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1. Executive Summary

- 1.1 The purpose of this document is to consider and highlight how investment in the Council's housing stock contributes to delivery of the Health and Wellbeing Strategy for Westminster 2017-22.
 - 1.2 The Housing Renewal Strategy launched in 2010 has the following priorities
 - To increase the supply and quality of affordable homes to meet a variety of local needs, including housing for families
 - To improve the quality of the local environment with outstanding green and open spaces and housing that promotes low energy consumption and environmental sustainability
 - To promote a high quality of life for people of all ages and backgrounds, in safe, cohesive and healthy neighbourhoods, supported by a range of high quality housing and excellent community facilities
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- To enable people to maximise economic opportunity in Westminster with support for training, employment and enterprise, and housing tenures which help those in work to remain in the City
- To create a more distinct sense of neighbourhood, ending the physical divide between Westminster's estates and surrounding local streets

1.3 The Health and Wellbeing Strategy for Westminster 2017-22 launched in December 2016 sets the following objectives:

1. Improving outcomes for children and young people
2. Reducing the risk factors for, and improving the management of, long term conditions such as dementia
3. Improving mental health through prevention and self-management
4. Creating and leading a sustainable and effective local health and care system

1.4 There is a direct and positive relationship between implementing the housing renewal strategy and achieving the objectives of the Health and Wellbeing Strategy. The Housing Renewal Strategy has as its central focus improving the quality of life for residents. It is delivered in collaboration with residents and seeks to improve life chances across health, economic activity and social inclusion.

1.5 The attached report outlines the areas of work that are delivering the council's housing renewal programme and contributing the following outcomes:

Health and Wellbeing Strategy Objectives	Housing Renewal Outcomes
Improving outcomes for children and young people	Investment in new and improved homes to reduce overcrowding, address fuel poverty and reduce respiratory disease
Reducing the risk factors for, and improving the management of, long term conditions such as dementia	The quality of housing is important for health outcomes in general. Improved and adapted homes can increase opportunities for people to remain in their own homes and reduce the need for residential care
Improving mental health through prevention and self-management	Integration of active lifestyle opportunities and employment support into regeneration programmes
Creating and leading a sustainable and effective local health and care system	Integration of active lifestyle opportunities, health care provision and employment support into regeneration programmes

2. Key Matters for the Board

2.1 The Health and Wellbeing Board is asked to:

A. Note the programme of housing renewal; and

B. Consider how partners could contribute to supporting housing renewal deliver health and wellbeing outcomes for the city's community

Housing Renewal in Westminster

Report to the Health and Well Being Board

Housing and Health & Wellbeing Shared Outcomes

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1 Housing Renewal

1.1 Church Street



1 Church Street Vote Booklet



The regeneration of Church Street is a mammoth task; leading up to the vote a vision for how the ward could evolve was built up in consultation with residents and other stakeholders. Expectations were raised about swift progress on the transformation of the neighbourhood. Moving into delivery mode proved more challenging, the difficulties of making substantial change in a densely developed area had not been foreseen, this has led to frustration and cynicism amongst residents. The team have sought to address this through being open and accessible to residents and their representatives, ensuring there is a regular flow of information through newsletters, and participation in local events.

Over the last 18 months, considerable efforts have been made to:

- Identify and remove obstacles to progress, including providing additional resources to deliver the programme and try to set out a more logical plan
- Complete projects that had stalled (Orchardson Street flats and Face Forward for example) or pause projects that were being done in the wrong sequence (Public realm design on Church Street East or the District Energy scheme)
- Refresh the community engagement strategy and membership of the steering group, including appointing a new chair
- Refresh the strategy set out at the time of the vote through a master planning exercise focused on how changes can be made (such as how can the market be kept operational through a major process of demolition and rebuilding)
- Develop an outcomes framework, setting out what is being achieved and evaluating progress, helping to guide investment decisions

- Bring in new ideas and partners to stimulate activity

Some projects have proved more complex to deliver than was anticipated; the most obvious is the replacement of Penn House with a new residential tower at Lisson Arches. The site has a number of strategically important services, gas, water, electricity and telecommunications running through it, the bridge that carries Lisson Grove over the former railway line is in poor condition and the site is very tightly constrained adding to the difficulty of sequencing works. Ward members in particular see the delays to this project as emblematic of the whole programme. There is an emotional content, as the new flats will replace poor quality bedsits for older people in Penn House, who are becoming frailer as the work progresses.

A programme of this scale attracts interest from developers. For the Cosway Street site this led to a potential developer approaching the council with a very good offer that needed to be explored in detail, delaying progress. This is now back on track and approval to progress the scheme will be sought in early 2017. Others who have expressed interest include Berkeley Group who are developing the West End Green site on Edgware Road and hope to acquire Paddington Green Police Station for a mixed office and residential development. Dialogue is maintained with a number of interested parties to encourage interest in the programme when tender opportunities are released.

Luton Street, another important project, needed significant preparatory works, including building a new nursery and relocating some market facilities, as well as a complex process to procure a development partner, prepare a design with input from residents and complete the development agreement. The agreement is due to be signed in January and a planning application submitted in late spring.

Central to the transformation of the neighbourhood is improving the health of residents; Church Street is not a healthy place to live. Analysis of Citywide public health spending demonstrates significantly higher costs in the area compared to the Westminster average. A pivotal project is creating a Community Health and Well Being Hub. This had been planned for a site at the corner of Lisson Grove and Lilestone Street to include a re-provided health centre (moved from Gateforth Street) and community facilities including a community café to provide advice on healthy eating, complementary therapies and counselling. This site will be vacated when the flats at Lisson Arches are completed and Penn House is decanted. However, as population and needs in the area have changed since the proposals were made; it is unlikely that the required health and wellbeing provision for the area could now be accommodated on that site. In addition to this, there has always been a link between this site and the re-provision of services and office space from the Lisson Grove site. The wider Council and public sector agenda on co-location of services into hubs also has an impact. Therefore, as part of the master planning process, alternative locations for provision of these services are being considered.

The site freed up by the relocation of the Lisson Grove/Frampton Street offices will be redeveloped for housing maximising the benefit of the canal side location. Discussions are in hand with Sanctuary Housing Association owner of the adjacent estate to see if a joint development would be possible and desirable, adding value to the neighbourhood.



2 Publicity for the Arts Fund

Projects that are moving forward effectively are:

Tresham Nursery – completed on time using a modular construction system this building now houses two nurseries moved from the Luton Street site and a church moved from Dudley House

Arts Fund – This funding scheme is designed to create a programme of creative activities that local people of all ages and backgrounds can take part in. Examples of creative activities funded so far are theatre, , film and photography, visual art, creative writing, crafts. All activities must benefit the local Church Street ward or ward residents.

Green Spine – design work for this new green space running from Lisson Street along Salisbury Street and through the new Luton Street development is well advanced and has attracted positive feedback from most stakeholders

Community engagement – the contract with Vital Regeneration to provide support to the residents steering group and other engagement activities ends in January 2017 and this is being brought in house and delivered from our office at 99 Church Street.

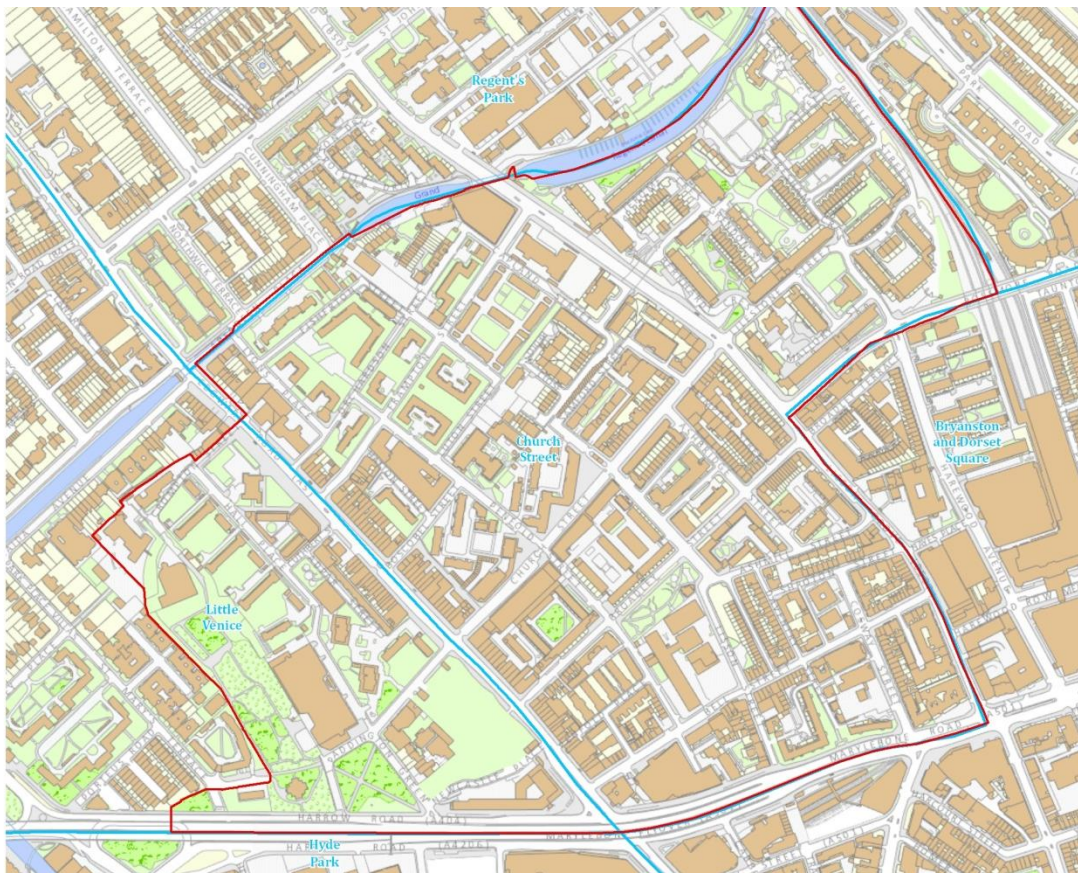
Neighbourhood Keepers – this is a crucial aspect of the promises made in the Vote Booklet and after a false start in 2015/16 a revised model is being developed that enables specific initiatives to be developed, the focus is on animating public spaces, community gardening and promoting more active lifestyles. The previous approach involved a third party organisation taking a management role in the project. However a decision has now been taken to bring this in house and operate a commissioning model, focusing the funding (from the Church Street Dowry) on smaller projects to allow a phase of testing and refining requirements.

Community Champions - are local people who volunteer their time and connect friends, families and neighbours with local services, and spread important messages about health and wellbeing. The time and energy the Champions put in is really appreciated and repaid through access to training, support and guidance to help them progress their own careers and goals. The local insight and knowledge of Champions is valued and used to influence and shape how local services are delivered. The Council and other housing providers fund the programme , which works alongside other community initiatives in Church Street.

Business engagement – the business community in Church Street is diverse, international architects and galleries to market traders, multi-generational family firms to new start-ups. We developing links that focus on what Church Street can and should be, moving away from discussing business as usual issues around parking, rents and cleaning. The team are backing initiatives to stimulate footfall and widen the appeal of Church Street, such as a music event linked to London Jazz Week and performances at the Cockpit Theatre or a proposed brocante event in May initiated by an antique trader. They are also working with partners such as the GLA to develop proposals for co-working space.

Employment coaches – two highly skilled coaches are working with people in Church Street who find it difficult to become economically active. This requires careful work with individuals to understand their specific needs and help them to address them. They work alongside other services in the neighbourhood to support tailored to individual needs.

Church Street ward plus the part of Little Venice Ward covered by the Futures Plan are now a Housing Zone as shown below. This has secured £25.5 million in GLA soft loans to assist with Lisson Arches and leaseholder buybacks on subsequent phases. We are discussing the terms of repayment of these loans with the GLA.



3 Edgware Road Housing Zone

We are discussing with the Metropolitan Police the use of 66-872 Church Street or another premises in the street as a community policing venue whilst their building at Paddington Green is redeveloped. This will combine a base for the borough Safer Neighbourhoods teams (about 60

officers working shifts) and a community police station. Whilst this loses an amount of retail space there will be significant investment in the building, a rental receipt and increased spend in the neighbourhood due to the officers who will be in the area. A frequent complaint from traders and residents is lack of police presence in the market. This project will go some way to addressing that perception. However, this has not proven popular with ward members or some members of the Futures Steering Group and so all options are being considered.

A further project under consideration is to bring a major employer to the corner of Edgware Road and Church Street. Their development will bring about 650 employees and about 250 studio flats for young professionals (similar to the Collective at Old Oak Common). This would involve the demolition of Blackwater House, losing 18 rented and 11 leasehold flats and 13 retail units, including our Regeneration Base. The developers will also acquire properties on Edgware Road. This proposal is still being discussed and no decisions have been taken on whether to progress it. However, in any scenario, planning policy would require the re-provision of the lost affordable homes

1.2 Ebury Bridge

Ebury Bridge has proved to be a complex and challenging project. It is one of the most valuable locations in the Council's ownership, adjacent to Chelsea Barracks and the new Sir Simon Milton UTC.



Figure 4 Aerial view of Ebury Bridge Estate

After residents voted for regeneration the Council's architects prepared and secured planning for a scheme that met the residents' wishes for the site including refurbishment of 5 blocks funded from the development surpluses made by demolishing and rebuilding to a higher density 8 blocks (including properties that needed to be acquired from Soho Housing).

Work began with residents at Ebury Bridge in 2010 following launch of the Housing Renewal Strategy, this led to a vote for regeneration in 2013, then a planning application was approved in June 2014. In 2015, the project was soft market tested with the Councils' Development Partner Panel, there was no appetite amongst panel members to implement the scheme in the form proposed.

Since then the Council has looked at the scheme in considerable detail with the goal of delivering the promises made to residents within a deliverable scheme. A number of options have been considered and it seems clear that the way forward involves achieving a higher density on the site through, in part, demolishing more existing homes. This allows greater height along the railway frontage and a more straightforward phasing of the development. Deloitte Real Estate have been advising the Council on options for delivery of Ebury Bridge, the proposed scheme suggested is set out below:

A series of appraisal sensitivities are now being run on different tenure mixes to develop a scheme that is both commercial viable and maximises levels of affordable housing.

Running in parallel to this is a new Community Engagement strategy for Ebury Bridge which goes beyond the "bricks and mortar" elements of the regeneration and focuses on building a sustainable local community. Included in this will be health and wellbeing measurements around improvements in quality of life, reductions in social deprivation and enabling better collaboration between local service providers and third sector organisations. In the meantime, resident events built around the themes of employment and health are taking place on the estate.

1.3 Tollgate Gardens

The contract with Clarion (formerly Affinity Sutton) is now unconditional and Keepmoat, their design and build contractor is on site. Demolition has commenced, with a practical completion planned for 2019. When the site is cleared, an initial payment for the site of £1.6m will be due to the HRA.

The scheme will provide

- 195 new homes in total
 - Of which 86 will be affordable homes including 10 shared equity loan homes for returning leaseholders (these are now 8 Shared Ownership being delivered by Clarion and 2 social rent as no leaseholder wished to take up the equity loan offer)
 - A new larger community hall
 - Remodelling to the existing Tollgate House to create three more flats and external cladding to improve thermal efficiency
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5 Artist's impression of new development

The new development will ensure that there is no loss of social rented homes, there will be 27 more sub-market homes on the site when it is finished and that the quality of the homes retained within Tollgate House is improved. Planning permission for the recladding of Tollgate House has been approved; this will improve thermal efficiency, mitigate condensation risks and reduce heating bills for residents.

The new community centre will provide opportunities for community and social activities.

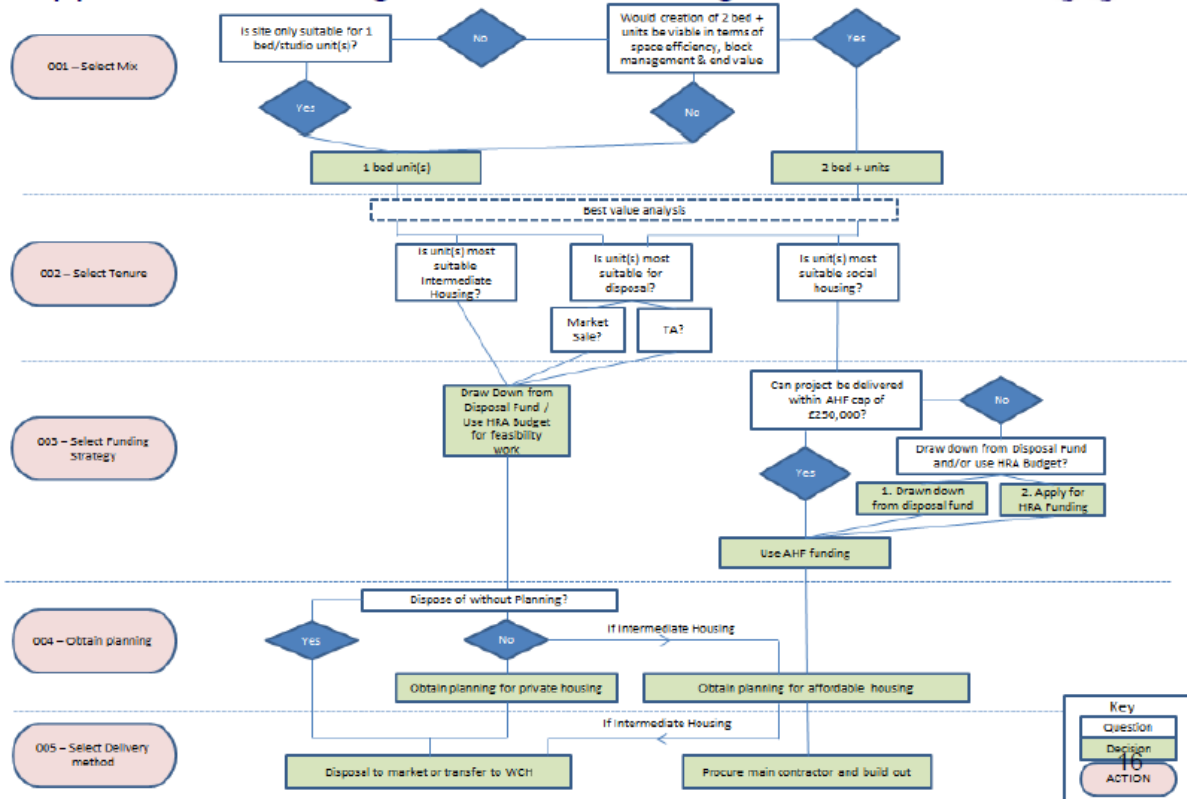
1.4 Infill Housing

A significant challenge is delivering new homes quickly and effectively, one option that is being pursued vigorously is to identify within the Council's housing assets opportunities to turn underused space into new homes for sale or rent. The types of asset being used range from basements to laundry rooms, offices and parking areas.

A revolving fund of £10m has been created within the HRA to enable projects to be identified, assessed and delivered. Some costs are recovered from sales of development opportunities for private development where the homes are either too small for our needs or in locations where Council ownership is low. Projects that can provide 2 bed homes or larger are developed for retention within the Council's stock at social or intermediate rents.

City West Homes is carrying out a review of all the estates in management to identify opportunities. These are assessed through dialogue with the Council using a decision tree to ensure a consistent approach.

Appendix B: Strategic Decision Making - Conversions



The first wave of the programme is summarised below:

The programme delivers 26 social housing properties, creating 118 bed spaces, up to September 2018. This also includes obtaining planning permission for a further 8 units which will be disposed of in order to cross-subsidise the delivery of the new homes.

This £13.1M programme requires the following sources of funding:

- £6,500,000 Affordable Housing Fund (£250k for each new tenancy)
- c.£2.75-£3m capital receipt from disposal of units with planning approval for owner development
- £3,773,000 of HRA capital

Programme meets its original key objectives of:

- Increasing the supply of affordable housing on HRA land
- Optimising the value of HRA assets
- Improving the quality of the HRA portfolio
- Creating a better match between housing need and housing supply

In terms of the Health and Wellbeing Strategy, the Infill programme provides improved homes for families, in some cases these are wheelchair accessible, reducing overcrowding.

2 City West Homes Investment Programmes

2.1 Context

This section considers how WCC's housing investment programme delivered through CityWest Homes contributes to the improvement of health outcomes for residents. This covers:

- 'Condensation / Damp & Mould' investment programme;
- General major works investment programme, specifically where it impacts on warm / dry / safe homes as a consequence of investment; and
- Aids and Adaptions to meet the needs of the occupier

2.1.1 Condensation Investment Programme

In April 2015, WCC decided to seek to address problems associated with condensation and mould in its tenanted housing stock. It set aside a £12m "condensation budget" for CWH to spend over the next 5 years.

Initially, CWH identified buildings and generic building types that are – or could be – at greater risk of condensation, mould and excessive cold. In addition, advice has also been sought from front-line staff and their on-the-ground experience of WCC's estates. Further training was also given to housing managers, to enable them to identify homes at risk and report their findings. This was in preparation for the 2016 residents' survey, where one of the new questions asked was: "Does your home affect your health?"

As a result of this, over the next twelve months, CWH plan to visit 100 "vulnerable" homes that identified condensation and mould as being an issue. The "at risk" building list has been passed to the Capital Programme team so that measures identified in improvement trials can be integrated into projects going forward where possible. Further, as part of the next 10 year programme of investment, a stand-alone project to address ventilation in buildings that are not currently part of already identified projects is being initiated.

Alongside these physical interventions, are the on-going home visits made by CWH's Condensation Manager. These are well received by residents, feedback including:

- "Condensation was explained to me clearly and helped me understand what to do in the future and what to look out for, what to do and what not to do. I was left with some really useful items too. A win win situation."
- "I didn't understand previously what makes condensation worse, the advice I was given has helped me to avoid the appearance of mould."
- "Just changing the timing and duration of the heating really made a difference, we are seeing no new mould growing."

This helps avoid unnecessary works and expenditure. Behavioural change is perhaps the hardest intervention of all, but can be the most rewarding and cost-effective solution.

Trials are continuing for various products and systems relating to ventilation and insulation. The market is constantly seeing improvements in this area as the problem of condensation and mould

has become more widely acknowledged across the UK. Results have generally been positive thus far, including:

- At Odhams Walk, residents have made such comments as: “Thank you, you have changed my life”; and “Thank you, my children haven’t been to the doctors in a year, I have been able to buy them a new mattress as I know it won’t rot with mould.”
- With a system called “Q-Bot,” residents’ feedback was that they noticed an improvement the same night the works were completed, with the house staying warmer longer and fewer draughts.

This is very much a work-in-progress. Currently, 1,200 homes have been identified for a potential expenditure of just under £1m, predominantly for enhanced ventilation interventions. These properties include the likes of distributed street in Queen’s Park, Hallfield, Grosvenor and Regency, Scottish Towers, Odhams Walk. Another 700+ homes will be shortly added to the condensation list.

So far, approximately 95 homes have been identified as containing the more vulnerable residents. By far the majority of these have come from Environmental Health Officer referrals, The rate of referrals depends on the ability of the EHO team to respond to request for assistance from residents. To help compensate for this, CWH has undertaken an internal and external (i.e. resident newsletter) “marketing campaign” to raise the profile of condensation. This, along with the annual resident survey feedback, should maintain a flow of referrals, which are generally the more vulnerable residents.

2.1.2 General Major Works Investment Programme

The 2016/17 HRA Business Plan sets out the projected 30-year investment plan for the Council’s managed housing stock. This totals slightly more than £1.41billion. It could be said that the majority of works contained within HRA Business Plan will indirectly contribute towards maintaining the stock to current regulations / standards, to ensure that they are warm, dry and safe.

That said, the table below outlines those elements that can be directly related to making homes warm, dry and safe:

Works contributing to warmer, dryer and safer homes

• Smoke Detection & Fire Risk Assessment (FRA) Works	£53,950,000
• Electrical Works	£57,700,000
• Heating Works	189,600,000
• Windows & Roofs	£153,000,000
• Front Entrance Doors	£15,000,000
• Warden Call Systems	£1,500,000
• Security Systems & Entry Phones	£20,950,000
• Floor Covering (inc. non-slip)	£3,500,000
• Total	<u>£495,200,000</u>

2.1.3 Aids & Adaptations Investment Programme

All residents in England are legally entitled to adaptations funded by a Disabled Facilities Grant (DFG) subject to them meeting the statutory requirements. In Westminster, the Occupational Therapy

assessments for Council tenants are referred directly to CWH to carry out the adaptation without the need for a DFG application. There are an estimated 200 adaptations cases referred to CWH annually. Since 2014, there complexity of the case being referred has increased. complex cases referred. This is has led to greater inter-service working to come up with imaginative and practical ways to enable people to remain in their homes.

The Housing Revenue Account (HRA) funds adaptations for Council tenants. The Council requires CWH to maintain an annual budget for adaptations. The budget for 2016/17 is £1.2m.

2.1.3.1 Adaptations Process

Westminster's Adult Social Care service refers residents to Able2 to carry out occupational therapy assessments. If an adaptation is required to a Council home, then Able2 refers residents to CWH for adaptation. CWH then commissions EffectAble to carry out the works. This diagram below details the basic process for an adaptation:

2.1.3.2 Referrals and Current Budget Position

The table below details the number of cases over the last five years.

Number of cases/referrals	2012/13	2013/14	2014/15	2015/16	2016/17
Total referrals	202	224	214	198	156 (as at 12 Jan, forecast 200 by 31/3)
Total adaptations completed/closed cases	152	151	190	191	131
Budget	£850K	£850K	*£1.3m	£1.2m	£1.2m
Spend	£970,046	£988,000	£1.26m	£1.37m	£925,540

* As a result of a business case presented to the Cabinet Member for Housing in December 2014, the budget was increased in 2014/15 from £800K to £1.3m to clear the backlog of cases accrued over several years.

The total number of referrals is consistently around 200 cases per year. Generally, older people aged between 51 and 80 request adaptations. In terms of type of work, 69% of major adaptations are for wet rooms and level access showers; and 7% for stair lifts and hoists. In recent years, CWH has seen around a 20% increase in the demand for door entry, ramp and visual impairment adaptations and recommendations from WCC. As part of the business planning process and estate plans will be consideration of adding some of these works to appropriate void properties.

2.1.3.3 Working in partnership

CWH has established good and proactive working relationship with Social Care and Prevention Teams, Housing Options Services to review other options such as transfers and rehousing prior to major adaptations taking place.

For all major adaptations, the schedule and scope of works are submitted to WCC or Able2 for final approval before work orders are raised to EffectAble, this ensures that adaptations are essential and completed within the occupational therapy remit.

Westminster Major Adaptations Working Group meets regularly to report referral rates and performance. The group is made up of Tri-Borough Procurement and Contracts Manager, Social Service Team Leaders, Able2 OT Director and OT Manager, WCC Home Improvement Agency, HOS and CWH.

2.1.3.4 Forecast

The Care Act 2014 emphasises that the focus for housing authorities is to provide suitable accommodation when considering the provision of care and support. The provision of housing suitable to a person's specific needs can have a major impact on the extent and means to which their care and support needs can be met, or prevented, over time. These priorities will also influence the levels of demand for adaptations from 2017 onwards. It is anticipated that the number of referrals is likely to increase to 220 in 2017/18.

The maintenance cost for major adaptation renewals such as level access showers, stair lifts and hoists will also increase, placing pressure on the HRA budget. For example, in 2016/17, there are 50 level access showers in the planned maintenance programme due for renewal, at a cost of around £300,000 in the Business Plan.

3 Sheltered Housing Review

The Housing Learning and Information Network (LIN) and Arcadia Architects have been appointed to complete a review of the council's Community Supportive Housing (CSH) stock of over 1,000 properties. This is sheltered housing for those 60 and over (the Strategic Housing for Older People programme "SHOP" is outside the scope of the review). The Kings Fund is also acting as a critical friend to the project.

The need for a review was identified in the Housing Strategy Direction of Travel Statement 2015. It is due to be completed in May 2017, and will assess:

- How well CSH is meeting current demand and how well will it meet future demand
- How well it contributes to meeting the council's key priorities and objectives (officers will work with the consultants to identify the most important from Housing, Adult Social Care and Health and Wellbeing objectives)
- The changes that are needed (for the stock to meet current and future demand better the Council's priorities) and how can they be made.

The review is driven by:

- The majority of schemes now needing further investment such as to the lifts and decorations, despite a programme of upgrading and improvement in 2008-10
 - Only 7% of CSH is wheel chair accessible and 42% is in the form of bedsits. Bedsits can be unpopular particularly to council tenants looking to downsize
 - Demand from council tenants has been falling - while at the same time there is a shortage of family sized social housing - so there is a need for CSH to be attractive to under occupying older council tenants (61% of council tenants are over 50)
 - Most demand (74%) currently comes from private tenants. While some properties were difficult to let in the past, there are no current problems, this is probably explained by a
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rise in demand from private tenants who are more vulnerable. It is unclear if this trend will continue

- There is a shortage of housing for older people that would not be eligible for CSH as their needs could not be met there, for example older people with severe and multiple disadvantage (as identified by the Joint Strategic Needs Assessment 2016)
- The Adult Social Care budget is under considerable pressure, due to an improved life expectancy rate and demand for services for older people aged 65+. CSH might do more to reduce budget pressures and better contribute to Health and Wellbeing Strategy objectives around reducing risk factors for, and improving the management of dementia.

The review will involve assessing future demand for CSH from a range of older people in different tenures and with different needs such as; the social sector, the private rented sector, supported housing, ex rough sleepers and those with severe and multiple disadvantage. It will also include some qualitative research through focus groups with older people, both existing CSH residents and council tenants who may consider downsizing, about what they want from CSH. The facilities, activities and services provided are being looked at - taking into account exemplar schemes. An assessment of each building's functional suitability for meeting existing and future needs will be undertaken. Lettings and allocation processes will also be considered alongside a review of the council's working relationships to run CSH i.e. between Adult Social Care and Housing. Finally the review will also look at how well placed the service is to adapt to the introduction of Direct Payments and Individual Budgets, where people may have to choose to receive a service from a range of services.

The final report will include options and recommendations (including potential funding sources and partnership opportunities to facilitate change) on:

- Whether any schemes should be decommissioned and/or remodelled either to bring them up to modern standards or used to accommodate a different client group
- Any improvements which could be made to help CSH better meet; older people's needs and aspirations, good practice/exemplar schemes and the council's objective.

A workshop is planned for March 2017 with key council officers and the Cabinet Member for Housing will be invited to this, a representative of the Health & Wellbeing board will be invited also. It will consider the consultant's early findings and test out initial responses. Given the review covers recommendations for decommissioning or remodelling schemes it could be sensitive and may be considered by the Housing, Finance and Corporate Services Policy and Scrutiny Committee.

4 Rough Sleeping

In parallel with the investment in improving the housing stock contributing to health outcomes across the City work with Rough Sleepers represents significant investment that improves health outcomes.

Westminster has a significant proportion of the country's rough sleepers and as such, we work in very close partnership with Central London CCG and NHS England to address the health needs of

both those who are on the streets as well as those who are accommodated. However, there are a number of work streams and evidence gathering exercises that fall outside of the statutory work.

It can be very difficult to gather statistics about the health needs of people on the streets given that the group are transient, fall in and out of services and their health conditions are self-reported via CHAIN (Combined Homelessness and Information Network) assessments with outreach workers. Given the difficulties in this, we work with partners to take pre-emptive action to avoid a crisis on the streets; some of these include:

- Weekly joint outreach shifts with GP's and Nurses from the Homeless Health Nursing Team (HHT) which target specific individuals who are clinical worries or whom outreach workers have identified as visibly worrying
- Commission the Joint Homelessness Team (JHT) to conduct mental health act assessments (MHAA) on the streets and to target individuals who social care agencies are concerned about
- Coordinate quarterly TB and BBV testing on the streets with rapid results to make certain that plans are in place to follow up any positive test results.
- Work closely on case management of rough sleepers who are registered with Dr Hickey's and Great Chapel Street surgeries to ensure that there are housing plans or a route away from the streets in place for everyone
- We have trained security firms, City Inspectors and Ambassadors who work across the city how to sign post people into services so each person is aware of their options for healthcare and assessment

When people are accommodated into one of our 415 commissioned bed spaces, we are then able to measure health outcomes and provide far more interventions. To achieve this, we commission a number of added value services. Examples of these are:

The Homeless Health Coordination Project (HHCP) was featured 5 times in the Health London Commissioning Guidance as good practice and provides:

- Coverage of 19 accommodation projects for rough sleepers
- Developed an online resource for all staff and service users identifying all health services available and provides online tool kits (eg referrals to Adult Social Care, how to refer to statutory mental health services appropriately)
- Coordination the completion of CHAT forms which identify all physical and mental health needs of service users
- Manages 30 medical student volunteers, occupational therapy students and counsellors who provide support to services
- Coordination of complex health related case conferences
- Coordination of free training on numerous health issues (ex. hearing voices, LAS call outs, medication support, complex trauma)

Evidence from the CHAT forms shows that:

- The Top 5 physical health issues are: (on descending order) respiratory conditions, infectious diseases (TB, HIV, Hep C), foot problems, heart problems and liver disease
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- 93% of referrals to mental health services are now accepted (up 40%)
- 98% of residents are registered with a GP
- Oral health continues to be very poor

A member of the Rough Sleeping Team focuses on drawing in expertise around well-being and interventions to provide support to teams and service users. We have had successes in strands of work, which include:

- Intuitive Recovery – peer led capacity building work for service users who are contemplative of change; 80 people took part in the 10-week process
- Pre-treatment support – group work in hostels around anger management, understanding what detox and rehab may entail and preparing for it, gambling support, counselling for those who are not ready to stop using substances and peer led group work to increase social networks
- Autism research – pro bono resource allocated from academics to research the prevalence of autism in homelessness population
- Pregnancy protocol – a multi-agency protocol designed to provide wrap around support and guidance for female service users who find themselves pregnant
- Surgeries with a therapist who works with survivors of childhood sexual abuse designed for workers whose clients divulge this information; designed to offer a safe place to reflect and provide support.
- KUF training – designed to train workers in working with those who have personality disorders

The team have spent the last 6-8 months with a focus on addressing the rise in use of synthetic cannabinoids in both our street and accommodated population. The effect on our service users has ranged from psychotic breaks, extreme hallucinations, cardiac arrests and paranoia. A recent success has been that 1st, 2nd and 3rd generations of this drug have now been re-classified as Class B substances under the Misuse of Drugs Act.

We have identified gaps in the following areas and have plans in place to address them:

- Oral health – increasing engagement with dentistry services and attempting to source mobile dentistry to provide in-reach to hostels
- Increase in ambulance call outs and A&E non elective admissions
- A decrease in engagement with treatment services
- Complex physical health needs which require longer term care and/or residential settings

5 Conclusions

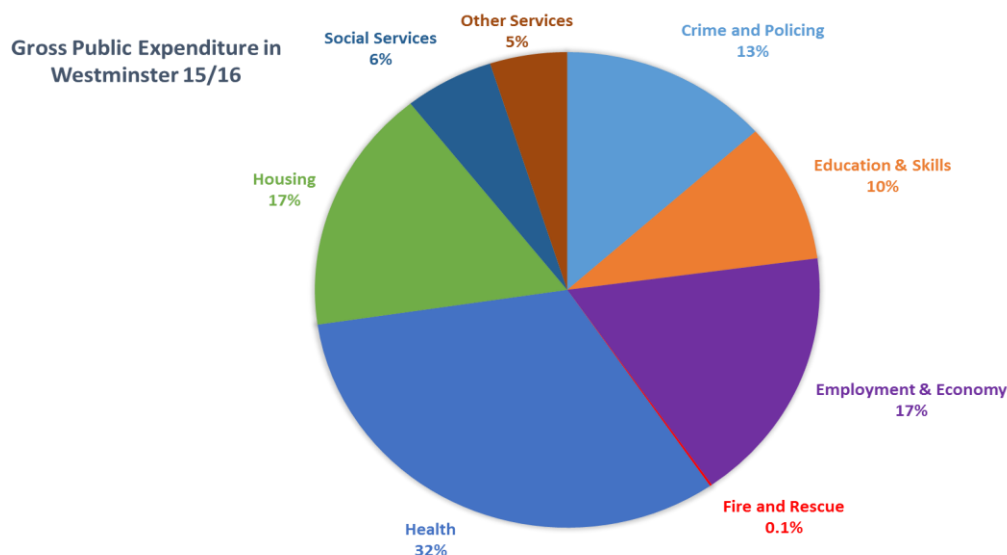
The policy context for housing is evolving; the passage of new legislation followed by a change in Government has created a complex and uncertain policy framework. A new Housing White Paper is expected shortly which will clarify which of changes in the 2015 Housing and Planning Act will be implemented. A sharpened focus on Starter Homes and on off- site construction have been trailed.

The demand for homes in Westminster continues to grow, despite our plan to invest £1.5 billion in new and improved homes through the HRA. The decisions to acquire homes in Hounslow for council tenants and to state publicly how we prioritise homeless households for assistance, including where we can find accommodation for them are examples of how the Council is seeking to explore new options to meet the challenges.

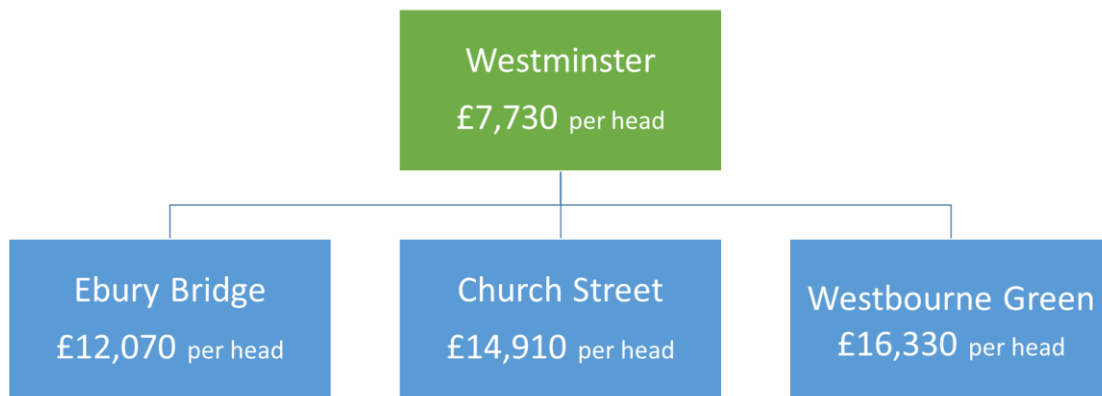
An example of rethinking the use of assets is through the Specialist Housing Strategy for Older People site at Beachcroft, Shirland Road site is a decant site for the existing residential care home facilities located at Carlton Dene and Westmead and once Shirland Road is completed and occupied by these residents, these donor sites will be developed separately. The existing facilities at Westmead and Carlton Dene are nearing the end of their designed usable life-cycle and as a result of this are experiencing increased maintenance and general upkeep costs. The Shirland Road site contains two existing buildings and a car park and walkway for Oak Tree house, all of which will be demolished. Once Beachcroft is complete Carlton Dene and Westmead will be redeveloped to provide further specialist accommodation.

When the new homes are completed at Lisson Arches the residents of Penn House will move to the new flats, allowing Penn House to be demolished. The site of Penn House will be developed as new offices, allowing the council office buildings at Lisson Grove/Frampton Street to be redeveloped as new homes. This development will provide a range of tenures with a focus on intermediate homes as has been agreed with the GLA through the Housing Zone programme.

Better homes are a major contributor to physical and mental health. Analysis of public spending across three housing areas shows that the average resident in Westminster costs the public purse £7,730 per year a total of £2billion.



Looking this in terms of what different areas cost reveals the following:



The key differentials are highlighted below. The spend through the housing capital programme seeks to address these differentials, through assisting residents to secure and sustain employment, addressing poor quality housing that exacerbates health and social care needs and designing out areas that create opportunities for crime plus making homes safer.



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