



# HOUSING BRIGHTON

8 - 9 MAY 2024



# Welcome to Housing Brighton

Victoria Smith, Partner, Devonshires



# **The Sector Response to Rising Homelessness – A Holistic and Person-Centred Approach**



**Chris Hancock, Head of Housing, Hastings Borough Council**

**Rory Weal, Strategic Policy Lead - English Rural Housing Association, Chair of the Rural Homelessness Counts Coalition**

**Matt Wilkins, Head of Value for Money, Centre for Homelessness Impact**

**Simon Gale, CEO, JustLife**

**Rebecca White, Your Own Place CIC – Video Stream, Tenant Testimonial**

**Chair: Alexandra Gibson, Content and Engagement Manager, Chartered Institute of Housing**





Hastings Housing in Numbers

Homelessness is a Housing  
Problem

# Private Rented Sector

Properties advertised for private rent in Hastings August 22-23

| <b>Property Size</b> | <b>Affordable within LHA</b> | <b>Shortfall lower than £20pcm</b> | <b>Shortfall between £20-£80pcm</b> | <b>Shortfall in excess of £80pcm</b> |
|----------------------|------------------------------|------------------------------------|-------------------------------------|--------------------------------------|
| 1 bedroom            | 0%                           | 0%                                 | 3%                                  | 97%                                  |
| 2 bedrooms           | 0.9%                         | 1%                                 | 2%                                  | 97%                                  |
| 3 bedrooms           | 2%                           | 0%                                 | 4%                                  | 94%                                  |

# Private Rented Sector

Snapshot taken Feb 8<sup>th</sup> 2024 based on new LHA rates

| Property Size | Properties Advertised | Affordable within new LHA | Cheapest Property monthly shortfall |
|---------------|-----------------------|---------------------------|-------------------------------------|
| 1 bedroom     | 33                    | 0                         | £56.64                              |
| 2 bedrooms    | 43                    | 0                         | £152.07                             |
| 3 bedrooms    | 15                    | 0                         | £102.60                             |
| 4 bedrooms    | 5                     | 0                         | £333.14                             |

# Private Rented Sector

## PRS Possession Claims

| Local Authority | 2021 | 2022 | 2023 |
|-----------------|------|------|------|
| Hastings        | 114  | 252  | 231  |



# Causes of Homelessness

| <b>Reason for Homelessness of TA residents</b>                | <b>Total</b> | <b>Percentage</b> |
|---|--------------|-------------------|
| Total   | 560          | 100.00%           |
| End of private rented tenancy – assured shorthold tenancy     | 171          | 30.50%            |
| Family no longer willing or able to accommodate               | 126          | 22.50%            |
| Relationship with partner ended (non-violent breakdown)       | 50           | 8.90%             |
| Domestic abuse – victim                                       | 49           | 8.80%             |
| End of private rented tenancy - not assured shorthold tenancy | 33           | 5.90%             |



# Households in TA

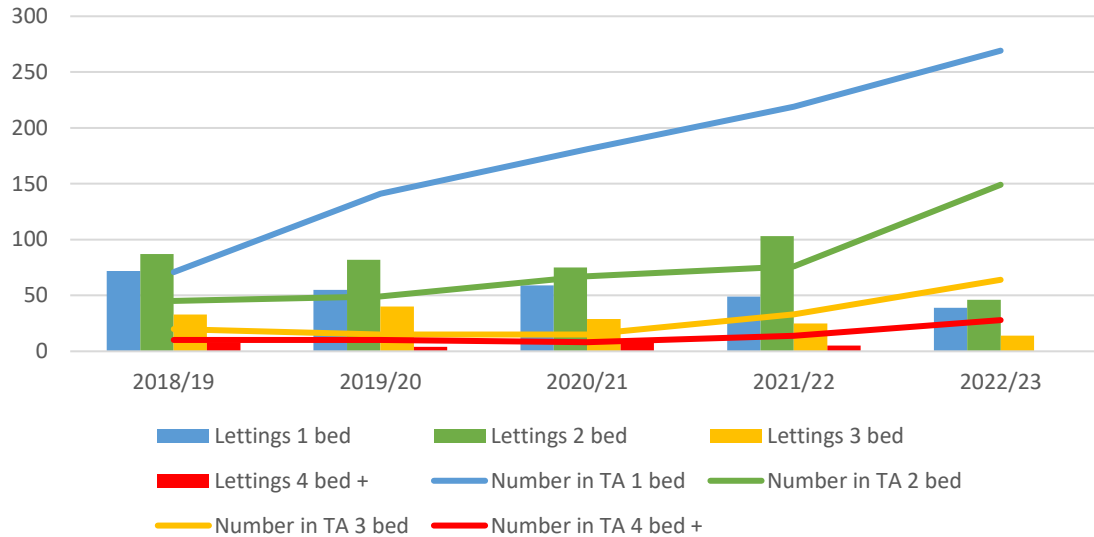
| <b>Accommodation type</b>  | <b>Total Households</b> |
|--|-------------------------|
| Accommodation within your own stock  | 46                      |
| Other nightly paid, privately managed accommodation (may also be referred to as Annexes)                     | 391                     |
| Other nightly paid, privately managed accommodation (may also be referred to as Annexes) - Shared Facilities | 99                      |
| Private sector accommodation leased by your authority (SLA)  | 23                      |
| <b>Grand Total</b>   | <b>560</b>              |

- In 2019 we were spending £730,000 on temporary accommodation. In 2022/23 we spent £4.5million, and in 23/24 £6.7million



# Affordable Housing Supply

## Households in TA vs Number of Affordable Lets by Year





# Affordable Housing Supply

|                    | 2023/24 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | Total |
|--------------------|---------|---------|---------|---------|---------|-------|
| <b>1 Bed</b>       | 0       | 8       | 17      | 8       | 8       | 41    |
| <b>2 Bed</b>       | 6       | 17      | 100     | 10      | 1       | 134   |
| <b>3 Bed</b>       | 4       | 33      | 39      | 0       | 3       | 79    |
| <b>4 Bed</b>       | 2       | 15      | 8       | 0       | 0       | 25    |
| <b>Grand Total</b> | 12      | 73      | 164     | 18      | 12      | 279   |

# Housing Acquisition Programme Phase 1 Update

- 29 completions:
  - 5 x 1 beds, 6 x 2 beds, 11 x 3 beds, 6 x 4 beds, 1 x 8 beds (office conversion)
  - 14 x ex-LA
  - Includes block of 5 flats and an office to residential conversion in the town centre
- Council capital budget (£11million of borrowing) nearly fully committed – but have maximised grant from Homes England

# Funding Streams – Housing Acquisition Programme Phase 2

| Programme   | No. of homes           | External Funding   | Potential HBC Capital Funding | Total Scheme Cost  |
|---|------------------------|--|-------------------------------|--------------------|
| <b>SHAP (Single Homelessness Accommodation Programme)</b> | 25                     | £3,533,500   | £1,406,500                    | £4,940,000         |
| <b>Levelling Up – Acquisitions Fund</b>                   | 37*                    | £10,000,000  | n/a                           | £10,000,000        |
| <b>Levelling Up – Development Fund</b>                    | 16 (Bexhill Road site) | £3,700,000 (DLUHC)<br>£800,000 (potential Homes England) | n/a                           | £4,500,000         |
| <b>LAHF 3 (Local Authority Housing Fund)</b>              | 21                     | £2,961,000   | £3,171,000                    | £6,132,000**       |
| <b>Total</b>  | <b>99</b>              | <b>£20,994,500</b>                                       | <b>£4,577,500</b>             | <b>£25,572,000</b> |

\*Indicative – proposal in LUP bid included a range of units; there were 39 for ‘expanding acquisitions programme’ at £10,509,000. Pro-rated to £10m, this would equate to 37 homes; circa £270k per unit (however if we were to use some of this fund for emergency accommodation these figures would change).

\*\*Based on AIC per unit of £292k per unit (approximate 3 bed value)

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# Time to network and meet our exhibitors!

*Complimentary refreshments are available in the exhibition hall. The next sessions begin at 11:45.*



# Professionalism in Practice and The Competence and Conduct Standard

Charlotte Hilliard, Policy lead – professionalisation, DLUHC

Trish Harrington, Service Improvement Manager, Abri,  
and Vice-Chair of CIH Professional Standards Committee

Nikkie Pullen, Head of Organisational Development, Abri

Chair: James Prestwich, Director of Policy and External Affairs,  
Chartered Institute of Housing








Department for Levelling Up,  
Housing & Communities


# Professionalism in Social Housing: Competence and Conduct Standard

# Overview of the Direction to the Regulator for Social Housing to set a Competence and Conduct Standard


## Background



Evidence from the Grenfell Inquiry and the Social Housing Green Paper showed some tenants felt they weren't listened to or treated with respect and courtesy.



As committed to in the Social Housing White Paper, we undertook a review of professional training and development in the sector including considering qualification requirements



We amended the Social Housing Regulation Bill (now Act), creating a power for us to direct the Regulator of Social Housing to set a standard relating to the competence and conduct of housing management staff

## Content of the Standard

- 1 The Standard will see the Regulator for Social Housing set a Standard on the competence and conduct of housing management staff.
- 2 The outcomes focused standard will apply to **all staff** involved in the provision of housing management services.
- 3 Registered Providers will be required to have regularly updated written policy setting out their approach to:
  - **managing and developing** the skills, knowledge, experience and conduct of their staff.
  - **learning and development, reviewing staff performance and managing poor performance.**
  - ensuring their **services providers' relevant staff** have the necessary skills and knowledge.

They must also adopt and embed an appropriate **code of conduct** within their organisation.

## Proposals in the Competence and Conduct Standard Consultation



### Proposals specific to qualification requirements



Senior housing managers and executives of both registered providers and services providers, are **in scope** when they have a **substantive role** in managing delivery of housing management services to the registered provider's social housing tenants.



Guidance on the **functions of the roles in scope** for senior housing managers and senior housing executives was published within the consultation.

- Senior housing managers, will usually manage the **direct delivery of housing management services to tenants** (e.g., customer services, tenancy management, repairs and maintenance)
- Senior housing executives, will usually be Heads of Services and Directors who provide **strategic direction and have accountability** in relation to housing management services.



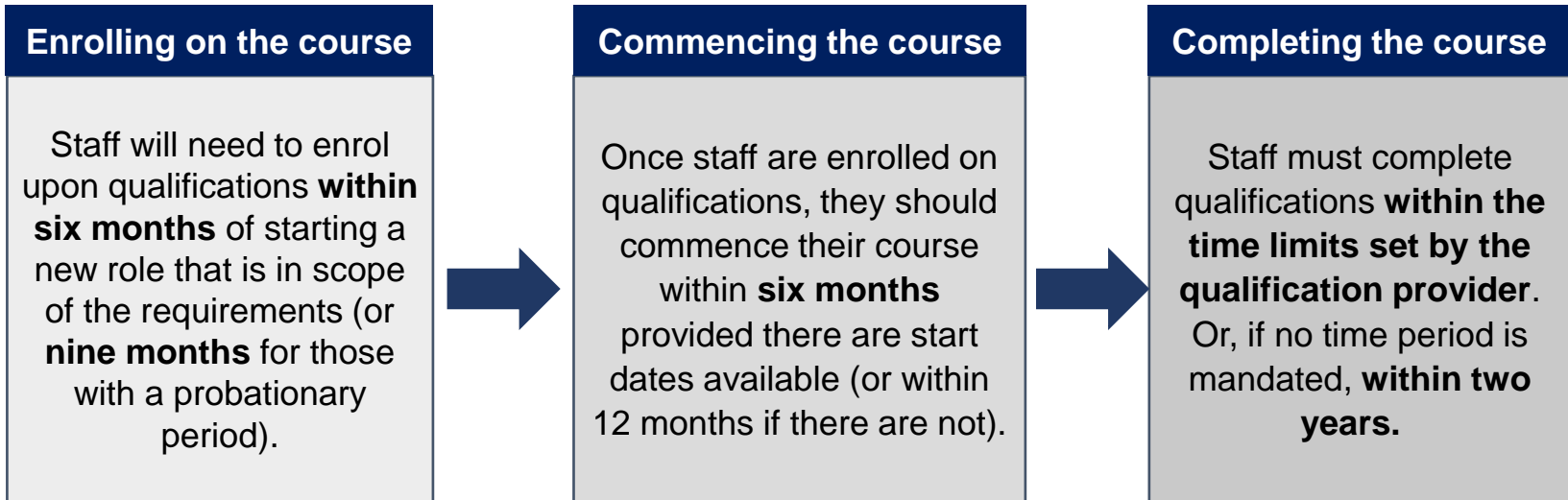
The criteria that qualifications must meet in terms of **level, type and the course content** that must be covered.

- Qualifications should be of a **level 4** for senior housing managers or **level 5** for senior housing executives.
- Qualifications should be **regulated by Ofqual**
- Qualifications should cover specific course content including **customer service** in housing, effective **engagement with tenants**, delivering respectful and professional housing services; and meeting the needs of tenants.



**Transition period of 24 months** during which staff in scope must begin working towards qualifications and **50% of eligible staff must be enrolled halfway through.**

# Timescales for undertaking qualifications after the transition period



There will be some flexibility around these time limits in certain circumstances, such as for staff on maternity leave and long-term sickness.

### Next Steps



- 1 The consultation closed on the 5 April. We are now in the process of carefully analysing responses to prepare a final version of our direction to the Regulator.
- 2 We will formally issue our direction to the Regulator and revised policy statement later in 2024 including. Our government response to the consultation will be published alongside this.
- 3 The Regulator will undertake its own consultation on its proposed standard before it comes into force.
- 4 Our intention is for the standard to come into force in April 2025.

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# Action on Anti-Social Behaviour



**Anna Bennett, Partner, Devonshires**

**Victoria Smith, Partner, Devonshires**

**Chair: Chris Grose, Managing Director, Chris Grose Training and  
Consultancy**





# The Neighbourhood Teams Creating Thriving Communities in The South East



**Dr. Aasia Nisar, Head of Projects – Employee Experience,  
Red Kite Community Housing**

**Lewis Kinch, Co-creation and Innovation Manager, Southern Housing**

**Erica Watts, Head of Employment and Skills, Sovereign Network Group**

**Rach Fulford, Head of Communities and Engagement, Sovereign  
Network Group**

**Chair: Caroline Lester, Vice Chair, CIH South East**



**Neighbourhood Teams creating  
thriving communities  
CIH conference May 2024**



**Dr. Aasia Nisar,**  
Head of Projects,  
Red Kite Community Housing



# What I will cover today

- Relationship between staff investment and delivering the best service for our tenants
- What have we been doing at Red Kite to achieve this
- Difference it has made to community engagement
- Embedding a tenant-led culture

# What we want to achieve at Red Kite?

- Great Place to work
- Employees wanting to stay here and want to grow
- Value the experience and knowledge you bring to Red Kite
- Feel like you can make a real difference
- Red Kite to be an employer of choice
- Retain V1 G1 status with the Social Housing Regulator

# Why invest in staff?

- Real commitment from the Board and Executive Team - it's the right thing to do
- Supports professionalising the sector narrative
- 6-month project – focused on hearing and listening to staff about their experience of working at Red Kite - good or bad!
- Reviewing staff pulse survey data and feedback
- Holding individual 121's/ group staff sessions

# Why invest in staff?

- Are there things we need to be doing? Staff opportunity to be creative!
- Finding quick wins- so we can make changes quickly and not wait until the end of the project-develop an improvement plan
- Communicating with everyone on a regular basis- fortnightly blogs
- Open and transparent process- working with Resident Representative Team, Staff Partnership Forum to update on progress and sense check

# Part of the bigger Red Kite picture

- Corporate plan
- Pulse Surveys
- Working with our Training and Development Team to develop a more tailored training offer
- Feedback to Board on a regular basis
- Want to change the culture we have at Red Kite so it fosters innovation and empowers individuals



# Impact on tenants

- Staff feel more supportive and invested in
- Staff empowered to do their role more efficiently and effectively
- More partnership projects developed between staff and tenants
- Increase in tenant satisfaction - monitoring on an ongoing basis

# Community groups

## **Starting Blocks & Springboard Panels**

Reviews applications and awards grant funding to community initiatives, ensuring selected projects will have lasting positive impact in our neighbourhoods. Facilitated by Community Investment Specialist

## **Red Kite Champions**

Volunteers regularly feed back on grounds maintenance and cleaning in their blocks/schemes. Facilitated by Contracts Coordinator

## **Environmental Improvement Group**

Helps to allocate environment improvement budget ensuring applications are VfM, improve quality of life for our tenants and have positive environmental impact. Facilitated by Estates Manager

## **Tenants joining estate inspections**

Inspections are advertised on the website and tenants are encouraged to join in. Facilitated by Community Specialist

## **Regular Volunteer coffee and catchup sessions**

Held quarterly at the Red Kite office, all our Volunteers are invited. Facilitated by Digital Engagement Specialist

# What is this showing us...

- Strong tenant voice – developing our engagement mechanisms for the new regulatory landscape; hearing the wider tenant voice
- Future-proofing our working relationship – tenants holding us to account
- Excellent community investment – quality grant applications; impacts recorded, and partnerships deepened
- Celebrating our community – successful, engaging events with tangible outcomes

# The Red Kite family

The Red Kite family includes tenants, staff and board members- this relationship helps us knit together and deliver great customer service to **EVERYONE.**

**Any questions?**

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# Shared Ownership and Leasehold Reform

**Jatinder Bhamber, Senior Associate, Devonshires**

**Mark Foxcroft, Housing Management and Property Litigation  
Partner, Devonshires**







Join us at Network Brighton!

