

<b>Report Title:</b>	ForHousing 6 monthly Update Report
<b>Report Sponsor:</b>	Henry Terefenko, ForHousing CEO
<b>Report Author:</b>	Martyn Hague, Director of Neighbourhoods
<b>Report For:</b>	Salford City Council

### Report Purpose:

The purpose of the report is to inform the full council on the activities of ForHousing in Salford on behalf of the ForHousing Board members.

### Report Implications:

<b>Key:</b>	High: 	Medium: 	Low: 
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<b>Community Impact:</b> 	<b>Viability:</b> 	<b>Homes:</b> 	<b>Growth with Purpose:</b> 
<b>Legal:</b> 	<b>Service Excellence:</b> 	<b>Social Impact:</b> 	<b>People:</b> 
<b>Overall Implication Rating:</b>			

### Report Recommendations:

For information and comment as required.

<b>1.</b>	<b>Background &amp; Detail</b>
1.1	<p><b>ForHousing (formerly known as City West Housing Trust)</b> On the 1st April 2019, the ForViva Group implemented a new simplified structure, with a single social housing arm and a commercial arm. Villages Housing Association and Villages Community Housing Association transferred their engagements to City West Housing Trust, which subsequently changed its name to ForHousing.</p>
1.2	<p><b>Growth in Salford</b> The ForHousing development programme continues to deliver a significant number of new high quality homes across the City. Since the last update in July 2019, a further 36 new homes have been developed in Salford, including;</p> <ul style="list-style-type: none"> <li><b>Tyne Court, Walkden</b> – 36 apartments (18 x 1 bed &amp; 18 x 2 bed) for Affordable Rent, in place of the obsolete bedsit block, with completion in August 2019. Total investment £3.21m</li> </ul> <p>The ForHousing development programme is on-going and the further current live developments on site are;</p> <ul style="list-style-type: none"> <li><b>Barton Lane, Eccles</b> – 48 apartments (27 x 2 bed &amp; 21 x 1 bed) for Affordable Rent, due for completion September 2020. The total investment for this scheme is £5.01m.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Haddon Road, Peel Green</b> – 12 x homes being developed as entry level housing to prevent homelessness. All homes are 1 bed 1 person part-furnished apartments. Once complete they will be let at a sub-Social Rent, at the equivalent of the Shared Accommodation rate of £67.20 per week, inclusive of all utility bills and wi-fi. These are being developed under the ForFutures branding and will receive wrap around tenancy support to assist residents into stable employment. These homes are due for completion in December 2019. Total Investment £1.47m plus on-going revenue subsidy for the utility costs from the commercial activity in the Group.</li> <li>• <b>Somerset Road, Eccles</b> – 15 x homes as entry level housing. This is the second phase of the ForFutures programme, similar to the Haddon Road, development. This started on site in September with completion expected late 2020. Total investment £1.45m, plus again, the on-going revenue subsidy from ForViva Group’s commercial activity.</li> </ul> <p>The latest programme in terms of delivery on-site will therefore see a further 75 new homes, with a total additional investment of over £7.9m. This is in addition to the previous 985 new homes developed in Salford since 2014, which in total has involved over £107m of capital investment.</p> <p>The immediate pipeline of new developments currently in for Planning and procurement are;</p> <ul style="list-style-type: none"> <li>• <b>Vicars Street, Eccles</b>, – 12 x 1 bed apartments under the ForFutures brand. Planning permission is still un-determined and further delayed due to the lack of Planning Resources at Urban Vision and protracted negotiation over a S106 contribution to public open space and public realm works being insisted on by Urban Vision officers. SCC are seeking a cash payment of £45,000 out of this grant funded, and already heavily subsidised proposed scheme.</li> <li>• <b>Boardman Street, Eccles</b> – 39 x 1 and 2 bed apartments for Social Rent, near Eccles Town Centre. Grant funding has now been confirmed by Homes England and whilst Planning has been submitted. Targeted SOS forecast for Q4 2019/20, the Planning Permission remains under negotiation again, due to the demand for a cash contribution to SCC of some £58,500, again for public realm and open space purposes. The draft planning conditions already includes for significant upgrade works to the existing adopted public realm around the site.</li> <li>• <b>Dock 5, Ordsall Lane, Ordsall</b> – PRS development, with planning approval already in place for 375 apartments, although this is currently being revised to 396 homes. The site between Ordsall Lane and the Irwell has been acquired, with a start on site forecast for late 2019 and with delivery over a 3 year timescale.</li> </ul> <p>The longer term pipeline of new developments being worked up for further consideration are;</p> <ul style="list-style-type: none"> <li>• <b>The Rock Hotel, Peel Green Road, Paticroft</b> – 30 unit, Social rent development.</li> <li>• <b>Woodlands Garage, Barton Lane, Eccles</b> – 24 unit, Social Rent scheme.</li> <li>• <b>Hallsworth Road Rugby Ground, Peel Green</b> – 48 units, Social Rent development in partnership with SCC and the Rugby Club for re-provision of the sports changing rooms.</li> <li>• <b>College Croft, Eccles</b> – 24 unit, Social Rent development</li> <li>• <b>Various Garage Sites</b> – 100 units of Social Rent under consideration.</li> </ul> <p>These 5 pipeline developments under consideration will provide a total of 226 further homes, subject to planning and viability being agreed with SCC/UV Housing and Planning teams.</p> <p>Further new developments continue to be being worked up for approval, in order to continue the pipeline of schemes, comprising of a variety of tenures.</p>
1.3	<p><b>Reducing Homelessness</b></p> <p>ForHousing continues to support the Council’s activities in making provision for homeless households in Salford, this is done through ensuring that we exceed our nominations agreement of 75% of ForHousing properties being allocated via Choice Based Lettings, as well as engaging and undertaking specific projects to reduce homelessness:</p>

#### GM Housing First Programme

ForHousing have committed to support the GM Housing First programme, with the commitment of 10 properties within the first year of delivery. The programme went live in Salford at the beginning of June 2019. Six Housing First participants now have tenancies.

#### GM Social Impact Bond

Six rough sleepers have taken up ForHousing tenancies through the Social Impact Bond with further 1 on offer. The Greater Manchester Homes Partnership supports the most entrenched rough sleepers to access accommodation and support in building a new life. Support to enable individuals to sustain a tenancy includes intensive emotional and practical support to access appropriate health, training and employment services. When identifying accommodation we take into account the individual needs of the client including access to local services and resources to reduce isolation upon relocation.

#### ForFutures Development Scheme

As part of the ForFutures schemes, currently in development as entry level housing to prevent homelessness, we are in discussions with Salford City Council regarding direct referrals from SCC Homelessness Team for all of the ForFutures schemes.

#### Annual Rough Sleeper Count

ForHousing staff members will be supporting Salford City Council in their official annual rough sleeper count which will take place on 28th November 2019. Approximately 10 staff will be in attendance. Support will be provided to ensure that there are sufficient resources to conduct the count, along with providing advice to rough sleepers along with winter welfare packs.

#### Salford Rough Sleeper Initiative

15 rough sleepers have taken up ForHousing properties through the Salford Rough Sleepers Programme. Delivered by Salford City Council, this programme offers access to accommodation whilst also offering one to one support in relation to wellbeing, finances and health through Council co-ordinators and support workers.

#### Temporary Accommodation

ForHousing have provided Salford City Council with a total of 50 properties to utilise as accommodation for homeless households.

This comprises of 34 properties for use of statutory temporary accommodation, which includes properties of varying types and sizes to accommodate families and those households with a requirement for adaptations. The remaining 16 properties are utilised for Salford's Rough Sleeper initiative to enhance the rough sleepers service.

#### Care Leavers – Resettlement Passport

35 care leavers have increased their skills to sustain a tenancy through the Resettlement Passport. Participants confirmed the training had enhanced their skills with overall confidence increasing by 80% for all users, confidence in other areas also increased (managing debts and a budget 60%, managing neighbour relationships 60%, understanding benefits and entitlement 60%, paying bills including services and council tax 40%, keeping property safe and secure 40%, how to report to the landlord 40%, decorating a home 20% and managing changes in benefit claim 20%). All care leavers who have been provided with accommodation as a result of the Resettlement Passport have, to date, sustained their tenancies.

#### Loaves and Fishes

Salford Loaves and Fishes is a registered Charity that works with homeless and vulnerable people. They work closely with partner agencies and aim to:

- Help people to develop the skills to act with confidence on their own behalf.
- Assist with access to basic things such as food and drink, clothing, warmth and shelter.
- Provide support by giving a listening ear, companionship or support with debt or addiction problems.

	<p>On 24th September 2019 ForHousing staff attended 'Loaves and Fishes' to talk about Anti Social Behaviour and the work we do at ForHousing to tackle it, and create safe communities. The session was designed to provide support, advice and guidance on how to successfully manage existing tenancies or future tenancies.</p> <p>The interactive session was well received and generated lots of open discussion in an environment whereby those in attendance felt comfortable to talk.</p>
1.4	<p><b>Income Maximisation</b></p> <p>The Income Maximisation team has 34 full time equivalent staff. We collect rent from current and former tenants, as well as charges for repairs that are the tenant's responsibility and sundry debts, such as court costs. We proactively provide support and guidance to tenants to help them to maximise their income and to manage budgets, collaborating with other ForHousing teams and partner support agencies.</p> <p>The team cares about making sure a tenancy lasts for as long as a tenant wants. We are passionate about getting help to those that need it, at the right time. When things go wrong it can be difficult to seek help, so we make it easy to contact us, whether by calling into an office to speak to a member of the team, over the phone or online via email, webchat or through the tenant "MyAccount+" app.</p> <p>We do all we can to sustain tenancies and ensure that no tenant is made homeless while they are actively working with us. We are working with Salford City Council to pilot a 'pre-action protocol plus' approach designed to prevent eviction in the most serious cases.</p> <p>The service deals with approximately 6,500 tenants who are in arrears and where we can identify efficiencies in working practice we will implement these to create capacity within the team for staff to spend more time supporting tenants.</p> <p>We continue to monitor and manage the challenges brought by the programme of welfare reform. Across ForHousing, we now have approximately 3,400 tenants (2,700 in Salford alone) who are claiming UC.</p> <p>We continue with our Welfare Reform and Poverty (WRAP) group who identify and respond to associated risks, and also with our Financial Support offer, which includes supporting tenants to access external grants and help with housing benefit backdates for example, which maximised customers' income by £164k through 2018/19.</p> <p>In April 2019 we invested in a new income management system, AIM, to respond to the changing landscape of rental payments being received and to identify tenants needing support more quickly, in light of UC.</p> <p>We will keep our Income Maximisation service design under review to make sure we are best prepared for the migration of legacy benefit claimants onto UC which is due to commence from July 2020.</p>
1.5	<p><b>Improving lives</b></p> <p>ForHousing's vision of 'improved lives' is underpinned by the Community Impact Strategy. Its principles are based on working openly and in partnership so that together we make a difference to lives and futures.</p> <p>The key aims of the Community Impact Strategy are that by 2020, residents will:</p> <ul style="list-style-type: none"> <li>• Have increased quality of life</li> <li>• Where able to, be working and / or learning</li> <li>• Feel that where they live is safe</li> <li>• Be actively contributing towards making their neighbourhood a great place to live</li> </ul> <p>ForHousing has several initiatives in Salford to deliver quality outcomes under each of these aims. We are working with partners, stakeholders and customers to deliver projects that matter locally, supporting the development of sustainable, self-reliant communities with high levels of active citizenship, pride and well-being.</p>

	<p>The Community Impact Strategy has four themes; Health, Education &amp; Employment, Safe Communities and Neighbourhoods.</p>
1.6	<p>Highlights from each theme this year include:</p> <p><b>Health</b></p> <p>We continue to deliver Mr Alzheimer's and me, a story which outlines from a young person's perspective, what it's like living with a grandparent who has dementia. The awareness raising has linked in with five local schools and engaged with 325 school pupils</p> <p>ForHousing, in partnership with the Manchester Camerata have delivered 60 music based programmes across extra care schemes. Exploring opportunities for scheme coordinators in Supported and Extra Care accommodation to deliver chair based exercises to reduce falls.</p> <p>We deliver a range of social activities in the Supported and Extra Care accommodation, linked to wellbeing including extra care choirs, pet therapy and arts and craft, these activities are delivered twice a day , seven days a week.</p> <p>We are collaborating with Empowered Communications, an external organisation, who have started to deliver workshop sessions with carers around how to effectively communicate with family members who live with dementia, they will deliver a total of 6 sessions and 13 attended the first session</p>
1.7	<p><b>Education and Employment</b></p> <p><u>Inspiring Futures</u></p> <p>ForHousing has continued to deliver the Inspiring Futures Family Club in three primary schools, Barton Moss, Westwood and St Pauls Peel. In total 128 family clubs were delivered with 94 families attending multiple sessions. As well as offering family activities, parents were offered volunteering and training opportunities with 14 adults volunteering and 26 individuals gaining qualifications.</p> <p><u>Play Streets</u></p> <p>In summer 2019, ForHousing in partnership with a range of organisations, delivered activities over five weeks in summer, in 11 locations across Little Hulton, Eccles, Irlam and Cadishead, Swinton. There were 508 unique participants and 22 volunteers supporting activities. A range of activities were delivered including sports, arts and crafts and cookery demonstrations. Parents were also given access to Healthy Start vouchers, a national project that supports families to get vouchers for milk and fresh and frozen fruit and vegetables.</p>
1.8	<p><b>Safe Communities</b></p> <p><u>GULF Action Weeks</u></p> <p>The Community Safety Team have been working in partnership with Project Gulf GMP tackling potential cuckooing in our properties.</p> <p>Project GULF is part of Greater Manchester's partnership response to organised crime. Project GULF work with partner agencies to detect and disrupt criminality, protect the vulnerable and safeguard those at risk from becoming victims or perpetrators of organised crime.</p> <p>During these action weeks, Officers completed home visits to tenants in 27 properties across Salford who had been identified as vulnerable people and potential targets for cuckooing and exploitation. Advice was given to the tenants and intelligence shared between agencies, so that the issues can be monitored effectively and any appropriate action and/or support taken.</p> <p>Cuckooing is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing</p>

	<p>As a result of these action weeks, one victim of cuckooing was identified and through the support of our Officers, GMP and Social Workers, is now safe and well in temporary accommodation and being supported by the appropriate agencies. We are in the process of finding suitable alternative accommodation for him so he can return to a new home safely.</p> <p><u>Little Hulton Injunctions</u> Following a spate of serious incidents in Little Hulton over the past few months, which were linked to gang disputes and organised crime, our Community Safety Team supported Greater Manchester Police to apply for 3 Civil Injunctions. Proceedings are on going and along with targeted disruption activity will help to tackle the criminal activity in the area.</p> <p><u>Hate crime/ PREVENT Awareness Campaign</u> ForHousing have been working hard to increase awareness of Hate crime reporting amongst tenants. Social media has been utilised to inform tenants of what Hate crime is and to advise tenants that incidents of hate crime can be reported to ForHousing.</p> <p>PREVENT briefing sessions are being delivered to all front line staff to raise awareness of radicalisation and extremism. PREVENT provides help and support for those vulnerable people who could be, or are, being radicalised before it is too late and they go on to do something they regret. It operates in a non criminal space by seeking to provide help and support at the earliest possible stage. PREVENT is a crucial tool in the ForHousing approach to safeguarding tenants.</p>
1.9	<p><b>Neighbourhoods</b></p> <p><u>Community Fund</u> ForHousing's Community Fund offers grants of up to £500 to help fund community projects and initiatives in Salford. Community Voice which is a tenant and resident led group review and approve all applications with an overall budget of £40k. The criteria to secure funds must encourage community spirit, promote learning, education, employment and preparation for it, increase community safety, encourage healthy living and well being, promote financial inclusion and improve the environment.</p> <p>Since April 19, 63 applications have been approved securing a combined total of £24,598.75. Some of the projects that have been supported are Child Safety Media, Interview Clothes for the Princes Trust and Mobile Food Pantry.</p> <p><u>GM Mayors Age Friendly Challenge</u> ForHousing is leading on award applications for the GM Mayors Age Friendly Challenge. Successful entries will be those areas that have most improved the quality of life of older people in their communities, and which provide shining examples of age-friendly practice for others to learn from.</p> <p>ForHousing has made the application in partnership with Salford Community and Voluntary Services, Salford Community Leisure and Big Life Centres for the area of Little Hulton. A workshop with 'Ambition for Ageing' was recently delivered and over 30 people across partners and community groups were in attendance. Initial feedback is that we will likely receive the Achievement Award, although this is not yet confirmed.</p> <p><u>Big Local</u> ForHousing is supporting Big Local, who have set up a charity (CommUNITY) in their aims to renovate and redevelop Peel Park Pavilion There plans include a community centre, café, outdoor spaces for all ages.</p>

<b>2.</b>	<b>Conclusion</b>
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2.1	<p>This report is provided every six months to the full council on behalf of the ForHousing Board members. As well as the ongoing areas of legal responsibility as set out in the transfer agreement, the report covers any areas that been identified as being important and of interest.</p> <p>If any further clarification is needed on specific items or if other issues arise that are of interest then we are happy to discuss them at any point.</p>
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