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**Friday, 15 November 2019**

**Chairman: Councillor T Wendels  
Vice-Chairman: Councillor R Holloway**

**Members of the Committee:**

**Councillor Mrs K Arnold  
Councillor M Brock  
Councillor Mrs B Brooks  
Councillor Mrs I Brown  
Councillor M Brown  
Councillor S Carlton  
Councillor L Dales  
Councillor L Goff  
Councillor J Lee  
Councillor Mrs S Saddington**

**Substitute Members:**

**Councillor Mrs G Dawn  
Councillor P Harris  
Councillor Mrs L Hurst  
Councillor N Mitchell  
Councillor P Peacock  
Councillor Mrs S Michael**

**MEETING: Homes & Communities Committee**  
**DATE: Monday, 25 November 2019 at 6.00 pm**  
**VENUE: Civic Suite, Castle House, Great North Road,  
Newark, Notts NG24 1BY**

**You are hereby requested to attend the above Meeting to be held at the time/place  
and on the date mentioned above for the purpose of transacting the  
business on the Agenda as overleaf.**

**If you have any queries please contact Helen Brandham on [helen.brandham@newark-sherwooddc.gov.uk](mailto:helen.brandham@newark-sherwooddc.gov.uk) 01636 655248.**



## AGENDA

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2. Declarations of Interest by Members and Officers and as to the Party Whip	
3. Declaration of any Intention to Record the Meeting	
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<b>Confidential &amp; Exempt Items</b>	
13. Exclusion of the Press and Public	None

To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Homes & Communities Committee** held in the Civic Suite, Castle House, Great North Road, Newark, Notts NG24 1BY on Monday, 30 September 2019 at 6.00 pm.

PRESENT: Councillor T Wendels (Chairman)  
Councillor R Holloway (Vice-Chairman)

Councillor Mrs K Arnold, Councillor M Brock, Councillor Mrs B Brooks,  
Councillor Mrs I Brown, Councillor M Brown, Councillor S Carlton,  
Councillor L Dales, Councillor L Goff and Councillor Mrs S Saddington

ALSO IN ATTENDANCE: Councillor Mrs G Dawn, Councillor Mrs L Hurst and Councillor P Peacock

APOLOGIES FOR ABSENCE: Councillor J Lee (Committee Member)

### 16 DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS AND AS TO THE PARTY WHIP

Councillor Mrs Dales declared an interest in Agenda Item No. 5 – Update on Flood Prevention Schemes as a representative on the Trent Valley Drainage Board.

Councillor Mrs Holloway declared an interest in Agenda Item No. 9 – Newark and Sherwood Homes- Gas Servicing as a Director of the Board.

### 17 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

NOTED that there would be an audio recording of the meeting undertaken by the Council.

### 18 MINUTES OF MEETING HELD ON 10 JUNE 2019

AGREED (unanimously) that the Minutes of the meeting held on 10 June 2019 be approved as a correct record and signed by the Chairman.

### 19 UPDATE ON FLOOD PREVENTION SCHEMES

The Business Manager – Public Protection presented a report to the Committee which sought to update Members on the current position of proposed flood alleviation schemes within the district together with information on the Town and Parish Emergency Resilience Stores.

In relation to the proposed flood alleviation schemes, the report provided details for the areas in: Lowdham; Thurgarton; Gunthorpe; Girton; Sutton-on-Trent; and Southwell. Details of grant monies received since 2015/2016 were listed in paragraph 2.11 of the report together with how the monies had been either spent, committed or uncommitted.

In considering the proposed schemes Members suggested that communication with residents in the aforementioned areas be improved in order to ensure that they were aware of what decisions had been taken and the latest position with any proposed works.

In relation to flood warnings and how Ward Members were notified, the Business Manager advised that it would be beneficial for Members if they downloaded the Environment Agency Flood App as all flood alerts were listed on there. It was also suggested that if the area in question was localised then the Ward Member be contacted directly by Officers of the Council, if practicable.

In relation to the location of the Emergency Resilience Stores, these were listed in paragraph 2.13 of the report with Members being asked to consider four proposals on how they should be maintained in the future. In considering the proposals Members agreed that they would wish to see Option 4 implemented.

AGREED (unanimously) that:

- (a) the current situation be noted along with the current financial contributions for the schemes; and
- (b) Option 4 for restocking the resilience stores be approved.

## 20 MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

The Business Manager – Human Resources & OD presented a report to Members which sought to brief them on the proposed Modern Slavery & Human Trafficking Statement which was to be forwarded to full Council for adoption.

It was reported that the Modern Slavery Act 2015 had come into force on 29 October 2015 and that Section 54 of the Act required organisations that supplied goods or services and had a consolidated global turnover of £36M pa or more to prepare a slavery and human trafficking statement for each financial year. It was noted that although not legally required to publish a statement, the Council had elected to do so as a matter of good practice. Details of the key areas to be included within the statement were listed in paragraph 2.2.1 of the report.

In considering the report Members queried how adoption of the statement would be of benefit to the Council. The Business Manager advised that it would demonstrate to all external organisations of how important the Council viewed the issue of modern slavery and human trafficking.

AGREED (unanimously) that the Modern Slavery and Human Trafficking Statement be endorsed and forwarded to full Council for adoption.

## 21 TEMPORARY ACCOMMODATION - DEVELOPMENT APPRAISAL

The Business Manager – Housing, Health & Community Relations presented a report which sought to update Members on the progress to appraise the development of a new replacement temporary accommodation facility and also sought approval to progress onto the detailed design stage, details of which were to be presented to Committee in March 2020.

The report set out that the Council were under a statutory duty, as part of the Housing Act 1996, to provide temporary accommodation for all homeless applicants who met the required criteria, noting that this was currently provided at Seven Hills, Quibells Lane, Newark and Wellow Green, Newark Road, Ollerton. It was considered that, despite investment, the facility at Seven Hills was no longer fit for purpose and in order to provide for future demand and long term value for money, should be replaced with a new facility. The project objectives and options for Members' consideration were detailed in paragraphs 2.6 and 2.7 of the report with Option 3 being that recommended to Members for approval.

In response to whether such facilities would be provided in other parts of the district, the Business Manager advised that a review would be undertaken of the existing facility at Wellow Green and of future provision throughout the district.

AGREED (unanimously) that:

- (a) the proposed option: Option 3 – a new temporary accommodation facility, is to be taken forward onto detailed design stage to be presented to Committee in March 2020 be approved;
- (b) £280,000 be committed for the project from the £1M allocated in the Council's Capital Programme for 2019/20 approved by full Council on 7 March 2019 to enable the Council to procure and appoint a multi-disciplinary design and construction service be approved; and
- (c) alternative design options will continue to explore opportunities for additional affordable housing provision on site be noted.

## 22 SOCIAL HOUSING REGULATOR

The Business Manager – Housing Strategy & Development presented a report which sought to provide Members with information on the role of the Regulator for Social Housing and the pending changes around consumer regulation.

It was reported that the Council, as landlord of the housing stock, must ensure full compliance with all regulatory requirements as prescribed by the Regulator, even where the housing function or service had been delegated to an Arms' Length Management Organisation. Details of the regulation of social housing were detailed in paragraph 3.0 of the report with the fundamental objectives being noted as economic and consumer, further details of which were provided. Key messages from the recently published Consumer Regulation Review for 2018/2019 were summarised in paragraph 3.14.

In relation to the Housing Ombudsman it was reported that the overall aim was to make a difference – on individual complaints and across the sector with the four new objectives being noted in paragraph 5.5.

In considering the report some Members of the Committee raised a number of concerns in relation to Newark and Sherwood Homes' maintenance of the housing stock, noting that all such issues would be the responsibility of the Council when the service was transferred back in house. It was noted that following the decision of Policy & Finance Committee on 26 September 2019 to return the management of the Council's housing stock back in house, a full governance review would be undertaken to determine how this Committee's remit would be effected. It was further noted that a Newark and Sherwood Homes Performance Review would be presented to the next meeting of the Committee in November 2019.

AGREED (unanimously) that:

- (a) the Council's responsibilities as landlord of the housing stock to the Regulator of Social Housing and Housing Ombudsman be noted; and
- (b) further statutory housing matters relating to compliance, health and safety (including building safety) and regulation be added to the forward plan be approved.

23 NEWARK AND SHERWOOD HOMES - GAS SERVICING

The Director – Governance & Organisational Development presented a report which sought to update Members of two instances that had occurred in recent months regarding failures to undertake timely gas servicing to a number of the Council's properties and to give assurance about the action taken to remedy the situation.

It was reported that Newark and Sherwood Homes (the Company) were legally required to carry out annual gas servicing to all properties with a gas supply. Details of the gas servicing breaches and the actions taken arising therefrom were detailed in paragraph 3.0 of the report. It was clearly stated within the report that all outstanding properties had subsequently been serviced and certificates completed. It was further reported that both the Company and the Council were working closely to develop a plan to ensure that there was no repetition of the events and that the Council had made a self-referral to the Regulator for Social Housing to report the instances of gas servicing breaches. A response had been received from the Regulator on 2 August, confirming that they had found no breach of their consumer standards and that no further action would be taken.

AGREED (unanimously) that:

- (a) the actions taken by the Company to identify and rectify the cause of the failure to complete a number of gas safety checks in accordance with required times scales be noted; and
- (b) the completion of all required gas safety checks and future assurance actions put in place by the Company be noted.

24 HOMES & COMMUNITIES FORWARD PLAN - OCTOBER 2019 TO SEPTEMBER 2020

AGREED (unanimously) that subject to the inclusion of the Annual CCTV Report being presented to Committee on 20 January 2020, the Forward Plan be noted.

25 TEMPORARY ACCOMMODATION - DEVELOPMENT APPRAISAL (EXEMPT APPENDICES)

Agenda Item No. 12 were exempt appendices to Agenda Item No. 7 – Temporary Accommodation – Development Appraisal. No discussions were held in relation to the information contained therein and therefore the Press and Public were not excluded from the meeting.

Meeting closed at 7.15 pm.

Chairman



**Richard Tracy and Ginnette Hardy**



# Tenant Involvement at Newark and Sherwood



- Our History
- Length of Service – combined total 89 years
- Our expertise and awards



# Current Mechanisms for Involvement



- Tenants and Residents Groups
- Walkabouts
- Panels: Service Improvement, Performance Monitoring, Tenant Forum and Tenant Scrutiny
- Tenant Board Member
- Surveys from Homes
- Procurement and Contractor Selection
- Empty Homes Inspection Team





Delivering Excellent  
Housing Services



# A Busy Year!



Our key achievements over the past 12 months (or so...)

- Supported and contributed to the Government's consultation on the Housing Green Paper
- Supported the celebration events to mark 100 years of the Addison Act across the district, and attended events in London and Nottingham with Company colleagues



# Lording it up!



Delivering Excellent Housing Services



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# A Busy Year...part 2



- Reviewed the Relet Standard with Responsive Repairs Manager
- Carried out a scrutiny exercise on the ASB service delivered by Tenancy & Estates
- Reviewed the Repairs Priority Times with Responsive Repairs Manager
- Observed the Customer Access Service delivering their service
- Attended walkabouts across the district in order to review the current process



# A Busy Year...part 3



- Hosted TPAS event in February 2019
- Training on Equality and Diversity and GDPR
- Attended EMTPF Showcase Event at Newark Showground in July 2019
- Midway through scrutiny of the impact of UC on tenants
- Review of Local Service Standards
- Raising money and awareness for local charities



# Fund Raising



£400 in 2016 for MacMillan Cancer Research

£500 in 2017 for Beaumont House

£400 in 2018 for Lincs and Notts Air Ambulance

Reach is the nominated charity for 2019



# A Busy Year...part 4



- Forged links with neighbouring involved tenants; EMH, Melton Borough Council and Lincoln City
- Participated in the Housing Ombudsman Consultation
- Working with TPAS developed a new Code of Conduct for Involved Tenants





Delivering Excellent  
Housing Services



# Certificate of completion of training

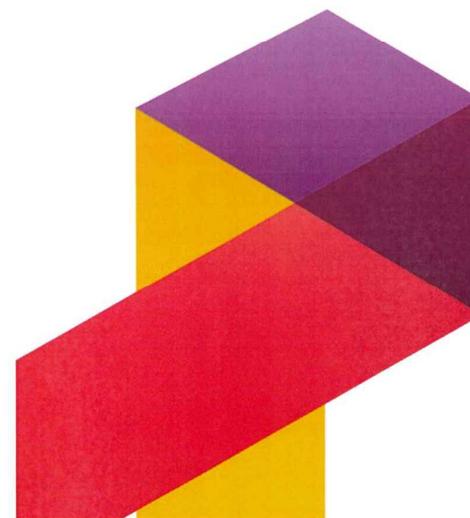
**Awarded to:** Ginette Hardy

**Organisation:** Newark & Sherwood Homes

**Course:** Governance Training

**Date:** 29 August 2019 **Signed:** J. Osbourne

Jenny Osbourne, Chief Executive



# What next...part 1



- Supporting the transition of the housing service back into the Council
- Ensuring tenants keep their voice
- Working with partners to tackle the stigma, and other principles from the Green Paper
- Collaborative working with members and management
- Dedicated officer for tenant involvement
- Raise awareness of the Social Housing Regulator

# What next...part 2



- Be active participants within this committee
- Increase digital involvement, making full use of social media platforms
- Regular page in tenant/resident magazine
- Introduce Mystery Shopping as an additional form of tenant involvement
- Increase levels of involvement





[http://www.nshomes.co.uk/work\\_with\\_us/shape\\_our\\_services/](http://www.nshomes.co.uk/work_with_us/shape_our_services/)

Facebook – Newark & Sherwood Involved Tenants



## HOMES & COMMUNITIES COMMITTEE

25 NOVEMBER 2019

### SYRIAN VULNERABLE PERSONS RESETTLEMENT SCHEME (SVPRS)

#### **1.0 Purpose of Report**

1.1 To provide the Committee with an update on the successful delivery of the Council's 'Award Winning' resettlement scheme and seek approval to continue with the existing partnership model and proposed pledge for 2020-21, that's in accordance with the requirements set out in the recently announced Vulnerable Persons Resettlement Scheme.

#### **2.0 Background Information**

2.1 Members will be aware from previous reports to the Committee that on 7 September 2015, the Government pledged to resettle up to 20,000 refugees who have fled Syria over a 5 year period.

2.2 All refugees resettled through this process are assessed and vetted by the UN High Commissioner for Refugees (UNHCR) in the camps that they are currently living in, in countries surrounding Syria. This includes medical assessments and checks regarding affiliation to political parties. It prioritises those who cannot be supported effectively in their region of origin, for example women and children at risk, people in severe need of medical care and survivors of torture and violence. Those relocated under the scheme will be awarded five years' Humanitarian Protection; meaning they will have access to public funds and employment.

2.3 The Home Office provides funding to local authorities who choose to participate in supporting vulnerable persons brought to the UK under this scheme. A number of outcomes that are to be achieved in a Statement of Requirements includes information about housing, utilities, furnishings and support that should be provided, such as an initial reception, case work support, cultural orientation and English for Speakers of Other Languages (ESOL) provision.

2.4 On 7 November 2016 Members approved the recommendations proposed, vowing to 'to play its part' in the resettlement of Syrian refugees and endorsed:

- a) the Council's commitment to SVPRS and approved the per capita figures of **40-45 individuals (approx. 10 households maximum)** to be resettled in Newark & Sherwood over 5 years;
- b) approved the proposed delivery model to enter into a MoU with Nottingham City Council (NCC) as the accountable body for managing funds from the Home Office and commissioning activities under a Casework Contract and Community Contract in accordance with their Contract and Procedure rules and Data Protection Policy and Protocols; and
- c) approved Councillor B. Laughton, as the then Committee Chairman, to figurehead a letter to mobilise community and voluntary sector partners to support and join a newly formed Newark & Sherwood Resettlement Partnership.

### **3.0 Newark & Sherwood Update**

3.1 With the incredible support of the Newark & Sherwood Resettlement Partnership and the Council's political leadership, the Council has successfully exceeded its original pledge and has resettled **12 families (58 individuals - 26 adults and 32 children)** in Newark & Southwell, with a further family due to arrive in December 2019.

3.2 All families have been accommodated in comfortable homes provided by Registered Providers and Private Sector, furnished to an excellent standard by our partner, the Furniture Project.

3.3 Two local charitable trusts have been set up to provide complimentary support to the families, Support for Syrian Refugees and Support Refugees in Southwell; who have enlisted over 20 volunteers respectively to provide the following invaluable services:

- 1-2-1 befrienders for each family
- Run a Conversation Group
- Provide a monthly women's group with activities
- Organise cultural integration opportunities including trips to London and Skegness
- Provide additional items from donations, including garden and DIY tools, baby equipment etc.

3.4 Home-Start Newark continue to be an invaluable partner, providing:

- 1-2-1 support for parents from a specially selected volunteer
- Homework Help programme which matches a volunteer for each child who is transitioning to secondary education
- Trips out with other local families

3.5 All adults receive ESOL tuition tailored to their individual needs in small classes of between 1-5 learners. This bespoke teaching is delivered by Enable and funded under the scheme. This provision prepares the learners for more formal classes at Newark College where ESOL qualifications can be achieved. 16 adults have now passed their ESOL certificates at various levels up to Level 1. Considering Level 1 is equivalent to a GCSE pass, this is remarkable for learners who have only had primary education, at best. Some face the additional challenge of being illiterate in their own language.

3.6 An overview is provided below in relation to employment, training and work experience:

- 1 adult employed locally in a garage at 24 hours pw
- 4 passed Food Safety Training delivered by NSDC
- 6 now have full UK driving licences (this has been supported by SSR)
- 1 has taken a CSCS course in Construction Safety
- 2 are enrolling on CACHE L2 award in Support Work in Schools
- 6 are being supported by Framework, Opportunity and Change
- Work Experience:
  - 1 at Newark Academy as Teaching Assistant
  - 1 at a local hairdressers
  - 2 at charity shops
  - 1 with local plumber
  - 1 with local painter and decorator

- 1 with Heritage Stonemason
- 1 with Carriages Community café
- 1 with local mobile phone repair shop
- 2 with local café providing a Syrian buffet for 85 people for fundraiser event

3.7 Members will also be aware that our partnership work to resettle Syrian refugee families in Newark & Sherwood was ‘highly commended’ at a prestigious national awards ceremony in London back in June 2019. Judges in the Municipal Journal Achievement Awards 2019 Transforming Lives category praised how the Council’s scheme had been implemented in the district, commending the strong partnership work, passion and innovation of those involved. The Council has worked closely with local community and voluntary sector partners, including Nottingham and Nottinghamshire Refugee Forum to deliver our ‘award winning’ scheme.

#### **4.0 Nottinghamshire Context**

4.1 All councils in the County have been working together with the East Midlands Strategic Migration Partnership, to develop a localised programme for resettlement under the leadership of John Robinson, Chief Executive Officer.

4.2 Nottingham City Council has led a consortium of local authorities (including Newark & Sherwood, Gedling, Broxtowe, and Rushcliffe) in the delivery of the Syrian Vulnerable Persons Resettlement Scheme. To date, Nottingham and Nottinghamshire has achieved its pledge within time, cost and quality tolerances and have re-settled more Syrian refugees than any other part of the East Midlands. It should be noted that NSDC has resettled the highest number of families amongst the District/Boroughs in the partnership:

<b>Overview</b>						
	<b>NCC</b>	<b>GBC</b>	<b>BBC</b>	<b>RBC</b>	<b>NSDC</b>	<b>Totals</b>
Families	<b>33</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>70</b>
<b>Individuals</b>	<b>121</b>	<b>46</b>	<b>30</b>	<b>31</b>	<b>60</b>	<b>288</b>
Pledge	116	43	42	41	44	<b>286</b>
Progress	104%	107%	71%	76%	136%	101%

4.3 Under the Council’s existing MoU with Nottingham City Council’s (NCC) Community Cohesion Team, and for Home Office funding and counting purposes, our resettlement consortium is counted as one entity. Under the MoU, NCC provide services including partnership management, commissioning and contract management (for casework, employment support and ESOL), administrative support and financial accountability and an 8% management fee is retained by NCC from the grant fund.

4.4 At the current time, the consortium resettlement budget is underspent, largely as a result of the ‘front-loaded’ nature of the Home Office funding model. As income tapers during Years 2-5, it is foreseeable that this underspend will be absorbed. NSDC continues to recharge all expenses incurred to deliver the scheme from the grant funding (under the budget header A10217).

#### **5.0 Proposal for Newark & Sherwood**

5.1 With the current resettlement scheme coming to an end, the Home Office has announced a one year extension to resettlement.

5.2 The new scheme will combine all previous schemes (VPRS, VCRS and Gateway Protection schemes), whereby the UK will resettle 5,000 vulnerable refugees over the course of 2020-21, broadening the scope beyond the Middle East and North Africa to encompass global conflict zones. The funding model is to mirror arrangements for the previous scheme. With the Home Office pledging to resettle a further 5,000 refugees in the first year of the new scheme, the consortium's per capita 'share' of the overall total would be as follows:-

<b>Overview</b>						
	<b>NCC</b>	<b>GBC</b>	<b>BBC</b>	<b>RBC</b>	<b>NSDC</b>	<b>Totals</b>
<b>Individuals</b>	25	9	8	9	9	60

5.3 It is not at present known, which authorities will continue to participate, either in resettlement or our consortium partnership.

5.4 With funding due to mirror SVPRS, individuals will receive the funding reflected below:

- Year One: £8,520 per head
- Year Two: £5,000 per head
- Year Three: £3,700 per head
- Year Four: £2,300 per head
- Year Five: £1,000 per head

The funding is not ring-fenced, can be pooled and eligible expenditure includes:

- Furnishing of accommodation and payment of void costs where appropriate
- Casework support
- English language provision for adults (formal and informal)
- Integration activities
- Employment support
- Additional education costs
- Social care costs for adults and children
- Education grants:
  - Young people aged 3-4 receive an additional education fund of £2,250 per head (total of £10,770) during Year One.
  - Young people aged 5-18 receive an additional education fund of £4,500 per head (total of £13,020) during Year One.
  - These funds are vired direct to schools on arrival, and are not typically factored into overall income calculations.
- Exceptional circumstances funding (with no upper limit) can be claimed from the Home Office separate from families' grant funding – in order to do so, the Home Office must first agree on the rationale and amount before a claim can be submitted with evidence. Such claims include; adaptations work and additional school funding.

5.5 It is therefore proposed that the Council continues with the existing partnership/consortium model and agrees to resettle a further 9 individuals (2-3 families) during 2020-21 under the new Vulnerable Persons Resettlement Scheme.

5.6 The key responsibilities under the MoU for NSDC will remain; to procure appropriate housing stock and identify this to the Home Office for matching under the scheme, escort refugees on arrival to their new accommodation and provide an orientation briefing. We are also required to provide a Single Point of Contact to be responsible for and support delivery of the scheme locally, to ensure families entering the area receive support in compliance with the Statement of Requirements. Reasonable expenditure (including officer time) will be covered by the grant funding available, which includes partnership and community development work. There are no other resulting liabilities to the Council in extending the existing MoU.

5.7 Resettled families will continue to be provided with one-to-one casework and orientation support which is intended to prepare families to live self-sufficiently in the UK (ie. equipped and able to access employment, education, training or universal support services, as applicable) which is delivered by Nottingham and Nottinghamshire Refugee Forum on a grant-aid service level agreement basis with NCC. Within this agreement the Council has recently agreed the standard desk licence fee to enable the caseworker for Newark and Southwell to be based at Castle House 3 days per week.

## **6.0 Equalities Implications**

6.1 The recommendation helps to support vulnerable people with a 'protected characteristic' under the Equalities Act 2010 and therefore has a positive impact on equality and diversity.

## **7.0 Financial Comment (FIN19-20/2863)**

7.1 There is no direct financial impact on Newark and Sherwood as this initiative is wholly funded via the Home Office. Newark and Sherwood have signed consent forms to confirm that NCC will act as the accountable body for the management of the regional funding pot related to arrivals in Newark and Sherwood under the Vulnerable Persons Resettlement Scheme.

## **8.0 RECOMMENDATIONS that:**

- a) **the Committee endorse the Council's ongoing commitment to resettlement;**
- b) **agree to re-settle in the region of a further 9 individuals (approx. 2/3 families) in line with Newark and Sherwood's per capita share of the 5,000 national target, the precise number to be agreed by the Business Manager, Housing, Health and Community Relations following consultation with the Chairman, Vice-Chairman and Opposition Spokesperson; and**
- c) **the successful local partnership delivery model should continue and that the MoU with Nottingham City Council as the accountable body for managing funds from the Home Office and commissioning activities in accordance with their Contract and Procedure rules and GDPR Policy and Protocols be extended for a further year, until March 2021.**

## **Reason for Recommendations**

**To demonstrate the Council's support to a particularly vulnerable people group in line with a national re-settlement scheme and in keeping with Council's values to demonstrate genuine care and compassion.**

Background Papers

Nil

For further information, please contact Leanne Monger, Business Manager – Housing, Health & Community Relations on extension 5545

John Robinson  
Chief Executive

**HOMES & COMMUNITIES COMMITTEE**  
**25 NOVEMBER 2019**

**HOUSING ALLOCATION SCHEME – PARENTAL RESPONSIBILITY CRITERIA**

**1.0 Purpose of Report**

1.1 To provide an overview of the suitability/parental responsibility criteria contained within the Council's Housing Allocations Scheme and seek approval for some minor amends to this aspect of the Scheme.

**2.0 Background**

2.1 An annual update report on the application of the Council's Housing Allocations Scheme was presented to the Committee on 10 June 2019 and it was agreed that:

- (a) the contents of the report be noted;
- (b) the proposed minor amendments and draft Scheme be approved; and
- (c) delegated authority be given to the Director – Communities & Environment, following consultation with the Chairman and Vice-Chairman of the Homes & Communities Committee, to approve any further minor amendments required, that do not require formal consultation, to ensure the Scheme continues to adhere to statutory requirements.

2.2 The development, implementation and review of the Council's Housing Allocations Scheme falls within the remit of this Committee and Members may recall adding an item to the forward plan to take a closer look at the parental responsibility criteria contained within the current Scheme, which is what this reports sets out to achieve.

2.3 There is also a cross Council/Company Officer Project Group that meets on a quarterly basis to monitor and propose amends to the Scheme to ensure it remains fit for purpose, complies with our legal responsibilities and to ensure that the Scheme does not unfairly reward or penalise any particular group of applicants.

**3.0 Current Suitability Criteria**

3.1 Attached at **Appendix A** is an extract from the Council's Housing Allocations Scheme regarding suitability criteria.

3.2 In the day to day application of the Scheme, there is some tension between the wording of point No. 6 (see below) and legislation requirements.

*6. Households who have contact with their children but with whom the children do not reside on a permanent basis must be able to show that they do have established contact. Households who have contact with their children cannot normally be considered for properties larger than two bedrooms irrespective of the number of children they have contact with.*

### Housing Act 1996

- 3.3 Under the Housing Act 1996 there is no legal requirement to accommodate children twice and research has found that very few local housing authorities across the country provide a second home for children with separated parents. There are no local housing authorities in Nottinghamshire who provide accommodation in excess of the individuals needs when a child already has a settled home with one parent and this is irrespective of that parents gender. With housing in short supply, research has found that local housing authorities often set their policies to address their local needs and legal requirements as set out in the Housing Act 1996.
- 3.4 As part of the 1996 Act there is a requirement for local housing authorities to support and discharge homelessness duties as described in the Homelessness Reduction Act 2017. When constructing the allocation scheme previously the Council has always included the required discharge mechanism for homeless households.

### Homelessness Reduction Act 2017

- 3.5 Conversely, the Homelessness Reduction Act 2017 requires local housing authorities to give consideration to a multitude of elements when discharging its statutory homeless duties. These include affordability, location, physical aspects of a property as well as household need. This Act also states that a housing authority is to give due consideration to a separated family and their access arrangements.
- 3.6 Section 8 of the Code of Guidance issued to local housing authorities in February 2018 states 'that for an applicant to be considered to have dependent child/ren there must be actual residence with some degree of permanency or regularity, rather than a temporary arrangement whereby the child/ren are merely staying with the applicant for a limited period.
- 3.7 It also states that 'In circumstances where there is joint or shared custody but the children have a settled home with one parent, there is no automatic requirement for the Council to house the second parent in accommodation suitably sized to house the children for a second time'.
- 3.8 Having considered the legislation and given that the existing suitability criteria within the Scheme facilitates separated parents with access to have a minimum of 2 bedroomed property (dependent upon their other family circumstances/make-up) further minor amends to the Scheme are proposed. This is to ensure there is a consistent and equitable approach regardless of an applicant's route to access social housing (ie general application and homeless application).

## **4.0 Proposed Amendments**

- 4.1 The Project Group propose that the following minor amends to the Scheme be approved in relation to suitability/parental responsibility:

Policy Page Number	Existing Policy Text	Replacement Policy Text
15	<p>Suitability Criteria – No 6</p> <p>Households who have contact with their children but with whom the children do not reside on a permanent basis must be able to show that they do have established contact. Households who have contact with their children cannot normally be considered for properties larger than two bedrooms irrespective of the number of children they have contact with.</p>	<p>If you have a shared residence order or staying access for children, you are not automatically entitled to additional bedrooms for your children. As long as a child/ren have one home of an adequate size, we (The Council) will not normally provide a second home for child/ren.</p>
New Addition	<p>Further to amending the wording of No 6 it is also suggested that the following point be added for clarification:</p> <p>7) In determining the size of accommodation required for a household, children will only be counted as part of a household where it can be evidenced that you have the main responsibility for those children and this is where the children will reside as their main home i.e. they are your dependents. In determining this we will take into consideration the individual merits of each case taking into account:</p> <ul style="list-style-type: none"> <li>• The dependency rules as set out in HMRC Child Tax Credit or its equivalent under Universal Credits;</li> <li>• Court Orders, legally binding consent order or relevant supporting documentation from a solicitor;</li> <li>• Percentage of time spent caring for the children, where the Dependent is staying overnight;</li> <li>• The regularity and permanence of the arrangement;</li> <li>• Affordability; and</li> <li>• Any exceptional circumstances which mean that it is especially necessary for a child to have a home with both parents e.g. for medical or special care needs.</li> </ul>	
15	<p>Suitability Criteria No 8:</p> <p>A woman with a pregnancy confirmed by an appropriate medical practitioner, will be counted as a household with a child after 36 weeks of pregnancy and therefore qualify for a bedroom each. If she already has one child, the unborn baby will be treated as if it were the same sex.</p>	<p>A woman with a pregnancy confirmed by an appropriate medical practitioner, will be counted as a household with a child after 36 weeks of pregnancy and therefore qualify for a bedroom each. If she already has one child, the unborn baby will be treated as if it were the same sex. If she has two or more dependent children residing with her, consideration for additional bedroom eligibility may be applied to the application following the birth of the child.</p>

New Addition	<p>Insert an additional category following on from criteria in No 5 cover larger families and the shortage of larger properties:          If you have a large family that may have little or no prospect of finding a property, which is large enough for your needs, we may permit bids for properties smaller than you need.</p> <p>In such circumstances, before any amendments are made to your bedroom eligibility; applicant approval will be sought to consent to considering smaller property types. Applicants should note that the Council will not consider offers of accommodation that would make your household statutorily overcrowded and applicants are not required to accept smaller properties although they may face significant wait times for alternative accommodation.</p>
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4.2 In summary, the main reason these proposed amends are being put forward is due to:

- Homelessness legislation, which does not accommodate children twice;
- There is greater demand for 2 bedroom properties (for those who need and fully occupy them);
- Welfare reform does not award rent on two properties to accommodate children twice;
- Case law states main benefits should not be used to top up housing payments;
- The remainder of the suitability criteria being set based on need and the Council should be consistent and equitable to all applicants.

4.3 The rationale for proposing an additional category covering larger families is due to:

- A limited number of larger properties with 4 or more bedrooms;
- Availability/turnover is limited;
- Unfairly extending the length of time an applicant waits for accommodation due to very limited supply;
- Making full use of larger 3 bedroom properties with higher permitted numbers without making households statutorily overcrowded;
- Applicants would have choice to register for a smaller property but again without creating statutory overcrowding;
- No financial implications for the household as they would fully occupy the accommodation.

**5.0 Equalities Implications**

5.1 No equalities implications have been identified from the Equalities Impact Assessment carried out by Newark and Sherwood Homes which takes into account the specific needs of persons with protected characteristics to ensure the Council’s responsibilities under the Equalities Act 2010 have been fully considered and met. However, the continuation of the scheme as it currently stands is not considered equitable, as households accessing assistance through the housing options/homeless service would be treated differently to general housing applications on the waiting list. There is also potential for financial/affordability implications for applicants who cannot cover their housing costs/access benefits.

**6.0 Financial Implications (FIN19-20/9475)**

6.1 It is not expected that any of these amendments should have any financial implication however if there are any associated costs with these proposals they will be contained within the Council's allocated revenue budgets.

**7.0 RECOMMENDATIONS that:**

- (a) Members note the contents of the report; and**
- (b) the proposed minor amendments to the Housing Allocations Scheme be approved.**

**Reason for Recommendations**

**To ensure the Council has a fit for purpose Housing Allocations Scheme which is a statutory requirement under the Housing Act 1996.**

**Background Papers**

Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) (EU Exit) Regulations 2019 – available from <http://www.legislation.gov.uk/uksi/2019/861/contents/made>

Homelessness Code of Guidance for local authorities – available from <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

For further information on the content of this report, please contact Maria Cook, Senior Housing Options Officer on ext. 5456 or Leanne Monger, Business Manager – Housing, Health & Community Relations on ext. 5545.

Matt Finch  
Director - Communities & Environment

## **8. SUITABILITY CRITERIA FOR PROPERTY TYPES**

Applicants should have regard to the criteria stipulated in the advertisement of available properties prior to placing a bid to ensure they meet the required criteria.

Before an offer of accommodation is made, NSH will take into account the suitability and size of the property in relation to the family/number of people seeking accommodation and the financial position.

The outcome of your financial assessment may affect the types of accommodation you/your household are eligible for.

Suitability criteria may be adapted from time to time to reflect the supply and demand of properties, management of stock and overall community housing needs.

To address issues of low demand certain properties have a designated age criteria, therefore the eligibility criteria may be different. Any such differences will be clearly identified when the properties are advertised.

The following will usually be applied:

1. Single applicants under 60 are considered to need bedsits/one bedroom.
2. An adult requesting to share with another adult (who is not a partner) will require one bedroom each.
3. Single/Couples over 60 are eligible for supported accommodation of one or two bedrooms. Applicants under 60 with proven medical need or disability may also be considered for supported one and two bedroom accommodation.
4. Married couples, same sex partners and persons' living as man and wife are considered to need one bedroom (unless the partner needs a separate bedroom on proven medical grounds).
5. Two dependent children of the same sex or two children under ten of the opposite sex will normally be expected to share a bedroom. Dependent children are defined as children less than 18 years who live with the applicant and where the applicant is the parent or guardian and in receipt of Child Benefit or the child is in higher education.
6. Households who have contact with their children but with whom the children do not reside on a permanent basis must be able to show that they do have established contact. Households who have contact with their children cannot normally be considered for properties larger than two bedrooms irrespective of the number of children they have contact with.
7. Foster carers or those adopting children who require additional bedrooms will be assessed on an individual basis in liaison and as confirmed in writing by relevant social care departments.
8. A woman with a pregnancy confirmed by an appropriate medical practitioner, will be counted as a household with a child after 36 weeks of pregnancy and therefore qualify for a bedroom each. If she already has one child, the unborn baby will be treated as if it were the same sex.

Applicants are suitable for accommodation designated as supported accommodation if:

1. The Applicant or partner are 60 years of age or over.

2. The Applicant or a member of the household is aged 60 years over. (Such applicants may be considered for some, but not all, supported accommodation).
3. The Applicant or a member of the household is under 60 years but has a proven mobility, medical or disability need. (Such applicants may be considered for some, but not all, supported accommodation).

In some circumstances medical authorities and/or evidence may be requested in addition to and in support of, a completed medical self-assessment questionnaire.

## HOMES & COMMUNITIES COMMITTEE

25 NOVEMBER 2019

### UPDATE ON THE IMPLEMENTATION OF THE JOINT WORKING AGREEMENT WITH NOTTINGHAM FIRE & RESCUE SERVICES

#### **1.0 Purpose of Report**

- 1.1 To update Members on the implementation of the Joint Working Agreement with Nottinghamshire Fire and Rescue Service and how it has improved local enforcement.

#### **2.0 Background Information**

- 2.1 The Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005 (RRO) placed a dual system of statutory enforcement on Fire and Rescue Authorities and Local Housing Authorities. Each has primacy of enforcement for different aspects of fire safety in residential property, depending on the size, type and tenure of property. The private rental market is constantly evolving; recent changes introduced in 2018 include an extension of the regulation of Houses in Multiple Occupation (HMO's) to include all shared property which is home to more than 5 people. The introduction of the "Air B & B" housing rental market has also added a new dynamic by allowing property owners to rent rooms or property on a short term basis outside the normal regulatory system.
- 2.2 A report setting out the future joint working arrangements was submitted to Homes and Communities Committee in January. The committee agreed:

AGREED (unanimously) that:

- (a) the adoption of the Joint Working Agreement for Nottinghamshire Housing Authorities and Nottingham Fire & Rescue Services be approved;
- (b) the trial of the ECINS database for cases relating to vulnerable people at risk of fires within their home be supported; and
- (c) the data sharing agreement to facilitate the sharing and processing of information in accordance with the General Data Protection Regulations be approved.

#### **3.0 Introduction**

- 3.1 One new area of work That was highlighted in the earlier report was the trial of the national data sharing case management system ECINS, to manage data sharing for vulnerable people at risk fires within their home.
- 3.2 A great deal of progress has been made with the use of E-Cins in many areas of work. This allows for every agency in Nottinghamshire to access information and to update cases so that there is an open flow of information.
- 3.3 The data sharing agreement has been signed which formalises the sharing of data across the E-Cins platform.

- 3.4 In addition to the use of E-Cins the Joint Working Agreement has provided real clarity on the role that each enforcement body has in a particular case. There are two good local examples where the Agreement has worked particularly well.
- 3.5 The first examples involves concerns raised following an inspection by the Fire Service at a building providing sheltered accommodation. Due to the complex arrangement between the accommodation provider and the care provider it was not clear which agency had the most appropriate powers. A meeting between the Public Protection Business Unit and the Fire Service was arranged. The Enforcement Protocol was worked through and it was clear that the Fire Service had the primacy of role. This then allowed them to discuss the works required with the accommodation provider and the necessary changes have now been made.
- 3.6 The second case relates to a House in Multiple Occupation. A large building had been converted into self-contained flats. A resident raised concerns about the adequacy of the means of escape in case of fire. Due to the nature of the conversion it was not clear who should take up the case. Discussions took place with the Fire Service and it was agreed that in this instance the local authority should take the lead using their powers under the Housing Act legislation. This allowed for swift action to be taken.
- 3.7 Without the Joint Working Agreement being in place the two cases set out above could have resulted in a far more protracted discussion and delays in instigating the action required.

#### **4.0 Proposals**

- 4.1 The Joint Agreement is considered useful to assist in the enforcement of fire regulation and therefore it is proposed to continue applying the regulatory framework set out in the Joint Working Agreement for Nottinghamshire Housing Authorities and Nottingham Fire & Rescue Services.

#### **5.0 Equalities Implications**

- 5.1 There are no equalities implications within the proposals made in this report. The Joint Working Agreement is implied impartially across all tenures.

#### **6.0 Financial Implications**

- 6.1 There are no financial implications for this update report.

#### **7.0 RECOMMENDATION**

**That Members note the positive contribution that the adoption of the Joint Working Agreement for Nottinghamshire Housing Authorities & Nottingham Fire & Rescue Services and support the proposal to continue its application.**

#### **Reason for Recommendations**

The adoption and use of the Joint Working Agreement for Nottinghamshire Housing Authorities and Nottingham Fire & Rescue Services has improved the effectiveness of local regulation and ensure that all regulators are aware of their responsibilities.

Background Papers

Nil

For further information please contact Alan Batty - Business Manager – Public Protection on 01636 655467 or Sheridan Stock - Assistant Business Manager 01636 655616.

Karen White  
Director – Governance & Organisational Development

## OMES & COMMUNITIES COMMITTEE

25 NOVEMBER 2019

### HEALTH AND SAFETY UPDATE

#### **1.0 Purpose of Report**

1.1 To update the Committee on performance with regard to corporate health and safety compliance within the previous 12 months and allow Elected Members to scrutinise the work that has been done.

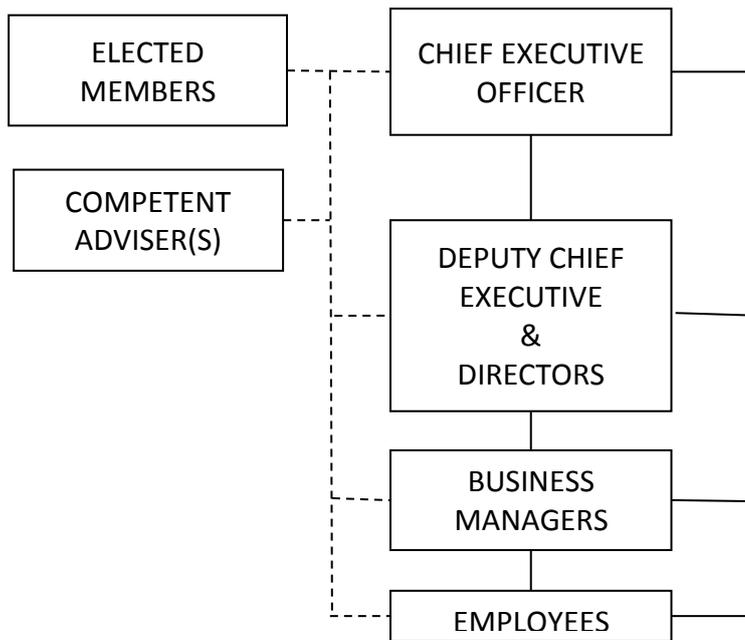
#### **2.0 Background Information**

2.1 The Council's Corporate Health & Safety Policy sets out the responsibilities of various posts within the organisation. Elected Members provide the Council with leadership and strategy direction and determination in the allocation of budgets to enable services to be delivered. Because of their influence on budgets and policy decisions, elected Members can affect how health and safety is managed. Therefore Members, when carrying out their functions, shall ensure:

- a) The provision of such resources, that are necessary, for securing the health, safety and welfare of the council's employees and anyone else who may be affected by its undertakings.
- b) That the decision making process they employ includes and considers risks to employees and others in the decisions they make.
- c) The Chairman of the Homes & Communities Committee shall be the lead elected Member for corporate health and safety.

2.2 As part of fulfilling this responsibility Members are given the opportunity to receive an update report on current performance around compliance with our corporate health and safety responsibilities and duties.

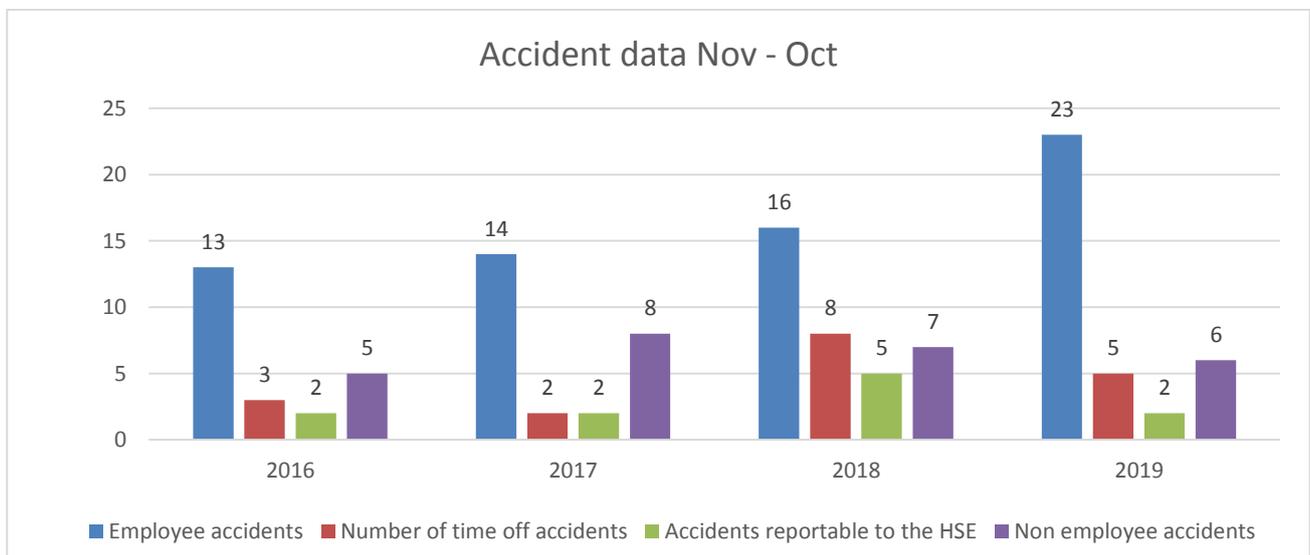
2.3 The diagram below shows the structure of how the health and safety responsibilities and accountabilities are set up. The solid black lines show the route of responsibility whereas the hashed lines illustrate the route of accountability.



———— = Responsibility  
 - - - - - = Accountability

### 3.0 Accident Statistics

3.1 The graph below illustrates the Councils accident data for the previous four years, reporting period (1 Nov to 31 Oct inclusive).



3.2 A total of 29 accidents were reported for the period between the 1 November 2018 and 31 October 2019.

3.3 23 of the 29 reported accidents involved employees with the remaining 6 accidents involving non-employees.

3.4 Although there was an increase in the number of reported employee accidents, these resulted in fewer lost working days and a reduction in the number of severe accidents requiring reporting to the Health and Safety Executive, compared to the previous year.

- 3.5 A total of 5 accidents resulted in employees taking time off work during the last year. The total number of days lost due to these accidents was 116 days, 93 of which were due to a single accident.
- 3.6 The largest number of accidents occurred within the Waste, Litter & Recycling Business Unit. 11 accidents were reported within this section which accounted for 110 lost working days. Parks and Amenities reported 3 accidents. One of which resulted in the loss of 6 working days.
- 3.7 Two employee accidents required notification to the Health & Safety Executive. Notifications were triggered due to the amount of time taken off (greater than 7 days) rather than type or severity of the injury.
- 3.8 There were six reported non-employee accidents in this period. These involved visitors to the Palace Theatre/ National Civil War Centre, a play park and Castle House. None required reporting to the Health & Safety Executive.
- 3.9 All accidents reported have been fully investigated and where necessary controls have been implemented to prevent a reoccurrence. No accident reported during the last period resulted in the Health & Safety Executive undertaking an investigation or enforcement action.

#### **4.0 Violent Incidents**

- 4.1 There are currently 7 entries within the Council's Potentially Violent Person Risk Register. This is a reduction on the previous year which had 10.

This register records details of people who present a risk to our staff. It exists to act as a point of reference for officers who may have to deal with potentially violent members of the public. All entries remain on the register for a period of 18 months.

- 4.2 3 incidents have been reported since 1 November 2018. These incidents included:
- Verbal abuse during an interview at Castle House
  - Verbal abuse and threats during a food hygiene inspection
  - Verbal abuse and threats to an officer based at Seven Hills housing accommodation.
- 4.3 All individuals entered onto this register are notified of their inclusion, warned that the Council is not prepared to accept such behaviour towards its staff and will, where necessary, take appropriate legal action.

#### **5.0 Significant Incidents**

- 5.1 **Electric heating, Castle House.** An electric skirting heater panel, located within Castle House, failed causing an electrical short resulting in some scorching to an adjacent wall. No one was hurt as a result of this failure.

Due to the significance of this failure and the unknown potential for a repetition, all heating panels were immediately isolated.

An engineer has subsequently inspected all panels and some works were undertaken to prevent a reoccurrence.

In addition to the above a further survey has been completed to evaluate and where necessary mitigate the consequences of another failure. This survey has considered the likelihood of damage to the skirting and presence of combustible items stored directly adjacent.

## **6.0 Significant Work**

6.1 **Health and Safety Policy.** In accordance with the requirements of relative legislation the Council's Health and Safety Policy has been reviewed and agreed with Joint Consultative Committee and SLT.

6.2 **Heritage Street Name Plates.** A cast iron heritage street name plate, located at height, fell off a building located within central Newark. On inspection it proved that the original fixings had failed.

Work was immediately undertaken to determine if other high level heritage plates were at immediate risk of failure and also identify the extent/condition of signs across the district.

A contractor was subsequently appointed to survey and undertake repairs to those identified at risk. This survey identified that approximately 12% of the heritage signs inspected had at least one fixing that had failed. All defective fixings identified were replaced immediately at point of inspection.

6.3 **Fire Risk Assessments.** A review of fire risk assessments for all council owned/managed buildings has been undertaken. The purpose of this review was to ensure that all premises have a suitable assessment in place. This review identified that all premises have a fire risk assessment and produced a plan that prioritised their future review.

Some outstanding actions were identified within this review. Outstanding actions identified are being monitored by the relevant Director and SLT.

6.4 **Asbestos Registers.** A full review regarding the suitability of current asbestos registers for all council owned/managed buildings has been undertaken.

This survey identified that a majority of buildings have a suitable register in place, however, it also identified that there were a small number of surveys requiring review. New surveys have now been completed for those sites requiring immediate review.

All remaining sites will have a new survey and review undertaken in accordance with the findings of the review.

6.5 **Water Safety Risk Assessments.** Work is currently underway to review hazards and safety arrangements for all council owned water courses/bodies. Risk assessments will be produced for all sites and shared with relevant Business Managers. An action plan shall be produced for any further control measures identified.

- 6.6 **Training.** Electronic training packages for staff who use step ladders and display screen equipment have been produced and now rolled out to all relevant staff. These packages are crucial to ensure all staff are suitably trained to prevent injuries/accidents and comply with relevant legislation.
- 6.7 **Buttermarket.** A full safety survey was completed following the recent purchase of the Buttermarket. This survey identified a number of items requiring attention, most of which were due to change in ownership or lack of available information provided by the previous owners.

All significant items have either been undertaken or are currently in progress. An action plan has been produced for all outstanding items.

## **7.0 Equalities Implications**

- 7.1 None of the incidents reported had any equality implications identified at the time. Incidents which involve any of the 'protected characteristics' set out under the Equalities Act 2010 would be taken account of as part of any investigation.

## **8.0 Financial Implications FIN18-19/1247**

- 8.1 There are no direct financial implications from the recommendation within this report. Where appropriate, analysis of the incidents and resultant improvements to prevent reoccurrences can reduce the financial exposure of the Council.
- 8.2 An effective health and safety management system, in which risks are identified and either eliminated or reduced will result in a reduction in costs to the organisation.

## **9.0 RECOMMENDATION**

**That the Committee note the content of the report and consider the actions taken to deal with health and safety issues that have arisen across the Council's activities over the past 12 months.**

### **Reason for Recommendation**

**To allow the Committee to satisfy themselves through the process of scrutiny that corporate health and safety is being adequately managed and resourced across the authority.**

### **Background Papers**

NSDC Health & Safety Policy

For further information please contact Richard Bates on Ext 5593

Karen White  
Director – Governance & Organisational Development

## HOMES & COMMUNITIES COMMITTEE

25 NOVEMBER 2019

### PERFORMANCE MONITORING: NEWARK AND SHERWOOD HOMES

#### **1.0 Purpose of Report**

1.1 To provide the Committee with performance information relating to the operations of Newark and Sherwood Homes (NSH) in accordance with the Management Agreement and Annual Delivery Plan.

#### **2.0 Background Information**

2.1 During the process to formulate the Management Agreement with NSH, the Policy & Finance Committee at its meeting on 19 September 2013 resolved that the Homes & Communities Committee have the remit to '*undertake scrutiny of the operational performance of the Council's wholly owned housing management company*'. The Policy Committee takes responsibility for the determination of the Key Performance Indicators (KPI's) for NSH.

2.2 In establishing the suite of KPI's, there was a requirement to ensure that the Council has in place a robust performance framework that includes a core set of strategic KPI's covering the expectations of the management agreement (including the service specification) and to sustain the viability of the Council's Housing Revenue Account Business Plan (HRA BP). Set alongside this was the need to avoid duplication between the respective monitoring roles and responsibilities of the Company's Board and the Council in order to make the best use of resources and to ensure a consistent, transparent framework is adopted.

2.3 The Board already consider and scrutinise a comprehensive range of performance information covering housing management & maintenance, the capital investment programme, rents, governance, diversity, staffing, risks, costs/finance, income, management costs, satisfaction, complaints and health & safety compliance. This is so the Board can robustly challenge the operations of the Company to ensure it functions properly and meets its vision of "delivering excellent Housing Services".

2.4 The Policy & Finance Committee considered the above points and agreed to the strategic KPI's, which the Council monitors and scrutinises through the remit of this Committee.

2.5 To complement the KPI's, and ensure ongoing scrutiny of NSH, the management agreement stipulates that the Company provide in consultation with the Council the following documents annually:

a) Delivery Plan

*Along with setting the Company's main activities, targets or standards under the provisions of the management agreement for each financial year, it also records the KPI's, benchmarking information and work of the Tenants Panel.*

*At the Committee's meeting in January 2019 Members approved the Company's Annual Delivery Plan for 2019/20 and reviewed activities within the 2018/19 Plan.*

- b) Asset Management Programme  
*Progress and spend is presented to the Policy & Finance Committee under the Capital Programme reports.*
- c) Tenant Panel Feedback/Work Programme  
*Tenant representatives will be updating the Committee at this meeting.*
- d) Assurance Report *(covering financial affairs & governance)*
- e) Details of Formal Complaints *(outcome)*
- f) List of Let Contracts
- g) Procurement Plan
- h) Management Fee  
*This matter is reported to the Policy & Finance Committee.*

2.6 The Policy & Finance Committee approve the majority of the above matters, which are also discussed at the Strategic Housing Liaison Panel *(lead Council Members, Board Members and Senior officers attend the Panel)*.

2.7 The set KPI's are monitored through the Council's Performance Management System. Senior officers of the Council and Company also meet on a regular basis to review the workings of the management agreement, discuss performance and progress to deliver the Annual Delivery Plan. This is to ensure both parties obligations under the management agreement are scrutinised and reviewed.

2.8 The Committee should note that further to the decision made to bring the Company back in house the above process will cease once the transition has been completed. At this point, a revised approach will have to be implemented by the Committee to monitor and scrutinise housing performance.

### **3.0 Newark and Sherwood Homes Performance**

#### ***Annual Performance***

3.1 An overview of NSH performance for the 2018/19 financial year is provided at **Appendix A1**, which shows a positive picture with the majority of KPI's meeting or exceeding the targets set.

3.2 Company performance during 2018/19 has ensured that the core service standards have been maintained, including repairs, rent and charges, tenant involvement, allocations and lettings, independent living, value for money and looking after the local areas.

3.3 **Appendix A2** identifies the current performance outturn for 2019/20, up to Quarter 2.

3.4 Where performance has not met target an analysis and commentary is provided at **Appendix B** for the Committee's consideration.

### ***Survey of Tenants and Residents (STAR Survey)***

- 3.5 The STAR Survey covers satisfaction for the following areas; Customer Service, Information & Resident Involvement, Repairs & Maintenance, Advice & Support and Anti-Social Behaviour.
- 3.6 As with previous years, the Company commissioned an external consultant to undertake the 2018/19 annual survey, which consisted of a telephone survey. In total 545 tenants took part in the survey, comprising of 349 supported housing tenants and 196 general needs tenants. The report at **Appendix C** provides useful headline commentary from the Company on satisfaction measures and results of the 2018/19 survey.
- 3.7 Overall satisfaction with services remains high, with overall satisfaction at 89% with the benchmark being 86%. Satisfaction with all key measures remains at or above the STAR benchmark.
- 3.8 Satisfaction with Anti-Social Behaviour (ASB) is varied across indicators, e.g. satisfaction with staff responsiveness when dealing with an ASB case is at 82% whereas satisfaction with the outcome of a case is 44%.
- 3.9 The Committee should note that the STAR survey is done at a point in time (*a snap shot*) and in addition to this the Company monitor tenant satisfaction weekly across a range of indicators, which includes ASB and measures satisfaction outturns monthly.
- 3.10 From the monthly statistics, performance in Quarter 2 of 2019/20 has seen the satisfaction with the outcome of an ASB case at 76%, an improvement of 9% from the previous Quarter. Satisfaction with the handling of ASB cases is often higher than the outcome, averaging at 81% across the first six months of the year. ASB remains an area of focus for the Company who are continuously monitoring transactional satisfaction and working to deliver improvements to the service.

### **4.0 Proposals**

- 4.1 It is proposed that the Committee note the strategic performance information supplied in relation to the activities of Newark and Sherwood Homes, set against the requirements of the Management Agreement, and make any observations as appropriate.

### **5.0 Equalities Implications**

- 5.1 The KPI's set to monitor the activities of NSH include an assessment of tenant satisfaction for the core housing services provided by NSH. Here further interrogation could be made where satisfaction levels decline and adversely impact on equality and diversity issues for tenants.

### **6.0 Community Plan – Alignment to Objectives**

- 6.1 There are a number of the Community Plan objectives that have a direct correlation to the role and function of Newark and Sherwood Homes contributing to the delivery of these, which are:

- Improve the cleanliness and appearance of the local environment

- Reduce crime and antisocial behaviour, and increase feelings of safety in our communities
- Accelerate the supply of new homes including associated facilities
- Reduce levels of deprivation in target areas and remove barriers to social mobility across the district
- Improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes
- Increase participation with the Council and within local communities
- Generate more income, improve value for money and increase residents' satisfaction with the Council

## **7.0 RECOMMENDATION**

**That the strategic performance information supplied in relation to the activities of Newark and Sherwood Homes be noted, with the Committee making any observations as appropriate.**

### Reason for Recommendation

To ensure a robust performance framework is put in place to monitor the strategic performance activities of Newark & Sherwood Homes in accordance with the management agreement.

### Background Papers

For further information please contact Rob Main, Housing Strategy & Development Business Unit on 01636 655930.

Karen White  
Director – Governance & Organisational Development

**NEWARK AND SHERWOOD HOMES ACTUAL PERFORMANCE 2018/19**

<b>Performance Indicators</b>	<b>Performance 2018/2019</b>	<b>Target 2018/19</b>	<b>Performance 2017/2018</b>	<b>Performance 2016/2017</b>	<b>Performance 2015/16</b>	<b>Performance 2014/15</b>
<b>Income</b>						
% of rent collected from current tenants as a % of rent owed	98.89%	98.60%	98.25%	98.87%	99.27%	98.75%
Amount of current arrears as a % of annual rent debit (measure of bad debt)	2.02%	1.60%	1.70%	1.59%	1.57%	1.46%
% of rent loss through dwellings being vacant	0.97%	0.60%	0.76%	0.69%	0.70%	0.60%
Former tenant arrears as a % of annual rent debit	1.08%	0.88%	0.88%	0.88%	1.30%	0.98%
% of current leaseholder arrears	0.04%	0.20%	0.05%	0.02%	0.02%	0.01%
% of rent arrears written off	0.16%	0.40%	0.39%	0.77%	0.19%	0.28%
% of supported housing tenants in support charge arrears	2.82%	3%	2.44%	5.13%	6.64 %	17.82%
<b>Right to Buy</b>						
Number of RTB sales	35	25	31	29	22	24
Average RTB value	£59,199.71	N/A	£54,014.13	£61,609	£112,136	£90,781
Average RTB discount	£58,051.71	N/A	£53,454.23	£59,915	£56,099	£44,758
<b>Asset Management</b>						
% of properties meeting the Decent Homes standard	100%	100%	100%	100%	100%	100%
split between responsive repairs ( <b>Revenue</b> ) and Asset Investment Programme ( <b>Capital</b> )	<i>Data not supplied</i>	20% (R)	22.02% (R)	19.43% (R)	18.53% (R)	26.30% (R)

Performance Indicators	Performance 2018/2019	Target 2018/19	Performance 2017/2018	Performance 2016/2017	Performance 2015/16	Performance 2014/15
<b>Welfare Reform</b>						
% of general needs tenants under occupying and in rent arrears (2891 General Need Units)	4.26%	7.54%	5.84%	6.58%	7.54%	11.02%
% of tenancies paying by Direct Debit	63.05%	70%	60.53%	54.08%	44.66%	39.97%
Number of general needs tenants in receipt of housing benefit (Universal Credit)	1,274	1,650	1,503	1,549	1,611 HB 20 on UC	1,609
Number of supported housing tenants in receipt of housing benefit	1,457	1,600	1,517	1,518	1,559	1,531
<b>Customer</b>						
% of general needs tenants satisfied with the quality of their home - <b>Survey of Tenants and Residents (Star Survey)</b>	87.60%	84%	82.70%	87.7%	90.40%	84.00%
% of supported housing tenants satisfied with the quality of their home (Star Survey)	91%	93%	91.50%	92.5%	95.30%	91.00%
% of general needs tenants satisfied with the responsive repairs service (Star Survey)	79.10%	76%	74.30%	81%	84.00%	74.00%
% of supported housing tenants satisfied with the responsive repairs service (Star Survey)	86%	90%	87.10%	87%	89.00%	87.00%
% of tenants satisfied with supported housing services (Star Survey)	74.60%	88%	86.30%	85.5%	85.90%	89.00%
% of general needs tenants satisfied with landlord/overall service (Star Survey)	89.30%	91%	89.50%	90%	94.80%	83.00%
% of supported housing tenants satisfied with landlord/overall service (Star Survey)	88.50%	93%	90.30%	89.5%	90.80%	89.00%
% of general needs tenants satisfied with the neighbourhood (Star Survey)	83.70%	80%	77%	88.6%	94.00%	81.00%

<b>Performance Indicators</b>	<b>Performance 2018/2019</b>	<b>Target 2018/19</b>	<b>Performance 2017/2018</b>	<b>Performance 2016/2017</b>	<b>Performance 2015/16</b>	<b>Performance 2014/15</b>
% of supported housing tenants satisfied with the neighbourhood ( <i>Star Survey</i> )	88.50%	92%	90.60%	93.4%	94.50%	91.00%
% of customer satisfaction with responsive repairs ( <i>Collated from returned tenant satisfaction surveys on completion of a responsive repair</i> )	93%	99%	93.17%	89.00%	86.00%	98.00%
% of properties in low demand	0.15%	1.50%	0.52%	0%	4.73%	4%
Complaints received referred to Tenant Panel and/or Housing Ombudsman	1	2	0	1	2	1
<b>Sustainability</b>						
Change in Council Housing Stock Size (formerly shown as current level of housing stock)	29	-16	+2	5,422	5,443	5,439

**NEWARK AND SHERWOOD HOMES ACTUAL PERFORMANCE 2019/20 YEAR TO DATE**

<b>Performance Indicators</b>	<b>Performance 2019/2020 (September)</b>	<b>Target 2019/20 (YTD)</b>
<b>Income</b>		
% of rent collected from current tenants as a % of rent owed	99.58%	98.91%
Amount of current arrears as a % of annual rent debit (measure of bad debt)	2.45%	1.80%
% of rent loss through dwellings being vacant	0.60%	0.60%
Former tenant arrears as a % of annual rent debit	1.19%	0.88%
% of current leaseholder arrears	0.02%	0.02%
% of rent arrears written off	0.22%	0.40%
<b>Right to Buy</b>		
Number of RTB sales	15	12
Average RTB value	£67,114.87	N/A
Average RTB discount	£60,435.20	N/A
<b>Asset Management</b>		
% of properties meeting the Decent Homes standard	100%	100%
% split between responsive repairs ( <b>Revenue</b> ) and Asset Investment Programme ( <b>Capital</b> )	<i>Data Not Supplied</i>	30% (R)
<b>Welfare Reform</b>		
% of general needs tenants under occupying and in rent arrears (2906 General Need Units)	2.31%	4%

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<b>Performance Indicators</b>	<b>Performance 2019/2020 (September)</b>	<b>Target 2019/20 (YTD)</b>
% of tenancies paying by Direct Debit	64%	70%
Number of general needs tenants in receipt of housing benefit <i>(Universal Credit)</i>	1,162	1,650
Number of supported housing tenants in receipt of housing benefit	1,412	1,600
<b>Customer</b>		
% of customer satisfaction with responsive repairs <i>(Collated from returned tenant satisfaction surveys on completion of a responsive repair)</i>	91%	99%
% of properties in low demand	1.02%	0.50%
Complaints received referred to Tenant Panel and/or Housing Ombudsman	0	1
<b>Sustainability</b>		
Change in Council Housing Stock Size (formerly shown as current level of housing stock)	-2	-6

**PERFORMANCE 2018/19 – ANALYSIS & COMMENTARY**

Name	2018/19		Current Target	NSH Outturn Note
	Value	Status		
Amount of current arrears as a % of annual rent debit	2.02%		1.60%	<p>The full roll out of Universal Credit was implemented during the year. This has resulted in an increase from the end of June 2018 where 95 tenants were claiming Universal Credit (<i>with outstanding arrears of £34k</i>) to the end of March 2019 seeing 537 tenants Claiming Universal Credit (<i>with an outstanding balance of £217k</i>).</p> <p>The Company has seen a steady increase of between 10-15 tenants making Universal Credit claims per week.</p> <p>To support tenants through the transition the Company has put significant resource into this area, dealing with the complex cases focused on sustaining the tenancy through the payment of rent.</p> <p>The performance has not achieved target by 0.42 % (£92k). Compared to the 2017/18 outturn, the arrears have increased by 19% (£71k).</p> <p>The current performance, although below the target, remains within the parameters of the Councils HRA Business Plan currently set at a 4% bad debt provision.</p>
% of rent loss through dwellings being vacant	0.97%		0.60%	<p>This indicator has failed to meet target in 2018/19 due to the significant increase in tenancy turnover experienced at the start of the year.</p> <p>Company actions to improve performance in re-letting empty properties have been effective in reducing re-let times and % rent loss from vacant dwellings, e.g. rent loss from vacant dwellings has reduced from a high of 1.57% at quarter One. The extent of the impact early in the year has resulted in the target of 0.60% not being achieved.</p>
Former tenant arrears as a % of annual rent debit	1.08%		0.88%	<p>The performance is under performing by 0.20%. This is offset by an over performance of 0.24% in the write off for rent arrears.</p> <p>The Company will only progress a write off when we are satisfied that all recovery actions have been exhausted.</p>
Number of RTB sales	35		25	<p>Right to Buy sales have run consistency higher throughout the year and due diligence checks are undertaken for all sale applications focused on the RTB legislation. This information is used to inform the assumptions within the financial model of the HRA Business Plan.</p>

Name	2018/19		Current Target	NSH Outturn Note
	Value	Status		
% of tenancies paying by Direct Debit	63.05%		70%	There has been a continued focus on direct debit promotion during the year with the performance increasing from 60.96% to 63.05%. The number of direct debits cancelled by tenants as they move over to Universal Credit has increased; the Company will continue to focus attention on this matter.

**STAR SURVEY RESULTS 2018/19**

**COMPANY - HEADLINE ANALYSIS**

**1. Introduction**

1.1 Newark and Sherwood Homes conducted the annual STAR Survey between April and May 2019, with the final report published in June 2019.

1.2 The following paragraphs highlights the key findings of the STAR report and areas where they may be issues that require investigation and/or improvement.

1.3 The data was collected by telephone survey by supplier Viewpoint Research; the same method as with the previous three years. In total 545 tenants took part in the survey, comprising of 349 supported housing tenants and 196 general needs tenants.

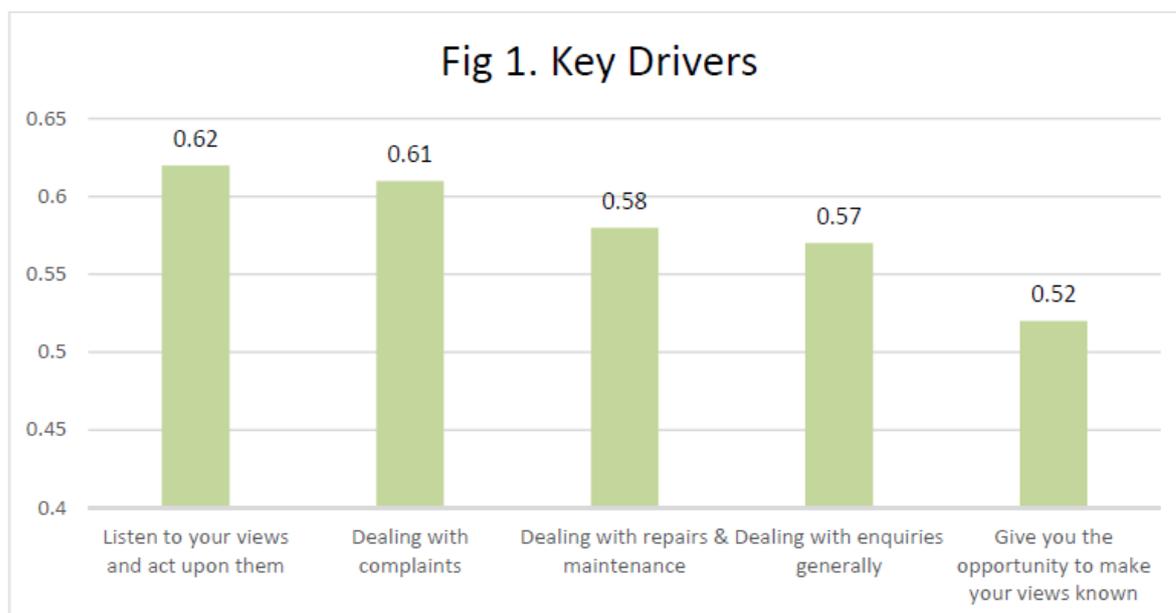
**2. STAR Results 2018/19 - Overall Satisfaction and Key Drivers**

2.1 Overall Satisfaction

2018/19	2017/18	STAR Benchmark
89%	90%	86%

2.2 Overall satisfaction is 89%, which is a 1% decline on the previous year and 3% above the STAR benchmark (which also declined by 1% on the previous year).

2.3 Key Drivers of Satisfaction



2.4 The key drivers for satisfaction are shown above. Dealing with repairs and maintenance has featured in the top five key drivers for the four consecutive years that Viewpoint has conducted the survey. Listening to views and acting upon them is the highest key driver for the second year running and dealing with complaints has also surpassed repairs.

2.5 Key Satisfaction Measures:

	2018/19	2017/18
Overall quality of your home	90%	90%
Overall condition of your home	89%	88%
Neighbourhood as a place to live	87%	86%
Rent provides value for money	91%	92%
Service charges provide value for money	78%	78%

2.6 Satisfaction against key measures has seen maintenance or in increase in all but one area compared to the previous year and continues to be upper quartile. Activity linked to the Cleaner, Safer and Greener campaign appears to be supporting increased in satisfaction with neighbourhoods as a place to live.

### 3. **STAR Results 2018/19 – Improving satisfaction**

Satisfaction With	2018/19	2017/18
Ease of getting hold of the right person	76%	75%
Repairs and maintenance	84%	83%
Being told when workers would call	86%	84%
Being able to make an appointment	90%	88%
Time taken before works started	80%	75%
Speed of completion of works	89%	88%
Dirt and mess kept to a minimum	95%	94%
Repair done 'right first time	82%	81%
Advice and support for claiming housing and other benefits	93%	90%
Advice for managing finances and paying rent / service charges	96%	91%
Responsive staff dealing with ASB	82%	71%

### 4. **STAR Results 2018/19 – Declining satisfaction**

Satisfaction With	2018/19	2017/19
Finding staff helpful	83%	88%
Query dealt with in a reasonable time	83%	85%
The final outcome of query	78%	80%
Keeping you informed	82%	88%
Listening to views and acting upon them	80%	82%
Attitude of workers	95%	97%

<b>Satisfaction With</b>	<b>2018/19</b>	<b>2017/19</b>
Overall quality of repairs work	88%	93%
The repairs service on the last occasion	87%	90%
Advice and support in relation to moving home	81%	88%
Support for new customers	88%	96%
Support for vulnerable customers	75%	86%
Helpful staff dealing with Anti-social Behaviour (ASB)	61%	85%
Polite staff dealing with ASB	82%	97%
Sensitive staff dealing with ASB	73%	91%
Knowledgeable staff dealing with ASB	69%	85%
Advice provided by ASB staff	57%	73%
Kept informed throughout ASB case	45%	58%
How well NSH kept to the action plan	43%	61%
Support by staff	43%	58%
Speed at which case was dealt with	50%	67%
Final outcome of ASB	44%	46%
ASB complaint overall dealt with	44%	64%

4.1 Satisfaction with ASB is varied, but most indicators have declined. For this reason, satisfaction with ASB remains a priority focus for the Company.

## HOMES & COMMUNITIES COMMITTEE

25 NOVEMBER 2019

### HOUSING MANAGEMENT IMPLEMENTATION – PROJECT UPDATE

#### **1.0 Purpose of Report**

1.1 To provide Members with an update on the progress of the housing management implementation project.

#### **2.0 Background Information**

2.1 On 26 September 2019, the Policy & Finance Committee made the decision, following an extensive tenant consultation, to bring the housing management service in-house for direct service provision by the Council. This included the decision to dissolve the Council's housing management company, Newark and Sherwood Homes Ltd.

2.2 A project team, consisting of Council officers and officers from Newark and Sherwood Homes, has been established and the team have developed a project plan to manage the transfer of the service back to the Council. Key workstreams have been identified and project tasks are being delivered and projects risks are being monitored.

#### **3.0 Project Update**

##### **3.1 TUPE**

TUPE (Transfer of Undertakings (Protection of Employment)) is the legislative process required to protect employees' rights when the organisation or service they work for transfers to a new employer. The TUPE process has begun and individual consultation sessions have been made available to affected staff over a 3 week period commencing 21 October as required by the Regulations.

Work is underway to develop a revised organisational structure for the Council, which will incorporate the housing landlord service as well as other related Council functions, to ensure that there is a retained focus upon housing functions.

##### **3.2 Staff Engagement**

A timetable of staff engagement activities has been developed and a number of staff briefings and roadshows have already taken place. The primary focus of the staff engagement activities is to ensure that the transition is smooth so that staff feel part of the Council once they transfer across. Activities include:-

- Welcome Week – to be held during the first week of the transfer. Activities will include a welcome by the Senior Leadership Team, introduction to Council policies and procedures, team meetings and other essential activities that need to take place as quickly as possible following the transfer date.
- Welcome Pack – to be given out in preparation for the first day of staff transfer. The Welcome Pack will include staff ID badges, Council lanyard, floor plans of Castle House, details regarding new email address etc.
- Workshops – to be held as and when required. Topics will include staff uniform (eg. for trades staff) to seek their views on any proposed changes.

- Frequently Asked Questions (FAQ) – FAQ's have been created on the shared intranet page for both Company and Council staff to access.

### 3.3 Operational

Several work streams have been identified in the project plan. Key updates on workstreams include:-

- **Staffing:** It is important that there should be no dip in service delivery experienced by tenants throughout the transition process. The Council are committed to supporting service delivery and where the Company have held vacancies that have been difficult to recruit to due to the transition, the Council have committed to recruiting to these posts.
- **Finance:** The Business Manager - Financial Services is leading on the preparation to ensure that all relevant financial systems and arrangements are operating on or as soon as reasonably practicable after the date of the transfer.
- **Contracts:** Work has begun on identifying contracts and determining whether contracts are to be novated or assigned. Template letters have been created and are ready to send to suppliers to notify of the impending novation/assignments.
- **ICT:** The Business Manager – ICT has identified core systems that the Company use and plans are underway to ensure the systems are continually supported to maintain service delivery. Council email addresses for Company staff are being developed, ready to go live post transfer.
- **Branding:** An inventory is underway to identify all items that are Company branded, e.g. website, external signage and vehicles. A scoping exercise of branding options is currently being undertaken. An initial benchmarking exercise has shown that all councils who have transferred their housing management service in house have all reverted to Council branding. An update report to the next Committee meeting will give further details on branding.

### 3.4 Governance

Governance arrangements are being developed which will incorporate appropriate Member decision-making and officer delegations for the housing service. The proposals will include a strong tenant consultation and engagement mechanism to ensure that tenants have an opportunity to be involved in the development and oversight of the housing management service. The proposals will need to be considered and approved by Full Council.

### 3.5 Tenants

Tenants were notified of the Council's decision to bring the housing management service back in-house via letter. The outcome of this decision does not affect current tenancy agreements as the Council remains the landlord. The core focus of the project is to ensure that the service delivered to tenants is maintained to its current high standard and continuous improvement is achieved going forward.

### 3.6 Risk Register

The project risk register is constantly under review, to ensure that the risks identified have mitigation actions in place and are regularly assessed and monitored throughout the project. The highest risks identified include:

- Loss of key members of Company staff
- Migration of historic legacy data from the Company
- Reduction in performance levels in the transition phase.

#### **4.0 Equalities Implications**

4.1 There are no direct equalities implications arising from this report. Any proposed changes to operations and any consequential impact upon tenants and staff will need to be considered in terms of any possible negative impacts upon persons with protected characteristics, but none are envisaged at present.

#### **5.0 Financial Implications (FIN19-20/8431)**

5.1 There are no direct financial implications arising from this report. As previously reported in the Policy & Finance Committee Report dated 26 September 2019, the re-integration of the housing service will enable a more joined up service delivery with the rest of the Council and will deliver significant efficiencies identified for the Housing Revenue Account of £0.950m, which will be reinvested back into housing services for tenants.

5.2 The report presented to Policy & Finance Committee on 4 April 2019 approved a budget of £150,000 in order to fund the independent tenant consultation exercise and other transitional arrangements. To date £90,381 has been incurred in relation to the consultation exercise, HR and legal advice and obtaining a closure valuation report from Local Government Pension Scheme. It is anticipated that this budget will be fully expended.

#### **6.0 Community Plan – Alignment to Objectives**

6.1 These proposals align with the Council’s Community Plan objective to “Generate more income, improve value for money and increase residents’ satisfaction with the Council”. There is a specific action under this objective to undertake a review and implement the option that delivers the management of the Council’s housing stock in the most cost effective and appropriate way. It is considered that the reintegration of the Housing Service back with the Council will deliver the most cost effective and appropriate delivery of the service for tenants and leaseholders.

#### **7.0 Comments of Director**

7.1 This is a major project for the Council to implement the reintegration of the housing management service back in-house. However, there is a comprehensive project plan in place that sets out all the detailed actions required to achieve the reintegration with timescales for delivery and identifies the key risks and actions to mitigate those risks. It is anticipated that the project will be delivered within the intended timescale of bringing the service back in-house no later than 1 April 2020.

#### **8.0 RECOMMENDATION**

**That the project update be noted;**

**Reason for Recommendation**

**To provide an update to Committee on project progress.**

**Background Papers**

26 September 2019 - Policy & Finance Committee - Housing Management Review

4 April 2019 – Policy & Finance Committee – Housing Management Review

For further information please contact Deborah Johnson, Business Manager – Commercialisation & Major Projects on ext 5800/Natalie Cook, Projects Officer, Commercialisation & Major Projects Unit on ext 5275.

Karen White  
Director – Governance & Organisational Development

**Forward Plan of Homes & Communities Committee Decisions from 1 December 2019 to 30 November 2020**

This document records some of the items that will be submitted to the Homes & Communities Committee over the course of the next twelve months.

These committee meetings are open to the press and public.

Agenda papers for Homes & Communities Committee meetings are published on the Council’s website 5 days before the meeting <http://www.newark-sherwooddc.gov.uk/agendas/>. Any items marked confidential or exempt will not be available for public inspection.

Meeting Date	Subject for Decision and Brief Description	Contact Officer Details
20.01.20	Update on Housing Management Review	<a href="mailto:deborah.johnson@newark-sherwooddc.gov.uk">deborah.johnson@newark-sherwooddc.gov.uk</a> <a href="mailto:natalie.cook@newark-sherwooddc.gov.uk">natalie.cook@newark-sherwooddc.gov.uk</a>
20.01.20	NSH Annual Delivery Plan	<a href="mailto:rob.main@newark-sherwooddc.gov.uk">rob.main@newark-sherwooddc.gov.uk</a>
20.01.20	Sherwood & Newark Citizens Advice – Annual Report	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>
20.01.20	Public Space CCTV	<a href="mailto:alan.batty@newark-sherwooddc.gov.uk">alan.batty@newark-sherwooddc.gov.uk</a>
20.01.20	HRA Development Programme Update	
20.01.20	DFG’s in Council Stock and Right to Buy <i>(Added at the request of the Committee - 10 June)</i>	<a href="mailto:rob.main@newark-sherwooddc.gov.uk">rob.main@newark-sherwooddc.gov.uk</a>
20.01.20	Empty Homes <i>(Added at the request of the Committee - 10 June)</i>	<a href="mailto:alan.batty@newark-sherwooddc.gov.uk">alan.batty@newark-sherwooddc.gov.uk</a>
20.01.20	Community Engagement Strategy	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>
16.03.20	Update on Housing Management Review	<a href="mailto:deborah.johnson@newark-sherwooddc.gov.uk">deborah.johnson@newark-sherwooddc.gov.uk</a> <a href="mailto:natalie.cook@newark-sherwooddc.gov.uk">natalie.cook@newark-sherwooddc.gov.uk</a>
16.03.20	Annual Rough Sleeper Count and Severe Weather Emergency Provision	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>
16.03.20	Housing Allocations Scheme - Annual Update	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>
16.03.20	Homelessness Prevention and Rough Sleeper Strategy – progress against action	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>

	plan, update on initiatives and review of HR Act	
16.03.20	Findings of the District Wide Housing Study	<a href="mailto:rob.main@newark-sherwooddc.gov.uk">rob.main@newark-sherwooddc.gov.uk</a>
16.03.20	Temporary Accommodation – Development Appraisal Update	<a href="mailto:leanne.monger@newark-sherwooddc.gov.uk">leanne.monger@newark-sherwooddc.gov.uk</a>