



Housing Benefits: Building futures



Ms Housing Officer



Mr Housing Officer



TACKLING ANTI-SOCIAL BEHAVIOUR AND CRIME

Key findings:

- Anti-social behaviour (ASB) is one of the biggest issues social landlords deal with locally
- They spent an estimated £295m dealing with ASB in 2012/13, according to Housemark
- Social landlords' role in tackling ASB is growing: the Anti-Social Behaviour, Crime and Policing Act 2014 handed local authorities and housing providers updated and expanded powers to deal with ASB through injunctions.



Research published in July 2014 by Housemark revealed:

Social landlords dealt with 71.15 new cases of anti-social behaviour per 1,000 properties in 2013/14

The report also found social landlords:

- Opened 47,341 new ASB cases in 2013/14
- Successfully resolved 89% of the total 57,198 closed cases
- Incurred a median cost of £709 per new case
- Used eviction to resolve less than 1% of cases.



Source: *ASB Benchmarking: Analysis of results 2013/14* (Housemark)



ASB, CRIME AND SOCIAL HOUSING

- On entry to the government's Troubled Families programme, 70% of families were living in social housing and one in five had been at risk of eviction in the previous six months, according to a DCLG report last year.
- A 2002 Social Exclusion Unit report found access to stable accommodation can reduce re-conviction by more than 20%.
- For every £1 invested in Through the Gates, a service run **by charity St Giles Trust between 2008 and 2009 providing support with accommodation, employment, training, benefits and referrals to prison leavers**, £10 was saved through reduced costs of re-offending.
- Housing associations' work represents a great opportunity to reduce ASB and re-offending - and the costs associated with them - nationally.





WHAT SOCIAL LANDLORDS ARE DOING

Landlords adopt a variety of approaches to tackle ASB and help reduce reoffending, including:

- Preventative action to stop ASB from happening
- Timely interventions to speed up responses to ASB
- Partnering with other organisations to reduce crime and ASB
- Providing opportunities for advice, training and housing for ex-offenders or those at risk of offending.





SUPPORTING EX-OFFENDERS

“We want to support all of our residents and everybody in Peterborough. We don’t want to just hand over keys and say, ‘Here’s your house,’ and that’s it..” says Joan Tibbs, Cross Keys Homes’ head of neighbourhoods and communities

Since January 2014, the 10,000-home association has provided a commercial unit and three bedsits at low-cost rent to One Service, a programme supporting short-sentence male prisoners on their release from HMP Peterborough. The ex-offenders live in the bedsits and receive training from social enterprise Through the Gate Training in everything from cooking to budgeting, plumbing to building skills.





PRIVATE EYES SPY ASB IN NORTH EAST

The 14,000-home Isos Housing developed the iWitness project with security contractor The Protector Group to provide a 24-hour responsive service to tenants experiencing ASB, by getting private eyes to witness incidents so situations can be resolved more quickly.

Since its launch in April 2014, the £20,000-a-year scheme has delivered benefits including:

- A reduction by 20 working days in the average time a noise nuisance case stays open
- An average wait of 26 minutes for an iWitness operative to attend an address
- 67% of iWitness calls identifying and capturing ASB.



SCHEME FOCUS: CITY WEST, SALFORD

City West Housing Trust partners with the Prince's Trust and the Greater Manchester Fire and Rescue Service on the Change Your Choices programme, which runs workshops teaching young people about the true impact of violence and ASB.

The 14,600-home landlord has found associated agencies in areas where the sessions have run made savings in the region of £20,000 in the 12 months following the training.

In one key target area - Swinton - youth-related ASB dropped by 90% between April 2013 and February 2015.



SCHEME FOCUS: VIRIDIAN, ACROSS STOCK

Domestic abuse accounts for 9% of new ASB cases reported to Viridian. In June last year, the 16,000-home landlord launched a £70,000 project to improve its service and reduce the time it takes to get involved in cases.

While it was previously its ASB officers who dealt with domestic abuse, 350 front line staff have received training on the issue under the scheme and Viridian appointed an in-house independent domestic violence advocate. A 'No Home for Domestic Abuse' campaign highlighted such behaviour would not be tolerated and identified support available to victims.



SCHEME FOCUS: BROMFORD, MIDLANDS

Accommodation can have an impact on whether someone reoffends. The 28,000-home landlord runs a weekly drop-in advice session at HMP Oakwood, a 1,605-capacity men's prison, for prisoners' families, and also works with prisoners themselves in the three months prior to their release.

In the 10 months from March 2014, Bromford supported six prisoners and 12 family members on tenancy issues including debt, the bedroom tax, benefits and finding housing in a new area to enable a fresh start.

Bromford.





Housing Benefits: A prescription for the NHS



Ms Housing Officer



Mr Housing Officer



WHY DOES THE NHS NEED HELP



Key findings:

- Financial strength of trusts is weak and declining
- Estimates a £100m deficit posted by trusts 2013/14
- Expect NHS finances to deteriorate further in 2014/15 and 2015/16
- Despite a requirement to make annual savings of 4%, commissioners report savings of less than 2% in 2013/14
- **Continuing rising demand for hospital services**

evidence for
better health care

nuffieldtrust

Into the red? The state of the NHS' finances

Published
July 2014

An analysis of NHS expenditure between 2010 and 2014

Research report

Sarah Lafond, Sandeepa Arora, Anita Charlesworth and Andy McKeon

In numbers: Bed blocking

The National Housing Federation (NHF) warned in February that the NHS 'bed blocking' crisis would get much worse unless the housing sector built 100,000 new homes designed for older people. 'Bed blocking' is the term used to describe delayed discharges from hospital, which are often caused by patients lacking safe accommodation to return to after a period in hospital. So what are the statistics on bed blocking and is the problem increasing? *(Data source: NHS England)*

Year	Month	Patient discharges delayed
2011-12	February	4,007
2012-13	February	4,007
2013-14	February	4,276
2014-15	February	4,949





PRESSURES ON THE NHS

- Ageing population
- Hospital bed spaces
- Delayed discharge
- Slips, trips and falls
- A&E visitors
- Long-term conditions





WHERE DOES THIS DEMAND COME FROM?

People with long-term conditions make up:

- 50% of all GP appointments
- 64% of outpatient appointments
- 70% of all inpatient bed days
- In total around 70% of the total health and care spend in England



Source: Long Term Conditions Compendium of Information



WHAT HAS THIS GOT TO DO WITH HOUSING ASSOCIATIONS?

In 2012, Family Mosaic found that 71% of its tenants over the age of 50 had one or more long-term health conditions.

A further study in 2013 on 600 of its tenants aged 50+ found:

- 87% had visited a GP one or more times in the last six months
- 92% had one or more long-term health conditions;
- 25% had suffered a fall in the last six months;
- 60% were overweight, and 52% wanted to lose weight;
- 49% felt lonely at least some of the time;
- 61% struggled to pay their fuel bills





WHY DO SOCIAL LANDLORDS THINK THEY CAN HELP?

Kevin Beirne, director of housing, care and support at One Housing Group: 'What I often say to the NHS is we are an organisation that has got the development power of [house builder] Barratt and the care staff of [private social care provider] Care UK... But we invested every single penny of our profit back into social objectives, so that makes us quite a unique partner.'



HOW CAN SOCIAL LANDLORDS HELP?

Housing interventions that have a major impact on health and wellbeing and work within a life-course framework include:

- Targeted work with homeless individuals with complex and multiple needs
- Providing refuge and support for victims of domestic violence and specialist work with troubled families
- Supporting people to access other public services, training or employment
- Encouraging healthy lifestyle choices in partnership with public health and the voluntary sector
- Providing advice and information, help with personal budgeting, financial capability and support to deal with personal debt
- Providing specialist accommodation and tailored support to help people with mental health needs make progress towards recovery and live more independently
- Providing specialist support and adapted accommodation for people with long-term conditions.

‘More than 100,000 extra homes for older people will be needed in the housing association sector alone in the next 15 years’

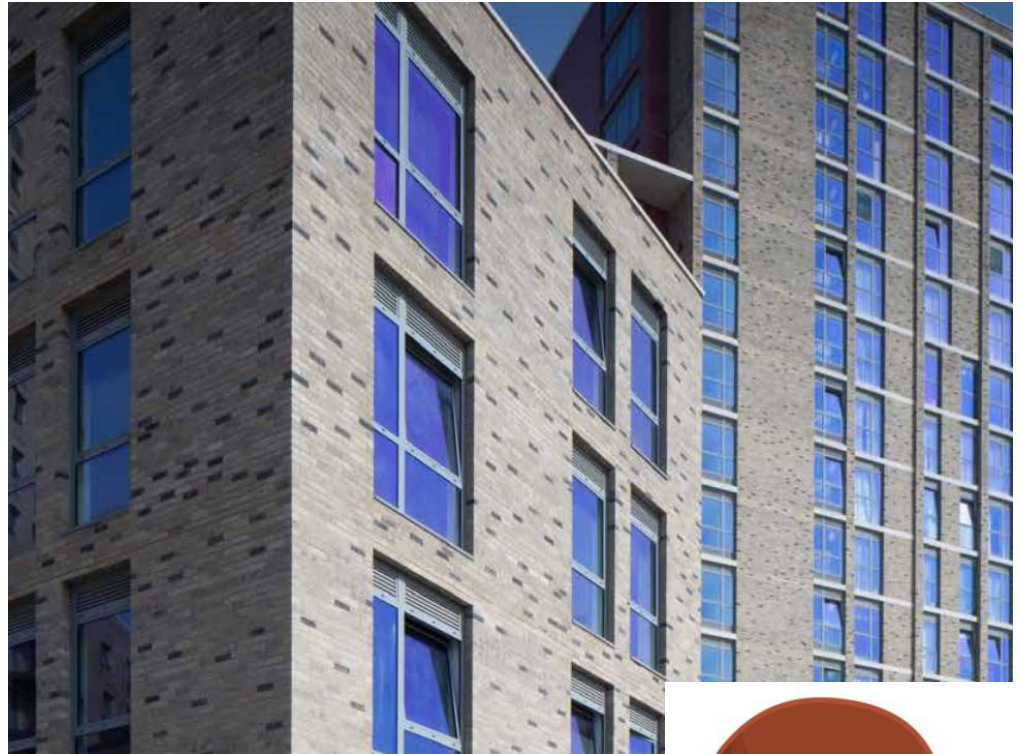
Source: National Housing Federation



WHAT ARE LANDLORDS DOING NOW?

One Housing has saved the NHS £900,000 and freed up hospital beds by setting up a unique partnership with Islington and Camden NHS Trust in September 2012.

Tile House, a scheme for people with complex mental health needs in central London which *Inside Housing* first reported on two years ago, offers accommodation to patients who would otherwise be in hospital.



Picture: One Housing Group



WHAT ARE LANDLORDS DOING NOW?

Anchor has been piloting a project to free up hospital beds in the Midlands since December last year.

In a partnership with Birmingham CrossCity Clinical Commissioning Group (CCG) and Birmingham City Council, it is offering 12 rooms in four of its care homes to rehabilitate older patients who do not need further medical attention but are not quite ready to go home.

The scheme, which is being rolled out more widely, is estimated to save £300,000 a year.



WHAT ARE LANDLORDS DOING NOW?

Midland Heart operates a specialist care housing unit within the grounds of a Good Hope Hospital in Sutton Coldfield.

The landlord agreed a three-year contract with the Heart of England NHS Trust last year to provide the Cedarwood facility.

The Cedarwood facility, works who are ready for discharge but require help with essential personal skills, such as gaining confidence walking and preparing food, to prevent hospital readmission.





Housing Benefits: Building futures



Ms Housing Officer



Mr Housing Officer



HELPING TENANTS INTO WORK



Key findings:

- The majority of large landlords run schemes to help tenants and other unemployed people back into work
- Most fund this work entirely out of their own resources
- New Charter saved £662,800 from the benefit bill in 2012/13 by moving just 80 tenants off benefits and into work
- **These savings are being replicated by housing associations' schemes across the length and breadth of the country**

Housing providers' approaches to tackling worklessness

Assessing value and impact

Laura Gardiner
Dave Simmonds

May 2012

A report by the Centre for Economic and Social Inclusion for HACT

Published
May 2012



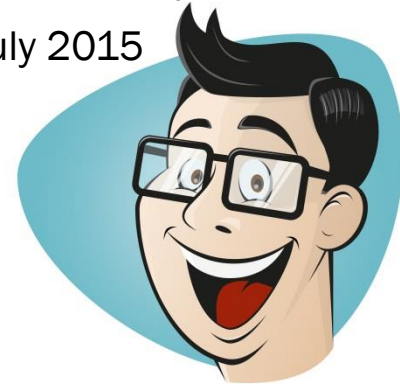
Research published in July by the National Housing Federation (NHF) revealed:

- 39% of housing associations currently offer employment and skills support with a further 28% planning to do so in future

It said housing associations were good at this because:

- They have a unique relationship with their residents
- They operate in some of our most deprived areas
- They take a long-term approach to working with their residents and the communities in which their homes are based as part of their general social purpose
- They have a good understanding of the local employment market and strong relationships with other organisations across both the public and private sector

Source: *Worklessness, Welfare and Social Housing*, NHF, July 2015





UNEMPLOYMENT AND SOCIAL HOUSING

- According to the English Housing Survey, 9% of social housing tenants were unemployed in 2013/14 – compared to 5% in the private rented sector
- This is more than double the 4% recorded in 2003/4, and compares to a national rate of 5.4%
- Social landlords have unparalleled access to ‘hard to reach’ tenants and communities where there are high levels of long-term unemployment
- **Housing associations’ work represents a great opportunity to reduce unemployment and benefit dependency nationally**





WHAT ARE SOCIAL LANDLORDS DOING

Landlords run a variety of bespoke employment schemes, including:

- Assisting tenants to set up their own businesses
- Providing work opportunities directly within their organisations
- Providing training, CV help and workplace skills
- Helping tenants with disabilities, ex-offenders and single parents find suitable work





GRASS ROOTS

Tracy O'Neill, director of customer services at Coast and Country, says:

"I don't think people realise the role housing is playing in helping people from disadvantaged communities back into work."

"We are good at it because we are trusted – we are right there at the grass roots."





EXOTIC SPIDERS, ELVIS IMPERSONATORS AND PENSIONER DJS

Last year, Yorkshire Housing helped 93 tenants start up their own businesses. Over the next three years, it has funding earmarked to help 1,000 more.

The businesses launched by tenants, who have reduced or been helped off benefits as a result, include:

- An exotic spider breeder who sells tarantulas to local pet shops
- An Elvis impersonator who performs at weddings and parties
- A 76-year-old pensioner who has become a DJ.



SCHEME FOCUS: CITY WEST, SALFORD

The Salford-based landlord's Fresh Living scheme offers apprenticeships for young local people with City West contractors and firms developing homes for its £75m programme.

The young people supported into work are also, where appropriate, offered a tenancy so they get to live in the homes they help build. Across a variety of schemes the landlord has supported 353 people into work at an investment of £882,000.



SCHEME FOCUS: ADULLAM HOMES, MIDLANDS

The supported housing provider set up a social enterprise - Matt 25 - with just £5,000 of charity funding in 2010 to help its service users into work within the organisation. After training and support, the tenants - which include care leavers, ex-offenders and domestic abuse victims - are employed to provide bank cover across the group, with a view to full-time employment. The savings generated for Adullam are funnelled back into Matt 25.



SCHEME FOCUS: FAMILY MOSAIC, LONDON

The 25,000-home landlord runs a 'boot camp' which has helped 1,000 people into work over three years, with an investment of around £1m per year.

It offers internal work placements at the association, as well as employment coaching, help with job searching and a variety of other interventions and gets 31% of over-25s into work within six months.

