

Safer and Stronger Communities Scrutiny and Policy Development Committee

Thursday 6 July 2017 at 5.00 pm

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

The Press and Public are Welcome to Attend

Membership

Councillors Chris Peace (Chair), Sue Auckland, Penny Baker (Deputy Chair), Michelle Cook, Richard Crowther, Dawn Dale, Keith Davis, Terry Fox, Mark Jones, George Lindars-Hammond, Magid Magid, Karen McGowan, Zahira Naz, Joe Otten and Zoe Sykes

Substitute Members

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

PUBLIC ACCESS TO THE MEETING

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

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

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

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

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

FACILITIES

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

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

**SAFER AND STRONGER COMMUNITIES SCRUTINY AND POLICY
DEVELOPMENT COMMITTEE AGENDA
6 JULY 2017**

Order of Business

- 1. Welcome and Housekeeping Arrangements**
- 2. Apologies for Absence**
- 3. Exclusion of Public and Press**
To identify items where resolutions may be moved to exclude the press and public
- 4. Declarations of Interest**
Members to declare any interests they have in the business to be considered at the meeting
- 5. Minutes of Previous Meeting**
To approve the minutes of the meetings of the Committee held on 6 April and 17 May 2017
- 6. Public Questions and Petitions**
To receive any questions or petitions from members of the public
- 7. Response to the Recommendations of the Task Group on Hate Crime**
Report of the Executive Director, Place
- 8. Hate Crime - To Receive Verbal Updates from Partners**
- 9. Fire Safety on Council High Rise Residential Blocks**
Report of the Director of Housing and Neighbourhood Services
- 10. Draft Work Programme 2017/18**
Report of the Policy and Improvement Officer

For Information Only

- 11. Financial Inclusion Strategy**
Report of the Director of Policy, Performance and Communications
- 12. Written Responses to Public Questions**
Report of the Policy and Improvement Officer
- 13. Date of Next Meeting**
The next meeting of the Committee will be held at 5.00pm on Thursday 14 September 2017 in the Town Hall

ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

If you are present at a meeting of the Council, of its executive or any committee of the executive, or of any committee, sub-committee, joint committee, or joint sub-committee of the authority, and you have a **Disclosable Pecuniary Interest (DPI)** relating to any business that will be considered at the meeting, you must 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.

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Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 6 April 2017

PRESENT: Councillors Tony Damms (Chair), Sue Auckland, Richard Crowther, Dawn Dale, Tony Downing, Mark Jones, George Lindars-Hammond, Magid Magid, Richard Shaw (Deputy Chair), Zoe Sykes and Roger Davison (Substitute Member)

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1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillors Nasima Akther, Michelle Cook, Anne Murphy, Keith Davis and Adam Hanrahan, with Councillor Roger Davison attending as Councillor Hanrahan's substitute.

2. EXCLUSION OF PUBLIC AND PRESS

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

3. DECLARATIONS OF INTEREST

3.1 There were no declarations of interest.

4. MINUTES OF PREVIOUS MEETING

4.1 The minutes of the meeting of the Committee held on 16th February 2017, were approved as a correct record.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 The Chair, Councillor Tony Damms, indicated that a written response would be provided to public questions which were asked at the meeting, relating to the following:-

- (a) The timetable for the introduction of the seeking of written permission from asylum seekers to live in accommodation with shared bedrooms. (Asked by Manuchehr Dizaji)
- (b) The condition of properties provided by G4S for asylum seekers. (Asked by Manuchehr Dizaji)
- (c) The appropriateness of the Ventilation Specification sections (specifically Sections 3.10 & 9.2) of the proposed new Houses in Multiple Occupation (HMO) Standards. (Asked by Ron Frost, Institute of Specialist Surveyors and Engineers)

5.2 The Chair added that these responses would be circulated with the agenda for the next Committee meeting.

6. CHALLENGE FOR CHANGE: VACANTS PROPERTY SERVICE

6.1 The Committee received a report of the Challenge for Change (C4C) Tenant Scrutiny Group, which provided a progress update on the recommendations made by the Group in its report on Vacant Property Services, which had been presented to the Committee in July 2015.

6.2 In attendance for this item were Jason Siddall (Repairs and Maintenance Manager), Suzanne Allen (Head of Citywide Neighbourhood Services), Tina Gilbert (Assistant Manager, Communities) and Linda Moxon and Max Richardson (C4C representatives).

6.3 Jason Siddall and Suzanne Allen took the Committee through the report, which was presented in the form of a table providing an update on progress in relation to each of the recommendations.

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

- The Council used a turnaround time, covering the period of a property becoming vacant to the new tenant moving in, of 55 days. This period took everything into consideration, including any major works. However, the overriding aim was to re-let properties as soon as possible.
- Properties were repaired to a minimum standard which was published, and in some cases a decoration allowance may be offered. In all cases properties should be fit for let, but it should be recognised that people had different aspirations, particularly in relation to decor.
- Any replaced locks were of the anti-snap type.
- Whilst there was no minimum handback standard, it was expected that properties would be in a reasonable condition. Attempts were always made to try and conduct an inspection prior to handback and officers would work with tenants to resolve any issues. It was also possible to recharge outgoing tenants.
- The 55 day turnaround period was well understood and was felt to be an open and honest time estimate.
- Environmental issues such as litter and the condition of gardens were important in the less popular areas of the City.
- Pictures of properties on the Council website only showed the outside, but consideration was being given to also showing internal images.

- In relation to tenant modifications, anything advantageous to a new tenant would be retained, such as a new kitchen or bathroom. Tenants would initially need permission to modify the property and in some cases compensation may be payable.
- Properties which had been adapted for disabled tenants would be advertised as such and it was expected that such properties would be in more demand due to the ageing population. Purpose-built accommodation was now being built for disabled tenants.
- Whilst there was always a minimum lettable standard, some properties in high demand locations would only be brought up to a health and safety standard. In less popular areas, the standard may be tailored to make the property more attractive and this could be done on an estate or street level.
- It was possible to address situations where vulnerable individuals did not have adequate furniture through the use of charities, grants and furnished tenancies.
- Officers worked with tenants in relation to the removal of rubbish from gardens and the introduction of Housing+ would ensure a more tailored approach in this regard.
- Carpets would only be included in the let as an exception.
- Officers decided on the different cleaning standards which would apply to individual properties.
- There was provision for identifying sensitive lets, for instance in the case of vulnerable individuals who may be given advice to contact other agencies and in extreme circumstances bids may be bypassed where it was felt that a particular property or area was unsuitable for the prospective tenant.
- People were asked for their reasons for refusal of a property one week after their decision, to allow a period of reflection and consequently obtain more genuine responses. Officers tried to be realistic in terms of tenants' future opportunities and it was recognised that some had higher expectations.

6.5 The C4C representatives commented that they would have been put off by the defects in some of the properties they had inspected as part of their C4C work and expressed concern at the length of time that properties were left vacant, with the consequent loss of rent.

6.6 RESOLVED: That the Committee:-

- (a) thanks those attending for their contribution to the meeting, particularly the Challenge for Change representatives;
- (b) notes the contents of the report, comments made and responses to

questions; and

- (c) requests that a copy of the minimum letting standards be sent to the Policy and Improvement Officer for circulation to Committee Members.

7. HOUSING + UPDATE

7.1 The Committee received a report of the Director of Housing and Neighbourhood Services which provided an update on the progress of the implementation of the new Housing+ approach to Council housing management. This update had been requested by the Committee to coincide with Committee Members' recent visits to, and the work-shadowing of staff in, the Neighbourhood Teams.

7.2 In attendance for this item were Janet Sharpe (Director of Housing and Neighbourhood Services) and Bev Mullooly (Head of Neighbourhood Services).

7.3 The report was supported by a presentation given by Janet Sharpe which provided information on the implementation of Housing+, a reminder of what it involved, how it supported the Council's ways of working, the journey so far and next steps.

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

- It was recognised that more officer visibility and targeted communications may be advisable in order to increase tenants' understanding of Housing+ and that Councillors and Tenants' and Residents' Associations could also be of assistance in this regard.
- There was to be a 12 month review of the implementation of Housing+ and by that time it was expected that the majority of officers would be happy with the new approach.
- Customer satisfaction feedback would be part of the study being conducted by the University of Sheffield to measure the health and wellbeing impact of Housing+, and it was hoped to identify individuals requiring support at an early stage in order to prevent future costs. Tenant representatives were also working with officers in connection with this study.
- An officer training programme had been introduced, which placed an emphasis on identifying vulnerable individuals. In addition, work was being undertaken with the South Yorkshire Police, Community Safety Teams and Probation Service to share intelligence and bring all services together.

7.5 Members also commented on how Housing and Neighbourhood Services would work with other Council departments in relation to Housing+ and the misuse of properties. They also shared their views on how Housing+ was working for tenants and officers, with the general impression being that it was working well, particularly in relation to tenants being put at ease and the team spirit of the officers. The Chair, Councillor Tony Damms, suggested that the aim to visit each tenant every

year might be changed to an intention, so that efforts could be concentrated where they were needed most. He also suggested that Committee Members may wish to consider repeat visits to the Neighbourhood Teams.

7.6 RESOLVED: That the Committee:-

- (a) thanks Janet Sharpe and Bev Mullooly for their contribution to the meeting; and
- (b) notes the contents of the report and presentation, the responses to questions and Members' comments.

8. CALL-IN OF CABINET MEMBER DECISION: APPROVAL OF NEW HOUSES IN MULTIPLE OCCUPANCY (HMO) LICENSING STANDARDS

8.1 The Committee considered the decision of the Cabinet Member for Housing, made on 23rd February 2017:-

- (i) to approve the revised Houses in Multiple Occupation (HMO) Licensing Standards as set out in Appendix A of the report, to come into effect on 6th April 2017; and
- (ii) to authorise the Director of Housing and Neighbourhoods Service to approve amendments to the Houses in Multiple Occupation (HMO) Licensing Standards.

8.2 Signatories

The Lead Signatory to the call-in was Councillor Richard Shaw, and the other signatories were Councillors Adam Hanrahan, Penny Baker, Andrew Sangar and Steve Ayris.

8.3 Reasons for the Call-in

The signatories had confirmed that they wished to further scrutinize the decision to determine whether it was clear enough for tenants and landlords and robust enough to be enforced and that there were sufficient Council resources to do so.

8.4 Attendees

- Councillor Jayne Dunn (Cabinet Member for Housing)
- Janet Sharpe (Director of Housing and Neighbourhood Services)
- Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support)
- Angela Greenwood (Locality Manager - Cohesion)

8.5 Councillor Richard Shaw, addressing the Committee as Lead Signatory, explained that the purpose of the call-in was to ensure that standards were robust, that the consultation with interested parties had been adequate, that resources to

implement were adequate and to clarify some technical issues.

- 8.6 In response, Councillor Jayne Dunn directed the Committee to the 'Reasons for Decision' set out in the Individual Cabinet Member Decision Record and explained that the purpose was to champion improving standards and address issues such as rogue landlords and shared accommodation. She added that arrangements could be made for any Member to have a briefing session with officers, as the technical aspects were much more within their remit. In conclusion, she indicated that the aim was to have some of the best accommodation and landlords and squeeze out any bad landlords.
- 8.7 Maxine Stavrianakos repeated the offer of briefings to Members and explained that there were 1,800 premises presently licensed as HMOs, but that the law was changing so that another 1,000 properties would be included. The last standards were approved in 2004/5, and a review of these in 2009 revealed aspects which required improvement, including issues on room sharing for asylum seekers. Whilst there was no statutory responsibility to carry out consultation, this had been done with landlords, the Universities, the Fire and Rescue Service, G4S and asylum seekers. The feedback from this consultation had resulted in these standards, which actually contained fairly minor changes apart from provisions on shared rooms.
- 8.8 The two landlords' representatives present confirmed that they understood and were happy with the standards and that it would be possible to implement them.
- 8.9 Questions from Members of the Committee

Members, including the Lead Signatory to the call-in, made various comments and asked a number of questions, to which responses were provided as follows:-

- The insulation standards had been made advisory rather than compulsory as a result of the consultation, as it was felt that these should not be prescriptive if they didn't need to be.
- Feedback from wider groups, such as Tenants' and Residents' Associations, community meetings and the Sheffield Safer and Sustainable Communities Partnership, had been taken into consideration in developing the standards, as had the comments of the private rented sector.
- There was no legal obligation to provide a Carbon Monoxide Detector, apart from where the property contained a wood burning stove. However, these standards required any property with a gas or solid fuel fire, boiler or gas oven/hob to have one, which was above the Government standard. There was also a requirement for these to be checked every 12 months.
- Accommodation for asylum seekers was managed by G4S and, following concerns raised by the South Yorkshire Migration and Asylum Action Group (SYMAAG), the standards proposed that all single persons sharing rooms would have to agree to this in writing. This would apply to all new asylum

seekers and discussions were taking place with G4S with regard to those who were already in such accommodation. If a written permission was not signed, then it would not be expected that they would be housed in shared accommodation. The provision of accommodation for asylum seekers was monitored by the Home Office and SYMAAG, and Council officers worked closely with the Home Office in this regard. It should be noted that the Chinese community showed a preference for sharing accommodation and the Private Rented Sector team were working with that community in this connection.

- With regard to the approval of amendments to the standards, most changes would be minor and briefing sessions would be held for Members if any major changes were proposed.
- The Council was a leader in the country on best practice with regard to rogue landlords and legislation.
- In connection with Estate Agents taking upfront deposits from students, the Council operated a Deposit Support Scheme and was generally looking to raise tenants' rights awareness. Different legislation operated for Estate Agents and was regulated by the Government. It should also be noted that Sheffield was the only City to have a SNUG scheme, which was a property inspection standard approved by the Council and both Universities in the City and involved inspections with landlords.

8.10 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 Housing, taken on 23rd February 2017,
 - (i) to approve the revised Houses in Multiple Occupation (HMO) Licensing Standards as set out in Appendix A of the report, to come into effect on 6th April 2017; and
 - (ii) to authorise the Director of Housing and Neighbourhoods Service to approve amendments to the HMO Licensing Standards; and
- (c) recommends that no action be taken in relation to the called-in decision.

(NOTE: Prior to the passing of the above resolution, an alternative motion, moved by Councillor Richard Shaw and seconded by Councillor Roger Davison, namely to 'refer the decision back to the Cabinet Member for Housing for reconsideration in the light of recommendations from the Committee', was put to the vote and negated.)

9. THE WORK OF THE POLICE AND CRIME PANEL

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

10. HATE CRIME AND HATE INCIDENTS 1ST MARCH 2015 - 28TH FEBRUARY 2017

10.1 RESOLVED: That the Committee notes the contents of the Hate Crime and Hate Incidents 1st March 2015 - 28th February 2017 report.

11. SCRUTINY ANNUAL REPORT 2016-17 DRAFT CONTENT AND WORK PROGRAMME 2017-18

11.1 RESOLVED: That the Committee notes the contents of the Scrutiny Annual Report 2016-17 Draft Content and Work Programme 2017-18 report.

12. WRITTEN RESPONSES TO PUBLIC QUESTIONS

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

13. DATE OF NEXT MEETING

13.1 It was noted that the next meeting of the Committee would be held on a date to be arranged in the Municipal Year 2017/18.

SHEFFIELD CITY COUNCIL

Safer and Stronger Communities Scrutiny and Policy Development Committee

Meeting held 17 May 2017

PRESENT: Councillors Sue Auckland, Penny Baker, Michelle Cook, Richard Crowther, Dawn Dale, Keith Davis, Tony Downing, Mark Jones, George Lindars-Hammond, Zahira Naz, Joe Otten, Chris Peace and Zoe Sykes

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1. APOLOGIES FOR ABSENCE

1.1 An apology for absence was received from Councillor Magid Magid.

2. APPOINTMENT OF THE CHAIR AND DEPUTY CHAIR

2.1 RESOLVED: That Councillor Chris Peace be appointed Chair of the Committee and Councillor Penny Baker be appointed Deputy Chair for the Municipal Year 2017/18.

3. DATES AND TIMES OF MEETINGS

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

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Report to Safer and Stronger Scrutiny & Policy Development Committee 6 July 2017

Report of: Executive Director, Place

Subject: Response to recommendations of the task group on hate crime

Author of Report: Julia Cayless, Partnership and Performance Manager, Anti-social Behaviour and Community Safety Team, Sheffield City Council. Julia.cayless@sheffield.gov.uk

Summary: This report will provide information on the Council's response to the recommendations of the Safer and Stronger Scrutiny Committee's task group on hate crime.

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

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

The Scrutiny Committee is being asked to:

Note the report.

Background Papers:

Appendix A – Safer and Stronger Communities Scrutiny and Policy Development Committee Hate Crime Task Group Report

Appendix B – South Yorkshire Police leaflet

Category of Report: OPEN (please specify)

Report of the Executive Director, Place

1. Introduction/Context

- 1.1 In September 2016 the Safer and Stronger Communities Scrutiny and Policy Development Committee agree to set up a cross-party task group looking at hate crimes and hate incidents. The task group decided the focus of the review would be the reporting of hate crime and hate incidents – specifically *To understand the different ways hate crime can be reported in Sheffield, identifying things that are working and any areas where improvements could be made*. The task group conducted the review between October 2017 and January 2017.
- 1.2 This report will provide an update on the progress made with implementing the recommendations.

2. Hate crime background

- 2.1 Public awareness and understanding of hate crime has increased in recent years, as have levels of reporting. However, we know that hate crime is still significantly underreported. Following discussions at Full Council, at its meeting in September 2016, the Safer and Stronger Communities Scrutiny Committee agreed to set up a cross party task group to look at hate crime.
- 2.2 The task group looked at national policy on hate crime, including the Hate Crime Action Plan published by the government in 2016, as well as available data on the reporting of hate crime nationally, compared with the findings of the Crime Survey for England and Wales, which showed that many people who responded to the survey saying they had been a victim of a hate crime had not reported it to the police.
- 2.3 The group also looked at the use of third party reporting, the establishment of which was a key recommendation in the Stephen Lawrence Inquiry. The ability to report hate crime at places other than police stations/directly to the police have not been widely used and the group spent time talking to organisations about why this may be the case.
- 2.4 The challenges locally were identified by the task group and included:
 - Underreporting
 - Increasing awareness and understanding
 - Needing targeted communications with groups with the highest rates of underreporting including specific work with disabled people
 - Increases in incidents online
 - Engaging effectively with young people
 - Independent training routes
 - Focussed work on public transport
 - Supporting victims effectively

- 2.5 Some positive areas were highlighted by the task group, including the council and police's work with the Equality Hub Network, partnership working between the police and third sector organisations to build awareness and encourage confidence in reporting. The Fearless campaign for young people had been piloted in Sheffield and had had positive results locally. The task group looked into Merseyside's use of a 24 hour, 7 days a week telephone line for reporting hate crime, independently of the police.
- 2.6 The partnership response to hate crime in Sheffield is co-ordinated by the Sheffield Safer and Sustainable Communities Partnership. In response to the recommendations made by the task group, the partnership has agreed to appoint a hate crime co-ordinator to bring together much of the information and the response to hate crime and hate incidents in Sheffield.
- 2.7 The task group made a number of recommendations, based around the following themes:
1. Raising Awareness and Building Understanding
 2. Reporting
 3. Partnership Working
 4. Improving our Understanding
- 2.8 Section 1 covered *raising awareness and building understanding* and the following points should be noted:
- 2.8.1 A citywide anti-hate campaign will be developed to coincide with Hate Crime Awareness Week (14-21 October 2017). This will include publicising reporting routes for hate crime and hate incidents and will aim to engage with public places such as supermarkets, restaurants and public transport. Specific work will be undertaken to establish what support could be provided to encourage the reporting of hate crime by those groups who are known to underreport. The campaign will be in partnership with South Yorkshire Police and Stop Hate UK, as well as other members of the Sheffield Safer and Sustainable Communities Partnership.
- 2.8.2 South Yorkshire Police have reviewed their publicity materials on hate crime and hate incidents, in consultation with the Equality Hub Networks, and have re-produced the content (see Appendix B).
- 2.9 Section 2 of the recommendations was about the *reporting* of hate crime, and the following points should be noted:
- 2.9.1 An independent hate crime reporting telephone line is being established in Sheffield. This will be delivered by Stop Hate UK and will be funded for 3 years, subject to annual agreement of funding.
- 2.9.2 As part of ongoing work to improve reporting, relationships with existing third party reporting centres will be reviewed and new guidance around expectations issued. This will include signposting or assisting people to report hate crimes or incidents via the Stop Hate UK reporting line.
- 2.9.3 As part of the campaign to raise awareness and reporting of hate crime, the council, police and partners will be involved in promoting the

use of the reporting line, including frontline staff (eg Fire officers, Housing+, frontline police officers, public transport staff). This may include use of organisations' internal and external communications channels (intranet, internet, social media).

2.10 Section 3 of the recommendations was around *partnership working*.

2.10.1 Awareness raising materials have been reviewed and refreshed by South Yorkshire Police, in consultation with the Equality Hubs Network, who provided advice about the content and style of the leaflets and posters (see appendix B for an example leaflet).

2.10.2 Regarding the remaining improvements to partnership working, the actions noted in recommendations 3.1, 3.2 and 3.4 of the document will be addressed through the multi-agency hate crime action plan to be co-ordinated by the hate crime co-ordinator.

2.11 In order to *improve our understanding* of hate crime as described in section 4 of the recommendations;

2.11.1 The Cabinet Member has written to the Police and Crime Commissioner to request that some changes are made to the South Yorkshire Police recording systems to enable better interrogation of the data and improve our understanding of who is affected by hate crime in Sheffield and South Yorkshire. This includes the introduction of misogyny/misandry as a recorded category of hate motivated crime/incidents, alongside the existing categories of race, faith, gender identity, disability and sexual orientation. In addition, it has been requested that the category of disability is expanded to allow further detail: Learning disability, physical disability, sensory disability or mental ill-health. The Police and Crime Commissioner has responded that he is broadly supportive of these measures, and will look into whether this is possible.

3 What does this mean for the people of Sheffield?

3.1 In order to build cohesive, tolerant communities in Sheffield, the council, police and partners must work together to raise awareness of hate crime and incidents, to equip people in Sheffield to be better able to recognise that an incident has been motivated by hate. There is a need to increase confidence that these will be dealt with appropriately and to spread the message that people can report incidents.

3.2 The recommendations made by the task group will support this message and the work will be ongoing to tackle hate motivated crime locally and nationally.

4. Recommendation

4.1 The Committee is asked to note the contents of the report.

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FEEL...**

SAD ALONE
FEAR SAD HUMILIATED
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ANXIETY HURTY VICTIMISED FEAR ALONE HUMILIATED
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**Hate hurts.
Report it and put a stop to it.**

#HateHurtsSYP

South Yorkshire
POLICE

‘Hate’ can be any incident or crime motivated by prejudice or hostility (or perceived to be so) against a person’s race, religion, sexual orientation, transgender identity or disability. It includes:

- A criminal offence where the law is broken is a hate crime
- An incident that is not a criminal offence is a hate incident

All ‘hate’ is assessed by the Police to establish whether it is a crime or an incident. Not all cases meet the threshold for a criminal offence, but when a hate incident is reported the views of the victim are always considered.

What is a hate crime?

A hate crime is any criminal offence motivated by prejudice or hostility (or perceived to be so) against a person’s:

- **Disability** – physical, hearing and visual impairments, mental ill health and learning disabilities
- **Race** – nationality, ethnicity, skin colour and heritage
- **Faith** – religion, belief, non-religious belief
- **Sexual orientation** – people who identify as lesbian, gay, bi-sexual or heterosexual
- **Gender identity** – people who identify as ‘trans’ including transgender or transsexual people

It can include things like:

- Physical assault
- Damage to property
- Offensive graffiti
- Arson
- Inciting hatred online

What is a hate incident?

The Police can only prosecute when the law is broken, but also want to know about non-crime hate incidents. These incidents may not be criminal offences but often can feel like a crime to those affected, and can sometimes escalate to crimes; therefore, we work with partners to try and prevent this from happening. Non-crime hate incidents include things such as offensive or insulting comments, online, in person or in writing.



Report it

Anyone can be a victim of hate. Hate crime or incidents can take place anywhere - at home, in the street, online, at work or at school. No-one should have to live with fear, anxiety and consequences of hate.

If you are a victim or a witness of hate, reporting it will help us to deal with it and may prevent these incidents from happening to someone else. You will also help us to understand the extent of hate incidents in your local area so that we can better respond to it.

It is important that if hate happens to you or someone you know. Report it and put a stop to it.

How to report a hate crime or incident?

- Call **101** for non-emergencies or **999** in an emergency
- If you are deaf, hard of hearing or speech impaired textphone **18001 101** or SMS **07786 220 022**
- Visit or contact a local Hate Crime Reporting Centre, **a full list is available on our website**
- You can also report hate crime online through our website or True Vision (**report-it.org.uk**)
- For more information visit: **southyorks.police.uk/hatehurts**

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Report to Safer & Stronger Communities Scrutiny & Policy Development Committee 6th July 2017

Report of: Director of Housing and Neighbourhood Services

Subject: Fire Safety on Council High Rise Residential Blocks

Author of Report: Jill Hurst, Head of Housing Investment and Repairs,
Tel 0114 2735933

Summary:

This report provides members with confirmed information relating to the Grenfell Fire in London and how information from this disaster is being responded to so that customers living in high rise accommodation in Sheffield can be reassured their homes are safe and they feel supported.

Key points:

- There are 24 council owned blocks over six storeys in the city
- Two other blocks over 6 storeys are owned by Registered Social Housing Providers in the city.
- One block Hanover (as at 26th June) has failed the BRE cladding test
- All blocks are being sampled to check the cladding material and the results will be made public
- South Yorkshire Fire and Rescue Service have inspected our blocks including Hanover and have deemed them to be safe to occupy
- The Fire Service have also reiterated the message to residents at public meetings with housing staff that the Stay Put policy is still applicable taking into account the fire precaution measures we have on our blocks.
- A series of public meetings for each estate with tower blocks has commenced to provide information and answer questions
- Letters have been sent to customers and fire safety measures have been reissued.
- As an interim measure additional estates staff / security staff are working out of hours
- A public commitment has been given to install sprinklers on all blocks and for residents to be involved in those discussions

The report has been requested by Cllr Christine Peace.

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 how the reported issues and factors from the Grenfell fire apply to the blocks in Sheffield, what action has been taken by the Director of Housing and Neighbourhood Services to ensure residents of high rise blocks in Sheffield are safe.

Be aware that new information is emerging on a daily basis regarding fire safety nationally and be assured that Sheffield is working closely with South Yorkshire Fire and Rescue Services (SYFR) and the Department for Communities and Local Government to ensure we comply with all relevant regulations.

The committee will be given a verbal up date on the issues at the meeting.

Background Papers:

Not applicable

Category of Report: OPEN (please specify)

Report of the Director of Housing and Neighbourhood Services

Fire Safety Council High Rise Accommodation

1. Introduction/Context

The Grenfell tower block fire in London on 14th June 2014 has confirmed a high number of fatalities, many people were injured and people lost their homes. This is by far the worst incident in recent times affecting a Local Authority owned property. This means that all LAs in the UK are now going through all of their designs of high rise property to ensure they are safe. A full investigation into the fire has been commissioned by the Government and this may make some recommendations that we need to consider in future.

At this stage the police have confirmed the source of the fire was a faulty fridge freezer and an investigation into the cause is ongoing. The reasons for the speed at which the fire took hold of the building and why it was so difficult for the Fire Service to bring it under control are still being investigated but a factor causing significant anxiety is whether the external cladding to the block was safe.

The Department for Communities and Local Government (CLG) announced on 18th June that local authorities should undertake an assessment of all blocks above 6 storeys to establish if the cladding material contains an Asbestos Composite Material (ACM) and if this is identified it should be submitted for testing to the BRE.

Sheffield has complied with all requests from CLG to supply information on its tower blocks including submitting samples from one tower block Hanover where an ACM was suspected in the rain screen cladding following new information supplied by the sub-contractor who installed the cladding. We are taking steps to provide information to residents in the area. We have completed as instructed by CLG an emergency fire safety review of all blocks.

2. Sheffield Tower Blocks

Sheffield has 24 Tower Blocks that are managed by the Housing and Neighbourhood Service which are located across the city. There are 1345 flats, 945 are one beds and the remaining are two bed roomed.

The highest number of storeys being 15 floors (4 blocks) compared to 24 storeys in Grenfell. Most blocks in Sheffield are 12 storeys high. We have 20 blocks with 2 communal emergency fire escape staircases and 4 with one communal emergency fire escape staircase.

Making sure that tenants and leaseholders are safe is a priority for me and the service. Since the early 1990's significant investment has taken place to all 24 blocks in terms of improving the blocks and spending millions putting in place measures that minimise fire risk which has been commended by the SYFRS.

All tower blocks are now externally clad with fire break measures located behind the cladding, the fire breaks give 1 hour protection from smoke and fire. Compartmentation in all flats has taken place and work to the risers to stop fire spreading between properties & floors has been undertaken. Hard wired smoke alarms are also fitted.

The Cladding:

The fire has shown through media coverage that it melted very quickly. All of our blocks have been externally clad but we have not used the same system / products as Grenfell.

The Stannington Tower Blocks (3 in total) have a brick cladding system. The Deer Park blocks have timber windows and the brick cladding is supported off metal angle irons and is attached to the original exterior ring beam thus preventing the spread of fire.

21 of the blocks have a metal rain-screen cladding system although externally different across estates the main design features are the same.

The structure which attaches the cladding to the original concrete external structure of the tower block is metal, the cladding and the fire resistant insulation material is fire retardant which gives 1 hour protection from smoke and fire, the cladding then encloses this. The rain screen clad blocks have windows and external structure that are fixed as part of a sealed unit to the cladding and metal structure. This means that fire cannot spread between the cladding unit and the external tower block structure.

All aspects of the design and materials is to current British Standards and fully compliant with fire regulation regulatory authority.

When the cladding was installed all ventilation passageways and, compartmentation was carried out thus creating floors and walls around flats so that if a fire occurred it could be contained in a single flat and would not spread to adjacent flats or upper and lower floors.

Effectively the package work we have done on tower blocks means each flat is a fire proof box.

Hanover Block

News was received late on 25th June from the Building Research Establishment that confirmed that one element of the external cladding has failed the new fire tests on this block. Although we have not completed the sampling of the other blocks all other blocks where a sample has been taken do not appear to be an ACM that needs to be submitted to the BRE. We are however having these samples independently tested to confirm the visual assessment that they are a solid aluminium sheet.

We are working as quickly as possible to remove the external cladding element from Hanover block, work commenced on 27th June by our in house contractor.

South Yorkshire Fire Service carried out an assessment of the block and are satisfied that homes on Hanover remain safe to live in whilst the cladding removal work is undertaken due to the additional fire measures that are in place within this tower block. These measures include dry risers, hard wired fire detection, fire doors fitted to the front door, fire seals to front doors and within communal area there are fire doors fitted.

Further security arrangements are in place on the Hanover tower block on a 24/7 basis to reassure customers and maintain vigilance on the block in case of fire.

We have met with residents and staff are knocking on doors and dealing with customer's questions and providing clarity on the Stay Put procedure. We have offered to rehouse any resident on a temporary basis, if they feel unhappy to remain whilst the cladding is removed. No-one is being asked to leave the block. A meeting with residents is planned for 28th June and South Yorkshire Fire and Rescue will be in attendance.

Stay Put Policy:

Housing operate a 'Stay Put' policy for tenants so that if a fire occurs they remain in their home. All flats have 30 minute fire doors and self closing door closers. Combined with 30 hour communal fire doors and fire precaution works homes have 1 hour fire protection.

Following further discussion with the Fire Service we believe this is the safest way to manage the evacuation of flats if a fire occurs and is in line with national guidance. This has been clearly communicated at public meetings and the Fire Service has been questioned by the public in all meetings to date. The disadvantage of spontaneous evacuation from blocks has been explained.

The Stay Put policy is regularly communicated to tenants and leaseholders, so they know what to do if a fire occurs and we avoid tenants and leaseholders walking into dense smoke.

In the light of the Grenfell fire disaster we have produced a Stay Put poster that is displayed in all ground floor areas. We will review the Fire Safety leaflet with customers and the fire service in the near future following feedback that the information was confusing in places.

Sprinklers:

- We have one sheltered tower block that has sprinklers installed (part-funded from Working in close partnership with the British Automatic Fire Sprinkler Association (BAFSA) and South Yorkshire Fire & Rescue Service (SYFRS), as a retro fitting pilot. This is serviced annually and was done October 2016.
- We do have a number of low rise non-traditional property types in city that have sprinklers to ensure we have a safe means of dealing with fire/ escape because of their design and construction

- All high rise sheltered accommodation has sprinklers installed (one tower block) other low rise sheltered schemes have misting or a sprinkler system in individual flats where vulnerability has been identified.
- As part of the Housing Investment Programme we are bringing forward the installation of sprinklers in high risk tower blocks. The detailed designs have not been commissioned yet and we need to get the right system for each block and ensure we only appoint accredited installers to undertake this important fire safety work. It will take a few months to undertake the designs and resident consultation.
- Currently sprinklers are not required by legislation in England and have not been identified by the annual risk assessments undertaken. As part of the Grenfell Fire investigation there is significant expectation the government will adopt many of the recommendations from the Lakanal House fire in 2009 and make sprinklers compulsory.
- Sheffield does not intend to wait for legislation to be enacted.

Tower Block Management & Inspection:

- All tower blocks have an annual fire risk assessment, externally managed by PFM.
- Managers meet monthly to review that all actions from risk assessments are progressed.
- Our Housing staff do formal fire risk checks six weekly and we have staff in blocks daily to check they are safe and nothing is obstructing the safe means of escape. We have H+ officers visiting tenants and, other council staff who have a referral process in place if issues are identified.
- We do have issues in some blocks with waste but we have estate officers telling tenants to move it or move it outside of blocks on a daily basis (we recharge when we have evidence and tackle through breach of tenancy conditions).
- All blocks have hard-wired fire alarms in individual flats and some blocks have CCTV as well. A 24 Hour H&S on call service has been commissioned by HNS for a number of years which will continue.
- Servicing of dry risers and emergency lighting systems is undertaken routinely.
- SYFRS undertake random unannounced inspections of all our blocks.

We have worked closely for years with the Council's Health & Safety team and SYFRS and all of our policies are in line or go beyond what is expected of us. Sheffield has been commended nationally for the prioritisation of Fire Risk work and applying this across its Housing Investment Programme and, management practices.

Communications:

Tenants are concerned about their safety so we are increasing our visibility and ensuring that tower blocks are free from waste and vehicle access is not impeded. We are also doing the following:

- Providing an update of the situation and guidance on social media, Council website and, through a communication to TARAs

- We have written to all tenants and leaseholders who live in a tower block with information to re-assure them and, information about what to do in case of a fire.
- We are attending public meetings with South Yorkshire Fire and Rescue Service, the forward plan is below.

Tower Block Fire Safety Information Meetings:

These sessions provide the opportunity to meet with the Council's officers and fire safety experts to answer any questions.

Tenant & Residents from the following areas	Date	Venue	Time	Status
Gleadless Valley – Callow Tower Blocks	21 st June, 2017	Terry Wright Community Centre	5.15-6.15 6.30-7.30	Complete – Approx 17 members of the public attended
Stannington Tower Blocks Members Meeting	26 th June, 2017	Deer Park, Hall Park Head Meeting Room	5.15-6.15 6.30-7.30 5.00-6.00	Complete – Approx 20 members of the public attended
Netherthorpe Tower Blocks	27 th June, 2017	Adamfield Mtg room	5.15-6.15 6.30-7.30	
Upperthorpe Tower Blocks	28 th June, 2017	Burlington Mtg Room	5.15-6.15 6.30-7.30	
Hanover Tower Block	26 th June 29 th June, 2017	Hanover Tower Block Meeting Room	4-9pm Drop In Session held 5.15-6.15 6.30-7.30	Complete Approx 15 members of the public attended
Leverton Tower Block	21 st June, 2017 4 th July 2017	Leverton Tower Block Meeting Room Lansdowne Mtg room	10am 5.15-6.15 6.30-7.30	Completed – Approx 9 members of the public attended

Housing Association, University and Private Sector Housing Tower Blocks:

Each organisation is responsible for making sure that their tower blocks are safe and follow national guidance. We have shared our communications with them and providing any support requested. Our regulation obligations will only apply if they fail to follow any changes to Health and Safety Act or Fire Safety regulations and policy.

We are writing as a Council to all these organisations to ask them to confirm:

- what action they have taken to assess the fire safety of their blocks and protect the building occupiers
- what results have been obtained from any testing that has been undertaken
- What action they are going to take to improve fire safety where negative results / assessments have been established.

3 What does this mean for the people of Sheffield?

- 3.1 The Council owns 1300 flats that occupy high rise blocks above 6 storeys in Sheffield. The majority of accommodation are one bed roomed flats with approximately 30% of homes being two bed roomed and occupied by small families.

The Grenfell fire in London resulted in significant deaths and residents losing their homes. Following the fire 60 other blocks across the country have been deemed to have unsafe rain screen cladding and where the block has been deemed unsafe hundreds of families have been temporarily rehoused. Many more customers nationally will be affected by living in homes that require essential works.

In Sheffield the significant investment in fire safety work over a number of years has meant that at the time of writing **no residents have been required to move into temporary accommodation.**

We are offering the option to move on a temporary basis to residents in Hanover. Requests from vulnerable customers on other blocks will be considered on a case by case basis.

We will maintain a regular presence on the Hanover block throughout this uncertain period whilst the cladding is removed.

We will consult with residents affected on our plans to install new cladding on Hanover and sprinklers to all tower blocks.

4. Recommendation

- 4.1 The Committee is asked to take note of the actions taken / plans to progress by the Housing and Neighbourhoods Service Sheffield in response to the Grenfell tower block disaster.
- 4.2 Sheffield has carried out significant fire precaution works to its tower blocks as part of the Housing Investment Programme and, have worked closely with Health & Safety colleagues and, SYFRS so we are confident

that the risk to tenants living in tower blocks is low and is being managed.

- 4.3 In advance of more information coming from the incident we are double checking all of the works and material used as part of previous Tower Block refurbishment programmes, we are taking samples of materials to submit these for testing to make sure they are fully compliant and any risks identified.
- 4.4 In the short term we are increasing management inspections to reduce risks and, re-assure tenants with higher than normal officer visibility. We are in touch with the local tenants groups.
- 4.5 Once the investigation into this incident is complete additional precautions may be recommended from the Fire Service. At this stage we will carry out a further review of the Tower Blocks and implement any changes.

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Report to Safer and Stronger Communities Scrutiny & Policy Development Committee Thursday 6th July 2017

Report of: Policy and Improvement Officer

Subject: Draft Work Programme 2017/18: Safer & Stronger
Communities Scrutiny Committee

Author of Report: Alice Nicholson, Policy and Improvement Officer
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At the start of the municipal year each scrutiny and policy development committee determine and agree a work programme.

A draft work programme 2017/18 for this Scrutiny and Policy Development Committee is attached at appendix 1 for the Committee's consideration and discussion. Appendix 2 provides a log of the issues looked at in 2014/16, 2015/16 and 2017/18. Appendix 3 is Sheffield selecting scrutiny topic tool.

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

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

The Scrutiny Committee is being asked to:

- Consider and discuss the committee's work programme for 2017/18
- Identify, prioritise and agree topics for inclusion in the work programme

Background Papers:

[Sheffield Council Constitution](#)

Category of Report: OPEN

Draft Work Programme 2017/18: Safer & Stronger Communities Scrutiny Committee - Thursday 6th July 2017

1.0 Determining the work programme

- 1.1 The draft work programme 2017/18 at Appendix 1 includes provisionally scheduled agenda items against meeting dates as well as a list of possible policy items to be agreed, added to, prioritised and scheduled.
- 1.2 The work programme remains a live document throughout the year to be shared and discussed at each meeting of the Committee.
- 1.3 The Committee should prioritise which issues will be included on formal meeting agendas, whether as a single agenda item, in depth approach, or for information/briefing only.
- 1.4 The Committee may wish to reflect on the principles attached at Appendix 3 and referred to in section 3 below to ensure that scrutiny activity is focussed where it can add most value. Section 2 below gives a legislative context to Safer and Stronger Communities Scrutiny and Policy Development Committee.

2.0 Legislative Powers relevant to Safer and Stronger Communities Scrutiny and Policy Development Committee

- 2.1 Under the Police and Justice Act 2006, every local authority is required to have a Crime and Disorder Committee with the power to scrutinise the local Crime and Disorder Reduction Partnership (CDRP). In Sheffield the Crime and Disorder Committee is the Safer & Stronger Communities Scrutiny Committee and the local Crime and Disorder Reduction Partnership (CDRP) is the Safer and Sustainable Communities Partnership.
- 2.2 The requirements of the 2006 Act were enacted by the Crime and Disorder (Overview and Scrutiny) Regulations 2009 which came into force for local authorities in England on 30 April 2009. Under the Act the Crime and Disorder Committee (in Sheffield the Safer & Stronger Communities Scrutiny Committee) can:
 - Scrutinise decisions made and actions taken in connection by the responsible authorities that make up the CDRP
 - Request information from the responsible authorities
 - Require attendance of officer or employees or responsible authorities to answer questions or to provide information.
- 2.3 The Safer and Sustainable Communities Partnership is made up of all the public services in the city, with representatives from the private and voluntary sectors. The Partnership considers issues across the breadth of community safety, such as: crime, anti-social behaviour, drug and

alcohol misuse, community cohesion, preventing offending and reoffending, and protecting vulnerable people.

- 2.4 The bodies represented on the Partnership have a statutory duty to work together to prevent crime and disorder in their area. The Partnership is also required by statutory regulation to produce an annual assessment of the levels and patterns of crime, disorder and substance misuse, and agree an annual partnership plan. This is referred to as the Joint Strategic Intelligence Assessment.
- 2.5 The Police Crime Panel was established with the statutory function to scrutinise and hold to account the Police and Crime Commissioner for South Yorkshire.

3.0 Resources for scrutiny

- 3.1 We have set up a [scrutiny intranet page](#) which contains some useful documents and links, including the following documents:
- **Selecting topics** - PAPER criteria - **P**ublic Interest, **A**bility to Change, **P**erformance, **E**xtent, **R**eplication - our tool for selecting the most appropriate topics for scrutiny (Appendix 3)
 - **Approaches to scrutiny** – an overview of the four broad ways in which a committee can choose to scrutinise topics
 - **Developing KLOEs** –questions to ask when developing Key Lines of Enquiry (KLOEs)
 - **Questioning styles** - a Centre for Public Scrutiny (CfPS) guidance document

4.0 Recommendations

- 4.1 The Scrutiny Committee is being asked to:
- Consider and discuss the committee's work programme for 2017/18
 - Identify, prioritise and agree topics for inclusion in the work programme
-

Safer and Stronger Communities Scrutiny and Policy Development Committee

DRAFT WORK PROGRAMME 2017/18

Last updated: 28th June 2017

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

Topic	Reasons for selecting topic	Key Contact	Scrutiny Style
Thursday 6th July 5-8 pm			
Hate Crime Task Group - initial response to the recommendations of the task group	Extract from Task Group report <i>"The Committee would like to request that Cabinet provide an initial response to their recommendations by July 2017 with a more detailed progress report to be provided by the end of 2017"</i>	Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support Julia Cayless, Partnership and Performance Manager	Agenda Item – task group follow up
Hate Crime – verbal updates from partners South Yorkshire Police	To receive an update on work of South Yorkshire Police and Equality Hub Network cross hub working group	Chief Inspector Ian Roberts, South Yorkshire Police	Agenda Item - task group follow up

Tower Blocks in Sheffield	Fire Safety on Council High Rise Residential Blocks	Jayne Dunn, Cabinet Member Neighbourhoods and Community Safety; Janet Sharpe, Director of Housing and Neighbourhood Service; Jill Hurst, Head of Housing Investment and Repairs.	Agenda Item
Draft Work Programme 2017-18		Policy and Improvement Officer	Agenda Item
For information - update report on Financial Inclusion Strategy		Report of Director of Policy, Performance, Communications	Briefing Paper
For information - Response to public questions	Response to public questions raised at 6th April meeting (2 No.)	Policy and Improvement Officer	Briefing Paper
Thursday 14th September 5-8 pm			
Challenge for Change	Present latest completed project; and service lead update on actions in response to previous Challenge for Change findings	Tina Gilbert, Assistant Manager, Communities	Single Agenda Item
Work programme 2017-18		Policy and Improvement Officer	Standing item

Thursday 12th October 5-8 pm			
Neighbourhood Policing	Receive an update on neighbourhood policing now, including the combined Council/SYP team, and future direction	Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support	Single agenda item
Work programme 2017-18		Policy and Improvement Officer	Standing item
Thursday 14th December 5-8 pm			
Hate Crime Task Group - more detailed progress report	More detailed reporting on response to recommendations – may be rescheduled to January meeting	Jayne Dunn, Cabinet Member Neighbourhoods and Community Safety; Maxine Stavrianakos, Head of Neighbourhood Intervention & Tenant Support	Agenda Item - task group follow up
Thursday 18th January 5-8 pm			
Work programme 2017-18		Policy and Improvement Officer	Standing item
Thursday 8th March 5-8 pm			
Scrutiny Annual Report 2017-18 Draft Content & Work Programme 2018-19	This report provides the Committee with a summary of its activities over the municipal year for inclusion in the Scrutiny Annual Report 2017-18. It also includes a list of topics which it is recommended be put forward for consideration as part of the 2018-19 Work Programme for this committee.	Policy and Improvement Officer	Annual item

Possible policy items to be agreed, added to, prioritised and scheduled			
Street begging and the Impact of drug use and drinking (including street drinking) on communities	Scrutiny focus to be developed		
Youth Justice	Scrutiny focus to be developed		
Sheffield Cohesion Strategy	An update on progress and actions		
Housing - evictions	Consider and test policy, process, costs		
Housing Associations	Consider housing association annual reports, issues, future strategy		
Community Safety - safe city	Consider non hate crime and policing matters, including 101 service		
Neighbourhood Working - A New Approach for Sheffield	The committee received a report on 16th February, and they agreed to request an interim update 3-6 months into implementation of the new model		
SY Fire Authority	Initial briefing - relationship with scrutiny		
Safer & Sustainable Communities Partnership Board	Initial briefing - relationship with scrutiny		
TASK GROUP			
Dependent on resources and need			

Safer and Stronger Communities Scrutiny and Policy Development Committee - Log of Topics		
Topic	Year	Month
Right to Buy Update report - Briefing Paper	2014/15	February
Police and Crime Panel Update	2014/15	November
The Housing+ Model and its Implementation	2014/15	September
Update for Challenge for Change Grass Cutting Report	2014/15	November
Police and Crime Panel Update	2014/15	March
Land Management Arrangements Within the HRA - Briefing Paper	2014/15	February
Welfare Reform - January 2015 Update - Briefing Paper	2014/15	February
Review of the Partner Resource Allocation Meeting (PRAM) - briefing paper	2014/15	July
Challenge for Change - Community Engagement	2014/15	September
Welfare Reform - November 2014 Update - Briefing Paper	2014/15	November
The Impact of Welfare Reform on Sheffield's Residents - Update March 2015	2014/15	March
Review of the Partner Resource Allocation Meeting (PRAM) - Briefing Paper	2014/15	November
Council House Building	2014/15	July
Progress on Implementation of the Allocations Policy	2014/15	March
Social Housing Repairs and Maintenance Contract	2014/15	March
Right to Buy Update report - briefing paper	2014/15	March
Responding to Domestic and Sexual Abuse in Sheffield	2014/15	February
Call-In of Decision on 'Future Options for the Housing Repairs & Maintenance Service'	2014/15	March
Police and Crime Panel Update	2014/15	February
Review of the Partner Resource Allocation Meeting (PRAM) - briefing paper	2014/15	March
South Yorkshire Police and Crime Panel – Joint Working Protocol Proposal	2014/15	September
The Impact of Welfare Reform on Sheffield's Residents	2014/15	July
Local Area Partnerships and Community Engagement - Briefing Paper	2014/15	November
Community Safety Update 2015	2014/15	February
Draft Work Programme	2014/15	July
Housing Revenue Account (HRA) Business Plan Update 2015/16	2014/15	November
Welfare Reform - September 2014 Update	2014/15	September
Right to Buy Update November 2014 - Briefing Paper	2014/15	November
Right to Buy Update - September 2014	2014/15	September
Right to Buy Update report - briefing paper	2014/15	July

APPENDIX 2

Overview of the Committee's Role and Remit	2015/16	July
Customer Engagement in the Housing Repairs Insourcing Project	2015/16	July
The Private Rented Sector in Sheffield	2015/16	July
Police and Crime Panel Update	2015/16	July
Work Programme 2016/16	2015/16	July
Welfare Reform - July 2015 - Update - Briefing Paper	2015/16	July
Right to Buy - Update - Briefing Paper	2015/16	July
Implications of the National "Summer Budget" for Housing	2015/16	September
Police and Crime Panel Update	2015/16	September
Right to Buy Update - Briefing Paper	2015/16	September
Housing Revenue Account Business Plan - Annual Review	2015/16	October
Police and Crime Panel Update	2015/16	October
Right to Buy Update - Briefing Paper	2015/16	October
Private Rented Sector - Briefing Paper	2015/16	October
Community Engagement Review	2015/16	December
Housing and Planning Bill Update	2015/16	December
Police and Crime Panel Update	2015/16	December
Right to Buy Update - Briefing Paper	2015/16	December
Sheffield Money - Briefing Paper	2015/16	December
Community Safety	2015/16	February
Police and Crime Panel Update	2015/16	February
Right to Buy - Briefing Paper	2015/16	February
Private Rented Sector - Briefing Paper	2015/16	February
Challenge for Change: Vacant Property Management	2015/16	February
Rough Sleeping in Sheffield	2015/16	April
S&S Communities Annual Report (draft) & work programme	2015/16	April
Police and Crime Panel Update	2015/16	April
Challenge for Change: Community Engagement Report:Progress - Briefing Paper	2015/16	April
Right to Buy - Briefing Paper	2015/16	April
Challenge for Change: Community Engagement Report	2016/17	July

APPENDIX 2

The role and remit of the Safer & Stronger Communities Scrutiny Committee	2016/17	July
Work Programme 2016/17	2016/17	July
Housing and Planning Act 2016 Update	2016/17	September
Call in of Cabinet Member decision: Asset of Community Value Nomination - The University Arms,	2016/17	October
Library Review 2016 – Future support arrangements for volunteer run libraries	2016/17	October
Sheffield City Council's Draft Cohesion and Integration Strategy and Action Plan	2016/17	October
Hate Crime and Hate Incidents 2015/16 - Briefing Paper	2016/17	October
The Work of the Police and Crime Panel - Briefing Paper	2016/17	October
Challenge for Change: The Council Housing Service's Preparation for the Implementation of Universal Credit	2016/17	December
Welfare Reform Update	2016/17	December
Financial Inclusion	2016/17	December
Hate Crime Task Group - verbal update	2016/17	December
Briefing Paper - Hate Crime and Hate Incidents: 1 November 2014 - 31 October 2016	2016/17	December
Safer & Sustainable Communities Partnership	2016/17	February
Neighbourhood Working: a new approach for Sheffield	2016/17	February
Hate Crime Task Group – Draft Report	2016/17	February
Briefing Paper - Hate Crime and Hate Incidents 1st Feb 2015 – 30th Jan 2017	2016/17	February
Housing + Model and Implementation	2016/17	April
Challenge for Change: Vacants Property Service	2016/17	April
Call-in – Approval of new Houses of Multiple Occupancy (HMO) Licensing standards	2016/17	April
Briefing Paper - Police & Crime Panel Update	2016/17	April
Briefing Paper - Hate Crime and Hate Incidents	2016/17	April
Briefing Paper - Scrutiny Annual Report 2016-17 Draft Content & Work Programme 2017-18	2016/17	April

Sheffield Council Scrutiny 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

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Report to Safer & Stronger Scrutiny & Policy Development Committee 6 July 2017

Report of: James Henderson, Director of Policy, Performance and Communications

Subject: Financial Inclusion Strategy

Author of Report: Cat Arnold, cat.arnold@sheffield.gov.uk

Summary:

A presentation was brought to the Safer & Stronger Scrutiny Committee on 8th December 2016 regarding the Financial Inclusion Strategy which was in development.

Drawing on feedback from that Committee and other stakeholders, the document 'A Financially Inclusive City' was taken to Cabinet on 15 February and was approved as a statement of the Council's strategic approach to financial inclusion. The Cabinet also approved the accompanying Financial Inclusion Action Plan.

This report provides a link to the Financial Inclusion Strategy and Action Plan that went to Cabinet. It also provides an update on one of the actions: to improve knowledge of the support which is available in the city by introducing a new Fairer Sheffield Guide, which is a user-friendly guide to support services in the city.

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	
Response to Scrutiny Task Group Report	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	x
Other	

The Scrutiny Committee is being asked to:

Note the Financial Inclusion Strategy and Action Plan, and the new 'Fairer Sheffield user-friendly guide to support and services' for information.

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

Report of the Director of Policy, Performance and Communications

Financial Inclusion Strategy

1. Introduction/Context

- 1.1 A presentation was brought to the Safer & Stronger Scrutiny Committee on 8th December 2016 regarding the Financial Inclusion Strategy which was in development.
- 1.2 Drawing on feedback from that Committee and other stakeholders, the document 'A Financially Inclusive City' was taken to Cabinet on 15 February and was approved as a statement of the Council's strategic approach to financial inclusion. The Cabinet also approved the accompanying Financial Inclusion Action Plan.
- 1.3 Please see here for Cabinet papers on Financial Inclusion Strategy and Action Plan:
<http://democracy.sheffield.gov.uk/documents/s25440/Financial%20Inclusion%20Strategy%201.pdf>
A PDF of the strategy and action plan is an appendix to this report.
- 1.4 In developing the strategy, it was noted that knowledge of the support that is available for people who are struggling to get by can be patchy, even amongst front-line workers who support people every day.
- 1.5 In response to this, a new guide has been developed which can be used as a self-help guide, or by those supporting others, whether in a professional or personal capacity. This is called **Fairer Sheffield: a user-friendly guide to support and services**. It contains information about the range of services and providers in Sheffield that can work with and help people who are struggling to make ends meet or who need other types of support. It is organised according to the challenges that people sometimes face and includes suggested questions that might help people to access help for their particular situation, or if they are supporting someone else, to help them feel able to confide in them.
- 1.6 The link to the latest version of the guide can be accessed here: <http://www.ourfaircity.co.uk/fairer-money/>. As this document is updated regularly, it is best to download the latest version from the website. However, for convenience, the guide is also included as an appendix to this report. We

would like this to be used and circulated as widely as possible and hope that it will also be helpful to councillors when supporting their constituents. For this reason, we have made it a word document that can be edited and added to by users.

2 What does this mean for the people of Sheffield?

- 2.1 People's financial position has profound implications for their wellbeing. A strong financial base enables people 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.
- 2.2 The introduction of a financial inclusion strategy and action plan provides the city with an opportunity to build on the excellent work that is already being done to improve financial wellbeing of its residents. The approaches set out here will: ensure that frontline workers are equipped to ask and answer effectively questions about financial issues; support Sheffield Citizens Advice to provide welfare and debt advice where it is needed most; encourage people to save regularly by promoting straightforward products at the beginning of tenancies; ensure that the right kind of self-help information is available for those at major life events such as relationship breakdown or cancer diagnosis to prevent them from going into financial crisis; and embed Financial Inclusion within our city's strategic approach to fairness and tackling poverty.

3. Recommendation

- 3.1 The Committee is asked to note for information the new Financial Inclusion Report and Action Plan that was approved by Cabinet on 15 February 2017. It is also asked to note, for information, the new guide **Fairer Sheffield: a user-friendly guide to support and services**.

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A financially inclusive city

1. Introduction and context

People's financial position has profound implications for their wellbeing. A strong financial base enables people 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.

We are in an era of significant social and economic change – and Sheffield is changing rapidly too – growing demographically, with greater diversity, and growing economically but unevenly. There is a changing job market with more people in flexible, part-time, self-employed work which increasingly means less dependable hours and incomes and resultant in-work poverty. In addition, we have a housing market with a growing private rented sector, which can mean that people's accommodation is less secure than in other housing tenures, and are less able to access support if things are at risk of going wrong.

Cities like Sheffield are fantastic places to live and work and they are increasingly the lifeblood of the global economy. As we continue to grow as a city, we want people living and working in Sheffield to be connected to the opportunities that the city offers – be that high skilled jobs; good education and training; high quality homes and neighbourhoods; leading arts, culture and sport; and big city centre retail and leisure.

But financial exclusion remains a major challenge for Sheffield and it has a profound impact on the lives of people who are either already experiencing or at risk of experiencing financial problems. The associated problems can be significant for individuals and families, including spiralling debt, long-term physical and mental health issues such as stress and anxiety, unemployment, and reliance on illegal money lending. These challenges, in turn, bring higher and long-term demand on key public services and reduce the ability of people to fulfil their ambitions and play active roles in the life of city and their local community.

Therefore, becoming a more economically and financially inclusive city is critical to Sheffield's future. Recognising the significant change that is taking place in the global, national and local economy, we have to be realistic about the extent to which we can control some of the factors that expose people to financial difficulties. However, we have the ability to maximise the tools and powers we have to prevent, support and enable people in Sheffield to become more financially resilient. This means:

- equipping people with the right financial education, access to information and advice to *prevent* financial exclusion as far as is possible
- supporting people to be more financial resilient over time
- providing the tools and knowledge to avoid people slipping into financial exclusion at times of crisis
- providing robust and integrated services which support those who are most at risk of significant financial vulnerability.

2. Tackling financial exclusion: what we're already doing

Financial exclusion is a significant challenge and we have already taken a number of important steps to try to tackle the underlying problems that people in the city face:

Sheffield Fairness Commission

The Sheffield **Fairness Commission**, which published its report in 2013¹, recognised that fair access to benefits, advice and credit were a key part of making Sheffield a fair city. It included a recommendation to carry out work into the high-cost credit market which was supported by the Council in the Response to the Fairness Commission approved by Cabinet in July 2013 and which led to the establishment of Sheffield Money (see below for further details).

The Our Fair City campaign continues to build on the work of the Commission, with this strategy particularly linking to the Fair Money strand of work.

Tackling Poverty Strategy

The 2015-18 **Tackling Poverty Strategy**, approved by Cabinet in March 2015 in pursuance of a duty under the Child Poverty Act 2010 (now Life Chances Act), set out the actions to be taken by organisations in Sheffield to tackle poverty. Financial inclusion is part of this wider city approach to tackling poverty, and it should be noted that – particularly where people are more vulnerable to financial shocks – improved access to appropriate financial products and improved financial capability can only be successful as part of a wider approach to ensuring that their income is high enough to meet their needs.

Vital contribution from key partners

There are many established organisations which make a significant contribution to improving financial inclusion within the city. These include:

- **Sheffield Citizens Advice** (trading name of Sheffield Citizens Advice and Law Centre) was formed from several neighbourhood advice providers to create a single point for citizens' advice, making free, independent, high quality advice more accessible for issues such as benefits, tax credits, debt, housing, employment and immigration. As well as advice being generally available, it provides targeted advice services, including within several food banks and through mental health services and the Building Successful Families programme. It helps over 18,000 people each year.
- **Sheffield Credit Union** provides savings and affordable loans across South Yorkshire. Their products include budgeting accounts, which provide 'jam jar' systems to help people manage their bills (particularly helpful for those who might be managing a

The parts of the **Tackling Poverty strategy** that this financial inclusion strategy links and contributes to include:

- Putting poverty at the heart of decision-making (poverty proofing)
- Providing advice, advocacy and access to entitlements and direct financial support
- Reducing the costs of everyday essentials (*particularly here in relation to credit and some household bills*)
- Quality jobs with fair terms and conditions (*referenced below in actions around working with employers*)
- Maximising entitlements for those who cannot work

¹ Sheffield Fairness Commission (2013) *Making Sheffield Fairer*, <https://www.sheffield.gov.uk/dms/scc/management/corporate-communications/documents/legal-justice-rights/fairness-commission/Fairness-Commission-Report/Fairness%20Commission%20Report.pdf>

household income for the first time, e.g. as a result of Universal Credit), and payroll membership savings and loans.

- **Social landlords** and **Council Housing Service** provide support to their tenants to help them manage their money and improve their financial situation. This helps make tenancies more sustainable, therefore benefitting both tenant and landlord.
- In addition, there are many more voluntary and community sector organisations in the city that help people with financial issues.

The role of the Council

Sheffield City Council administers schemes which have an impact on financial inclusion, including

- *Local Assistance Scheme* - provides loans and grants for those in greatest need as a result of an emergency or crisis, or in order to establish themselves in the community (after, for example, a lengthy hospital stay). The Local Assistance Scheme was set up following the revocation of the discretionary elements of the DWP's Social Fund by the Welfare Reform Act 2012
- *Council Tax Support Scheme* – this was set up in April 2013, in accordance with the Local Government Finance Act 1992 as amended in 2013 and regulations thereunder, when the Government abolished Council Tax Benefit. It provides some support for people to pay their Council Tax who are eligible due to low income or being in receipt of particular benefits.
- *Council Tax Hardship Scheme* – this scheme, made using powers under the Local Government Finance Act 1992 as amended, helps people who receive Council Tax Support and who are in severe hardship.
- *Discretionary Housing Payments* – these payments provide assistance to households who are receiving Housing Benefit and who are experiencing financial hardship as a result of a shortfall between their Housing Benefit and Rent. Sheffield City Council administers this scheme using the powers under the Discretionary Financial Assistance Regulations 2001.

Sheffield City Council also provides grant funding to several organisations which support the financial resilience of people in the city, including Sheffield Citizens Advice (see above). Much of the work of the council also impacts on financial inclusion, including that of social work, Housing+ (support for Council Housing tenants), the People Keeping Well programme and Trading Standards work with the regional Illegal Money Lending Team.

Nationally:

- The Financial Inclusion Commission, which published its first report in 2015, is a national independent campaigning body made up of parliamentarians and experts whose aim is to promote financial inclusion on the public policy agenda.
- The Money Advice Service is a statutory service established (alongside the Pensions Advisory Service and Pension Wise) by central government in 2010 to provide free, impartial money advice online, over the phone and in person. It was announced in the

2016 Budget that the three providers would be restructured with a new delivery model including a new pensions guidance body and a new 'slimmed down' money guidance body identifying gaps in the market and commissioning providers to ensure that consumers can access the debt advice and money guidance they need. The legislation to enable this change has not yet been enacted and the impact on support available within the city is not yet known.

3. Why this matters: understanding financial exclusion in the UK and Sheffield

The Financial Inclusion Commission took a snapshot of financial inclusion in the UK in 2015²:

- Nearly two million adults do not have a bank account
- Up to 8.8 million people are over-indebted
- 13 million people do not have enough savings to support them for a month if they experienced a 25% drop in income
- 15 million people (31% of the population) report one or more signs of financial distress

The financial inclusion challenge in Sheffield

Drawing on research from national bodies and evidence from workshops with local stakeholders (including representatives from Housing Associations, Department for Work and Pensions, Sheffield Citizens Advice, Age UK, Food Bank Network, Sheffield Credit Union, and Sheffield City Council), we have identified that there are a number of issues which are having a significant impact on the financial health of people in Sheffield:

There is an increasing issue with over-indebtedness

Whilst credit can be a very effective method of managing large expenses, we have seen both nationally and locally an increase in over-indebtedness, where people cannot meet their credit payments.

THE DATA

- Nationally, more people are seeking debt advice than ever before – 313,679 contacted StepChange³ for help between January and June 2015, up 11% from the same period last year, following notable rises since 2012⁴.
- In 2016, Yorkshire and Humber had the third highest levels of demand for debt advice of the 12 UK regions.
- Locally, Sheffield Money has seen significant evidence of over-indebtedness in their enquiries. Among their main market of 24-35 year olds, 25% have defaulted debt. Extrapolating from the national figures above, and assuming that Sheffield is close to average within the UK, suggests that **70,000 people within the city are over-indebted**.

New regulation has impacted on high-cost doorstep and payday lenders

National regulatory changes have decreased the activity of high-cost doorstep and payday lenders. However, evidence suggests that this has not been replaced by mainstream lending, but rather by other high-cost credit such as credit cards, pay weekly stores and – most concerningly – loan sharks.

² Financial Inclusion Commission (2015) *Financial Inclusion: improving the financial health of the nation*, http://www.financialinclusioncommission.org.uk/pdfs/fic_report_2015.pdf

³ StepChange are a charity which support people experiencing challenges with debt and raise awareness of the issues surrounding debt in the UK. <https://www.stepchange.org/>

⁴ StepChange (2016) *Statistics Mid-Yearbook*, <https://www.stepchange.org/Portals/0/documents/media/reports/statisticsyearbooks/Statistics-Mid-Yearbook-2016.pdf>

THE DATA

- There have been significant regulatory changes⁵ for high-cost doorstep lenders (such as Provident) and payday lenders (such as Wonga) since January 2015. This has had an impact: **the amount Provident lends has reduced by 50% since the regulation took effect.**
- The national and local evidence suggests that this lending is being replaced by the following:
 - **Credit Cards.** These are currently the most common unsecured debts⁶. In light of strong demand, which may be attributable to the contraction in pay-day lending market, some lenders have introduced new high-cost cards with higher APR between 30-60%. This can be a very high-cost form of debt, and of particular concern for high risk and vulnerable groups, who could be significantly impacted by any interest rate increases.
 - **Pay weekly stores such as Brighthouse or PerfectHome.** These stores often do not carry out credit checks, making them popular with consumers with poor or no credit ratings. They do not, however, represent good value for their customers, pushing them towards higher-cost products along with extra (and often unnecessary) services. Brighthouse has announced a national expansion of its stores, significantly including into neighbourhood centres. Representatives at our workshops confirmed that pay weekly stores are considered a significant issue locally.
 - **Catalogues and Pawnbrokers.** Local anecdotal evidence from our workshops suggests that these sources of credit are continuing to be popular.
 - **Informal lending, both legal and illegal.** StepChange has noted that reliance on loans from family and friends has risen from 20% to 28% of clients. Of greater concern, local intelligence strongly indicates a **significant issue with loan shark activity** in some parts of the city, particularly S2 and S5.

National changes to the welfare system are having a significant impact on Sheffield

Welfare reform is having an impact on financially excluded people, both in the benefit income some of them receive and also because Universal Credit monthly payments will require money management skills not previously required.

THE DATA

- The impacts of welfare reform are affecting financial inclusion in the city, including the full roll-out of Universal Credit and Personal Independence Payments.
- Universal Credit, in particular, requires benefit recipients to manage their payments for rent, etc., where the payments would have previously been made directly. This requires a higher level of financial capability than has previously been needed.
- Sheffield Hallam University has estimated that when all welfare reforms come to fruition, Sheffield will lose some £169m a year in benefit income, equivalent to £460 a year for every adult of working age in the city⁷.

⁵ Total Cost of Credit (TCC) in the High Cost Short Term Credit (HCSTC)

⁶ StepChange (2016) *Statistics Mid-Yearbook*,

<https://www.stepchange.org/Portals/0/documents/media/reports/statisticsyearbooks/Statistics-Mid-Yearbook-2016.pdf>

⁷ <https://www4.shu.ac.uk/research/cresr/sites/shu.ac.uk/files/impact-welfare-reform-sheffield.pdf>

The city's housing market is changing with more people living in private rented accommodation

Both social-rented and private-rented tenants are at particular risk of financial exclusion. However, whilst there is support available for social-rented tenants from landlords, the numbers of private-rented tenants will be greater than social-rented tenants by 2020, and the financial inclusion support available for them is more variable.

People seeking debt advice are now younger, more likely to be renting (77% of all clients, up from 55.4% in 2011) and more likely to be working (although part-time and self-employed work is increasing)⁸. Both social-rented and private-rented tenants are more likely to suffer from financial exclusion than owner-occupiers.

The type of jobs and the way people work has changed dramatically

Many of the people affected by financial exclusion are *in work*, but may be working part-time or seasonally and are therefore more exposed to financial shocks. In addition, both university and vocational students are at risk of over-indebtedness and financial exclusion.

THE DATA

- Employment in Sheffield has steadily increased since the recession, with 8.6% more people in employment between 2007 and 2014⁹
- Sheffield's employment rate is similar to the national average – but it is the type of jobs and the incomes earned from those jobs that is the challenge
- 'Gig economy' – the world of work is transforming globally with more temporary and short term contracts which is posing questions for established employment laws and rights.
- Less regularised work patterns and contractual arrangements have implications for people's incomes and mean that people are less able to depend on a regular or guaranteed level income or on when they will be paid.
- There are notable differences in the experiences of men and women in Sheffield. Male unemployment has risen earlier and quicker than female unemployment over the last ten years, but female unemployment rates has remained relatively high. This recent trend in male and female unemployment in Sheffield may be reflective of a) the gender differences in occupations, with male employment in sectors such as construction and manufacturing and women employed more in caring and service sectors, and b) the relative fortunes of these sectors and related public services over this period.
- Sheffield is a great university city with two leading institutions and over 60,000 students living and learning here. But both university and vocational students are more likely to suffer from over-indebtedness and financial exclusion than the rest of the population.

⁸ StepChange (2016) *Statistics Mid-Yearbook*, <https://www.stepchange.org/Portals/0/documents/media/reports/statisticsyearbooks/Statistics-Mid-Yearbook-2016.pdf>

⁹ State of Sheffield 2016 <https://www.sheffieldfirst.com/key-documents/state-of-sheffield.html>

People are not seeking support early enough

Evidence from our workshops with partners in the city suggests that there is an issue with people not accessing support early enough, even when it is available.

This may be due to lack of trust in the organisations providing the support, for example if they are also creditors (such as landlords or the local authority) or because of a fear of facing their difficulties.

A lack of savings means that people are more exposed to financial shocks

National evidence indicates that far too few households have enough savings to help them get over a short-term financial shock such as a drop in income or a household appliance needing replacing.

Evidence from workshops pointed to the power of savings. Practically it gives a financial cushion to help people through an unexpected expense or loss of income (particularly if the savings are with a credit union which is able to provide cheaper lending to their savers), but equally as powerfully, savings give an emotional boost to those who have felt out of control financially: by building up even very small amounts every week, people feel like they are making a positive contribution to their financial wellbeing.

THE DATA

- Nationally, there are 13 million people who do not have enough savings to support them for one month if they experienced a 25% cut in income.
- Only 41% of British households have savings. UK households save less than almost any other country in the EU¹⁰.
- Extrapolating these national figures, and assuming that Sheffield is close to average within the UK, suggests that **140,420 households in the city are without savings**.

Life costs more for people with less money – a ‘poverty premium’

Exclusion from the financial mainstream often means that people pay a ‘poverty premium’ of as much as 10p in the pound (or £1,300 each year) – a significant extra cost for those already struggling to make ends meet.

This can be down to different factors. For example, low income households can find themselves disadvantaged by the payment methods they are able to access, or are charged higher prices to cover a perceived (but not necessarily justified) greater level of risk¹¹.

Financial education may be effective in the right situation

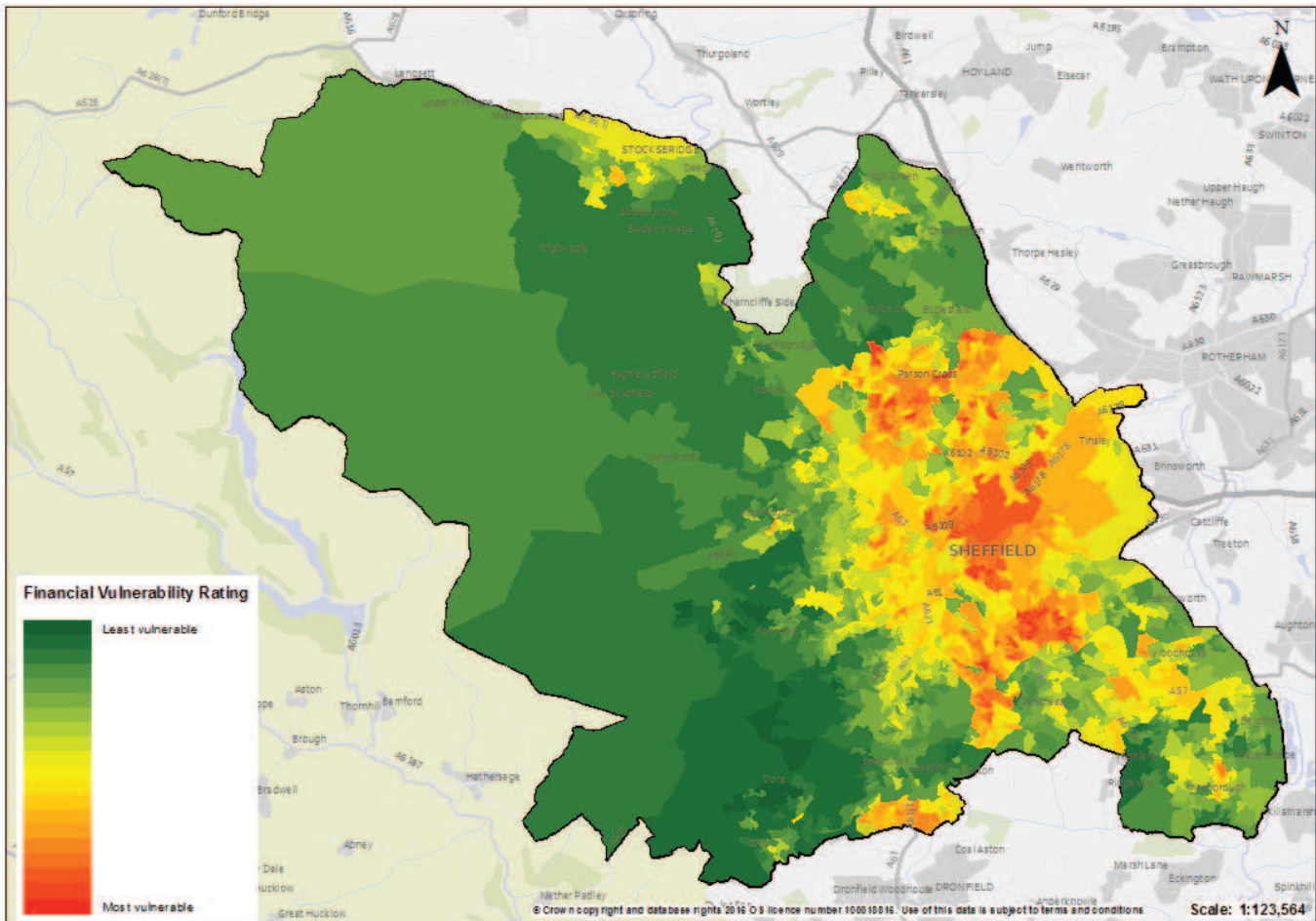
Financial education is widely mentioned as an important intervention to consider, but there is very limited evidence for its effectiveness. However, local intelligence suggests that programmes focused on pupils just before they leave school may help prepare them for the world of credit and money management.

¹⁰ Financial Inclusion Commission <http://www.financialinclusioncommission.org.uk/facts>

¹¹ Joseph Rowntree Foundation 2013

Financial Exclusion: the geographical context

The map below shows the level of financial vulnerability of households across Sheffield as modelled by Experian using variables such as use of current accounts, likelihood of using home credit, income level and presence of debt problems.



4. A financially inclusive city: our plan

Financial exclusion continues to be a significant, persistent and entrenched problem in Sheffield.

Vision:

We want to be a financially inclusive city where people have the information and support they need to 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 some key principles:

What we will do:

- focus on prevention – supporting people to financial resilience to help avoid a 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)

How we will act:

- 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)

Whilst financial inclusion is strongly linked to poverty, *it is not the same thing*. The financial inclusion approach detailed in this report is part of the city’s wider approach to tackling poverty as set out in section 2 above.

Financial inclusion is best thought of as a spectrum¹² and people may move between different points on the spectrum as things happen throughout their lives. Accordingly, it would not be appropriate for Sheffield to have fixed interventions and approaches – what

What do we mean by financial inclusion?

We have taken our definition of financial inclusion from Transact, the National Forum for 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 accessibility on the part of the financial product, services and advice suppliers.

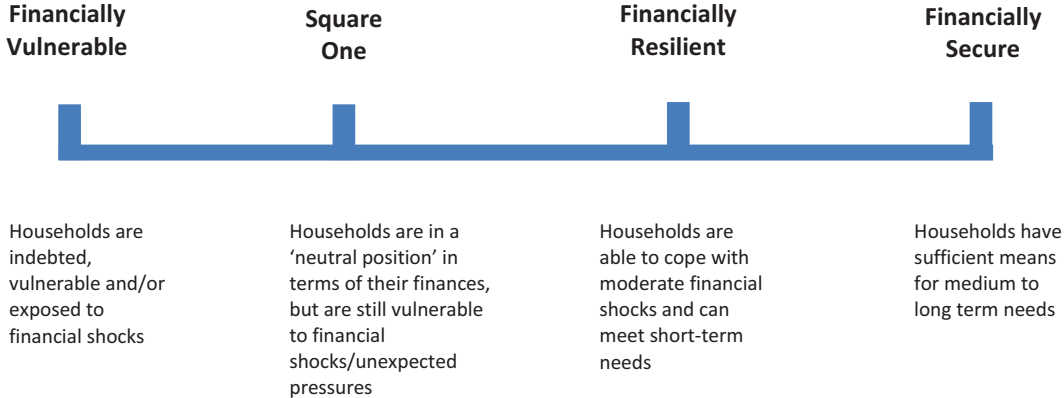
To define financial capability further:

- **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.

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.

¹² Association of Chartered Certified Accountants <http://inclusioncentre.co.uk/wordpress29/our-work/publications/britains-debt-how-much-is-too-much>

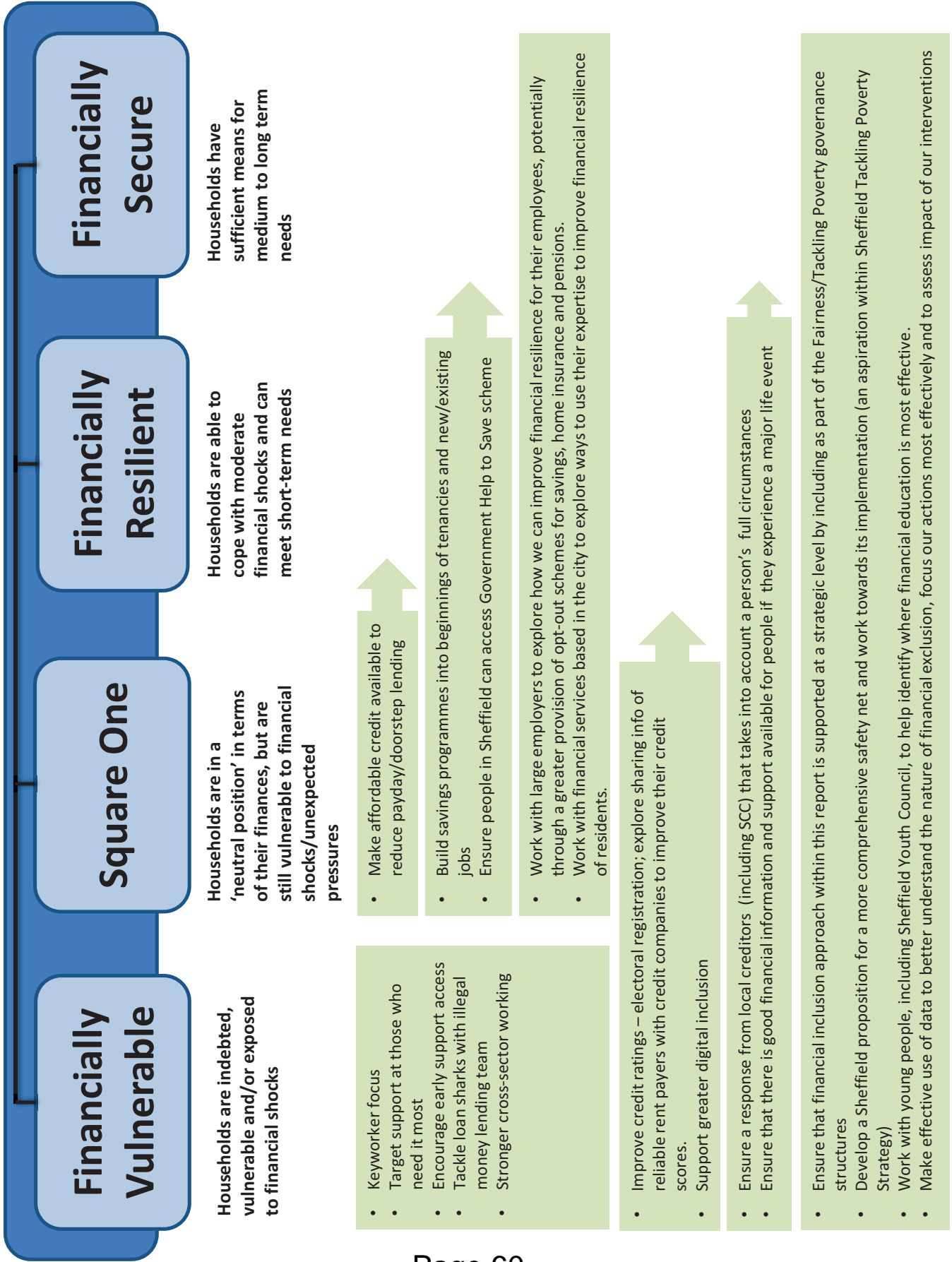
we need is a spectrum of support, advice and intervention which helps to prevent people experiencing financial exclusion during their lives but is equipped to provide more intensive, targeted support when people are financially vulnerable.



We will use this model to structure our interventions. However, interventions (possibly other than for the most vulnerable) are not exclusive to one particular place on the spectrum – indeed many of the key actions are beneficial for all, regardless of circumstance.

We want to limit the number of people becoming financially vulnerable as part of our ambition to be a more financially and economically inclusive city. Where people do become financially vulnerable, we will look to deliver targeted, comprehensive support that addresses the root causes of a person’s financial situation.

The proposed action plan is summarised below, and each area is explained in further detail in the next section.



A coherent spectrum of information, advice and support

Financial Security and Financial Resilience

Those people at the 'financially secure' end of the spectrum have sufficient means to meet medium to long-term financial needs. Main characteristics include:

- Proper insurance cover, not just for contents but income replacement
- Paying off/paid mortgage
- Significant pension provision
- Long-term savings/asset accumulation

Financial Resilience, one step 'down' the spectrum, is the ability to withstand financial shocks and meet short-term financial needs, but potentially remain vulnerable to long-term financial problems (e.g. a prolonged illness). It is characterised by:

- Income surplus
- Effective use of banking system
- Emergency Savings (three months' income)
- Access to fair, affordable credit
- Basic insurance cover
- Some form of 'safety net' in the form of people or organisations to turn to for financial assistance in a crisis
- Beginnings of a pension provision, but still under-pensioned

The approach to financial inclusion for people at these parts of the spectrum needs to emphasise prevention: consolidating the financial resilience they already have and ensuring that they know how to access help (including self-help) at an early stage should they need it.

Actions

- Improve financial resilience of all, including preventing those who are financially resilient or financially secure from moving down the continuum
- Ensure that financial inclusion approach within this report is supported at a strategic level by including as part of the Fairness/Tackling Poverty governance structures. These are currently under review.
- Work with young people, including Sheffield Youth Council, to help identify where financial education is most effective.
- Ensure that there is good information available for people if they experience a major life event (for example, cancer diagnosis, redundancy or family break up).
- Develop a Sheffield proposition for a more comprehensive safety net and work towards its implementation (*an aspiration within Sheffield Tackling Poverty Strategy*). This includes ensuring that the city's crisis response is as joined up and effective as possible whilst lobbying central Government for more support through the benefits system for people who find themselves in crisis.
- Make effective use of data to better understand the nature of financial exclusion, focus our actions most effectively and to assess impact of our interventions

Square One

People at 'square one' are in a 'neutral' position – still vulnerable, but within a platform to build on. The main characteristics include:

- Effective budgeting/'making ends meet' if possible
- Participating in the mainstream financial system to some extent (e.g. functional bank account)
- Paid off unmanageable/unproductive debt
- Underinsured and/or under-pensioned

Our financial inclusion approach here includes building up financial resilience through improving opportunities for regular saving; working with large employers and financial services in the city; and ensuring that affordable credit is available to those who would otherwise be using high-cost credit. The approaches here would ideally be set up to be non-labour intensive (e.g. through opt-out savings schemes at the beginning of a job) and therefore low-cost in the medium to long term.

Actions

- Increase the number of people saving regular amounts:
 - Building savings programmes into the beginning of tenancies and new and existing jobs
 - Ensure people in Sheffield can access Government Help to Save scheme via local partners
- Work with large employers to explore how we can improve financial resilience for their employees, potentially through a greater provision of opt-out schemes for savings, home insurance and pensions.
- Work with financial services based in the city to explore ways to use their expertise to improve financial resilience of residents.
- Ensure that affordable credit is available to people who would otherwise be using high cost credit such as doorstep lenders or payday lenders through ethical alternatives, for example, Sheffield Credit Union.

Financially vulnerable

People at the 'financially vulnerable' end of the spectrum are in a 'negative' position, vulnerable and exposed to shocks/detriment. The main characteristics of this point on the spectrum include:

- No or restricted access to transactional bank account
- Over-indebted/vulnerable to high-cost lending/trapped in a vicious cycle
- No savings
- Housing problems/rent arrears
- Low/unstable incomes/poverty
- Poverty premium – paying more for their basic goods and services
- Exposed to risk, no/little insurance cover
- No pension/under-pensioned

Evidence from workshops noted that many people at this point in the financial inclusion spectrum rely on personal relationships to help them navigate the system and to react to difficulties. Also noted was the fact that there is excellent financial inclusion support being provided by several organisations in the city, and but that knowledge of that support could be better disseminated.

Local intelligence also points to digital exclusion being closely linked to financial exclusion. Digital inclusion means both access to information technology and the ability to use it, and is experienced by different people in different ways. Some older people, for example, may not wish to or may find it difficult to engage with IT, whereas younger people, although more likely to be digitally engaged and who very probably own smart phones (or other internet enabled devices), may not be able to afford the data needed to be able to access the internet.

Actions

- Ensure that financial inclusion outcomes are a strong part of keyworker and other support models, so that when residents are being supported to access services, they are also supported to become more financially resilient. This includes equipping more front-line staff with knowledge about a) what to look for (the questions to ask), and b) how and where to signpost and refer most effectively.
- Improve knowledge of the financial inclusion support that is available in the city through improved networking/mapping for front-line workers. This includes ensuring effective referral criteria and pathways.
- Target support where it is most needed, building on the example of Sheffield Citizens Advice service that is in several city food banks.
- Ensure that the various discretionary schemes provided by Sheffield City Council are working effectively to provide support to those experiencing financial hardship or crisis.
- Ensure a reasonable response from creditors in the city, including by reviewing Sheffield City Council's approach to debt where an individual and household owes money to, or is receiving support from, more than one of its services.
- Explore the use of 'nudge' techniques to address the issue of over-indebtedness to encourage people to access support sooner and before they reach crisis point, building on the use of data systems to send automatic texts/emails to customers who they know to be in debt to remind them of support that is available to them.
- Work with the Illegal Money Lending team to tackle loan shark activity by raising awareness amongst frontline staff and residents.
- Improve credit rating to increase access to lower-cost credit:
 - Use every opportunity to ensure people are on the electoral register. Build it into as many Sheffield City Council contacts as possible, for example, calls to the contact centre also check to see if someone is registered. Also build in where possible to the beginning of tenancies (both social and private) and new jobs.
 - Investigate whether it is possible to share, with permission, the details of social tenants who pay their tenancies regularly with credit information companies, such as Experian, in order to establish and improve their credit scores.
- Recognise the importance of digital inclusion to financial inclusion and explore ways to improve access to information technology and confidence in using it.

5. Measuring success

The data presented in section 3 gives an overview of the differing aspects and levels of financial exclusion in the city. At first glance, we would therefore expect to be relatively able to measure the overall level of financial exclusion in the city and our impact on it of the approach within this strategy and the action plan.

However, reasonable as our overall picture of financial exclusion is, the data that it is based on is not currently sophisticated or sensitive enough to be able to easily assess the how that picture is changing month to month or year to year. One of the actions around our use of data will seek to address this. In the meantime, we will use outputs from our actions to assess our impact in this area.

6. Financial Inclusion Action Plan

Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
1 Target support where it is most needed, building on the example of Sheffield Citizens Advice service that is in several city food banks.	Primarily financially vulnerable but by targeting support at significant life events such as ill health, there is scope for providing preventative support for those at square one or financially resilient before they reach financial crisis.	Sheffield City Council provides grant aid support to Sheffield Citizens Advice for its advice work on welfare benefits, debt, housing, employment and discrimination, all of which improve the financial wellbeing of its customers. The grant for 2017/18 is around £830K and represents the first of a three-year minimum-level grant agreement; an arrangement which provides stability for the organisation and those people they support.	Work with Sheffield Citizens Advice and other partners to target support preventatively at particular points in people's lives, including in hospitals when people are recovering from major health events (e.g. heart attack, cancer diagnosis, etc.). This work would need to be underpinned by quality data (see outcome below).	The grant to Sheffield Citizens Advice is subject to a separate Cabinet Report and has an accompanying outcomes and monitoring framework.
2 Improve knowledge of the financial inclusion support that is available in the city through improved mapping/networking for front-line workers.	Primarily financially vulnerable.	Build on existing networks and web resources to share and disseminate knowledge about the financial inclusion support that is available.	Explore potential with partners for networking peer support workshops.	Council Housing Financial Inclusion team developing portal of resources/funding/organisations by end of 2017.
3 Ensure that financial inclusion outcomes are a strong part of keyworker and other support models, so that when residents	Primarily financially vulnerable.	Equip more front-line staff with knowledge about a) what to look for in terms of financial	Review outcomes frameworks for front line services (whether those SCC delivers or commissions) to	Toolkit to be developed using Tackling Poverty

	Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
	are being supported to access services, they are also supported to become more financially resilient.		wellbeing (the questions to ask), and b) how and where to signpost and refer most effectively by developing a toolkit for workers and disseminating it amongst SCC and partner staff.	ensure that financial wellbeing is built into them where appropriate.	and Sheffield Citizens Advice information by June 2017.
4	Work with the Illegal Money Lending team to tackle loan shark activity by raising awareness amongst frontline staff and residents.	Financially vulnerable	Build awareness of illegal money lending and how to address it into front-line worker toolkit (see action 3 above). Work with Illegal Money Lending team to identify the most effective ways to raise awareness amongst frontline staff and residents.	Work with Illegal Money Lending team to investigate options to raise awareness with the public.	Toolkit to be developed using Tackling Poverty, Sheffield Citizens Advice and Illegal Money Lending Team information by June 2017.
5	Increase the number of people saving regular amounts and taking out contents insurance.	Financially vulnerable and Square One.	Offer savings and contents insurance 'package' to all new Council Housing tenants, by making it an easy opt in. Explore options for building savings/insurance programmes into the beginning of tenancies more widely in the city, along with new and existing jobs.	Ensure people in Sheffield can access Government Help to Save scheme when it is introduced via local providers such as Sheffield Credit Union	Council Housing Service to build package of savings and contents insurance by April 2017.

Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
6	Primarily square one and financially resilient, but incorporating parts of financially vulnerable as well.	Sheffield City Council and many other public, voluntary and private sector organisations work with Sheffield Credit Union and other affordable credit and savings options to make their services easily available to their employees.	Work with partners to identify and explore ways that employers can support and improve financial resilience.	
7	Financially vulnerable and square one.	Sheffield City Council commits to operate sensitive debt recovery procedures which do not place individuals in hardship, by having realistic, flexible methods of payment that can be adapted depending on individual circumstances.	Sheffield City Council will review its approach where an individual or household is in debt to, or receiving support from, more than one service to ensure that we are supporting individuals towards financial resilience. Work with other creditors in the city to learn from and disseminate best practice.	Sheffield City Council will review its approach to debt by end of 2017.
8	Square one and financially resilient	Sheffield City Council works with Sheffield Credit Union to make their services easily available to its employees. Council Housing tenants are also supported to access affordable credit.	Work with partners to find ways to raise the profile of affordable credit options.	This will be approached as part of Fair Money campaign planned for April 2017.

Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
9	Financially vulnerable	Sheffield Citizens Advice have started providing webchat and email support as a means of helping those clients who might have been put off by, or unable to access a face-to-face appointment due to work commitments.	Explore the use of 'nudge' techniques to encourage people to access support sooner, building on the use of data systems to send automatic texts/emails to customers who they know to be in debt to remind them of support that is available to them.	
10	Financially vulnerable	Use every opportunity to ensure people are on the electoral register. Build it into as many Sheffield City Council contacts as possible, for example, calls to the contact centre also check to see if someone is registered. Also build in where possible to the beginning of tenancies (both social and private) and new jobs.	Investigate whether it is possible to share, with permission, the details of social tenants who pay their tenancies regularly with credit information companies, such as Experian, in order to establish and improve their credit scores.	The work on increasing number of people on electoral register is currently underway and will be reviewed in April 2017.
11	All areas of spectrum	Use modelling and other data to better understand where households in the city fit within the financial resilience spectrum.	Use future business intelligence approaches to investigate the impact of particular life events, such as major ill health, having a baby, relationship breakdown or loss of job, on the likelihood of financial crisis in order to inform where we should target support	

	Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
12	Ensure that financial inclusion approach within this report is supported at a strategic level by including as part of the Fairness/Tackling Poverty governance structures. These are currently under review.	All areas of spectrum	Carry out a review of the strategic groups which oversee the fairness and tackling poverty agendas, and ensure that financial inclusion outcomes are 'owned' within the new structure. Make the financial inclusion within this strategy widely available across the city so that it can be used to shape conversations and practices.	in the most effective and efficient way. Build key aspects of the financial inclusion strategy into the Fair Money campaign which is being planned for Spring 2017.	Review of strategic groups to be completed by April 2017. Fair Money campaign planned for April 2017.
13	Work with financial services based in the city to explore ways to use their expertise to improve financial resilience of residents.	Primarily square one-financially secure, but could include parts of financially vulnerable.	Work with the Fair Money campaign being planned for spring 2017 to sign up more Fairness Champions within the financial services sector.	Build on and expand relationships with the financial services sector (including the Council's own bankers) to explore ways to use their expertise to improve financial resilience in the city.	Fair Money campaign planned for April 2017.
14	Improve financial resilience of all, including preventing those who are financially resilient or financially secure from moving down the continuum	Financially resilient and financially secure	Build a preventative approach into SCC's policies and procedures, including those approaches which apply to financial inclusion and which prioritise early interventions.		The details of this approach will be reflected in other actions.

Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
15 Work with young people, including Sheffield Youth Council and Sheffield 0-19 Partnership, to help identify where financial education is most effective.	All areas of spectrum	Work with young people to explore where financial inclusion education may be most effective, for example as part of the Fair Futures strand of the Our Fair City campaign or in partnership with Universities and Colleges.	Where an effective approach to financial education has been identified, work with partners to put that approach in place.	
16 Recognise the importance of digital inclusion to financial inclusion and explore ways to improve access to information technology and confidence in using it	Financially vulnerable and square one.	Council Housing Service runs workshops for tenants who wish to improve their IT skills.	Sheffield City Council will carry out work to assess the scale and nature of digital exclusion in the city and identify targeted solutions to improve access to digital services.	
17 Develop a Sheffield proposition for a more comprehensive safety net and work towards its implementation (<i>an aspiration within Sheffield Tackling Poverty Strategy</i>)	All areas of spectrum	Work with partners to ensure that the city's crisis response is as joined up and effective as possible. Monitor best practice and innovative solutions to welfare safety nets around the world.	Work closely with Tackling Poverty Partnership on this long-term piece of work. Lobby central Government for more support through the benefits system for people who find themselves in crisis. Ensure that financial inclusion is part of a potential future employment and income hub which would co-locate support currently delivered separately by SCC and Job Centre Plus. This idea is in discussion stage.	

Outcome	Area of Financial Resilience spectrum this particularly addresses	What Sheffield City Council and/or city partners will do now	What we will work towards	Further information
18	Effective support for those experiencing financial hardship or crisis	Financially vulnerable	Sheffield City Council will review the various discretionary hardship schemes to ensure that they are focused on providing appropriate and effective support for those who most need them	This will be subject to a further report during 2017

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Fairer Sheffield: a user-friendly guide to support and services

This guide contains information about the range of services and providers in Sheffield that can work with and help people who are struggling to make ends meet or who need other types of support. However, **those living and working in Sheffield know best** what services and agencies are there to provide support and advice, so you can **add your own contacts** to this guide.

The guide is organised according to the **challenges** that people sometimes face and includes suggested questions that might help you to access help for your particular situation, or if you are supporting someone else, to help them feel able to confide in you. There is further advice on supporting others on the next page too. **Click on a challenge below to see the kinds of services available**, and to find out the contact details for these services. We also recommend the Sheffield Directory: www.sheffielddirectory.org.uk which has lots of useful and up to date contact information.

Find contacts for:

Claiming benefits, maximising income	Employment	Housing
Debt, budgeting and consumer advice	Skills and qualifications; English language skills	Homelessness
Paying for fuel	Children's education and learning	Health issues
Insurance	Parenting, behaviour and family relationships	Disability issues
Opening a bank or savings account	Childcare	Mental health issues
Getting a loan or emergency money		Substance use
Emergency food	Public Transport	Criminal behaviour and ex-offenders
	Supporting people in the community	Domestic abuse
	Other services and agencies	Immigration status

We cannot guarantee that all the links and contact details provided in this contacts planner are up to date. To report broken links or inaccurate contact details get in touch with Adele Robinson: Adele.Robinson@sheffield.gov.uk

Supporting other people

Supporting someone else, either as part of your job or as a friend or family member can be daunting – it can be difficult to know what questions to ask and to have the confidence to feel able to access the right kind of help. This guide is designed to help you with this.

However, supporting someone isn't just about asking the right questions but about **building trust**:

“If you gain someone’s trust and get to know that person, sooner or later you will know if something isn’t right. It’s not about sitting in front of someone with a checklist. That doesn’t build the relationship. It’s hard work to admit you need help. But if somebody who is struggling to get by trusts you they will, sooner or later, come to you for that help. If they don’t trust you then they’re just on their own, they’re too scared.”

- Young Person in Sheffield

Sometimes you can make a difference by supporting someone who is struggling directly as part of your job

But if you can’t help directly, people have told us that you can still make a big difference to them by...

- **Talking to and approaching them in a supportive and open way, and**
- **Signposting and referring them to another person or service**

Different levels of support might be needed at different times:

My support worker co-ordinates all our appointments at the moment which we struggled with before and I have learnt from that so I will be able to do the same in the future. She has come along to our appointments for support, for example, I was very worried and upset because my family was going to be made homeless. I tried talking to the housing provider but they would not listen to me and I felt powerless. My support worker got involved and now the decision to repossess have been overturned. Now we are talking about redecorating my house, as I know we can stay in our home, which is great.

- Sheffield Resident

You may find it helpful to seek out local support networks, provided by voluntary, community and faith organisations to access ongoing support if the person you’re helping needs more than one referral. The Sheffield Directory is a good place to start for this:

www.sheffielddirectory.org.uk.

Challenge	Service		Information	Contact
<p>Claiming benefits and maximising income</p> <p>Do you want to check the amount of benefits you are receiving is the maximum amount you're entitled to?</p> <p>Do you need to challenge the amount of benefits awarded to you?</p> <p>Have you recently returned to work?</p>	Information and advice	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		JOBCENTRE PLUS	Offers a wide range of advice services to working-age customers and employers. Administers benefits such as Jobseeker's Allowance, Universal Credit, Employment and Support Allowance, Disability Living Allowance and Personal Independence Payments.	Website: https://www.gov.uk/contact-jobcentre-plus Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
		AGE UK SHEFFIELD	Provides advice and support with the process of claiming older people's benefits, such as Attendance Allowance, Pension Credit, Carer's Allowance and Council Tax Benefit.	Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk
		<i>Insert other services here</i>		
	Benefit sources	UNIVERSAL CREDIT	Universal Credit is being rolled out across Sheffield and will gradually replace benefits including Income Support, Income-based Jobseekers Allowance, Income Related Employment and Support Allowance, Housing Benefit and Tax Credits. Speak to Jobcentre Plus about this.	Website: www.gov.uk/universal-credit/overview www.gov.uk/contact-jobcentre-plus Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
		CHILD BENEFIT – HM Revenue and Customs	Child Benefit is a payment that can be claimed for children. It is usually paid every four weeks but in some cases can be paid weekly,	Website: www.hmrc.gov.uk/childbenefit Address: PO Box 1, Newcastle upon Tyne,

			and there are separate rates for each child.	Tyne and Wear, NE88 1AA Email: child.benefit@hmrc.gsi.gov.uk Tel: 0845 302 1444
		CHILD AND WORKING TAX CREDITS – HM Revenue and Customs	Tax credits are payments from the government. If you're responsible for at least one child or young person, you may qualify for Child Tax Credit. If you work, but are on a low income, you may qualify for Working Tax Credit. You can often get both types of tax credits.	Website: www.gov.uk/topic/benefits-credits/tax-credits Tel: Tax Credit Helpline Telephone: 0345 300 3900 Textphone: 0345 300 3909 Calls from outside the UK: +44 2890 538 192 Monday to Friday 8am to 8pm Saturday 8am to 4pm Sunday 9am to 5pm
		HOUSING BENEFIT AND COUNCIL TAX SUPPORT – Sheffield City Council	These are benefits that help people on low incomes pay rent and council tax for the homes they live in. There is also a Council Tax Hardship Scheme which helps people who already receive Council Tax Support and who are in severe financial hardship.	Website: www.sheffield.gov.uk/home/benefits Email: benefits@sheffield.gov.uk Tel: 0114 273 6777
		FREE SCHOOL MEALS and help with some other school costs – Sheffield City Council	Free meals are provided to school pupils whose parents are on a low income. There may also be some help available for other things.	Website: www.sheffield.gov.uk/home/schools-childcare/school-meals Email: schoolfoodservice@sheffield.gov.uk Tel: 0114 273 4567
		Help with childcare and other child-related costs	Provides advice about what financial and other support there is available to help parents, including information on getting help with pre-school costs and child maintenance options.	Website: www.gov.uk/browse/benefits/families

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Challenge	Service	Information	Contact
<p>Debt, budgeting and consumer advice</p> <p>Are you struggling with debt?</p> <p>Do you find yourself struggling to make ends meet week after week?</p> <p>Have you received correspondence about your financial situation that you don't understand?</p>	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
	MONEY ADVICE SERVICE	Clear, unbiased money advice to help people make informed choices. This includes: webchat, telephone, online information such as Universal Credit calculator.	Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000
	DEBT ADVICE ORGANISATIONS	Money Advice Service has a comprehensive list of organisations where you can access free debt advice whether online, via telephone or face to face. This includes National Debt Line, Step Change and PayPlan, Debt Advice Foundation, Citizens Advice, and Debt Counsellors Charitable Trust.	Website: www.moneyadviceservice.org.uk/en/tools/debt-advice-locator
	ILLEGAL MONEY-LENDING TEAM	Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.	Website: www.stoploansharks.co.uk/ Tel: 0300 555 222
	AGE UK SHEFFIELD	Advice and advocacy in addressing older people's financial issues, including housing, residential and non-residential care issues, and fuel poverty (switching tariffs and suppliers).	Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk
	CONTACT A FAMILY	National charity for families with disabled children . Provides information and support, including full assessment to check that families are receiving the benefits they are entitled to.	Website: www.cafamily.org.uk Free helpline: 0808 808 3555
	<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
<p>Paying for fuel</p> <p>Do you struggle with paying to heat your home?</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 78</p>	Local schemes and support	Sheffield City Council information on reducing fuel costs and the Big Sheffield Switch site.	www.sheffield.gov.uk/home/housing/ways-to-reduce-your-fuel-bills www.energyhelpline.com/bigsheffieldswitch
	<p>Affordable Warmth Schemes</p> <p>National schemes and support</p>	<p>Warm Home Discount: Vulnerable residents could get a £140 discount on electricity bills through the Warm Home Discount Scheme.</p>	www.gov.uk/the-warm-home-discount-scheme
		<p>Cold Weather Payment: Payments are made when local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days. Payments of £25 are given for each 7 day period of very cold weather between 1 November and 31 March.</p>	www.gov.uk/cold-weather-payment
		<p>Winter Fuel Payment: Residents could get between £100 and £300 tax-free to help pay for heating bills if they were born on or before 5 May 1953. Most payments are made automatically between Nov and Dec. Winter Fuel Payments are usually awarded automatically to those who get State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).</p>	www.gov.uk/winter-fuel-payment
		<p>Go Energy Shopping: Ofgem website that covers all the information you need about changing and complaining about your energy supplier.</p>	www.goenergysshopping.co.uk/en-gb
		<p>Energy Saving Advice Service: Telephone helpline funded by the Department of Energy and Climate Change run by the Energy Saving Trust to give residents information about Green Deal, ECO and general energy saving advice.</p>	<p>0300 123 1234 (local call rate) www.energysavingtrust.org.uk/</p>
	<p>AGE UK SHEFFIELD</p>	<p>Support for older people to switch tariff and/or supplier, advice on eliminating drafts and ventilating properties, advocacy to liaise with landlords where a property is in poor condition.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk</p>
<p><i>Insert other services here</i></p>			

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Challenge	Service	Information	Contact
<p>Insurance</p> <p>Do you have home / car / contents insurance?</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 79</p>	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>MONEY ADVICE SERVICE</p>	<p>Clear, unbiased money advice to help people make informed choices.</p>	<p>Website: www.moneyadviceservice.org.uk/en/categories/insurance</p>
	<p>SOCIAL LANDLORDS/HOUSING ASSOCIATIONS</p>	<p>Some social landlords (including Council Housing Service) can help you access simple contents insurance if you rent from them.</p>	<p>List of social landlords (Housing Associations) in Sheffield: www.sheffield.gov.uk/home/housing/housing-associations</p>
	<p>AGE UK SHEFFIELD ENTERPRISES</p>	<p>Age UK Sheffield Enterprises is the trading arm of the charity Age UK Sheffield, and offers home, travel and motor insurance products which are designed for people over 50.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Insurance Tel: (0114) 399 8670 Email: enquiries@ageuksheffield.org.uk</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Opening a bank or savings account</p> <p>Do you have a bank account?</p> <p>Do you want an easy way to store, spend and save money?</p>	Information and advice	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
		<p>MONEY ADVICE SERVICE</p>	<p>Clear, unbiased money advice to help people make informed choices.</p>	<p>Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000</p>
		<p><i>Insert other services here</i></p>		
	Services	<p>SHEFFIELD CREDIT UNION</p>	<p>Not-for-profit community savings and affordable loan cooperative. You can save as much or as little as you like (minimum £1 per week). Open to anyone who lives or works within the city boundary. Instant loans also available.</p>	<p>Website: www.sheffieldcreditunion.com Address: Sheffield Credit Union, 16 Commercial Street, Sheffield S1 2AT Email: admin@sheffieldcreditunion.com Tel: 0114 276 0787</p>
		<p><i>Insert other services here</i></p>		

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Saving even a small amount over time helps people feel more in control of their finances and their lives. It means being more able to replace something that has broken or to save for a holiday.

In addition, saving with a Credit Union allows members to borrow money at a lower rate than they would otherwise be able to.

Challenge	Service		Information	Contact
<p>Getting a loan or emergency money</p> <p>Do you need to borrow money at a low cost?</p> <p>Do you need emergency money following a crisis or to tide you over?</p>	Information and advice	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		MONEY ADVICE SERVICE	Clear, unbiased money advice to help people make informed choices.	Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000
		ILLEGAL MONEY-LENDING TEAM	Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.	Website: http://www.stoploansharks.co.uk/ Tel: 0300 555 222
		<i>Insert other services here</i>		
	Services and sources of support	SHEFFIELD CREDIT UNION	Not-for-profit community savings and affordable loan cooperative. You can save as much or as little as you like (minimum £1 per week). Open to anyone who lives or works within the city boundary. Instant loans also available.	Website: www.sheffieldcreditunion.com Address: Sheffield Credit Union, 16 Commercial Street, Sheffield S1 2AT Email: admin@sheffieldcreditunion.com Tel: 0114 276 0787
		FIVE LAMPS	Social enterprise that provides affordable instant personal loans. Based in the North-East but available to Sheffield residents.	Website: www.fivelamps.org.uk/our-services/conduit/personal-loans/ Tel: 0300 111 0556 Email: info@fivelamps.org.uk
		BUDGETING LOANS	Interest-free loan from the DWP for people who have been claiming certain benefits for more than half a year to help pay for specific important costs. Not available to those on Universal Credit.	Website: www.gov.uk/budgeting-help-benefits
		BUDGETING ADVANCE	Short-term advances of benefit will be available to claimants of contributory or income-related social security benefit, including Universal Credit. To be eligible for a short-term advance, the claimant must be able to demonstrate that they are in financial need. Only available via Jobcentre.	Further information from CAB: www.citizensadvice.org.uk/benefits/universal-credit/on-universal-credit/budgeting-advance/ Access is via JCP advisers only.
		Local Assistance Scheme	This scheme is provided by Sheffield City Council to support independent living and help Sheffield residents in crisis.	Website: www.sheffield.gov.uk/home/benefits/local-

				assistance-scheme Email: LAS@sheffield.gov.uk Phone: 0114 2734567
		<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
<p>Emergency food</p> <p>Do you need emergency food following a crisis or to tide you over?</p>	<p>Food banks</p>	<p>Food banks operate from a number of locations across Sheffield, providing short-term emergency food parcels. Each food bank operates its own eligibility criteria, so it is worth checking these before making a referral. Many (but not all) of the food banks work on a referral basis, so the best advice we can give in advance of needing to make a referral is to contact the most appropriate food bank(s) on the 'food bank list' page and introduce yourself - it'll save a lot of time when you do need to make a referral, and you'll be giving the most up-to-date advice that you can to your client.</p> <p>Food banks are the referral of last resort - if another solution is available, please make use of it first.</p>	<p>www.sheffieldfoodbank.org.uk lists all of the food banks in Sheffield, their contact details and provides a postcode list of which food banks operate in which locality</p>
	<p><i>Insert other services here</i></p>		

Challenge	Service	Information	Contact
<p>Employment</p> <p>Do you want help finding work?</p> <p>Do you lack confidence in applying for jobs?</p> <p>Do you feel out of touch with the job market?</p> <p>Would you like to do some work experience to brush up your skills and get an up to date work reference?</p>	<p>JOBCENTRE PLUS</p>	<p>Offers a wide range of advice services to working-age customers and employers. Offers job search advice, help with CVs, interview skills and training for those looking for work, as well as a number of programmes and services to help unemployed people with health problems and disabilities and others who may need extra help with finding work. Website provides a directory of available jobs.</p>	<p>Website: www.gov.uk/contact-jobcentre-plus</p> <p>Address: 112 West Street, Bailey Court, Sheffield, S1 3SY</p> <p>Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline</p> <p>Email: contact-us@jobcentreplus.gsi.gov.uk</p>
	<p>SHEFFIELD FUTURES</p>	<p>Supports young people to achieve their full potential in work, learning and life. Website provides listing of opportunities.</p>	<p>Website: https://www.sheffieldfutures.org.uk/</p> <p>Address: Star House 43 Division Street, City Centre, Sheffield, South Yorkshire, S1 4GE</p> <p>Email: enquiries@sheffieldfutures.org.uk</p> <p>Tel: 0114 201 2800</p>
	<p>Sheffield City Council LIFELONG LEARNING AND SKILLS</p>	<p>Deliver training programmes, courses and apprenticeships to individuals and groups from all ages, in the workplace, in the classroom, for leisure, and in the community, to improve career, job and employment prospects. Most courses are delivered at one of four centres across the city.</p>	<p>Website: http://www.lifelonglearningandskills.org/</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Skills and qualifications and English language</p> <p>Do you have trouble speaking, reading or writing in English?</p> <p>Do you need to update your skills?</p> <p>Do you want to improve your skills and qualifications to increase your chances of getting a job?</p>	Education and training provision	LEARNDIRECT	Online and nationally recognised training courses in maths, English, IT and more.	Website: www.learndirect.co.uk Tel: 0800 101 901
		Sheffield City Council LIFELONG LEARNING AND SKILLS	Deliver training programmes, courses and apprenticeships to individuals and groups from all ages, in the workplace, in the classroom, for leisure, and in the community, to improve career, job and employment prospects. Most courses are delivered at one of four centres across the city.	Website: http://www.lifelonglearningandskills.org/
		ADULT COMMUNITY LEARNING including LANGUAGE COURSES	Offers a wide range of courses (some free and with crèche facilities) for local residents. May offer concessionary rates for courses, meaning applicants who are unemployed pay less. Also includes courses including English for Speakers of Other Languages (ESOL).	Website: https://www.sheffield.gov.uk/home/schools-childcare/adult-community-learning
		<i>Insert other education and training opportunities here</i>		

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Challenge	Service		Information	Contact
<p>Children's education and learning</p> <p>Is your child getting all the educational opportunities they deserve? Are they having trouble at school?</p> <p>Page 86</p>	Information and advice	<p>SHEFFIELD FUTURES</p>	<p>Supports young people to achieve their full potential in work, learning and life.</p>	<p>Website: https://www.sheffieldfutures.org.uk/ Address: Star House 43 Division Street, City Centre, Sheffield, South Yorkshire, S1 4GE Email: enquiries@sheffieldfutures.org.uk Tel: 0114 201 2800</p>
		<p>Sheffield City Council – EDUCATIONAL PSYCHOLOGY SERVICE</p>	<p>Works to address the barriers to a child's learning, which may vary from learning difficulties to social or emotional problems. Carry out a wide range of tasks to enhance a child's learning and emotional development, and help teachers to become more aware of the social factors affecting teaching and learning.</p>	<p>Website: https://www.sheffield.gov.uk/home/schools-childcare/educational-psychology Address: Sheffield Educational Psychology Service, Moorfoot Building, S1 4PL Tel: 0114 250 6800</p>
		<p><i>Insert other services here</i></p>		
	Schools and other providers	<p>Sheffield City Council – SCHOOL ADMISSIONS</p>	<p>Details on how to apply for a reception, junior or secondary school place for your child.</p>	<p>Website: https://www.sheffield.gov.uk/home/schools-childcare/apply-school-place Tel: 0114 273 5766 (primary school admissions) / 0114 273 5790 (secondary school admissions)</p>
		<p>HELP WITH HOMEWORK and other after-school opportunities</p>	<p>Activities and support with children's education that supplements in-school teaching. Many schools provide support with homework on-site.</p>	<p>Children's University offers a range of out of school activities including study support https://www.sheffield.gov.uk/home/schools-childcare/childrens-university</p>
		<p><i>Insert other providers here</i></p>		

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Challenge	Service	Information	Contact
<p>Parenting, behaviour and family relationships</p> <p>Do you want to strengthen your family relationships?</p> <p>Would you like some advice on dealing with your child's behaviour?</p> <p>Page 87</p>	<p>EARLY HELP / MULTI AGENCY SUPPORT TEAMS</p>	<p>Raising a family is the most important job anyone can do. It has amazing rewards but it can also be very challenging.</p> <p>Your local Multi Agency Support Teams (MASTs) are here for you and your family should you need some extra help.</p>	<p>www.sheffield.gov.uk/home/social-care/multi-agency-support-teams</p>
	<p>CHILDREN'S CENTRES (soon to be renamed Family Centres)</p>	<p>Children's Centres give multi-agency support to families with children under five. They offer a range of services including access to integrated childcare and education, health and family support, help with finding jobs and training, drop-in sessions and groups.</p>	<p>Website: www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=6 Tel: 0114 2813763 Facebook: www.facebook.com/sheffieldchildrenscentre</p>
	<p>FAMILY LIVES HELPLINE (formerly PARENTLINE PLUS)</p>	<p>Provide support to anyone caring for children.</p>	<p>Website: http://www.familylives.org.uk/how-we-can-help/confidential-helpline/ Tel: 0808 800 2222</p>
	<p><i>Insert other services and providers here</i></p>		

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Challenge	Service		Information	Contact
<p>Childcare</p> <p>Do you need more information on locally funded and available childcare?</p> <p>Is a lack of available or affordable childcare affecting your ability to work or return to education?</p>	Information and advice	SHEFFIELD DIRECTORY CHILDCARE SECTION	Can help parents find childcare in their area.	Website: http://www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=1 If you require information on provision of childcare, leisure or family services in Sheffield then please call Sheffield City Council's Customer First on 0114 2734567
		CHILDREN'S CENTRES (Soon to be renamed Family Centres)	Children's Centres give multi-agency support to families with children under five. They offer a range of services including access to integrated childcare and education, health and family support, help with finding jobs and training, drop-in sessions and groups.	Website: www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=6 Tel: 0114 2813763 Facebook: https://www.facebook.com/sheffieldchildrenscentres
		Central government information – DIRECTGOV	Provides advice about what financial and other support there is available to help parents, including information on getting help with pre-school costs and child maintenance options.	Website: https://www.gov.uk/browse/benefits/families
		<i>Insert other services here</i>		

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Challenge	Service		Information	Contact
<p>Housing</p> <p>Are you having problems paying your rent or bills?</p> <p>Are you at risk of losing your home?</p> <p>Is your home too small for your family?</p>	Information and advice	<p>SHELTER</p>	<p>Provides guidance, support, information and telephone advice as well as training courses. Website provides a useful online toolkit including emergency housing rights checker and tenancy checker. They have an office in the city centre.</p>	<p>Website: http://england.shelter.org.uk/get_advice Address: Unit 28, Furnival House, Furnival Gate, Sheffield, S1 4QP Email: info@shelter.org.uk Tel: 0808 800 4444</p>
		<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
		<p>AGE UK SHEFFIELD</p>	<p>Offers free and independent advice about older people’s housing issues, aids and adaptations to the home, and retaining independence at home. Advice is also available on residential and non-residential care for older people.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk</p>
		<p><i>Insert other services here</i></p>		
	Housing providers, housing benefit sources	<p>SHEFFIELD COUNCIL HOUSING SERVICE (formerly Sheffield Homes)</p>	<p>Manages Council housing in Sheffield.</p>	<p>Website: www.sheffield.gov.uk/home/council-housing Tel: 0114 2930000</p>
		<p>HOUSING BENEFIT – Sheffield City Council</p>	<p>A national benefit that helps people on low incomes pay rent.</p>	<p>Website: www.sheffield.gov.uk/home/benefits Email: benefits@sheffield.gov.uk Tel: 0114 273 6777</p>
		<p>HOUSING ASSOCIATIONS</p>	<p>Independent, non-profit making organisations that charge affordable rents and usually offer an assured tenancy, which provides considerable protection. There are around 15 Housing Associations in</p>	<p>Website: List of social landlords (Housing Associations) in Sheffield:</p>

		Sheffield.	www.sheffield.gov.uk/home/housing/housing-associations
		<i>Insert other providers here</i>	

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Challenge	Service	Information	Contact
<p>Homelessness</p> <p>Is your family at risk of being homeless?</p> <p>Are you homeless?</p> <p>Page 91</p>	<p>SHEFFIELD CITY COUNCIL HOUSING SOLUTIONS SERVICE</p>	<p>Provides advice, help and support for anyone who is homeless, could become homeless in the near future, or has a housing problem which they need help to resolve.</p>	<p>www.sheffield.gov.uk/home/housing/housing-advice-options-line First Point, Howden House Telephone on 0114 273 5142, or 0800 7311689 (out of hours service between 5pm and 8:30am).</p>
	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>SHELTER</p>	<p>Provides guidance, support, information and telephone advice around housing and homelessness, as well as training courses.</p>	<p>Website: http://england.shelter.org.uk/get_advice Address: Unit 28, Furnival House, Furnival Gate, Sheffield, S1 4QP Email: info@shelter.org.uk Tel: 0344 515 1515</p>
	<p>CRISIS South Yorkshire</p>	<p>Provides a free programme of creative activities, education and skills sessions, advice on employment, volunteering and further education in partner venues across South Yorkshire.</p>	<p>Website: http://www.crisis.org.uk/pages/crisis-skylight-south-yorkshire.html Email: southyorkshire@crisis.org.uk Tel: 0114 317 7300</p>
	<p>NOMAD Sheffield</p>	<p>Advice and support for homeless people in Sheffield.</p>	<p>Website: www.nomadsheffield.co.uk Address: 12-14 Burngreave Road, Sheffield, S3 9DD Email: director@nomadsheffield.co.uk Tel: 0114 241 2080</p>
<p><i>Insert other services here</i></p>			

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Challenge	Service	Information	Contact
<p>Health issues</p> <p>Are you pregnant or have you recently had a baby?</p> <p>Do you want to make sure that you and your family are in good health?</p>	<p>GPs</p>	<p>Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services.</p>	<p>Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)</p>
	<p>NHS Choices</p>	<p>NHS website – information about all aspects of health</p>	<p>Website: www.nhs.uk Phone: 111 for non-urgent medical advice 999 in an emergency</p>
	<p>Local HEALTH VISITORS</p>	<p>Promote health and well-being by providing support in the home during pregnancy and early childhood.</p>	<p>Website: https://www.sheffieldchildrens.nhs.uk/services/health-visiting/</p>
	<p>People Keeping Well/Community Support Workers</p>	<p>Scheme that supports people to improve health and enjoy a more active lifestyle. Community Support Workers are based throughout Sheffield. They visit people in their own homes providing short-term support (usually up to 3 weeks), including helping people find local activities, understand travel options, check benefit entitlement, or help to plan for bad weather. People can refer themselves or be referred by a Health professional. It is not available to those who are already receiving a social care package.</p>	<p>Website: www.sheffield.gov.uk/csw Email: CSWReferrals@sheffield.gcsx.gov.uk Tel: 0114 2057120 (Weekdays)</p>
	<p>Breastfeeding in Sheffield</p>	<p>Information about breastfeeding in Sheffield, including support groups and breastfeeding-friendly venues.</p>	<p>Website: www.breastfeedinginsheffield.co.uk/</p>
	<p>Yorkshire Smoke Free</p>	<p>Support and advice to stop smoking.</p>	<p>Website: http://yorkshiresmokefree.nhs.uk/</p>
	<p>SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust</p>	<p>Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.</p>	<p>Website: https://shsc.nhs.uk/</p>
	<p>SHEFFIELD CARERS CENTRE</p>	<p>Support for carers (people who look after family, friend or neighbour who without that support wouldn't cope). Provides advice, help, befriending, counselling, support with work, Carers Assessment and planning for an emergency.</p>	<p>Website: http://sheffieldcarers.org.uk/ Carers Advice Line: 0114 272 8362 (9-6 weekdays)</p>
<p><i>Insert other services here</i></p>			

Challenge	Service	Information	Contact
<p>Disability issues</p> <p>Is anyone in your family or household disabled? Do you need support with disability or in returning to work?</p>	<p>Information and advice</p>	<p>MENCAP (national)</p> <p>National charity for people with learning disabilities. Gives advice and information about community care, benefits, education, jobs, housing, holidays, family and personal relationships. Also runs the Learning Disability Helpline in England, which provides advice and information about individual budgets and self-directed support in relation to learning disability issues.</p>	<p>Website: www.mencap.org.uk Email: help@mencap.org.uk Tel: 0808 808 1111</p>
		<p>SHEFFIELD CENTRE FOR INDEPENDENT LIVING</p> <p>Provides information, advice and advocacy to disabled people and others on all aspects of living with a disability. Promotes independent living for disabled people in Sheffield.</p>	<p>Website: http://www.disabilitysheffield.org.uk/ Address: The Circle, 33 Rockingham Lane, Sheffield, S1 4FW Tel: 0114 253 6750</p>
		<p>SHEFFIELD CARERS CENTRE</p> <p>Support for carers (people who look after adult family, friend or neighbour who without that support wouldn't cope). Provides advice, help, befriending, counselling, support with work, Carers Assessment and planning for an emergency.</p>	<p>Website: http://sheffieldcarers.org.uk/ Carers Advice Line: 0114 272 8362 (9-6 weekdays)</p>
		<p>Sheffield Parent Carer Forum</p> <p>Independent group of parents and carers of children and young people (0-25) with disabilities and special educational needs to provide mutual support, exchange information and influence policy.</p>	<p>Website: http://sheffieldparentcarerforum.org.uk/ Tel: 0300 321 4721 (9.30-3pm weekdays)</p>
		<p>CONTACT A FAMILY</p> <p>National charity for families with disabled children. Provides information and support, including full assessment to check that families are receiving the benefits they are entitled to.</p>	<p>Website: www.cafamily.org.uk Free helpline: 0808 808 3555</p>
		<p><i>Insert other services here</i></p>	

Health workers , courses and financial support	SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust	Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.	Website: https://shsc.nhs.uk/
	Sheffield MENCAP & Gateway	The Sheffield base of the national charity provides a number of local courses, services and activities in order to improve the quality of life of people in Sheffield with learning disabilities and their families.	Website: www.sheffieldmencap.org Address: Norfolk Lodge, Park Grange Road, Sheffield, S2 3QF Email: mencapoffice@sheffieldmencap.org.uk Tel: 0114 276 7757
	JOBCENTRE PLUS	Can provide courses and potential funding options to help people with disabilities remove barriers to taking up employment.	Website: https://www.gov.uk/government/organisations/departments-for-work-pensions Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
	GPs	Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services. A GP may also be able to support your application for Personal Independence Payments or provide relevant documentation to an application.	Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)
	<i>Insert other providers here</i>		

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Challenge	Service	Information	Contact
<p>Mental health issues</p> <p>Have you found yourself feeling down, depressed or helpless?</p> <p>Are you or someone in your family affected by depression or mental health issues?</p>	<p>GPs</p>	<p>Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services. A GP may also be able to support your application for Personal Independence Payments or provide relevant documentation to an application.</p>	<p>Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)</p>
	<p>MIND</p>	<p>Offer a wide range of support relating to mental health, including employment support services for people with mental health needs to help them get and maintain employment, training or voluntary work.</p>	<p>Website: www.mind.org.uk Email: info@mind.org.uk Tel: 0300 123 3393</p>
	<p>Sheffield CHILD AND ADOLESCENT MENTAL HEALTH SERVICES</p>	<p>Provides support to parents of children and adolescents with mental health issues. A Parenting Support worker within the CAMHS or CAMHS Parenting Team can provide specific and targeted forms of parenting support.</p>	<p>Website: https://www.sheffieldchildrens.nhs.uk/services/camhs/ Address: Becton Centre for Children and Young People, Sevenairs Road, Sheffield, S20 1NZ Tel: 0114 3053106</p>
	<p>SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust</p>	<p>Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.</p>	<p>Website: https://shsc.nhs.uk/</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Substance use</p> <p>Is substance use or alcohol affecting you or any member of your family or household?</p> <p>Are you concerned about the behaviour of someone close to you and do you suspect that they may be abusing drugs or alcohol?</p>	Information, advice and support	ADFAM	Provides information, advice and access to support groups to families affected by alcohol or drug misuse.	Website: www.adfam.org.uk Tel: 020 7553 7640
		ALCOHOLICS ANONYMOUS	Provides free advice, information and guidance on tackling alcoholism. Also facilitates local support groups and meetings for alcoholics and/or their families to meet with others affected, relate their experiences and support each other to remain sober.	Website: www.alcoholics-anonymous.org.uk Tel: 0845 769 7555
		FRANK	Provides 24-hour free confidential and independent advice to anyone who misuses substances or knows someone who might. Also offers a referral advice and information on locally available support.	Website: www.talktofrank.com Tel: 0800 77 66 00
		CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		<i>Insert other services here</i>		
	Services and providers	Sheffield Drug and Alcohol/Domestic Abuse Coordination Team (DACT)	Provides multi-agency support and counselling to those who misuse substances, are affected by substance misuse, or know someone who misuses substances. Provide advice on available drug treatments and can intervene to prevent harm to children and family members.	Website: http://www.sheffielddact.org.uk Tel: 08453451549 (alcohol services) 0114 272 1481 (drugs services)
		GPs	Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services.	Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)
		<i>Insert other providers here</i>		

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Challenge	Service	Information	Contact
<p>Criminal behaviour and ex-offenders</p> <p>Are you concerned that someone in your family / household is breaking the law?</p> <p>Are you about to have you recently been released from prison?</p> <p>Are you finding it hard to get work or support because you have a criminal record?</p>	<p>NACRO</p>	<p>Coordinate various projects for ex-offenders and offer support in gaining education and employment. National service with a Sheffield base.</p>	<p>Website: www.nacro.org.uk Address: 70 Earl Street, Sheffield, Yorkshire, S1 4PY Tel: 0114 241 2167</p>
	<p>ST GILES TRUST</p>	<p>Provide support around job hunting, confidence building, preparing a CV and handling interviews for ex-offenders.</p>	<p>Website: www.stgilestrust.org.uk Email: info@stgilestrust.org.uk Tel: 0207 703 7000</p>
	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>POLICE</p>	<p>Tackle all emergency and non-emergency issues around crime.</p>	<p>Website: http://www.southyorks.police.uk/ Tel: 999 (emergencies) / 101 (non-emergencies)</p>
	<p>CRIMESTOPPERS</p>	<p>An anonymous way to pass on information about crime.</p>	<p>Website: www.crimestoppers-uk.org Tel: 0800 555 111</p>
	<p>ILLEGAL MONEY-LENDING TEAM</p>	<p>Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.</p>	<p>Website: http://www.stoploansharks.co.uk/ Tel: 0300 555 222</p>
	<p><i>Insert other services here</i></p>		

Although the services provided are available for support and information, if you or another is the victim of a crime or in immediate risk, you should telephone the police on 999

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Challenge	Service	Information	Contact
<p>Domestic abuse</p> <p>Is someone at home hurting you?</p> <p>Are you afraid of someone you are in a relationship with (or have been in a relationship with)? Or a family member?</p> <p>Do you need temporary housing or advice as a result of domestic abuse?</p>	<p>Sheffield Domestic Abuse Helpline</p>	<p>For advice, information, to find somewhere safe to stay or simply want someone to listen. The Helpline can signpost you to or help you access other support services such as women’s refuges or one to one support or groups. Or you find information about local services on our website.</p>	<p>0808 808 2241 Free from landlines and most mobile networks Website www.sheffielddact.org.uk Email help@sheffielddact.org.uk</p>
	<p>NATIONAL DOMESTIC VIOLENCE HELPLINE</p>	<p>National helpline available at any time - 24 hours a day, seven days a week.</p>	<p>Freephone Helpline: 0808 2000 247 Website: www.nationaldomesticviolencehelpline.org.uk/</p>
	<p>VIDA (formerly Sheffield Domestic Abuse Forum)</p>	<p>Delivers specialist domestic and sexual abuse services and training, and engage with partners to work towards an end to domestic abuse, and violence against women and girls.</p>	<p>Website: http://www.vidasheffield.org.uk/</p>
	<p>Action Domestic Abuse Services (ADAS)</p>	<p>Provides helpline (See Sheffield Domestic Abuse Helpline above), Outreach and Power to Change work programme.</p>	<p>Website: www.actionorg.uk/our-services/action-services/by-area/sheffield/action-domestic-abuse-service-adas-sheffield/</p>
	<p>Ashiana</p>	<p>Supports and empowers those from Black, Asian, Minority Ethnic and Refugee communities whose lives have been affected by violence and abuse to take control of their lives and move forward into healthy, stable and safer futures.</p>	<p>Website: www.ashianasheffield.org/ Telephone (office hours, 9am-5pm): 0114 2555740</p>
	<p>Sheffield Rape and Sexual Abuse Centre</p>	<p>Free and confidential support to anyone who has experienced rape or sexual abuse at any times in their lives.</p>	<p>Website: http://www.sheffieldrapecrisis.org.uk/ Helpline: 0808 802 0013 (limited opening hours)</p>
	<p>Hackenthorpe Lodge - Sheffield Sexual Assault Referral Centre</p>	<p>Free support and practical help to anyone in South Yorkshire who has experienced sexual abuse. Our service is completely confidential and you do not have to give any personal information in order to get help.</p>	<p>Website: http://www.hackenthorpelodge.org/ Helpline: 0330 223 0938 (open 24/7)</p>
<p>Young Women’s Housing Project</p>	<p>Support and/or housing for young women (16-25 years) who have been affected by sexual abuse.</p>	<p>Website: https://www.ywhp.org.uk/ Phone: 0114 2680580</p>	

			Email: ywhp@ywhp.org.uk
	<i>Insert other services and support here</i>		
Although the services provided are available for support and information, if you or another is the victim of a crime or in immediate risk, you should telephone the police on 999			

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If you answer yes to one of more of these questions, you may be in an abusive relationship:

- Has your partner tried to keep you from seeing your friends or family?
- Has your partner prevented you – or made it hard for you – to study or go to work?
- Does your partner constantly check up on you or follow you?
- Does your partner unjustly accuse you of flirting or having affairs?
- Does your partner constantly belittle or humiliate you, or regularly criticise or insult you?
- Are you ever afraid of your partner?
- Have you ever changed you behaviour because you are afraid of what your partner might say or do to you?
- Has your partner ever destroyed any of your possessions deliberately?
- Has your partner every forced or harassed you to have sex or made you participate in sexual activities you were uncomfortable with?
- Has your partner ever tried to prevent you from leaving the house?
- Does your partner blame their use of alcohol/drugs, mental health condition or family history for their behaviour?
- Does your partner control your use of alcohol or drugs (for example by forcing your intake or by withholding supply)?

Further information: www.womensaid.org.uk/the-survivors-handbook/am-i-in-an-abusive-relationship/

Challenge	Service	Information	Contact
Immigration Status Do you need advice on your UK visa? Page 100	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
	ASSIST	ASSIST Sheffield helps destitute asylum seekers by providing accommodation, advice and other support to those in most need or distress.	Website: www.assistsheffield.org.uk/
	CITY OF SANCTUARY	Welcome newly arrived asylum seekers and give them a basic introduction to life in Sheffield, manage the multi-agency drop-in at Victoria Hall where asylum seekers and refugees come for help and advice.	https://sheffield.cityofsanctuary.org/contact/
	IMMIGRATION ADVICE – Office of the Immigration Services Commissioner	Directory of local registered immigration advisers, who provide advice and services on claims for asylum; applications for entry clearance or leave to enter or remain in the UK; immigration employment documents; nationality; residence; deportation or removal; bail applications; and appeals against deportation.	Website: http://oisc.homeoffice.gov.uk/how_to_find_a_regulated_immigration_adviser/
	<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
Public Transport Do you need	Elderly persons English National Concession Scheme	Free off peak travel on buses across England (plus additional concessions in South Yorkshire) through the English National Concession Travel Scheme (ENCTS). Eligible once reaching the current female state pension age.	Website: www.travelsouthyorkshire.com/senior/
	Disabled persons English National Concession Scheme	Free off peak travel on buses across England (plus additional concessions in South Yorkshire) through the English National	SYPTE website with ENCTS information: www.travelsouthyorkshire.com/disabled/

advice or support to get around the city or to use public transport?		Concession Travel Scheme (ENCTS). Eligibility confirmed by local council or by appropriate benefit documents.	SYPTE website to show appropriate documents: http://www.travelsouthyorkshire.com/applications/ Council website to get proof of eligibility: https://www.sheffield.gov.uk/home/disability-mental-health/disabled-travel-pass
	Advice on child fares and tickets	Advice on children's bus passes and tickets	Website: http://www.travelsouthyorkshire.com/child-passes/
	Community Transport for people unable to use mainstream transport	Pre-bookable door-2-door bus services for people unable to use conventional public transport. Has a small charge but works out cheaper than taxis.	Website: http://www.sheffieldct.co.uk/ Phone Sheffield Community Transport for more information or to register with the service: 0114 285 9906
	<i>Insert other services here</i>		

Challenge	Service	Information	Contact
<p>Supporting people within the community</p> <p>This section is gives information about where to find out about voluntary, faith and community organisations that provide local support networks</p>	Sheffield Directory	Comprehensive, up-to-date website with Sheffield activities, organisations, information and services. Includes information for adults, children & families and supporting children & young people with special educational needs & disabilities (Local Offer).	Website: www.sheffielddirectory.org.uk
	Voluntary Action Sheffield	Works to support voluntary and community action in the city – delivers services to voluntary and community organisations and promotes volunteering in the city.	Website: www.vas.org.uk Email: info@vas.org.uk
	People Keeping Well/Community Support Workers	Scheme that supports people to improve health and enjoy a more active lifestyle. Community Support Workers are based throughout Sheffield. They visit people in their own homes providing short-term support (usually up to 3 weeks), including helping people find local activities, understand travel options, check benefit entitlement, or help to plan for bad weather. People can refer themselves or be referred by a Health professional. It is not available to those who are already receiving a social care package.	Website: www.sheffield.gov.uk/csw Email: CSWReferrals@sheffield.gcsx.gov.uk Tel: 0114 2057120 (Weekdays)
	<i>Insert other services here</i>		

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	Service	Information	Contact
<p>Other services and agencies</p>	<i>Insert other services and agencies here</i>		
	<i>Insert other services and agencies here</i>		
	<i>Insert other services and agencies here</i>		

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Report to Safer and Stronger Communities Scrutiny & Policy Development Committee 6th July 2017

Report of: Policy and Improvement Officer

Subject: Written responses to public questions

Author of Report: Alice Nicholson, Policy and Improvement Officer
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 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 6th April 2017.

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

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

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

The Scrutiny Committee is being asked to:

Note the report

Background Papers: None

Category of Report: OPEN

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Safer & Stronger Communities Scrutiny & Policy Development Committee
Thursday 6th April 2017
Public Questions

Response to a public question raised at the meeting held on Thursday 6th April 2017.

Question regarding the appropriateness of the Ventilation Specification Sections (specifically Sections 3.10 & 9.2) of the proposed new Houses in Multiple Occupation (HMO) Standards

This question was also raised in a letter of correspondence to the Council that was received on 4th April. The response to this correspondence was dealt with as part of the Councils Complaint System. A letter was sent on 5th April which included a full written reply to this question.

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Safer & Stronger Communities Scrutiny & Policy Development Committee
Thursday 6th April 2017
Public Questions

Response to public questions raised at the meeting held on Thursday 6th April 2017.

Question 1

I am living in a very dirty overcrowded G4S house which has people forced to share bedrooms. When will asylum tenants be able to get single rooms in Sheffield?
Why does the Council allow G4S to provide very dirty, unhealthy houses in Sheffield for asylum seekers?

The new HMO licencing Standards, agreed on 23rd Feb and discussed by Scrutiny on 6th April, introduces a revision to the standards for asylum seeker properties that all single persons sharing bedrooms have to agree to share in writing. In addition, the floor space standards for these rooms have been increased to double size of a single bedroom. This means from May 2017, all new HMO properties come under this new policy and all new asylum seekers coming to Sheffield have the choice whether to share a bedroom or not. We are also working with G4S, the provider of asylum accommodation in Sheffield on an agreed 6 month transition period applying the same rules of no forced bedroom sharing to all existing G4S asylum seeker accommodation in the city.

Accommodation provided by G4S should meet certain standards, as stated in their national contract with the Home Office. The Council's Private Housing Standards Service is responsible for inspecting the licensed Houses in Multiple Occupation (HMO), which may be used to home Asylum Seekers, and we enforce those standards where required. Where any problems with these, or non-licensable properties, are brought to our attention, our approach is always to ensure that G4S have been notified and have had an opportunity to rectify the problem. If G4S fail to do so, then we will generally need to carry out an inspection and take any appropriate enforcement action.

Response provided by: Angela Greenwood, Locality Manager (Cohesion) & Stephanie Scott, Private Housing Standards

Question 2

On behalf of SYMAAG (South Yorkshire Migration and Asylum Action Group) could I welcome the decision of the Council to ban forced bedroom sharing in their licenses for HMO's, two years after the Council first declared to G4S its opposition to the practice, this means a major reform of asylum housing in Sheffield is about to happen.

Could I ask for reassurance on the timetable which has been agreed with G4S to ensure that all those asylum seekers presently in asylum housing who do not want to share their bedrooms will be guaranteed single rooms?

We also agree this is a major reform of asylum housing in Sheffield. We are working with G4S, the provider of asylum accommodation in Sheffield on an agreed 6 month transition period (which started 23rd Feb 2017) applying the same rules of no forced bedroom sharing to all existing G4S asylum seeker accommodation in the city. This means G4s have to move people out of shared bedrooms where they have stated they do not want to share by 23rd August 2017, with a 4 month review due on 23rd June 2017 to track progress on moving people out of shared bedrooms where they do not want to share.

Response provided by: Angela Greenwood, Locality Manager (Cohesion) & Stephanie Scott, Private Housing Standards

Response sent by post on Thursday 27 April 2017

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