early to assess the impact on eviction rates. This could be an issue and needs to be carefully managed
- J10 The 'WONGA' issue (where money lenders are involved) is a real one and efforts are being made to 'get in first' by the Council Housing Service
- J11 Modelling for future arrears levels is as good as it can be
- J12 Housing + will be able to support those needing help but there is a risk of overloading workloads
- J13 Previous efforts to support tenants with other aspects of welfare reform appear to have been effective but relied heavily on discretionary payments and hardship funds
- J14 Banks do have basic accounts available but they do not publicise them
- J15 The Council's website is basic but does provide useful links to external information about Universal Credit



## 4. Summary of Reality Checks

### 4.1 Meetings with staff

C4C has met several staff during the course of our investigations from senior managers to front line officers. They provided us with detailed descriptions of preparations being made and were confident that everything is under control. They also explained how the service has good networking links with other councils and has been able to benefit and learn from those authorities where Universal Credit had been introduced for some time.

Managers were confident that adequate resources are currently available and that they would be reviewed as the number of tenants receiving Universal Credit starts to rise. Experience from other authorities suggests that the transition to the new benefit will be a slow process.

### 4.2 Meeting with South Yorkshire Housing Association

C4C visited this local housing association and met with staff to learn how they had been approaching the implementation of Universal Credit in Sheffield. They told us they are fully prepared and that many of their tenants are likely to move to Universal Credit due to the age profile – most are of working age. 65% of their tenants currently receive some level of Housing Benefit.

They told us that they have a close working relationship with the local Credit Union and are working to improve communications with DWP. They also work with their tenants on general money advice and have done some work encouraging people to switch to cheaper gas and electricity. They had concerns that switching to an online claiming system might be an issue.

They are having success in encouraging new tenants to pay their rent by Direct Debit

### 4.3 Meeting with the Credit Union

C4C visited the local Credit Union and had a discussion with the manager. They told us they feel prepared to cope with the impact of Universal Credit – especially when the rate of uptake increases. Currently they have 5,500 customers but said they have the capacity to deal with 20,000. They work with people to obtain basic bank accounts, which customers must have for their benefit payments. They also offer SCUBA accounts, which have a monthly management fee of £5, which the Council is currently covering.

They told us that Barnsley has a different system so they were unable to make comparisons. They have good contacts with other local agencies that spread the word about the availability and services provided by the Credit Union.

It was clear that they are a busy organisation as people were coming and going all the time during the visit

#### 4.4 Meeting with Berneslai Homes

C4C was keen to talk to an organisation in an area where Universal Credit has been implemented for some time. Berneslai Homes is the organisation that manages council housing in Barnsley.

They told us that implementation has been slow and they have only seen 63 tenants go on to Universal Credit. They guide all new claimants towards paying their rent by Direct Debit and they have been flexible in allowing payments to be made weekly, two weekly or monthly. Collection rates remain good.

They have tenant support officers for all new tenants and also finance money advice workers at the local CAB.

Due to the slow rate of uptake, the impact of Universal Credit has not been as large as expected.

They are actively encouraging digital inclusion and have a Digital Inclusion Officer.

They told us that the Credit Union is not used very much in Barnsley as people are put off by the word 'credit'.

#### 4.5 Review of online information

Sheffield City Council's website provides a link to the Directgov website.

The information provided is not personalised in any way and seems very bland. It may be better if it was more Sheffield centric and has pictures rather than just relying on a link to the DWP. Would be good to try and make it look more interesting and to provide a brief overview of what Universal Credit is about.

The information on the Council Housing website offers good advice in a more user friendly way.

The information on websites for other cities feels more user friendly, talking about how the changes will affect people in their area and what Universal Credit is about.

South Yorkshire Housing's website includes more explanation of the changes and uses simpler language.

The information on the Directgov website is good and tells people what they need to know. It provides clear advice on how to apply.

## 5. Conclusions

- 5.1 At the time of our review, the Council Housing Service seemed to be well prepared for the implementation of Universal Credit
- 5.2 The Council Housing Service is doing all that other organisation are doing and is not missing out anything. It has a good relationship network with other providers to share experiences and information
- 5.3 We feel that the relationship with the DWP is critical and will continue to be so as the uptake of Universal Credit increases
- 5.4 There are concerns about how customers will cope with moving on to Universal Credit and therefore strong support and advice needs to be provided – particularly in the early days of entitlement
- 5.5 It would be good for the group to review what the impact has been in six months' time to see how the support provided has worked

## 6. Recommendations

- R1 Continue with campaigns to get people on to Direct Debits and integrate advice and guidance into the Housing + role
- R2 Keep up efforts to maintain strong working relationship with DWP
- R3 Keep an eye on staff resources to ensure they are adequate
- R4 Work with colleges to increase awareness and run general awareness campaigns
- R5 Housing officers to offer intensive support with customers before critical stages, particularly in the early days of a tenancy
- R6 Need to know what date money goes in so can get it out before anything else goes out
- R7 The Housing Service should warn customers about the downsides of moneylenders, point out the alternatives and keep this up
- R8 Keep arrears projection models under review
- R9 Ensure adequate training to enable comprehensive support
- R10 Improve Sheffield City Council's website to make it more attractive and user friendly
- R11 Carry out periodic reviews of how Universal Credit is impacting on the Housing Service
- R12 Continue with the current approach



## 7. Budget

7.1 C4C was allocated a budget for the duration of the scrutiny project and spent well within it. Expenses were incurred as follows from April 2015 to March 2016:

- Refreshments £203.12
- C4C members' travel expenses £19.12

## 8. Update June 2016

8.1 During the period that this review has taken place, the number of Universal Credit claimants dealt with by the Council has increased to around 200

8.2 The service has managed this transition well and allocated resources accordingly

8.3 Rent arrears have increased for the group affected by the levels anticipated

## Acknowledgements

The team would like to thank Gary Westwood and Tina Gilbert from Planning and Performance for their assistance with this project. They have helped arrange interviews with staff and visits to external organisations.

We would also like to thank the following for their co-operation with our investigations and for giving up their time:

- Head of Service - Neighbourhood Intervention and Tenant Support
- Managers and staff – Income Management Unit
- Sheffield Credit Union
- South Yorkshire Housing Association
- Berneslai Homes

## Appendix

	What is the C4C Judgement?	What Evidence do we have to support that judgement?	What Impact is this having on customers?	Recommendation
1	<p>Help is definitely available</p> <ul style="list-style-type: none"> <li>• Money advice</li> <li>• Digital advice and training – particularly for older people</li> <li>• Signposting</li> </ul>	<p>Questioning – review of website</p> <p>Credit Union Staff and managers in Income Management Unit</p>	<p>Good advice is available</p>	
2.	<p>Credit Union is useful and beneficial – excellent relationship with SCC</p>	<p>Credit Union staff and managers in the Income Management Unit</p>	<p>Provides an alternative to banks and has the capacity and flexibility to deal with large numbers. Helps with credit history and encourages a saving habit</p>	
3.	<p>Good networking exists between SCC and other agencies and providers</p> <ul style="list-style-type: none"> <li>• Sharing learning</li> <li>• Problem solving</li> </ul>	<p>Positive relationships between organisations ALMO/RSL/CU – helped by colleagues knowing one another</p> <p>North of England group</p>	<p>The service benefits from knowledge gained through networking with other organisations</p>	
4.	<p>Direct Debit is actively encouraged – where appropriate</p>	<p>Manager and staff meetings</p>	<p>Any customer arrears will be managed better and people will be better able to manage their personal budgets</p>	<p>Continue with campaigns to get people on to DDs and integrate advice and guidance into the Housing + role</p>
5.	<p>Relationship with DWP is critical and needs to be positive. A good start has been made in setting up a good relationship</p>	<p>Meetings with ALMO/RSL and staff and manager of the Income Management Unit</p>	<p>Helps quicker problem solving</p>	<p>Keep up efforts to maintain strong working relationship with DWP</p>

	What is the C4C Judgement?	What Evidence do we have to support that judgement?	What Impact is this having on customers?	Recommendation
6	Slow uptake of UC is allowing for a measured approach and effective staff resource allocation	Personal communication – mystery shop. Appeared to fit UC criteria but placed on JSA Reality visits – e.g. ALMO - where people expected to go on UC have been put on other benefits	Customers likely to get good support and advice from experienced and knowledgeable staff	Keep an eye on staff resources to ensure they are adequate
7	SCC is doing all that other providers are doing and not missing anything	ALMO and RSL visits Reviews of other local providers' websites	Customers are receiving as good a service as is possible	
8.	Suspect that awareness/ knowledge about UC not developed until necessary by claimants	People not interested until it affects them at which time they quickly need to make themselves aware	Customers not as informed as they will need to be	Work with colleges to increase awareness and run general awareness campaigns
9.	It is too early to assess the impact on eviction rates. This could be an issue and needs to be carefully managed	ALMO visit – one person with longstanding arrears Reality checks	None at this stage – but ultimately could result in more evictions	Housing officers offer support with customers before critical stage. Ad campaigns to increase awareness
10	The 'WONGA' issue is a real one and efforts are being made to 'get in first'	Meeting with Income Management Unit manager	Increased arrears for those affected	Need to know what date money goes in so can get it out before anything else goes out The Housing Service should warn customers about the downsides of moneylenders, point out the alternatives and keep this up
11	Modelling for future arrears levels is as good as it could be	Meeting with Income Management Unit manager – based on assumptions from other pilots	None on customers directly – but less revenue could impact on service delivery	Keep models under review

	What is the C4C Judgement?	What Evidence do we have to support that judgement?	What Impact is this having on customers?	Recommendation
12	Housing+ will be able to support those needing help but there is a risk of overloading workloads	Speaking to management and staff. Lots of occasions where people are saying Housing + will sort out issues. Is this realistic.	Local support available with a named local officer	Ensure adequate training to enable comprehensive support
13	Previous efforts to support tenants with other aspects of WR appear to have been effective but relied heavily on discretionary payments and hardship funds	Staff and managers in the Income Management Unit	Will need to take more responsibility but support will be available	
14	Banks do have basic accounts available but they do not publicise them	Mystery shop ALMO visit Meeting with IMU manager	Need to be more proactive and increase awareness	
15	The Council's website is basic but does provide useful links to external information about Universal Credit	Comparison with other landlord and local authority websites	It is less easy to use than some which could lead to people being less well informed	Improve the website to make it more attractive and user friendly

General Recommendations:

1. Carry out periodic reviews of how Universal Credit is impacting on the Housing Service
2. Continue with the current approach







This document can be supplied in alternative formats, please contact:  
Sheffield City Council • Council Housing Service  
Tel: 0114 293 0000 or 205 3333  
[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)

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## Report to Safer & Stronger Communities Scrutiny & Policy Development Committee 8<sup>th</sup> December 2016

**Report of:** James Henderson, Director of Policy Performance & Communications

**Subject:** Financial Inclusion

**Author of Report:** Cat Arnold, Policy and Improvement Officer, [cat.arnold@sheffield.gov.uk](mailto:cat.arnold@sheffield.gov.uk)

**Summary:**

People’s financial position has profound implications for their wellbeing. It enables them to plan and invest in their needs and aspirations, ensuring that they are in a position to capitalise on opportunities (for example new homes, new jobs or investments) or to cope with unexpected events (everything from the fridge breaking to an unexpected health issue). Equally, being less financially resilient or vulnerable can have profound knock on implications on people’s lives, for example through debt and the impact on physical and mental health.

The attached presentation provides the Committee with an outline of the early thinking on the development of a new financial inclusion strategy for Sheffield.

The presentation provides a brief overview of the evidence for financial exclusion and a potential framework for our approach to building greater financial resilience.

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

Reviewing of existing policy	
Informing the development of new policy	<b>x</b>
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	

**The Scrutiny Committee is being asked to:**

Note the work done so far on developing a financial inclusion strategy and to provide comments and views on future direction.

**Background Papers:**

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

**Category of Report:** OPEN

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# Financial Inclusion



# What is financial inclusion?

- **Financial inclusion** is a state in which all people have access to appropriate, desired financial products and services in order to manage their money effectively. It is achieved by financial literacy and financial capability on the part of the consumer and access on the part of the financial product, services and advice suppliers.
- **Financial capability** is having the knowledge, skills, confidence and motivation to manage your money well. This includes understanding financial products, being able to use them and having the confidence and motivation to do so.

*Definition taken from Transact: national forum for financial inclusion*

# What is financial inclusion?

We recognise that financial inclusion is **only one aspect of wider economic and social inclusion** –

ensuring that everyone in Sheffield is able to access the benefits of a prosperous community – and we therefore make links to these wider themes throughout this strategy.

# Drafting Financial Inclusion Strategy

- Workshops have been held to collect evidence and test early ideas
  - Housing Associations, Sheffield Credit Union, Sheffield Money, Sheffield Food Bank Network, Age UK, Department of Work and Pensions, Sheffield Citizens Advice, Manor and Castle Development Trust, the regional Illegal Money Lending Team and representatives from across Sheffield City Council.
- Early discussion was held at Sheffield Executive Board
- Strategy due to go to Cabinet in January 2017



# What are we currently doing?

## Locally:

- Fairness Commission (and associated groups)
- Tackling Poverty Strategy (and associated groups)
- Sheffield Money
- Sheffield Citizens' Advice
- Sheffield Credit Union
- Work by social landlords and Council Housing
- Local Assistance Scheme, Council Tax Support and Hardship Schemes, Discretionary Housing Payments
- Work by support workers, including: Building Successful Families; Keeping People Well; employment programmes

## Nationally:

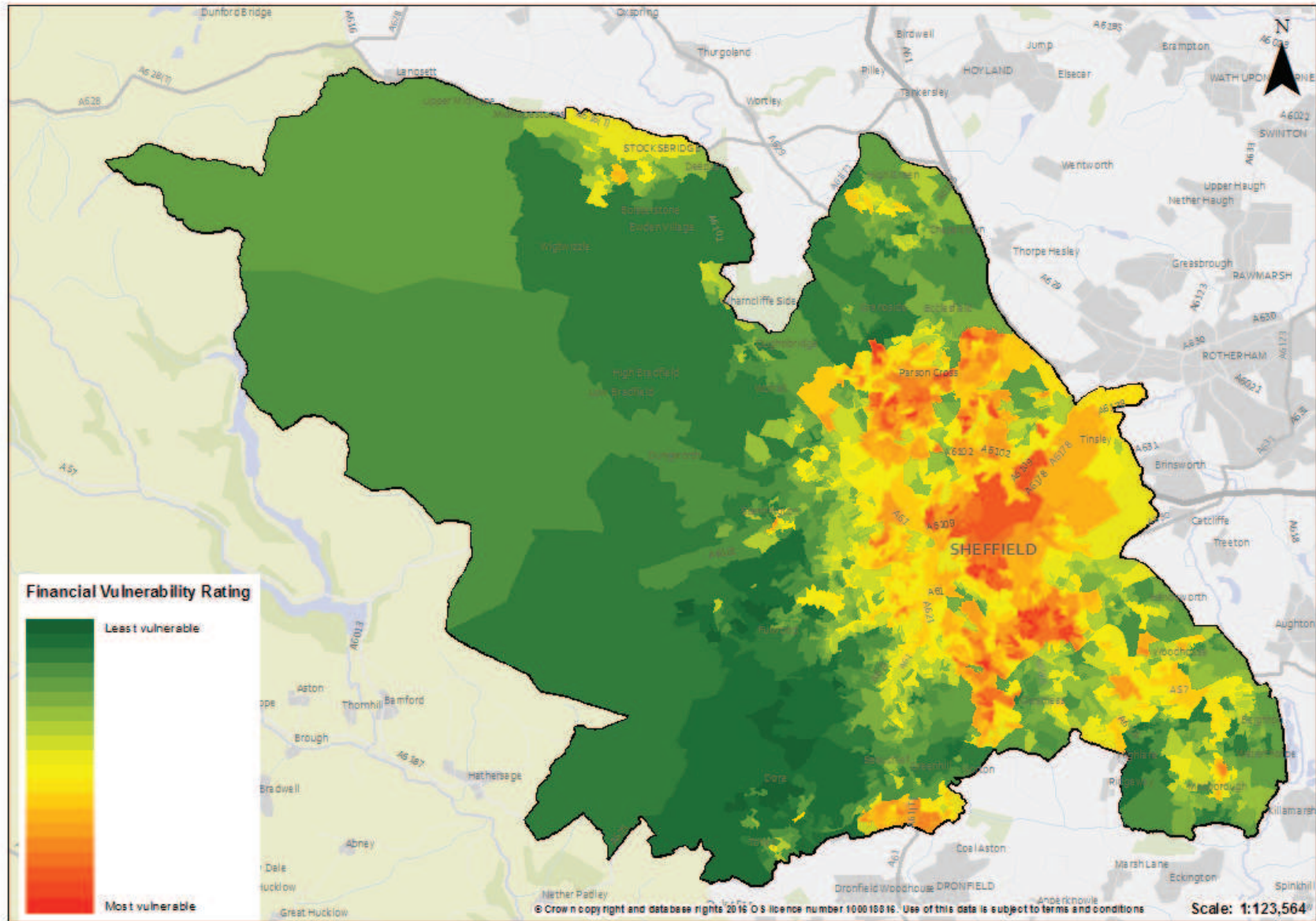
- Financial Inclusion Commission
- Money Advice Service (now being abolished)

## Why this matters:

# understanding financial exclusion in the UK and Sheffield

- There is an increasing issue with over-indebtedness
- New regulation has impacted on high-cost doorstep and payday lenders
- National changes to the welfare system are having a significant impact on Sheffield
- The city's housing market is changing with more people living in private rented accommodation
- The type of jobs and the way people work has changed dramatically
- People are not seeking support early enough
- A lack of savings means that people are more exposed to financial shocks
- Life costs more for people with less money – a 'poverty premium'
- Financial education may be effective in the right situation

# Financial Exclusion: the geographical context



# A financially inclusive city: our plan

Vision:

**We want to be a financially inclusive city where people have the information and support they need become more financially resilient over time and have the tools and knowledge to avoid slipping into financial exclusion at times of crisis.**



## In doing this, we will employ the following key principles:

- Focus on prevention – supporting people to financial resilience to help avoid crisis point
- Offer the right support and advice when people need it
- Wrap-around and targeted solutions for the most vulnerable
- Focus on employment and better-paid employment (including recognising the city's wider responsibilities to connect people into higher paid jobs)
- Innovate and collaborate – across the public, private and VCF sector to deliver solutions that are right for Sheffield
- Listen to the experts in financial exclusion – those people who are experiencing it –and build on the financial resilience that already exists in communities
- Be vocal and challenging –push for change and new powers where there are external challenges (for example, welfare system change)



# Financial Inclusion is a continuum

It may be helpful to consider how 'financially resilient' an individual or household might be, in order to understand the different challenges people face and the types of support they require in order to be more 'financially included'

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**Financially Vulnerable**

Households are indebted, vulnerable and/or exposed to financial shocks

**Square One**

Households are in a 'neutral position' in terms of their finances, but are still vulnerable to financial shocks/unexpected pressures

**Financially Resilient**

Households are able to cope with moderate financial shocks and can meet short-term needs

**Financially Secure**

Households have sufficient means for medium to long term needs

# Financial Inclusion: areas we're looking at

## Financially vulnerable

How we target support at those that need it the most, e.g.

- improving credit rating by getting more people on electoral roll;
- keyworker approaches that effectively support financial wellbeing

## Square One

How we can encourage savings habits and ensure affordable credit is available to those who would otherwise turn to high cost credit

## Financially Resilient

How we ensure that the right information is available to people at life events that could lead to financial distress (e.g. cancer diagnosis, relationship breakdown) ; how we ensure that people are supported through their employers to improve their financial resilience.

## Financially Secure

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**Report to Safer & Stronger Communities  
Scrutiny & Policy Development Committee  
Thursday 8<sup>th</sup> December 2016**

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**Report of:** Policy & Improvement Officer

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**Subject:** Work Programme 2016/17

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**Author of Report:** Diane Owens, Policy and Improvement Officer  
[diane.owens@sheffield.gov.uk](mailto:diane.owens@sheffield.gov.uk)  
0114 273 5065

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The latest draft of the work programme is attached at Appendix 1.

The work programme aims to focus on a small number of issues in depth. It remains a live document throughout the year and is brought to each committee meeting.

**The Scrutiny Committee is being asked to:**

- Note the contents of the work programme and provide any comment / feedback

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

**Chair:** Cllr Tony Damms

**Vice Chair:** Cllr Richard Shaw

[Meeting Papers on SCC Website](#)

**Meeting day/ time:** Thursday 4-7pm

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

Safer & Stronger Communities		Thursday 4-7pm	
Topic	Reasons for selecting topic	Lead Officer/s	Agenda Item/ Briefing paper
<b>Thursday 16th February 4-7pm</b>			
Safer and Sustainable Communities Partnership	The committee will request an update on the work of the Safer and Sustainable Communities Partnership this may focus on a specific topic / issue.	Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support  Other attendees tbc.	Agenda Item
SCC Restorative Justice Programme	This report will provide an update on the councils' restorative justice programme.	Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support	Agenda Item
Neighbourhood / Locality Working - Draft Report	Following previous discussions including the raising of a public question around Local Area Partnerships (LAP's) 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	Cllr Jack Scott, Cabinet Member for Community Services and Libraries  Dawn Shaw, Head of Libraries and Community Services  Other Cabinet Members / officers tbd	Agenda Item

Hate Crime Task Group - Draft Report	To consider the draft report of the committees Hate Crime Task Group.	Diane Owens, Policy & Improvement Officer	Agenda Item
Hate Crime - citywide work	An update from the Equality Hub Network on work taking place across the city, including the work of the Hate Crime Working Group and work funded through Home Office funding.	Shahida Siddique, Faithstar Other attendees to be confirmed.	Agenda Item
<b>Briefing Paper</b> Hate Crime	To receive a brief update on hate crime statistics.	Julia Cayless, Safer Communities Team Leader to identify lead	Briefing Paper

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	Agenda Item
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 Vacants 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.	Agenda Item
<b>Briefing Paper</b> Police & Crime Panel Update	To receive an update on the work of the Police & Crime Panel.	Julia Cayless, Safer Communities Team Leader to identify lead	Briefing Paper
<b>Briefing Paper</b> Hate Crime	To receive a brief update on hate crime statistics.	Julia Cayless, Safer Communities Team Leader to identify lead	Briefing Paper

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TASK GROUP			
Hate Crime Task Group	<p>The Committee has set up a task group to look at hate crime. The focus of the review will be "<i>To understand the different ways hate crime can be reported in Sheffield and identify any areas where improvements could be made</i>".</p> <p>The Task Group will run from September 2016 and will submit its draft report to the Scrutiny Committee in February 2017.</p>	<p>Maxine Stavrianakos, Head of Neighbourhood Intervention &amp; Tenant Support</p> <p>Julia Cayless, Safer Communities Team Leader</p>	Task Group
Other possible topics			
Gateway Protection Programme	To receive an update on work on the Gateway Protection Programme in Sheffield.	<p>Nusrat Rehman, Manager, Targeted Interventions</p> <p>Huda Ahmed, CYPF Community Cohesion Lead</p>	tbd
<b>Briefing Paper</b> Homelessness & rough sleeping (briefing paper)	<p>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 &amp; 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.</p>	<p>Suzanne Allen (Head of Citywide Neighbourhood Services), Zoe Young (Housing Options and Advice Service Manager)</p>	Briefing Paper

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## Selecting Scrutiny topics

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

- **P**ublic Interest  
The concerns of local people should influence the issues chosen for scrutiny;
- **A**bility to Change / Impact  
Priority should be given to issues that the Committee can realistically have an impact on, and that will influence decision makers;
- **P**erformance  
Priority should be given to the areas in which the Council, and other organisations (public or private) are not performing well;
- **E**xtent  
Priority should be given to issues that are relevant to all or large parts of the city (geographical or communities of interest);
- **R**eplication / 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 Scrutiny & Policy Development Committee 8<sup>th</sup> December 2016

**Subject:** Hate Crime and Hate Incidents 1<sup>st</sup> Nov 2014 – 31<sup>st</sup> October 2016

**Author of Report:** Adele Walker, Partnership Analyst,  
Julia Cayless, Partnership and Performance Manager,  
  
Anti-social Behaviour and Community Safety Team

**Summary:**

1. Hate crime is gaining increasing precedence in national and local crime prevention priorities.
2. Increasing awareness and responses to hate crime has resulted in an increase in reporting both nationally and locally.
3. Over the last two years, there has been an upward trend in the volume of hate crime and hate incidents reported to South Yorkshire Police, with much of the last year seeing above average volumes and the largest year-on-year increase in reported Hate Crime (48% when 2015-16 is compared to 2014/15).

**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	<b>x</b>
Other	

**The Scrutiny Committee is being asked to:**  
The Committee is asked to consider the findings.

**Background Papers:**  
none

**Category of Report:** OPEN

# **Report of the Director of Housing and Neighbourhood Services**

## **Hate Crime and Hate Incidents**

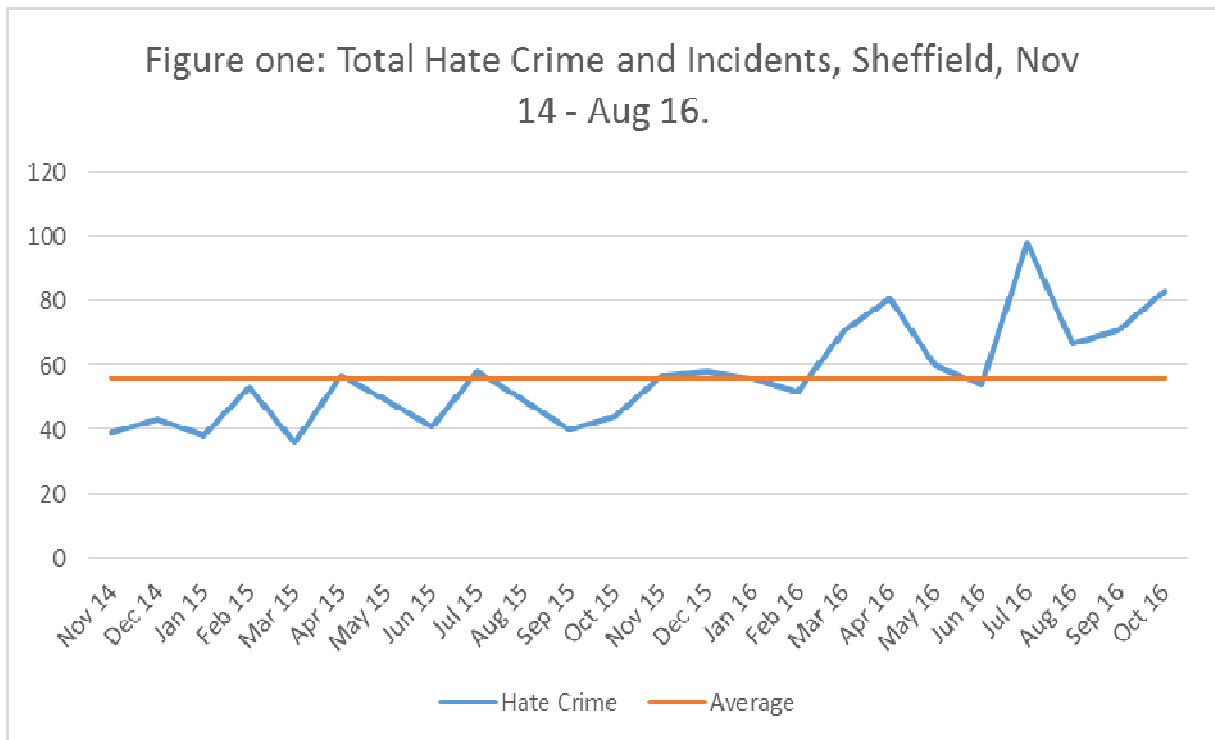
### **1. Introduction/Context**

- 1.1 This report has been requested by the Committee to provide an update on hate crime and hate incidents in Sheffield.
- 1.2 Hate Crime is taken to mean any crime where the perpetrator's prejudice against an identifiable group of people is a contributory factor in determining who is victimized. This is a broad and inclusive definition; a victim of Hate Crime does not have to be a member of a minority group, or someone who is considered to be a 'vulnerable' person. Anyone can be a victim of a Hate Crime.
- 1.3 Hate Crimes can include a range of threatening behaviour, assault, robbery, damage to property, harassment or inciting others to commit hate crimes. Hate incidents refer to any incident, which may or may not be a crime, which the victim or any other person perceives to be motivated by hostility or prejudice towards any aspect of a person's identity.
- 1.4 This report includes details of Hate Crime and Incidents recorded by South Yorkshire Police between 1st Nov 2014 – 31st Oct 2016. As there is no single category of Hate Crime, offences are determined either by the offence itself, e.g. Racially or Religiously Aggravated Criminal Damage, or by an Aggravating Factor being recorded on the crime or incident. Hate Crime Aggravating Factors include:
  - Disability
  - Racial
  - Religion
  - Transgender / Transphobic
  - Sexual Orientation

### **2. Main body of report, matters for consideration, etc**

- 2.1 Hate crime is gaining increasing precedence in national and local crime prevention priorities. Increasing awareness and responses to hate crime has resulted in an increase in reporting both nationally and locally.
- 2.2 Over the last two years, there has been an upward trend in the volume of hate crime and hate incidents reported to South Yorkshire Police, with much of the last year seeing above average volumes and the largest year-on-year increase in reported hate crime (48% when 2015/16 is compared to 2014/15). During the last 2 years (1st Nov 2014 – 31st Oct 2016), 819 hate crimes and 536 hate incidents were recorded. Figure 1 illustrates the trend of recorded hate crime and hate incidents over the past 2 years. The orange line indicates the monthly average.





- 2.3 Racially aggravated hate crime is the most common type of reported hate crime and hate incidents in Sheffield (81.7% of all hate crime and incidents in the last 2 years were racially aggravated). This reflects the national trend and it is accepted that whilst underreporting exists for all hate crime and incidents, significant underreporting is most prevalent within certain groups, particularly disability and transgender hate crimes.
- 2.4 The sexual orientation aggravating factor recorded the second highest volume of hate crimes and incidents in Sheffield in the last 2 years (11%).

**3. What does this mean for the people of Sheffield?**

- 3.1 Hate Crime features in South Yorkshire Police’s (SYP) Force Strategic Assessment 2016 as a medium risk thematic area, based on the probability and impact of an event. In light of concerns around the under-reporting of Hate Crime, there has been ongoing work to increase confidence, provide more accessible reporting through online and third party reporting centres and improve crime-recording standards. Consequently, there has been an increase in hate crime reported to the force, which is a strong indicator that the actions and engagement undertaken by SYP and nationally, has increased awareness and confidence to report crimes and incidents.

**4. Recommendation**

- 4.1 The Committee is asked to consider the report.

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## Report to Safer and Stronger Communities Scrutiny & Policy Development Committee 8<sup>th</sup> December 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](mailto: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 Thursday 20<sup>th</sup> October 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	<b>X</b>

**The Scrutiny Committee is being asked to:**

Note the report

**Background Papers:** None

**Category of Report:** OPEN

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**Safer & Stronger Communities Scrutiny & Policy Development Committee**  
**Thursday 20<sup>th</sup> October 2016**  
**Public Questions**

Response to the public questions raised by Mr Alan Kewley from Sheffield for Democracy at the meeting held on Thursday 20<sup>th</sup> October 2016.

**Question 1**

Can we have some more information on this team (Anti-social Behaviour and Community Safety Team) and how the public can have some engagement with it?

The Council has recently formed a combined Anti-social Behaviour and Community Safety Team, which is part of the Housing and Neighbourhoods Service.

The Community Safety Partnership is administered from within this team, as well as other functions for investigating and taking enforcement action on anti-social behaviour and working closely with the Police on enforcement.

The team is a front facing operational team dealing with casework and any public engagement will be through normal community safety partnership routes.

**Question 2**

And where is Sheffield Council going regarding community meetings?

There are regular community meetings that take place through the Local Area Partnership structures in Community Services in the Council. Further details are available via the link below:

<https://www.sheffield.gov.uk/in-your-area/your-local-area/local-area-partnerships.html>

**Responses provided by:** Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support

**Response sent by email on:** Thursday 3<sup>rd</sup> November 2016

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**Safer & Stronger Communities Scrutiny & Policy Development Committee**  
**Thursday 20<sup>th</sup> October 2016**  
**Public Questions**

Response to the public questions raised by Mr Martin Brighton at the meeting held on Thursday 20<sup>th</sup> October 2016.

**Question 1**

When hate crimes are reported / processed / resolved is there any policy and procedure to prevent repetition?

South Yorkshire Police can use restorative justice in some appropriate cases, which aims to bring together an offender and victim, to build awareness and understanding between the parties and reduce the likelihood of reoffending.

Aside from the usual deterrence factor that taking enforcement action against all types of crime provides, both the Council and South Yorkshire Police work to increase awareness of hate crime – identifying it and reporting it – which in time should effect a reduction in hate crime and hate incidents.

**Question 2**

Is equalities awareness training integrated for personnel involved with dealing with hate crimes?

All employees of Sheffield City Council are required to undertake Equality, Diversity and Inclusion awareness training as part of their required learning and development.

**Responses provided by:** Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support

**Response sent by email on:** Thursday 3<sup>rd</sup> November 2016

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**Questions from CAMRA supplied for Scrutiny re: University Arms.**

**Answers approved by Cllr Jack Scott**

*Please see the below answers to your questions:*

1.1 Do you (representing Sheffield City Council (SCC)) agree that the Localism Act 2011:

(i) does not seek to define the community in specific or narrow manner?

(ii) is intended to give ordinary people access to the protection of, and ability to bid for, assets which are important to their community?

**Yes**

1.2 Do you agree that the City of Sheffield contains many different groups of people who share characteristics, which may include location, religion, race, creed, culture, sport and recreational interests, and that each of these groups may choose to define themselves as a "community"?

**Yes**

1.3 Do you agree that in a City with distinct and diverse communities, a non-discriminatory local authority would recognise that those assets which serve the social well-being and the social interest of each, or any, of those distinct and diverse communities has a community value to the wider Sheffield community?

**Yes.**

**In the context of Asset of Community Value (ACV) nominations, the required test is that in the opinion of the authority the actual current non-ancillary use of the 'asset' furthers the social well-being or social interests of the local community. Where sufficient evidence is available to me that the requirements are met, those assets will be recognised by listing as an ACV.**

1.4 Do you agree with S88 of the Localism Act that "social interests" includes in particular cultural, recreational and sporting interests?

**Yes**

1.5 Do you agree that if an asset meets the social interests, in particular cultural, recreational or sporting interests of a group of its citizens it must therefore pass the social well-being and social

interests test in the Localism Act 2011 and must therefore be registered as an Asset of Community Value (ACV)?

**Please see the response to 1.3 above**

1.6 Do you agree with Judge Warren that in determining whether an asset meets the social interests test, it is not necessary that community use is the primary use of the asset (Firoka Limited v Oxford City Council)?

**Yes**

1.7 Do you agree that, to date, SCC has used an inappropriate definition of "community" which does not reflect the diverse nature of the communities which exist within the City of Sheffield in assessing ACV nominations?

**Not at all.**

**I use the following definition of community: "A distinct group of individuals or agencies who come together for a common interest".**

1.8 Do you agree that in seeking to define "community" in the way it has, SCC has been acting Ultra Vires and contrary to (i) the Localism Act 2011; (ii) the will of Parliament and (iii) the spirit in which the legislation was intended?

**Absolutely not. The Council's approach is in all the circumstances reasonable.**

1.9 Do you agree that SCC should review whether the definition of "community" it has chosen to use for the purposes of deciding ACV nominations to reflect its commitment to a modern, diverse and multi-cultural City of Sheffield?

**No. Our definition is in line with this aspiration.**

1.10 Do you agree that considering 1.1 to 1.9 above, the University Arms meets all the community requirements of an ACV and should be registered as such?

**Not on the basis of the information that was provided, which was lacking in detail and insufficient to overcome the objections of the owner.**

**As directed at the scrutiny committee you are able to make a further nomination of the University Arms. If that is forthcoming, I will consider all of the information before me and decide whether it appears that the University Arms meets the criteria in Section 88 of the Localism Act 2011.**

2. When this ACV decision for the University Arms was made, did the Cabinet Member personally consider all the papers which were provided, as part of the ACV application? - If this is not the case, the decision should be reconsidered.

Nb. Papers sent include:

Covering email, ACV application form, 5-page response to the Pinsent Masons letter and two documents, published by the University of Sheffield:

(i) 'Sheffield Beer Report' (published by the University of Sheffield)

[http://www.shef.ac.uk/polopoly\\_fs/1.569579!/file/Sheffield-BEER-report.pdf](http://www.shef.ac.uk/polopoly_fs/1.569579!/file/Sheffield-BEER-report.pdf) and

(ii) 'Pubs and Places: The Social Value of Community Pubs' in which the IPPR commissioned colleagues at Sheffield University:

[http://www.ippr.org/files/images/media/files/publication/2012/01/pubs-and-places\\_2nd-ed\\_Jan2012\\_8519.pdf?noredirect=1](http://www.ippr.org/files/images/media/files/publication/2012/01/pubs-and-places_2nd-ed_Jan2012_8519.pdf?noredirect=1)

**Yes. As advised at the scrutiny meeting, I have considered all of the appropriate documentation.**

3. What specific aspects of the ACV application for the University Arms clearly differentiate it from other successful ACV applications for public houses?

**In this instance there was an objection from the owner putting forward a contrary opinion on whether it should be listed as an ACV.**

**Where an objection and/or contrary opinions are forthcoming, I must be confident in the reasons put forward in the nomination and that there is an identifiable local community benefitting from the use of the building as defined in section 88 of the Localism Act 2011.**

**In this instance I was not provided with evidence from you to support the reasons for listing to the extent that they could overcome the representations from the owner.**

4.1 Do you agree that:

(i) the University Arms is open to members of the public?

(ii) there are no licensing restrictions which preclude the University Arms from being considered a public house?

(iii) being open to the public and having no licensing restrictions which preclude it from being a public house, the University Arms is therefore a public house?

**Yes**

4.2 Your documentation states that the University Arms "is likely to have limited appeal to certain parts of the community as a whole". Has Sheffield City Council undertaken research to confirm this subjective statement? If, such research has been undertaken, could both ourselves and the Scrutiny Committee be provided with details?

**The Council has not undertaken a survey and relied upon the information presented by the applicant and owner. I refer you to my answer given to question 2.**

4.3 Do you agree that an asset which benefits the social interest and social well-being of one or more groups of Sheffield's citizens and therefore benefits the wider Sheffield community, thus passes the tests required by the Localism Act 2011 for an Asset of Community Value?

**A group of citizens are not necessarily a local community**

4.4 Do you agree that the large student population within the City itself represents a "community" which satisfies the requirements of both (i) the Localism Act 2011 and (ii) the spirit within which Parliament enacted that legislation?

**Yes. As above any group of people, such as students, are capable of being considered as a 'local community' for the purposes of an ACV nomination.**

4.5 Do you agree that the people who use the University Arms, be they students, academic staff, support staff or members of the public represent a community for the purpose of the Localism Act 2011?

**I refer you to my answer to question 4.4.**

4.6 Do you agree that Sheffield University's website, on 16th.October 2016 included:

<http://withus.com/hustleandbustle/university-arms-sheffield/>

The University Arms in Sheffield

197 Brook Hill, Sheffield, South Yorkshire S3 7HG

The University Arms is a classic real ale pub situated at the heart of the University of Sheffield's campus and is owned and run by the university. The pub's menu has a range of locally

sourced pub favourites, including burgers and sandwiches making it a brilliant working lunch venue. In addition, the bar has a range of real ales selected from the finest breweries across the UK.

A real ale addition

With The University Arms' location a 15 minute walk from Sheffield's famed Kelham Island Brewery, the pub has now found itself on Sheffield's real ale map. Other nearby pubs such as The Fat Cat, The Kelham Island Tavern and The Shakespeare create a real ale circuit around the north side of the city centre. Kelham Island is easily reachable by tram from the nearby University tram stop.

Lunch time treat or drinks with friends

With its classic pub interior, broad selection of drinks and a menu of British pub favourites, The University Arms in Sheffield is the perfect place for after work or after lecture drinks. It can also provide the perfect venue for a low key birthday celebration with good friends and great beers. If you want to enquire about booking tables for larger groups contact the pub on 0114 222 8969.

**I did not look at the Sheffield University website on 16<sup>th</sup> October 2016, although I have no reason to doubt what you assert.**

4.7 Do you agree with Sheffield University that:

(i) the University Arms is a "traditional pub"?

(ii) the University Arms is a place for "a pub lunch with your mates or colleagues, or sit down and enjoy a relaxed drink"?

(iii) the University Arms menu "has pub favourites from chip butties and fish finger sandwiches to pies and lasagne"

(iv) the University Arms has "a private room to hire" for events "with friends and family".

**I have no reason to doubt the above.**

4.8 Do you agree that Sheffield University advertises the University Arms as a public house rather than as a student bar, places no restriction on non-students, boasts of its connection to the wider Sheffield real ale and brewing communities and advertises its services to the general public as evidenced by their website?

**I cannot speak for Sheffield University**

4.9 Do you agree that the University Arms must therefore be a public house which furthers the social interest and well-being of the community as defined by the Localism Act 2011?

**No, please see 4.4 above.**

5.1 Do you agree with the Government (Kris Hopkins MP, Community Pubs Minister, Written Statement to Parliament 26th January 2015) that pubs such as the University Arms:

(i) "play an important role in our local communities"?

(ii) "provide valuable local hubs that strengthen community relationships and encourage wider social interaction"?

(iii) are "estimated to contribute £80,000 to the economy annually"?

**I am bound to consider the legislation as approved by Parliament. I have no interest in the comments of an MP or Minister in this instance.**

5.2 Do you agree with the Government (Kris Hopkins MP, Community Pubs Minister, Written Statement to Parliament 26th January 2015) that Government urges "communities to consider which pubs they wish to see protected" (such as the University Arms), "before they are at risk".

**I refer to my answer to question 5.1**

5.3 Do you agree that in making this statement to Parliament:

(i) the Government assumed that public houses play a significant part in the life and well-being of the community?

(ii) the Government expects citizens to use the provisions of the Localism Act 2011 to protect public houses which they value, by means of ACV registration with local authorities such as Sheffield City Council?

**I have no wish to speak for the Government, with whom I have many fundamental disagreements.**

5.4 Do you agree that in nominating public houses such as the University Arms for Asset of Community Value registration, the citizens who do so are (i) exercising their rights under the Localism Act 2011; (ii) are following the will of Parliament and are (iii) behaving in the spirit in which that legislation was intended?

**Yes. As a point of principle, I believe that most people act with good intentions most of the time.**

5.5 Do you agree that in creating a citizen-based nomination process, the Government was:

(i) enacting legislation intended to encourage and enable ordinary people to successfully nominate valued community assets with the minimum of professional skill, knowledge or ability?

(ii) seeking to make the nomination of an ACV, such as for the University Arms, accessible to all citizens in an easy and straight forward manner?

**I have no wish to speak for the Government, with whom I have many fundamental disagreements.**

5.6 Do you agree that the people who use a public house may do so for a variety of reasons but that the primary reason for most people, most of the time, is to further their recreational interests?

**Yes.**

5.7 Does you agree that by using a pub for recreational purposes, those who use that pub are furthering their social interest and social well-being?

**No, not automatically.**

5.8 Do you agree that the tests required by the Localism Act 2011 to prove recreational interest and social interest are low hurdles to overcome and that the University Arms must easily pass those tests?

**A decision has been made regarding the University Arms. Should a further application be made it will considered based on the evidence submitted.**

5.9 Do you agree that in passing those tests, the University Arms must be an Asset of Community Value as provided for by the Localism Act 2011?

**Please see my answer to question 5.8**

5.10 Do you agree that the tests and hurdles which its officers have been applying to Asset of Community Value nominations for public houses, such as that for the University Arms, have been set higher than those required by the Localism Act 2011?

**No. We have taken advice on our approach and believe it to be reasonable.**

5.11 Do you agree that in setting tests and hurdles for Assets of Community Value which exceed those required by the Localism Act 2011, Sheffield City Council has been acting Ultra Vires?

**No. We have taken advice on our approach and believe it to be reasonable.**

5.12 Do you agree that the current record of Sheffield City Council regarding ACV nominations received, registered or rejected has been adversely affected by setting hurdles and tests for Assets of Community Value above and beyond those (i) allowed by the Localism Act 2011 and (ii) reasonably expected by the citizen?

**No. We have taken advice on our approach and believe it to be reasonable.**

5.13 Do you agree that the remedy is to (i) over-turn the decision to reject the nomination of the University Arms and register the pub as an Asset of Community Value and (ii) to review the Council's other rejections of pub Asset of Community Value nominations for similar errors in assessing whether or not the nominated asset meet the requirements of the Localism Act 2011?

**No. The process allows for a further nomination to be made.**

6.1 Do you value an active CAMRA Branch in the City?

**Yes**

6.2 Do you agree that the CAMRA volunteers who prepare ACV nominations for public houses do so out of a legitimate concern that all residents of the City should have access to public houses in their local community, regardless of sex, race or creed or cultural affiliations provided they are legally entitled to do so?

**Yes. As a point of principle, I believe that most people act with good intentions most of the time**



6.3 Do you agree with the Sheffield Branch of CAMRA that the City of Sheffield has a fine heritage of public houses such serving local communities across the City?

**Yes**

6.4 Do you value this heritage?

**Yes**

6.5 Do you value the economic contributions made to the City by (i) public houses and (ii) the associated local brewing industry?

**Yes**

6.6 Do you agree that large numbers of public houses have closed across the City, reducing the number of public houses available to the local communities who use them?

**Yes, although the figures for pub closures across Sheffield are not definitively known.**

6.7 Does Sheffield City Council know how many public houses in its area of jurisdiction have permanently closed since the year 2000?

**No. Please see my answer to question 6.6**

6.8 Do you share the Sheffield Branch of CAMRA's concern at the decline in the number of public houses available to members of communities across the City?

**Yes. Furthermore, I welcome this legislation that has enabled local communities to come together to protect valued community assets, the decline of such facilities is to the detriment of those communities.**

6.9 Do you have a formal strategy to promote and protect public houses within the City?

**No**

6.10 Do you accept that in using the citizen's right to nominate public houses as Assets of Community Value under the Localism Act 2011, the Sheffield and District Branch of CAMRA is acting to:

- (i) protect public houses from redevelopment without planning permission and
- (ii) give local communities the opportunity to bid for those public houses should they come up for sale?

**I am not in a position to comment on CAMRA's reasons for making nominations.**

6.12 Do you agree that the City's public houses should be protected from re-development without planning permission?

**Yes. This is my preference.**

6.14 Do you accept that the Council's rejection of the Sheffield Branch of CAMRA's nomination of the University Arms and other public house nominations gives rise to the belief that the Council does not believe that:

- (i) public houses should have the protection of the City's planning regime,
- (ii) that the citizenry should have access to a Community Right to Bid for public houses and
- (iii) that public houses are Assets of Community Value.

**No. This would not be a reasonable belief. Each nomination is judged on its merits in accordance with the requirements of the Localism Act 2011.**

6.15 Do you accept that the Council's rejection of the Sheffield Branch of CAMRA's nomination of the University Arms, along with its rejection of other public houses in the City, despite their obvious contribution to the social well-being and social interest of the communities which they serve, has led to a loss of faith in the Council's Community Right to Bid process?

**No, I do not. I am very happy to agree to ACV applications where sufficient information is provided for me to form a rational judgement.**

**It is important to note that there have been successful nominations, and I hope there continues to be further successful nominations in the future to protect assets valued by local communities.**

6.16 Do you agree with the volunteers of the Sheffield and District Branch of CAMRA that there is little point in submitting further ACV nominations for public houses, within the Council's administrative area?

**No, I do not agree. The Council and I welcome ACV nominations irrespective of from whom they originate and would encourage eligible organisations to continue to make robust use of the process.**

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**Libraries, Archives & Information Service  
Central Library  
Sheffield**



To: Mr M Smith

4 November 2016

Dear Mr Smith

**Written responses to your two questions submitted to the Safer and Stronger  
Communities Scrutiny and Policy Development Committee, 20 Oct 2016**

Regarding Item 7 Library Review 2016 - Future Support Arrangements For Volunteer  
Run Libraries

**Your Questions**

Q1. Could Walkley Library / Broomhill Library please be considered for re-staffing  
ASAP?

Q2. Could the council write to the government & otherwise make representations to  
request funds to rescue libraries & re-staff Sheffield Libraries?

**Responses**

Cllr Jack Scott Cabinet Member for Community Services and Libraries responded;

A1. 'No', and the reasons would be contained in the written response, which are:

In response to significant budget cuts a decision was taken by Cabinet on 19<sup>th</sup>  
February 2014 to agree a new operating model for community libraries. This  
resulted in Walkley becoming an Associate Library and Broomhill becoming a Co-  
delivered library. The budget reduction target in 2014/15 at £1.669 million meant  
that sufficient savings could not simply be made by continuing to cut back services  
while still delivering a comprehensive service. It was recognised that a completely

fresh review of the library service was required if as many libraries as possible were to be kept open. With the support of volunteers there have been no library closures to date in Sheffield. There are no plans to re-consider the decision take in 2014.

A2. 'Yes', and we do make ongoing representations to central Government regarding the extremely unfair cuts that Sheffield has suffered for the last six years. However the reality of such significant budget cuts - which are due to continue for the foreseeable future - make it unlikely that re-staffing with paid library staff would be top of the list of things that the Council would want to do if such resources were to be found to reverse the cuts.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'N. Partridge'.

Nick Partridge  
Service Manager  
Libraries Archives and Information Service