



*Castle House
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Friday, 6 March 2020

**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, 16 March 2020 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 01636 655248.

AGENDA

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15. Exclusion of the Press and Public	
<p>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.</p>	

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, 20 January 2020 at 6.00 pm.

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

Councillor M Brock, Councillor Mrs B Brooks, Councillor Mrs I Brown, Councillor M Brown, Councillor S Carlton, Councillor L Dales, Councillor L Goff, Councillor Mrs S Saddington and Councillor P Peacock (Substitute)

ALSO IN ATTENDANCE: Councillor Mrs P Rainbow and Councillor M Skinner

APOLOGIES FOR ABSENCE: Councillor Mrs K Arnold (Committee Member)

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

Councillor Mrs S Saddington declared a personal interest in Agenda Item No. 10. Councillor Saddington is a Member of the Fire Authority.

39 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

NOTED that there would be live streaming of the meeting undertaken by the Council.

40 MINUTES OF MEETING HELD ON 25 NOVEMBER 2019

AGREED (unanimously) that the Minutes of the meeting held on 25 November 2019 be approved as a correct record and signed by the Chairman.

41 SHERWOOD & NEWARK CITIZENS' ADVICE - ANNUAL PERFORMANCE 2018/2019

The Committee considered the joint report of the Business Manager – Housing, Health & Community Relations and the Homeless Strategy Officer which sought to inform Members of the achievements of performance targets for the commissioned debt management and homeless prevention service to residents in the district for the financial year 2018/2019 by Sherwood & Newark Citizens' Advice (SNCA).

The report provided Members with details in relation to the Debt Advice Service's Service Level Agreement between the Council, SNCA and Newark and Sherwood Homes including a table of performance indicators with target and outturn figures. The SNCA Annual Report for 2018/2019 was attached as an appendix to the report.

In considering the report a Member queried how clients travelled to meet with advisors. In response, the Chief Officer of SNCA, Jackie Insley, advised that clients travelled in a variety of ways and that a home visit would be undertaken but only in exceptional circumstances. Interviews were also conducted over the telephone and using the internet.

A Member queried whether further information was available to those who were entitled to Universal Credit and also to landlords who tenants were in receipt of the benefit. Ms Insley advised that the DWP had offered training to landlords and that SNCA would also assist a tenant who breached their set working hours, thereby potentially affecting their entitlement. The Business Manager also advised that a Landlord Liaison Officer was available at the Council.

Members also commented on the unacceptable length of time taken to carry out a mandatory reconsideration of a Personal Independence Payment. Ms Insley stated that they would assist the individual through the process and also collate and feedback information to the Department of Work & Pensions. Ms Insley added that the process could take up to 10 months which was too long.

In response to a query about volunteers, Ms Insley stated that recruitment was difficult, especially from younger people. She also added that as the SNCA was a Charity, it was also difficult to recruit Trustees.

AGREED that:

- (a) the contents of the report be noted, particularly the performance outturns for the commissioned debt management and homeless prevention service to residents in the district for the financial year 2018/2019; and
- (b) Ms Insley pass on the thanks of the Council for the continued work of the Sherwood & Newark Citizens' Advice.

42 HOMES & COMMUNITIES COMMITTEE REVENUE BUDGET 2020/21

The Committee considered the joint report of the Director – Communities & Environment and the Deputy Chief Executive/Director – Resources in relation to the budget and scales of fees and charges for those areas falling under the remit of the Homes & Communities Committee for 2020/2021.

The report set out the proposals for recommendation to the Policy & Finance Committee on 20 February 2020 in relation to the base budget for 2020/2021 for inclusion in the overall Council budget and the 2020/2021 fees and charges.

In considering the report Members queried whether grants to external organisations had been reduced. The Business Manager – Financial Services advised that the main decrease in grants was due to those awarded to Parish Councils, a number of years previously, coming to an end.

In response to Members noting the increase in budget for ICT and communications, the Business Manager advised that the Council were moving towards a hosted environment and the licence fees for that were costly. The increase in cost was also attributable to the employment of an ICT Technical Project Officer.

It was further noted that the Energy & Homes Support had reduced. Members were advised that the previous Project Officer post had been linked to a grant which was no longer available. The Director advised that the work previously undertaken by that postholder was now embedded in the day to day working of the Council.

A Member queried how the reintroduction of housing management would affect the Committee's budget in future. The Business Manager advised that the housing budget was managed by Newark and Sherwood Homes through the Housing Revenue Account which was separate to that of the Committee's revenue budget.

AGREED that the following be recommended to the Policy & Finance Committee on 20 February 2020:

- (a) the 2020/2021 base budget (Appendix A) for inclusion in the overall Council budget; and
- (b) to Council on 9 March 2020, the 2020/2021 fees and charges (Appendix D).

43 HOUSING MANAGEMENT IMPLEMENTATION - PROJECT UPDATE

The Committee considered the report of the Business Manager – Commercialisation & Major Projects which sought to provide Members on progress of the housing management implementation project.

The report set out the background to the decision to bring the housing management service back in-house with details in relation to: TUPE; Staff Engagement; Pensions; Branding; Tenant Engagement, Influence and Accountability, Transfer of Assets and Savings Identified being provided at paragraph 3.

In considering the report Members welcomed the progress made and noted that the implementation date had now moved from April 2020 to February 2020.

Councillor Peacock proposed that Recommendations (b) and (c) be subject to slight amendment as follows:

- (b) the number of committee members on the Advisory Group be increased from 2 to 3.
- (c) the further report setting out proposals for future tenant engagement and involvement etc. to include a timetable for the works.

AGREED that:

- (a) the project update be noted;
- (b) the proposals for an interim arrangement, for an Advisory Group comprising of the Chairman, Vice-Chairman, three Committee Members, senior housing officers and the three tenant board members (as set out in paragraphs 3.5.3 to 3.5.7 of the report) be approved, with the Director – Governance & Organisational

Development having delegated authority to put the arrangements in place including retaining remuneration for the tenant board members on a pro-rata basis and that the Homes & Communities Committee nominate the three Committee Members to the Advisory Group as follows:

Councillor Mrs Kathleen Arnold
Councillor Mrs Irene Brown
Councillor Michael Brown

- (c) a further report be submitted to the Committee setting out the proposals for future tenant engagement and involvement and, if required, further support for the Committee in the development and delivery of housing and tenant related services, such report to include a timetable for the proposed engagement; and
- (d) a further report be submitted to the Committee setting out the savings achieved and recommending areas for allocation of the saving accrued.

44 PUBLIC SPACE CCTV

The Committee considered the report of the Business Manager – Public Protection which sought to provide Members with an update of public space CCTV and future issues facing the system within Newark & Sherwood.

The report set out the primary objectives of the service when it was first introduced in 1999. It also provided information as to the stakeholders and partners of the current provision together with a note of the assets; cameras; monitoring and staffing; finance; and recording of incidents. The proposals were listed in paragraph 3 of the report which were that a full review of the public space CCTV system be undertaken and also a review of the CCTV Policy and Procedures to ensure full compliance with the relevant codes of practice.

Members raised the issue of the previously agreed coverage in Edwinstowe and the length of time it was taking to reach a permanent solution. The Business Manager advised that the intention had been to install a fixed camera but this was not now possible. The only option was to use a fibre optic solution which was proving difficult to source. He noted that a portable camera was currently in operation. In response to concerns raised that the cost benefit review may result in all coverage being withdrawn, if it was shown that no criminal behaviour was recorded, the Business Manager advised that it had been the decision of the Committee that the camera be installed and this would be actioned and added that he accepted that the presence of a camera acted as a deterrent.

A Member queried whether it would be possible to gain additional funding from the Police if they were used for traffic enforcement purposes. The Business Manager advised that whilst some local authorities used them to assist with the issuing of Fixed Penalty Notices, it was understood that this was not something that Nottinghamshire County Council wished to pursue.

A Member queried whether it was possible to use the current cameras in conjunction with a public address system which enabled the operator to let the public know that they were being observed. The Business Manager advised that there were two issues with the use of a PA system. One was due to the ratio of the number of cameras and operatives monitoring them. Sometimes there was only one individual monitoring approximately 135 camera feeds. The second issue was the infrastructure which would be required to enable the use of a PA system. The Council cameras were either fibre optic or used via wifi and it was not always possible to transmit audio through such equipment.

In acknowledging the need to review the cameras and the cost benefits thereof, the Chairman stated that consideration must be given to the original primary objective of reducing the fear of crime and anti-social behaviour.

AGREED that:

- (a) the current activity recorded by the public space CCTV network in Newark & Sherwood be noted;
- (b) a review of the whole system, including each camera, be undertaken with a further report being presented to the Homes & Communities Committee;
- (c) a review of the CCTV Policy be undertaken and a revised Policy be produced for consideration at a future meeting of the Committee; and
- (d) a review of the financial contributions made to CCTV be undertaken with the findings and options being reported to a meeting of the Committee for a future financial model.

45 EMPTY HOMES UPDATE

The Committee considered the report of the Business Manager – Public Protection which sought to provide Members with information on the current position with empty homes in the district.

The report set out the number of various reasons that a property may remain empty and the local district picture in comparison to that of neighbouring authorities. The pattern of empty homes over the past 10 years was detailed at paragraph 3.4 of the report with the enforcement action of the Council's Environmental Health service being listed in paragraphs 3.7 to 3.12.

In noting that any property which remained empty for 2 years or more was subject to 200% council tax, a Member queried what the income therefrom was used for, as the Council did not employ a dedicated Empty Homes Officer. The Business Manager advised that the Council did not take a proactive approach to the issue and it was therefore difficult to formulate a strategy to deal with it. He advised that some work had previously been done with Mansfield District Council with a view to sharing the resource of their dedicated officer. However, the individual was redeployed as the role had not been cost effective. He added that he would make enquiries as to whether the monies were ring-fenced for any specific use.

Members agreed that it was to be welcomed that the Council were not complacent in tackling the issue but concern remained in relation to the number of long term empty properties.

AGREED that the report be noted together with the range of actions taken to bring long term empty properties back into use.

46 HOUSING REVENUE ACCOUNT - DEVELOPMENT PROGRAMME UPDATE

The Committee considered the report of the Business Manager – Housing Strategy & Development which sought to provide Members with an update on the progress being made with the 5 year Housing Revenue Account Development Programme and the Extra Care Scheme in Boughton.

The report set out the background to the delivery of additional affordable homes across the district which was a strategic priority for the Council. Details of the number of homes to be provided and already delivered were listed in section 2 of the report. It was noted that Phase One had been completed with details of the progression of Phases Two, Three and Four being reported in paragraphs 3.5 to 3.14. Members were advised that the contract to develop the Boughton Extra Care Scheme had been awarded to North Midland Construction following a procurement exercise with an indicative practical completion date of March 2021. Financial details of the scheme were provided in section 4 of the report.

AGREED that the progress being made with both the 5 year Housing Revenue Account Development Programme and Extra Care Scheme in Boughton be noted.

47 HOMES & COMMUNITIES COMMITTEE'S FORWARD PLAN

The Committee considered the Forward Plan for February 2020 to January 2021 with the Chairman inviting Members to put forward any items they would wish to be considered by Committee at a future meeting.

The Vice-Chairman advised that new legislation was coming into force in April 2020 in relation to Energy Performance Certificates which would affect landlords of properties in Band E or above. She advised that there would be a report to Committee in March 2020.

Councillor Carlton commented that he would wish to see a formal mechanism for reporting back from the meetings he attended as the Council's representative on the Nottinghamshire Police & Crime Panel.

Meeting closed at 7.25 pm.

Chairman

Forward Plan of Homes & Communities Committee Decisions from 1 March 2020 to 28 February 2021

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
08.06.20	Housing Allocations Scheme - Annual Update	leanne.monger@newark-sherwooddc.gov.uk dave.newmarch@newark-sherwooddc.gov.uk
08.06.20	Homelessness Prevention and Rough Sleeper Strategy – Annual Delivery Update	leanne.monger@newark-sherwooddc.gov.uk Cheska.asman@newark-sherwooddc.gov.uk
08.06.20	Temporary Accommodation – Development Appraisal Update	leanne.monger@newark-sherwooddc.gov.uk Edward.langtree@newark-sherwooddc.gov.uk
08.06.20	Community Engagement Strategy	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
08.06.20	Affordable Housing Delivery Report	jill.sanderson@newark-sherwooddc.gov.uk
08.06.20	Findings of the District Wide Housing Needs Study	jill.sanderson@newark-sherwooddc.gov.uk
14 Sept 2020	Refresh of the Council's (community) Volunteering Policy.	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
14 Sept 2020	Newark and Sherwood Community Lottery Proposal	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
23 Nov 2020	Sherwood and Newark Citizens Advice – Presentation by their Chief Officer on 2019-20 Performance	leanne.monger@newark-sherwooddc.gov.uk

23 Nov 2020	Discretionary and Community Grants Programme 2019-20 Performance	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
18 Jan 2021	Annual Rough Sleeper Count	leanne.monger@newark-sherwooddc.gov.uk Cheska.asman@newark-sherwooddc.gov.uk
18 Jan 2021	UK Resettlement Scheme (UKRS)	leanne.monger@newark-sherwooddc.gov.uk maria.brambles@newark-sherwooddc.gov.uk
March 2021	Home Energy Conservation Act (HECA) Bi Annual Report	leanne.monger@newark-sherwooddc.gov.uk helen.richmond@newark-sherwooddc.gov.uk

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

HOUSING ADVISORY GROUP TERMS OF REFERENCE

1.0 Purpose of Report

1.1 This report seeks the Committee's approval for the terms of reference for the housing advisory group.

2.0 Background Information

2.1 Following the transfer of the housing service into the Council on 1 February 2020, the Homes & Communities Committee has responsibility for the quality of tenants' homes and the services they receive. It also has responsibility for ensuring legal and regulatory compliance, including relating to health and safety compliance.

2.2 The Committee is committed to taking into account the views of tenants and other customers as it fulfils its responsibilities. It is also committed to enabling tenants to hold it to account for the quality of their homes and the services they receive.

2.3 At its last meeting, the Committee agreed to undertake a full review of tenant involvement and engagement. Whilst this takes place, the Committee agreed to establish the housing advisory group as an interim arrangement.

2.4 Set out below are the proposed terms of reference for the housing advisory group. These were discussed by members of the group at its first meeting on 25 February.

3.0 Equalities Implications

3.1 There are no direct equalities implications which arise from this report.

4.0 Financial Implications

4.1 There are no financial implications which arise from this report.

5.0 Community Plan – Alignment to Objectives

5.1 The housing advisory group will assist the Committee in the delivery of several of the objectives of the Community Plan 2019-23.

6.0 Comments of Director

6.1 These terms of reference enable the housing advisory group to contribute to the Committee's oversight of housing services whilst the review of tenant involvement and engagement takes place.

7.0 RECOMMENDATION

To approve the terms of reference for the housing advisory group.

Reason for Recommendation(s)

To confirm the remit of the housing advisory group.

Background Papers

Terms of reference for the housing advisory group.

For further information please contact Julian Paine on 07968 421362

Julian Paine
Interim Director – Housing, Health and Wellbeing

TERMS OF REFERENCE

1.0 Remit

- 1.1 Following the transfer of the housing service into the Council on 1 February 2020, the Homes & Communities Committee has responsibility for the quality of tenants' homes and the services they receive. It also has responsibility for ensuring legal and regulatory compliance, including relating to health and safety compliance.
- 1.2 The Committee is committed to taking into account the views of tenants and other customers as it fulfils its responsibilities. It is also committed to enabling tenants to hold it to account for the quality of their homes and the services they receive. As a full review of tenant involvement and engagement has been commissioned, the Committee has put in place the Housing Advisory Group as an interim arrangement.
- 1.3 The role of the Housing Advisory Group is to create an informal forum through which the comments/views of the tenant representatives can be heard about a range of tenant-related matters and then be incorporated into the consideration of these items by the Homes & Communities Committee.

2.0 Duration and Procedures

- 2.1 The Housing Advisory Group will meet regularly and the meetings should be coordinated with those of the Homes & Communities Committee.
- 2.2 The Housing Advisory Group does not have any delegated authority or decision making powers. It will cease following the implementation of the outcomes of the review of tenant involvement and engagement.

3.0 Membership

- 3.1 Membership will comprise the Chairman or Vice Chairman of the Homes & Communities Committee, the three NSH tenant board members, three Committee Members and senior housing officers ie:

- Michael Frettsome (NSH Tenant Board member)
- Patricia Jarvis (NSH Tenant Board member)
- Susan Murphy (NSH Tenant Board member)
- Councillor Tim Wendels (Chairman) – Chair of housing advisory group
- Councillor Rhona Holloway (Vice-Chairman) – Vice chair of housing advisory group
- Councillor Kathleen Arnold
- Councillor Irene Brown
- Councillor Michael Brown
- Dave Newmarch – Business Manager

- Julian Paine – Interim Director of Housing, Health & Wellbeing

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

HOUSING MANAGEMENT IMPLEMENTATION – PROJECT UPDATE

1.0 Purpose of Report

1.1 This report provides Members with an update on:-

- a) the successful integration of the housing management service and;
- b) the forthcoming workstreams in the second tranche of work and;
- c) a request to consider a framework for the allocation of the efficiencies accrued as part of this 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, was established and the team successfully transferred the service and all of the staff back to the Council on 1 February 2020.

3.0 Project Update

3.1 Successful Transfer

The transfer of the housing management service to the Council successfully took place on 1 February 2020, two months ahead of schedule. Company activities, contracts, employees, assets and liabilities were all included in the transfer agreement and are now under direct service provision by the Council.

3.2 Staff Engagement

In the weeks leading up to the transfer, a number of staff engagement activities took place. All staff were issued with a personalised welcome pack, which included a welcome letter from the Chief Executive, key HR documents and their new ID Badge and Council lanyard. Feedback received from staff on the transfer has been positive.

During the welcome week (the first week of transfer), there were two staff welcome talks led by the Chief Executive and Director – Governance and Organisational Development as well as two welcome walks, encouraging staff to meet new colleagues over their lunch break whilst participating in something active. The welcome walks were well received with over 30 people participating across both walks.

Housing staff now have access to all of the Council activities and will continue to be included in Council opportunities and initiatives including wellbeing activities such as Body MOT's; and opportunities to be mental health and wellbeing champions etc.

3.3 Operational Matters

3.3.1 Branding

The process to revert the Company branded assets to the Council's branding is progressing well. Vehicles, the housing website, social media accounts, staff uniforms and myaccount were rebranded during the first week of transfer. Signage across the district is in the process of being updated to include the Council logo where appropriate.

3.3.2 Contracts

A number of contracts between the company and a supplier have now novated to the Council. There are a few outstanding contracts which have not novated over and we are working with suppliers to expedite the process.

3.3.3 Customer services

The housing services customer services number (0800 561 0010) is still in operation and tenants have the option to call either the housing services number or phone the Council's customer services directly. Work is underway to amalgamate the customer comments and complaints procedure to ensure that housing comments are captured in the same way as the Council. This will be reported to the Homes and Communities Committee when the work is complete.

3.3.4 Tenants

The transfer, from the tenants' perspective, has been seamless and feedback from tenants have been positive following the transfer. Tenants are receiving the same quality service under the council's direct management. Involved tenants will be receiving new involved tenant lanyards which will more clearly identify them in their role.

3.3.5 A review of tenant engagement is now taking place; it is a regulatory requirement of housing providers to deliver effective opportunities for tenants to influence the design and delivery of housing services and their homes and to hold their landlord to account. This review will establish the preferred approach to ensure customers (future, present and past) views are used to scrutinise and shape services. Further detail of the establishment of the housing advisory group, which is overseeing the review, is explained in 3.5.2.

3.4 Recruitment of Director of Housing, Health and Wellbeing

A successful appointment has been made to the Director of Housing, Health and Wellbeing post following an extensive recruitment process, which included a Member led panel. Suzanne Shead will start as Director of Housing, Health and Wellbeing in April. The Director will lead on the integration of housing management service back within the Council as well as having oversight of the health and wellbeing, housing strategy, housing options and community relations functions. In the interim period, Julian Paine will continue as Interim Director of Housing, Health and Wellbeing.

3.5 Governance

3.5.1 Whilst it is recognised that the Company is a wholly owned Council company, there needed to be a series of formal decisions made by the Company's Board and legal agreements signed by both parties to ensure that Company activities, contracts, employees, assets and liabilities

transferred to the Council. The transfer agreement was signed by Newark and Sherwood Homes Board and the Council on 30 January 2020.

The Company will continue in existence for a period in order to finalise any existing arrangements for contracts, suppliers whilst the wind up process is implemented. The company will be required to file final accounts and submit the relevant paperwork to Companies House in order to formalise its dissolution.

3.5.2 Following the approval by this committee to establish the housing advisory group, the first meeting was held on 25 February 2020. The role of the Housing Advisory Group is to create an informal forum through which the comments/views of the tenant representatives can be heard on a range of tenant-related matters and then be incorporated into the consideration of these items by the Homes & Communities Committee. The Housing Advisory Group, is effectively a working party of the Committee, and does not have any delegated authority or decision-making powers. It will cease following the implementation of its work and conclusions around the review of tenant involvement and engagement.

3.6 Second Tranche Work

A second tranche of work has been designed to ensure that the synergies and alignments with council services are fully explored. Work to be included in the second tranche has been identified and these works are currently being scoped including:- achieving synergies with ASB and Safety in the Community; use of the Farrar Close and Brunel Drive Depot sites; and performance measures and assurance. A range of operational synergies including admin, customer services and ICT have also been identified. Updates on these workstreams will be reported to future meetings of the relevant Committees.

4.0 Efficiencies Identified

4.1 Background

The re-integration of the housing service is expected to deliver significant efficiencies for the Housing Revenue Account, estimated at £0.950m. The efficiencies were identified as part of an independently commissioned report by Savills and were considered by the Policy and Finance Committee on 4 April 2019. The Council, when taking the decision to bring the service back in house made a commitment to reinvest these efficiencies back into housing services for tenants.

4.2 Efficiencies realised to date

The housing service was successfully transferred back into the council on 1st February. As indicated earlier in this report, there is now a tranche of work designed to ensure that the synergies and alignments with council services are fully explored.

At the point of transfer a number of efficiencies have already been realised and will accrue from the new financial year. These efficiencies total £0.694m.

The second tranche of work will accrue further efficiencies and it is anticipated that these will bring the total efficiencies to at least the level predicted of £0.950m. This work is likely to take approximately six months with all work being complete and all efficiencies accrued for the financial year 2021/22.

5.0 Utilising Efficiencies To Best Achieve Outcomes

5.1 Context

In approving the return of the housing management service to the council there was a commitment that all efficiencies to the HRA would be reinvested to improve services for tenants. As part of the tenant consultation on the decision to bring the housing management services back in-house, tenants were asked to identify the top three areas that were important to them. These 3 areas were; repairs and maintenance, anti-social behaviour and value for money. There is an expectation by tenants that their 3 priorities will be taken into account when reallocating the efficiency savings.

5.1.1 In considering the context of utilising the efficiencies, it is important to ensure that the very best value for money is achieved and maximum impact on service improvement is attained. This requires a balance between undertaking improvements in the short term and taking time to consider and frame the direction of ongoing performance improvement.

5.1.2 There is also a need to consider the ongoing budget position and that there is a differentiated approach to demonstrating that efficiencies achieved are spent in a way which supplements the budgeted spend. In real terms this means that the identified efficiencies should not be used to provide 'business as usual' activities but to enable spend that would not have otherwise been possible. Within section 5.4 of this report are some details on how this will be recorded and provide a transparent account of how the efficiencies are being spent.

5.2 Framework Approach

5.2.1 There is a range of complex and competing areas where the efficiencies could be utilised. It is important to understand these and create a framework in which decisions on spending can be made. This will ensure that the efficiencies provide high quality impact for tenants balanced with sustained improvements to services.

5.3 Considerations

5.3.1 Any approach needs to consider the outcome of the tenant consultation and the 3 areas the tenants have highlighted as most important to them. There should be a balanced approach to spending, this includes balance across place and service type, ensuring that not all spending is one geographical or service specific area. There needs to be consideration of immediate, ongoing and emerging opportunities, such that not all efficiencies accrued should be spent immediately. There should be time taken to understand and look at the strategic opportunities through research and comparison to best practice.

5.3.2 This should be balanced with the need for some quick and demonstrable actions which tenants can see as being an immediate input of resource following the transfer of the housing management service back in house.

5.3.3 There is also a need to understand and create a balance between recurring investment and one off / time limited actions and initiatives. This is best demonstrated by the difference, (for example) between:-

- employing an additional member of staff to deliver a service, which is a recurring spend and would be committed on an ongoing basis; and

- a commitment to undertake a one off upgrade within a certain locale, which would be a fixed spend and the saving identified would then be available to spend again in the following financial year for another initiative.

5.3.4 The information above considers recurring and one off/time limited spend and the need for spend to reflect the identified 3 priorities of tenants. In addition to this the work of the project team has identified a natural grouping of 4 types of spend which will be required.

I. Quick wins

These would be highly visible, relatively low cost one off/time limited spends that demonstrate to tenants an immediate action following the transfer in of the service. It is suggested a sum is set aside each year for these from the identified efficiencies

II. Maintain focus on housing

There has been an acknowledgement and commitment to ensure that there is a continued focus on housing and this has been provided for through the establishment of a Housing, Health and Wellbeing Directorate. This has included 3 key posts, the Director and two Business Managers. This was approved by committee as recurring spend. Additionally it is recognised that there needs to be enhancement/improvement in tenant engagement and involvement as previously referred to in the report.

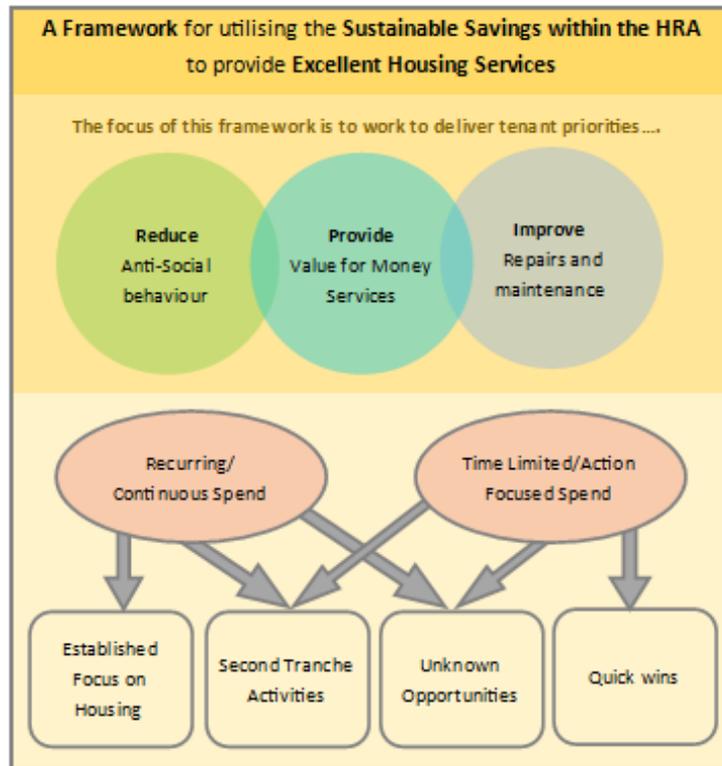
III. Second tranche developments

The first tranche of work enabled the housing service to be transferred 2 months early, the 1st of February rather than the 1st of April. The principal was to 'lift and drop' where possible, mitigating the understandable uncertainty for staff by reducing the time frame. There are now a number of strands of work to align services to council services ensuring maximum synergies and overall improvement to be services. Work is required to understand what the options are for each strand and the best way to achieve them. Some of the efficiencies may need to be allocated to enact some improvements in these areas.

IV. Unknown Opportunities

Returning the housing service for direct provision by the Council brings a significant responsibility and the efficiencies present an opportunity for the newly formed directorate to consider best practice, undertake research and pilots to innovatively change and improve the way services are delivered. These are longer term strategic changes and it will be necessary to ensure that some of the efficiencies are available to undertake this research/feasibility work.

5.3.5 To present this complex set of needs for the efficiencies the following model/framework is suggested.



5.3.6 Proposal

That the above framework above is approved and that from this the following actions are undertaken.

- A budget of £20,000 is set aside for quick wins from the identified efficiencies and this is reviewed each year
- That specific areas of allocation of efficiencies are brought back to committee who will consider them in line with the framework identified in paragraph 5.3.5 above
- That working groups are set up, at the appropriate time, to look at specific areas of service improvement or areas of risk. Having considered the evidence available and where they believe efficiencies could be allocated to facilitate that service improvement or mitigate risk, the working group makes the recommendation to the Homes and Communities Committee who can examine this as part of the framework.

5.4 Accounting For The Spend

5.4.1 It is important that there should be transparency on how the efficiencies are allocated. The Business Manager - Financial Services has undertaken to allocate all spend from efficiencies on an identifiable budget line so that they are easily identifiable.

5.4.2 As detailed in section 4 of this report a significant proportion of the originally estimated efficiencies have already been achieved. However there are further efficiencies which will be accrued over the next financial year. Only efficiencies actually accrued will be available to spend. As further efficiencies are accrued they will be monitored by the Business Manager - Financial services and be made available for spend within the framework.

5.5 Communication

- 5.5.1 It is important that both tenants and staff are aware of how the efficiencies are being allocated and a communications plan is being developed which will ensure that this is presented in an effective and multi-channel way appropriate to the audience.
- 5.5.2 This communications plan will also cover all of the relevant actions achieved and included as part of the second tranche of work.

6.0 Equalities Implications

- 6.1 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.

7.0 Financial Implications (FIN19-20/8765)

- 7.1 The report presented to Policy and Finance Committee on 4th April 2019 approved a budget of £150,000 in order to fund the independent tenant consultation exercise and other transitional arrangements. To date £129,730 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.
- 7.2 The original Savills report presented to Policy and Finance 4th April 2019 detailed £0.950m in efficiencies that could be made based on the re-integration of the Housing Management Service. This included the deletion of senior management roles, but did not incorporate the creation of any management structure to replace the deleted roles.
- 7.3 Members have clearly stated their requirement for a focus to be retained on housing within the Council, and this has been secured by creating a new Directorate specifically relating to Housing, Health and Wellbeing. This Directorate (previously approved by Policy and Finance) will be headed by the new Director and includes four Business Managers, the cost of which will be borne by the General Fund and Housing Revenue Account in appropriate proportions. Without the creation of these posts, there would be a risk that the housing service would lack strategic direction and would be diluted by other priorities for the Council.
- 7.4 The current efficiencies generated amounts to £0.694m (as per paragraph 4.2).
- 7.5 The cost of the Director and the two Business Manager roles is £0.263m. It is proposed that 80% of the Director's costs are directed to the HRA and 20% to the General Fund, due to their management responsibilities.
- 7.6 Based on this, currently £0.431m would be available for re-allocation into other priority areas. As further efficiencies are identified, this will be brought back to the Committee for a decision on re-allocation.

7.7 By way of update, when the council considered the potential efficiencies that could be realised by bringing the housing management service back in-house during its review, reference was made to the annual revenue received from the Photo Voltaic Panel tariff (PVT) in the region of £500k per annum. Previously this was paid direct to the Company in addition to the agreed annual management fee each year. It had been anticipated that significant capital expenditure would be required to facilitate ongoing meter readings required by the relevant energy provider for them to release tariff payments. However, efforts by council officers have secured a resolution to this issue that avoids the need for the capital expenditure.

8.0 Community Plan – Alignment to Objectives

8.1 The proposals align with the Council’s community plan objective ‘build more homes and provide an excellent housing management service’. There are commitments within this objective to ensure tenants and other customers live in safe, well maintained, affordable homes and receive quality, value for money services. It is considered that the second tranche of work and the reinvestment in housing services from the efficiencies identified will contribute to this.

9.0 RECOMMENDATIONS

- a.) That the project update be noted;
- b.) That the second tranche of work be noted;
- c.) That the framework approach detailed in 5.3.5 as to the allocation of the achieved efficiencies be approved;
- d.) That £20,000 is set aside from the efficiencies to form a ‘quick wins’ pot and that this is reviewed annually and rolled over as appropriate; and
- e.) That areas of allocated spend from the efficiencies are brought back to Homes and Communities Committee for approval.

Reason for Recommendation

To provide an update to Committee on project progress and to inform Committee on the framework approach of the allocation of achieved efficiencies from bringing the housing management service back in house.

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 – Organisational Improvement and Development on ext 5800/Natalie Cook, Projects Officer, Organisational Improvement and Development on ext 5275.

Karen White
Director – Governance & Organisational Development

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

REVIEW OF TENANT ENGAGEMENT AND INVOLVEMENT

1.0 Purpose of Report

1.1 This report sets out the proposals for a review of future tenant engagement and involvement in the delivery of housing services.

2.0 Background Information

2.1 Service delivery should meet our customer's needs in order to deliver an end result of highly satisfied customers. It is a regulatory requirement of housing providers to deliver effective opportunities for tenants to influence the design and delivery of housing services and their homes and to hold their landlord to account.

2.2 The main purpose of Tenancy Engagement and Involvement in a local authority setting is:

- To have understanding of our customers and know who our customers are.
- Ensure that the experience of tenants and other customers receiving housing services and living in a council home is understood and feedback acted upon.
- Deliver an end result of highly satisfied customers.

2.3 At its meeting on the 20th of January the Committee requested a further report be submitted setting out the proposals for future tenant engagement and involvement and, if required, further support for the Committee in the development and delivery of housing and tenant related services.

2.4 In order to support this it is proposed that the Housing, Health and Wellbeing Directorate undertake a full review of tenant engagement and involvement.

2.5 The review will enable us to ascertain what we require in order to ensure customers (future, present and past) views can be used to scrutinise and shape services. That we can evidence need in order to ensure decision making at all levels of the housing service has the customer voice front and centre; enabling customers to hold the council to account in relation to the delivery of housing services.

3.0 Project Objectives

3.1 A suite of project objectives have been developed and consulted on with the Housing Advisory Group.

- a. Determine what the purpose is and nature of the council's commitment to tenant involvement and engagement.
- b. Determine how tenant involvement and engagement contributes to the delivery of the Community Plan.

- c. Determine the sources of information and evidence that can be used to understand the diverse needs, expectations and opinions of all tenants and other customers, including how tenants and other customers want to be engaged.
 - d. Determine how tenant involvement and engagement aligns with council-wide service, community and place-based involvement and engagement activities.
- 3.2 In order to ensure there is sufficient opportunity for research, development, consultation and implementation; it is expected that the review will take place over several months. It is proposed that the project is undertaken in three phases:
- a. Project phase 1- Purpose and Role: agree the purpose of tenant involvement and engagement, how it will be used to improve homes and services, inform the work of the Committee and enable tenants to hold the council to account.
 - b. Project phase 2 - Model of Tenant Involvement and Engagement: agree the ways in which tenants and other customers will be engaged, how their views will be obtained and considered, and regulatory requirements will be met (this includes structures, roles, digital engagement, surveys etc).
 - c. Project phase 3 - Implementation: agree how tenant involvement and engagement opportunities will be implemented and recruited to, what training and support will be available for tenants and councillors, what resources are required (eg budget, staffing) and how feedback will be given to tenants and other customers.
- 3.3 The Committee is invited to note that additional resources may be required to support the review. Any resource would be allocated from savings identified from bringing the housing service in-house.

4.0 Equalities Implications

- 4.1 There are no direct equalities implications arising from this report.

5.0 Financial Implications - FIN19-20/8775

- 5.1 As stated in paragraph 3.3, any resource requirements would be allocated from savings identified from bringing the housing service in-house.

6.0 Community Plan – Alignment to Objectives

- 6.1 The proposed review aligns with the objective to build more homes and deliver an excellent housing management service, specifically:
 - a. Ensuring that the experience of tenants and other customers receiving housing services and living in a council home is understood and feedback acted upon;

- b. Providing effective opportunities for tenants to influence the design and delivery of housing services and their homes and to hold the council to account.

7.0 Comments of Director

- 7.1 This is the first review of tenant involvement and engagement in many years, and is very timely, given the transfer of housing services back into the council.
- 7.2 It presents a real opportunity to ensure all tenants and other customers have a voice which informs important decisions about the ways in which services are delivered and the investment in their homes and neighbourhoods.
- 7.3 The review will respect the significant impact of some tenants over many years who engage through existing involvement mechanisms. It will also consider how we can engage a wider cross-section of tenants and other customers than at present. The new involvement and engagement framework should generate stronger evidence to inform the Committee's decision making.
- 7.4 It's important that the review is undertaken on a phased basis as this will help to ensure that the resulting opportunities attract a wide range of tenants and other customers.

8.0 RECOMMENDATION(S)

That the Committee approve the objectives of the review detailed at paragraph 3.1.

That the Committee notes that additional resources allocated from the efficiency savings may be required during this review.

Reason for Recommendation(s)

The proposed review supports the commitment of the District Council to tenant engagement and involvement and strengthens compliance with the Regulator of Social Housing - Tenant Engagement and Empowerment Standard

Background Papers

None

For further information please contact Dave Newmarch on 07470423961, or Julian Paine on 07968 421362

Julian Paine
Interim Director – Housing, Health & Wellbeing

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

WARM HOMES FUND BID OUTCOME

1.0 Purpose of Report

1.1 To inform members that our recent bid to the Warm Homes Fund (WHF) for £97,488 to enable mains gas connections and fully fund the conversion of existing solid fuel/Liquid Propane Gas (LPG) heating systems and cooking appliances in up to 43 park homes in Ollerton has been successful.

2.0 Background Information

2.1 The Energy Company Obligation (ECO) is a Government energy efficiency scheme in Great Britain that aims to help tackle fuel poverty and reduce carbon emissions and is delivered through energy suppliers and their agents. The current phase (ECO 3) runs from 2018-2022.

2.2 The ECO3 Amendment Order allows local authorities (LA's) to help households living in fuel poverty, or living on a low income and vulnerable to the effects of living in a cold home, by matching them with energy suppliers using the new 'flexible eligibility' mechanism.

2.3 There are two main categories of private tenure household intended to be eligible through flexible eligibility:

- Fuel poor households, especially those that are not in receipt of eligible benefits and the estimated 20% of fuel poor households that are not in receipt of any benefits; and
- Low income households that are vulnerable to the effects of living in a cold home.

2.4 Local authorities, through their social, housing and health responsibilities, are well placed to identify households in fuel poverty, or vulnerable, including householders who are elderly and those with a health condition that can be exacerbated by living in a cold home.

2.5 Under flexible eligibility, LAs are able to make declarations determining these households to be eligible for a measure under Affordable Warmth.

2.6 Energy suppliers are able to achieve up to 25% of their Affordable Warmth obligation in premises identified by local authorities in their declarations.

2.7 Affordable Warmth Solutions (AWS) is an independent Community Interest Company that works in partnership with Cadent (Gas Network Operator) to meet the challenges of fuel poverty and energy efficient homes. Working with Local Authorities and Energy Companies they are committed to funding new gas connections to some of the most deprived communities in England.

2.8 In February 2018, Newark & Sherwood District Council (NSDC) published a SOI aimed at attracting ECO funding to part fund external wall insulation for owner occupied park homes and to also fully fund the replacement of inefficient boilers. The scheme was a small-scale pilot as the funding was time-bound and residents were required to make a significant contribution (circa £2K) toward the cost of the specialist insulation system. As a result,

only 1 park home received external wall insulation and 7 inefficient boilers were replaced free of charge under this scheme.

- 2.9 Since then, ECO funding rates for park home energy efficiency improvements have reduced significantly, making such a scheme cost prohibitive. (Valuable lessons have been learned from the pilot and these are being incorporated into the proposals below.

3.0 Warm Homes Fund

- 3.1 The Warm Homes Fund (WHF) is a £150 million fund provided by National Grid and administered by Affordable Warmth Solutions (AWS) across England, Scotland and Wales. It is primarily designed to incentivise the installation of affordable heating solutions in fuel poor households who do not use mains gas currently as their primary heating fuel.
- 3.2 Members will be aware from previous reports that the Council submitted a successful WHF bid in February 2019 which is currently funding the delivery of 89 new gas connections and first time gas central heating systems for fuel poor residents living on Bevan Close/Vera Crescent in Rainworth. (This project should be completed by March 2020). Effective collaborative partnerships have been established through this scheme and we plan to utilise and build on these mutually beneficial business relationships going forward.
- 3.3 Approximately £133m has already been allocated from the WHF and as part of its 5th and final bidding round (which closed on 24 January 2020) the WHF has been actively seeking bids to fund gas connections and heating system conversions in park homes that are not currently connected to the gas grid. The Council's Senior Leadership Team (SLT) approved a refresh of the Council's ECO LA Flexible Eligibility Statement of Intent for Park Homes on 17 December 2019. The aim was to attract a WHF grant to fully fund a scheme that will help residents at Fairholme Park Home, Ollerton (16 private renters and 27 owner occupiers) to significantly reduce their home heating and water heating running costs. (Mains gas is typically around 25% cheaper than LPG).
- 3.4 Under these proposals the Council will have responsibility for determining a household to be ECO Flex eligible, and suppliers are not required to undertake a supplementary assessment to determine eligibility. However, it is the responsibility of the suppliers to provide evidence supporting the notification (i.e. the LA declarations and the Statement of Intent) to Ofgem on request. If information is missing or incomplete, Ofgem will approach the supplier to obtain this, not the LA.
- 3.5 A grant agreement will need to be signed with Affordable Warm Solutions (a Community Interest Company). There are no financial penalties imposed for non-delivery funding is paid 3 months in arrears and this will simply be passed on, via NSDC, to our nominated delivery partner (Agility Eco) who has agreed to make direct payments to their chosen subcontractor selected to fit all of the heating and cooking improvement measures on site. However, 5% of the total grant award is retained by AWS until the project closure report has been submitted. (This is required within 3 months of the final measure being installed and will be provided by Agility Eco as part of its project management function). Agility Eco has agreed to bridge the 5% funding gap at no additional cost to the project.

3.6 It is anticipated that contracts will be signed in March and, if so, the heating improvement survey works should commence in April 2020. The scheme is anticipated to be completed by the end of summer 2020.

3.7 A data processing/sharing agreement will be put in place with project partners, taking due regard of the Government's published data sharing guidance for ECO Flex schemes and utilising support and advice provided by Information Governance. Written consent will be obtained from residents before their personal data is shared with project partners/their delivery agents.

4.0 Risks

4.1 Agility Eco has agreed to bridge the 5% funding gap which AWS plan to retain against each payment claim until the project closure report (to be provided by Agility Eco as part of its project management function) has been submitted and accepted by AWS.

4.2 There is a risk that the project will not deliver the anticipated benefits to residents. For example, if a park home resident does not currently use their central heating, they will not achieve the anticipated running cost reductions typically associated with converting an LPG central heating system to mains gas.

4.3 A communication plan will be implemented to ensure that all 43 Fairholme Park residents fully understand the offer and relevant caveats. Individual home surveys will be undertaken to determine the resident's particular circumstances and the specific work required within each property in order to successfully convert their heating system and cooking appliances to mains gas. If the LPG appliances are old or deemed to be unsuitable for conversion, new equipment (e.g. boiler, hob, oven, fire, as appropriate) will be supplied and fitted at no cost to the resident or park home owner as part of this scheme.

4.4 The Council's Energy and Home Support Team will lead this project and will liaise with the Coal Concessionary Board to support any of the 5 residents with solid fuel back boilers who currently receive coal allowances. (Generally, it is possible to agree financial buy-outs that typical cover the cost of an average annual gas bill).

4.5 It is our intention to organise a residents' meeting to fully explain the offer and to give residents the opportunity to meet/talk with the scheme delivery partners and to have their specific questions/queries answered. The park home site owner is fully supportive of this approach and has already offered to fund the venue and refreshments.

4.6 The Council's Environmental Health Team (who license all park home sites within the district) are fully supportive of this proposal and have expressed the view that this project could provide a template for other park home sites to follow.

4.0 Equalities Implications

4.1 The scheme outlined in this report will be offered to all Fairholme Park Home residents. Plans are already in place to engage residents, regardless of their protected characteristics and an EIA is being carried out as part of this work.

5.0 Financial Implications (FIN19-20/5451)

5.1 The budget requirement of £97,488 will be fully financed by the Warm Homes Fund.

5.2 The payment will not be due to Agility until the claims have been made to the Warm Homes Fund and the money has been received.

6.0 Community Plan – Alignment to Objectives

6.1 This project directly supports delivery of Objective 9 as it is anticipated it will improve the health and wellbeing of local residents, with a particular focus on helping to reduce fuel poverty and narrowing the gap in healthy life expectancy and other health related outcomes.

7.0 RECOMMENDATIONS that:

- a) **Members note the outcome of the Warm Homes Bid; and**
- b) **Recommend to Policy & Finance Committee that a budget be set up in the Capital Programme in 2020/21 for £97,488, financed by the grant from the Warm Homes Fund.**

Reason for Recommendations

To enable the Park Homes project to proceed.

Background Papers

Nil

For further information, please contact or Helen Richmond – Energy and Home Support Officer on Ext 5418 or Leanne Monger – Business Manager – Housing, Health and Community Relations on Ext 5545

Julian Paine
Interim Director – Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

Rough Sleeper Update

1.0 Purpose of Report

1.1 To inform Members of the 2019 Annual Rough Sleeper Estimate submitted to the Ministry for Housing Communities and Local Government (MHCLG) for Newark & Sherwood and update Members on the outcome from collaborative funding bids, further to the previous report to committee in June 2019.

2.0 Background Information

2.1 Since autumn 2010, all local authorities have been required to submit an annual figure to MHCLG to indicate the number of people sleeping rough in their area on a typical night. Further to collating and analysing this data MHCLG go on to release national statistics each year.

2.2 Local Authorities can arrive at this figure by means of an evidence-based estimate (a count of visible rough sleeping), or an estimate including a spotlight count. The count or estimate is a one-off snapshot of the numbers of people sleeping rough in an area and takes place between 1st October and 30th November each year.

2.3 When estimating or counting, it is essential that those included in the count figure fall into the following definition:

- People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments).
- People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”).

2.4 There is not currently a national mechanism for recording every person who sleeps rough in England. However, the snapshot methodology aims to obtain an accurate representation of the number of people sleeping rough as possible, while acknowledging that each process has its limitations.

2.5 Newark and Sherwood DC carried out an evidence-based estimate on 14 November 2019, which was informed by an additional spotlight count, supported by Frameworks Street Outreach Team. This methodology was deemed the most appropriate for Newark and Sherwood due to:

- there being a mix of visible/accessible and hidden/inaccessible locations in the local authority area;
- the individuals sleeping rough or overall numbers of people sleeping rough in visible/accessible sites change frequently;
- there is regular intelligence gathering in place by a number of agencies;
- numbers of people sleeping rough are consistently low and known individuals are already in touch with services;

- the local authority can gather sufficient intelligence on people sleeping rough via partner agencies.

3.0 Outcome

- 3.1 Local intelligence from various partner agencies including Nottinghamshire Police, the local rough sleeper drop in service facilitated by Newark Churches Together and the spotlight count by Frameworks Street Outreach Team concluded that **two rough sleepers** spent the night on the streets in Newark and Sherwood on **14 November 2019**.
- 3.2 This is a reduction on figures submitted in previous years and is largely a result of the Council’s successful and collaborative work with partners to open a winter night shelter as detailed below. Larger figures were submitted in previous years (2018 – five rough sleepers, 2017 – four rough sleepers, 2016 – five rough sleepers).
- 3.3 Verification by Homeless Link has taken place to ensure the correct process was followed and that an appropriate mechanism was used with a range of local agencies involved to reach the single estimate figure.
- 3.4 Following verification, the final estimate figure was submitted to MHCLG for inclusion in the national figure of rough sleepers. However, the figure will not be included or recognised as an official government statistic until MHCLG publish the final figures, expected February/March 2020.

4.0 Update - Rough Sleeper Initiative Funding

- 4.1 Members of the Committee were advised in a report back in June 2019 of two successful countywide bids and the initiatives this funding would support. A brief overview is provided below:

Initiative	Focus
<p>Rough Sleeping Initiative</p> <p>Funding of a comprehensive street outreach team, incorporating clinicians such as prescribing nurses, mental health nurses and social workers along with additional funding for emergency accommodation.</p> <p>£450K Awarded</p> <p><i>In addition a £10k contribution was made by all seven local authorities</i></p>	<p>This funding will tackle rough sleeping, both in the established community and those attributable to the use of Novel Psychotropic Substances (NPS) - Cannabinoids (Spice/Black Mamba).</p>
<p>Rapid Rehousing Pathway</p> <p>The elements of this funding are: Somewhere Safe to Stay pilots; local letting agencies; supported lettings and Navigators.</p> <p>£511k Awarded</p>	<p>To implement a response to rough sleeping that focuses on quickly supporting rough sleepers into homes.</p>

- 4.2 These initiatives have had a number of successes across the county as well as creating additional support roles within key services, which in Newark and Sherwood are co-located at Castle House with the Housing Options team. Governance and performance management arrangements are in place via a steering group that feeds into the Safer Nott's Board and there are operational sub groups in each locality.
- 4.3 Further to the successes achieved from this first round of funding, the county group agreed to submit a bid to the second round of government funding to enable the continuation and sustainment of these initiatives.
- 4.4 I am pleased to advise that our county submission for round two funding has also been successful, securing a further £836,916.60 to continue the excellent work of these initiatives and enabling reviews to be undertaken for improvement and further development. Approval has also been given by MHCLG for underspends from the collective year one pot to be carried forward into year two.

5.0 The Well Winter Night Shelter

- 5.1 There are currently no legal protections for people sleeping rough in England during severe weather and the provision of shelter is not a statutory duty, even when conditions are life threatening. However, there has been a humanitarian obligation on local authorities to do all they can to prevent deaths on the streets, and for their partners and the public to support these efforts.
- 5.2 Since 2010, the Council has provided a Severe Weather Emergency Shelter for rough sleepers to meet this humanitarian obligation. The shelter was located at Barnbygate Methodist Church and was activated when weather conditions were severe enough to meet the criteria (three consecutive nights below zero). On average, the shelter would support approximately ten different individuals each year.
- 5.3 This year the Council changed its winter provision and worked collaboratively with the Salvation Army to deliver a Winter Night Shelter. The Salvation Army received a large donation (£22,000) and the Council submitted an additional bid to the Governments Cold Weather Fund, which was successful (£10,000). These monies have facilitated the partnership delivery with Salvation Army and Newark Baptist Church of the winter night shelter.
- 5.4 The shelter, known as 'The Well' has been open since November 2019 and will remain open until March 2020. The shelter is located at Newark Baptist Church and has enough bed-spaces to accommodate up to thirteen individuals at any one time. On average we are experiencing approximately ten guests per night and have had over thirty users in total.
- 5.5 It is important to note that the shelter is available to those who are rough sleeping as well as those who are at potential risk of rough sleeping. Those at risk of rough sleeping are often individuals not known to council services and they are often reluctant for one reason or another to come forward and approach services. One aim of the shelter is to engage with and assist individuals before crisis.
- 5.6 The shelter has a well-established agency drop in service taking place each week to assist guests with identified needs; agencies include housing, Change Grow Live, Street Outreach, CPNs, specialist nurse and a Complex Needs Worker.

5.7 The shelter also runs a wider working group, which includes faith groups, Police and supported housing providers that can work collectively to plan a pathway for each individual that uses the shelter. Individual cases also confidentially considered at a rough sleeper panel, established as part of the Council's vulnerable person's panel. This is in line with the government's Rough Sleeper Strategy 2018, which is a wide-ranging document that lays out the government's plans to help people who are sleeping rough and put measures in place to end rough sleeping for good.

5.8 Currently the agencies and working group are planning an exit strategy for when the shelter closes at the end of March. One of the things that has become very apparent is that single homeless individuals do not step through the doors of Castle House and ask for help. We are aware from the findings in our recent homelessness review, which informed our strategy, that finding a preventative solution for increased single homelessness must remain a priority.

6.0 Equalities Implications

6.1 There are no equality concerns to be considered in relation to rough sleeping estimates. All rough sleepers will be included and assisted to prevent them from sleeping rough regardless of any equality implications and a separate EIA has been carried out for the Winter Night Shelter provision.

7.0 Financial Implications (FIN19-20/6839)

7.1 There are no financial implications with the rough sleeper estimate for the Council. As detailed within the Rough Sleepers Strategy there may be opportunities for additional funding from MHCLG bids to assist rough sleepers countywide which the Council are exploring. Ashfield District Council have agreed to act as the accountable body to manage the funding secured from the successful Rough Sleeper Initiative and Rapid Re-housing Pathway bids.

8.0 Community Plan – Alignment to Objectives

This report links to the following objectives within the Community Plan:

Objective 2	Reduce crime and anti-social behaviour, and increase feelings of safety in our communities
Objective 8	Reduce levels of deprivation in target areas and remove barriers to social mobility across the district
Objective 9	Improve the health and wellbeing of local residents, with a particular focus on narrowing the gap in healthy life expectancy and other health outcomes
Objective 10	Increase participation with the Council and within local communities

9.0 RECOMMENDATION(S)

That committee member consider the contents of this report and make any necessary comments.

Background Papers

Nil

For further information, please contact Cheska Asman – Homelessness Strategy and Safeguarding Officer on Ext 5643 or Leanne Monger – Business Manager – Housing, Health and Community Relations on Ext 5545

Julian Paine
Interim Director – Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

RIGHT TO BUY REPORT

1.0 What is Right to Buy?

- 1.1 Right to Buy allows eligible council and housing association tenants in England to buy their home with a discount of up to £82,800. Eligibility requirements apply to the tenants and some properties are exempt from the Right to Buy legislation.
- 1.2 Legislation balances the rights of the tenant's aspirations of home ownership whilst recognising the importance of protecting the housing stock to meet the needs of current and future residents.

2.0 Tenant Eligibility

- 2.1 Tenants must meet qualifying criteria in order to be considered eligible for Right to Buy and this is assessed at the time of application. Tenants must be in a secure tenancy, and do not qualify until they have been a tenant for a minimum of 3 years with any qualifying tenancy. If a tenant or family member is subject to one of a selection of Court Orders, the individual will be unable to join in the Right to Buy. The applicable Court Orders includes Bankruptcy orders and Ground 2 criminal nuisance orders.
- 2.2 There are certain types of tenancies which cannot be considered as secure for the purposes of Right to Buy including introductory tenancies, demoted tenancies and properties that provide homeless accommodation. This list is not exhaustive but covers the key exceptions we would expect to see in the District.

3.0 Property Exemption

- 3.1 Property exemptions from the greater proportion of reasons why Right to Buy applications are denied. Each property is assessed as to whether it meets exclusion criteria when an application is made to ensure all relevant information is current and correctly assessed. The following extracts cover the core property exemptions where an assessment and interpretation of the legislation is required:
- 3.2 Schedule 5, paragraph 7 of the Housing Act 1985 with regards to exemptions for housing adapted to make it suitable for physically disabled persons:

The right to buy does not arise if the dwelling-house has features which are substantially different from those of ordinary dwelling-houses and are designed to make it suitable for occupation by physically disabled persons, and—

- (a) *it is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by physically disabled persons, and*
- (b) *a social service or special facilities are provided in close proximity to the group of dwelling-houses wholly or partly for the purpose of assisting those persons*

- 3.3 Schedule 5, paragraph 9 of the Housing Act 1985 with regards to exemptions for housing adapted to make it suitable for persons suffering from mental disorders:

The Right to buy does not arise if –

- (a) The dwelling-housing is one of a group of dwelling-houses which it is the practice of the landlord to let for occupation by persons who are suffering or have suffered from a mental disorder, and*
- (b) A social service or special facilities are provided wholly or partly for the purpose of assisting those persons.*

- 3.4 Schedule 5, paragraph 10 of the Housing Act 1985 with regards to exemptions for housing adapted to make it suitable for elderly persons:

The Right to buy does not arise if –

- (a) Which are particularly suitable, having regard to their location, size, design, heating systems or other features, for occupation by elderly persons and*
- (b) Which it is the practice of the landlord to let for occupation by persons aged 60 or more, or for occupation by such persons and physically disabled persons,*

And special facilities such as are mentioned in sub-paragraph (2) are provided wholly or mainly for the purposes of assisting those persons.

(2) The facilities referred to above are facilities which consist of or include –

- (a) the services of a resident warden, or*
- (b) the services of a non-resident warden, a system for calling him and the use of a common room in close proximity to the group of dwelling-houses.*

4.0 Eligibility Assessment Process

- 4.1 The primary area where individual dwelling assessment is required relates to general need housing that has received adaptations to support either current or past tenants. To support the process of assessing whether or not a dwelling is exempt from Right to Buy, an Adaptations Matrix (provided as Appendix A) is used to support a consistent decision making process in regards to assessing paragraph 7, part (a) and whether the property adaptations make it potentially exempt due to the nature of the adaptations made to the property. All properties with adaptations are advertised as such in line with Choice Based Letting Policy and priority is given to applicants that require such adaptations which addresses the criteria within part (a) that *'it is the practice of the landlord to let for occupation by physically disabled persons'*.
- 4.2 To address part (b) a short report is drawn up to outline what local social services and special facilities are provided that would impact the decision whether or not the dwelling would be exempt. Examples of the types of facilities and services in an area would include community centres, children's centres or services and disability groups.
- 4.3 To be considered an exempt property the dwelling must fully meet the criteria of parts (a) and (b) of the relevant paragraph. Where an application for Right to Buy is denied, an appeal can be made to the independent Residential Property Tribunal. Details of how to submit an appeal are provided to applicants with the confirmation that their Right to Buy application has been denied.

5.0 Right to Buy and housing needs in the District

5.1 The table below outlines the number of applications received annually over the past 4 years, the number of completed sales and the number of right to buys denied.

Year	Applications	Sales	Average Sales Value	Average Discount	Denied
2016-17	52	29	£121,526	49.3%	3
2017-18	61	31	£126,115	46.0%	3
2018-19	43	35	£117,251	49.5%	3
2019/20 (to 28/1/2020)	43	18	£124,208	47.5%	8

5.2 Of the 17 denied applications 8 were due to adaptations and 3 were due to being supported properties.

5.3 568* of Council properties are classed as adapted. This does not mean that all these properties are automatically exempt from Right to Buy as the adaptation may not be of a qualifying type (see Appendix A for further details on exempt adaptations) and part (b) relating to social services and local facilities must still be met. Where a significant adaptation is planned, the tenant is informed as part of the process that the adaptation may result in their property being classed as exempt from Right to Buy in the future.

5.4 37% of over 4000 applicants currently on the housing register have identified that they have a physical disability.

5.5 8 extensions, 171 major and 253 minor adaptations have been completed between April and December 2019.

5.6 The 2014 Strategic Housing Market Assessment for the District showed 27.5% of households as having one person with a long-term health problem or disability, an above average figure (20.3% average overall population), this is predicted to rise to 34% over time.

6.0 Summary

6.1 The correct assessment and exemption of adapted properties is important to help the Council meet the needs of future tenants, make best use of the housing stock available and to minimise the number of major adaptations required for future tenants.

6.2 Properties are assessed at the time of application to ensure that assessments are up to date and correctly applied regarding any adaptations and local services.

7.0 Equalities Implications

7.1 There are no equalities implications.

**Properties with ramps are not included in this figure due to the way information is recorded.*

8.0 Financial Implications

8.1 There are no financial implications arising from this report.

9.0 Community Plan – Alignment to Objectives

9.1 No direct link to objectives of community plan.

10.0 Comments of Director

10.1 In response to a request from the Committee, this report provides Members with a briefing about the Right to Buy which can apply to homes which are owned by the Council. In particular, the report explains the eligibility of properties which have been adapted to meet the needs of tenants for the Right to Buy.

11.0 RECOMMENDATION

That the contents of the report be noted.

Background Papers

Nil

For further information please contact Kristin McIntosh on 01636 655735 or 07970 262881

Julian Paine
Interim Director - Housing, Health & Wellbeing

RTB Adaptations Matrix

Any properties containing adaptations highlighted below in red will be exempt from the Right to Buy and will not be removed from void properties without SMT approval, the allocations procedure and policy will be amended to ensure all people with a medical priority will be identified and adapted properties will be used to satisfy this demand.

Any properties containing two or more of the adaptations highlighted below in amber will be exempt from the Right to Buy.

Any properties containing adaptations highlighted below in Yellow will not be exempt from the Right to Buy.

Key
Exempt
2 = Exempt
Not exempt

Level Access Shower	Ramp	Stepped Approach	Stairlift	Vertical Lift	Bedroom Extension	Shower Extension	Toilet Extension	Bed and Shower Extension	Fully Adapted Kitchen	Powered Door Opening Device
Partially Adapted Kitchen	Widened Doorways									
Assisted Toilet (Clos-o-mat)	Shower over Bath	Drop Kerb / Hard Standing	Hoist	Heating Upgrade	Safe Outdoor Space	Intercom	Deaf Aid			

HOMES & COMMUNITIES COMMITTEE

16 MARCH 2020

HOUSING SERVICE PERFORMANCE

1.0 Purpose of Report

1.1 This report provides the Committee with an overview of the operational, customer service and compliance performance of the housing service at the end of January 2020.

2.0 Background Information

2.1 Following the transfer of the housing service back to the Council on 1 February 2020, the Committee now has the direct responsibility to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report gives a summary of the performance of the housing service at the end of January 2020 – this is the point at which the service transferred from Newark & Sherwood Homes (NSH) to the Council.

2.3 This is the first opportunity for Members to consider performance as a service provider, rather than to assess the performance of its contractor, NSH. That said, results contained in this report relate to the performance of NSH.

2.4 Work is underway to review the information which is provided to Members to oversee Council performance, so the content of this report is likely to change over time. This version of the report provides Members with an opportunity to comment on the information required by the Committee to oversee the performance of housing services, its frequency and format.

3.0 Performance report

3.1 The report is split into three elements to help Members consider different aspects of housing service performance:

- Operational performance – this includes rent collection and how quickly homes are let
- Customer service performance – this includes feedback from surveys which gives an indication of tenant and other customer satisfaction
- Compliance performance – this covers landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

3.2 The metrics included in the report (and supporting commentary) are drawn from those which were previously reported to the NSH Board and to the Committee, albeit presented in a more graphical form. The NSH Board most recently considered service performance at its meeting on 30 January (data was reported to 31 December 2019). The Committee last considered NSH's performance on 25 November (data was reported to 30 September 2019).

4.0 Equalities Implications

4.1 There are no direct equalities implications arising from this report. This is because it is not currently possible to report the impact of housing services on different customer groups and by equality strands.

5.0 Financial Implications

5.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated and whether key financial assumptions (such as for voids) are realistic.

6.0 Community Plan – Alignment to Objectives

6.1 The performance of the housing service contributes to the delivery of several of the objectives of the Community Plan 2019-23.

7.0 Comments of Director

7.1 This report provides the Committee with its first opportunity to consider the performance of the housing service since it was transferred back into the Council from NSH.

7.2 It's essential that the Committee receives high quality, timely information to enable it to oversee the Council's management of tenants' homes and services, so feedback is welcome around content and how it is presented.

7.3 In addition, feedback is also welcome on areas of service where the Committee would benefit from a more in depth briefing to enhance Members' understanding of the services being provided, legal and regulatory responsibilities.

8.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service.

That Members feedback their observations about the content and presentation of performance information.

Reason for Recommendation(s)

This is the first opportunity for members of the Homes & Communities Committee to consider the performance of the housing management service following its transfer from NSH back into the Council on 1 February.

Background Papers

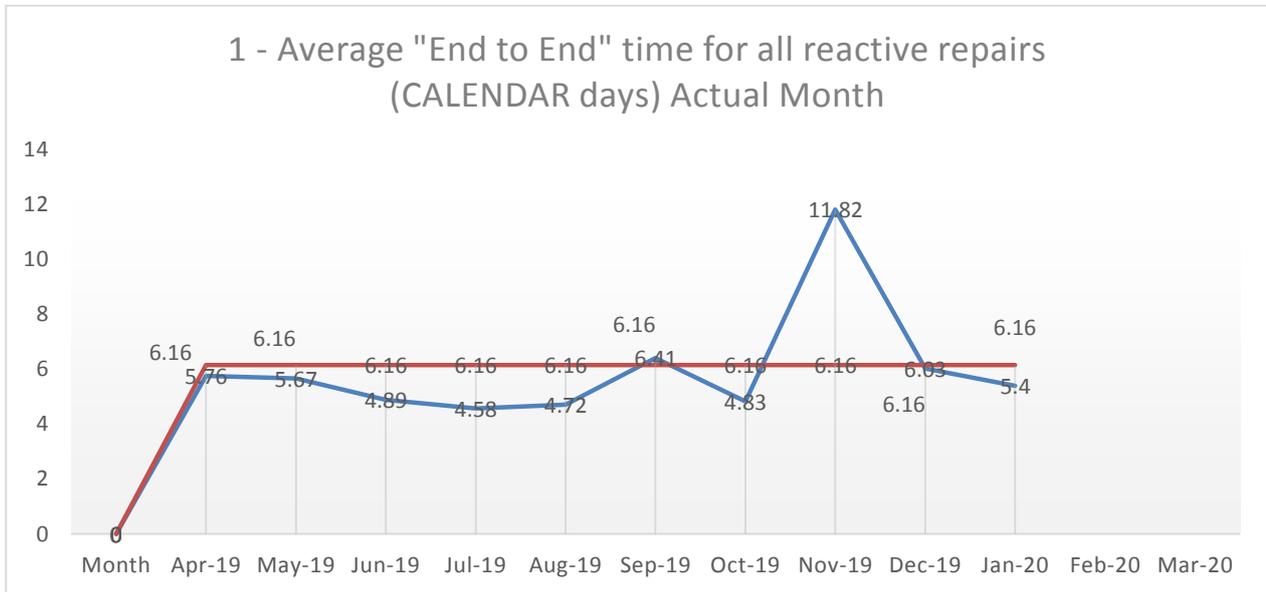
Operational performance
Customer service performance
Compliance performance

For further information please contact Dave Newmarch on 07470423961, Steve Haywood on 07882 719655 or Julian Paine on 07968 421362

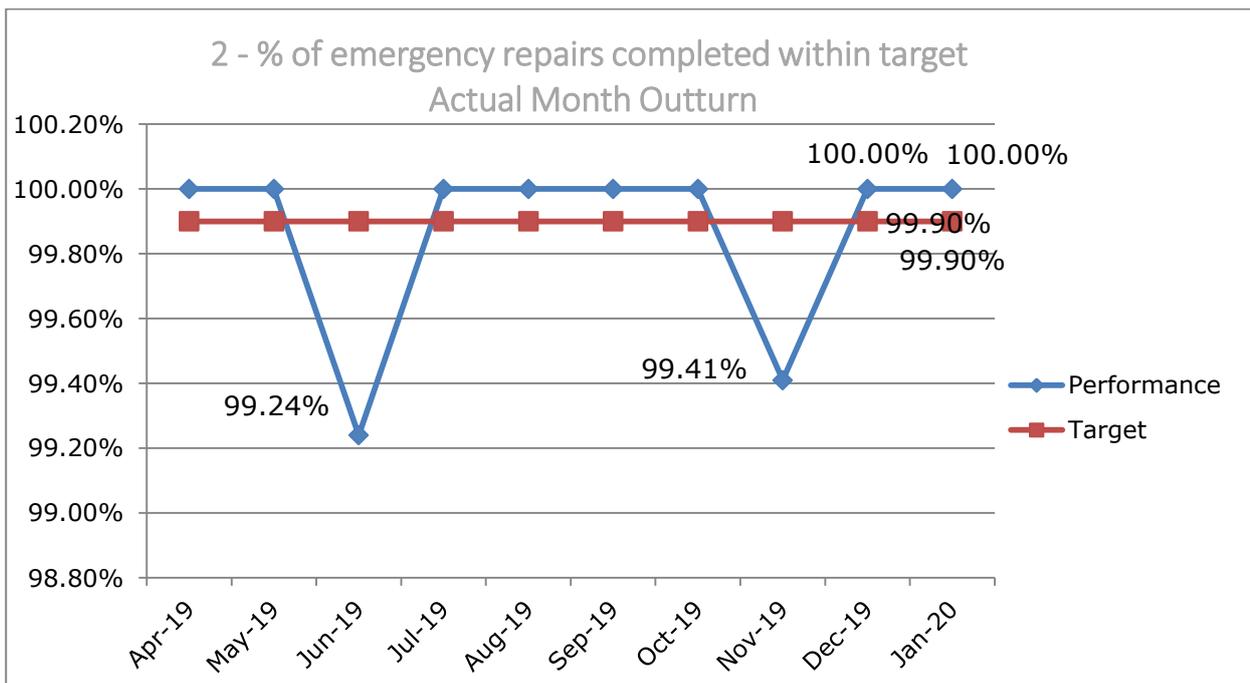
Julian Paine
Interim Director – Housing, Health & Wellbeing

Operational performance

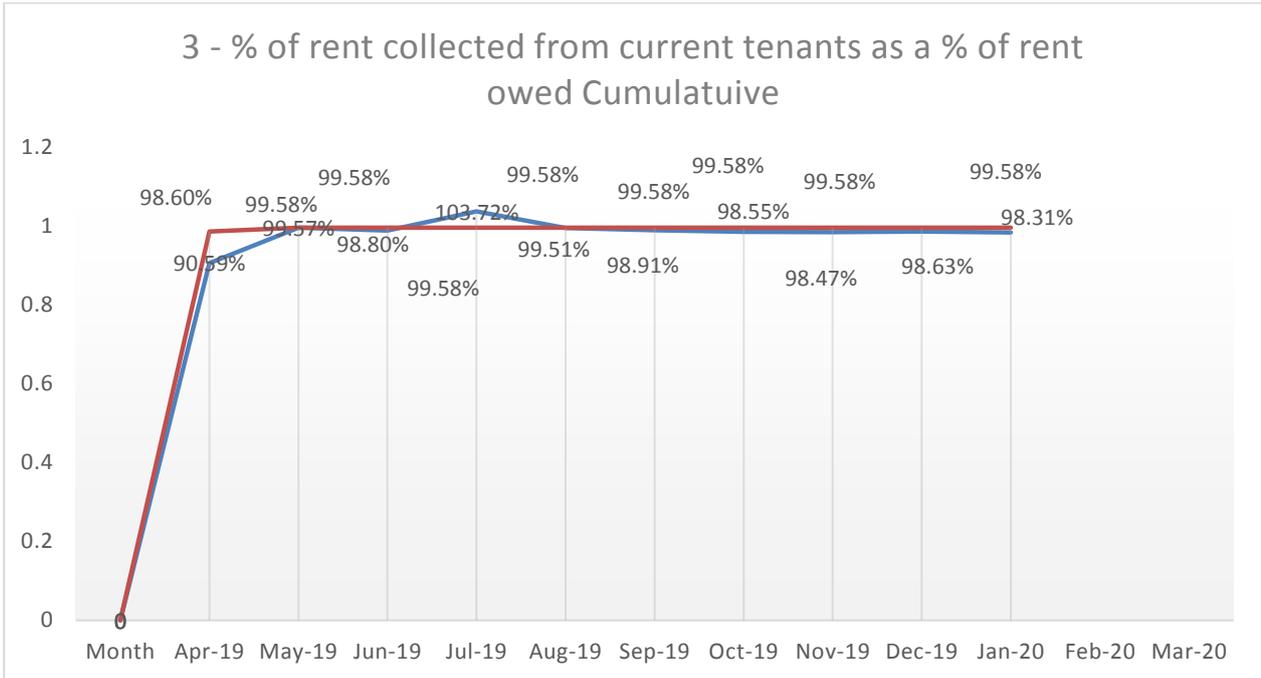
—●— Performance
 —■— Target



This target is at the forefront of tenants’ expectations and is a key driver of satisfaction levels. The rise in November can be attributed to shortage of resource within the repairs team and the start of the winter period. We have put measures in place to address this using contractors where necessary. We have also reviewed job allocation and van stocks to ensure short distances of travel and right first time repairs. This has resulted in a significant improvement in performance.

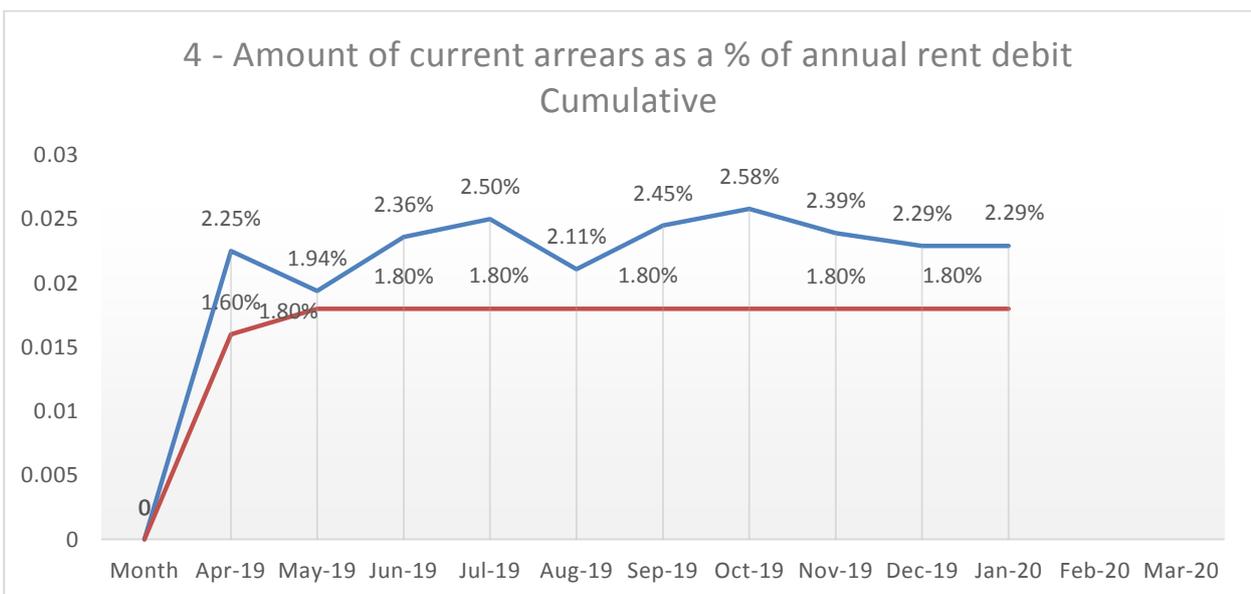


Emergency Repairs are those that will be completed within 24 hours. In January we completed 180 of these within target time.



The continued increase in tenants moving to Universal Credit (UC) continues to impact on rent collection rates. At the end of January 2020, 927 tenants were claiming UC compared to 537 at the end of March 2019. We currently have 176 Tenants on an Alternative Payment Arrangement (APA), where the Housing Element of the tenant’s UC claim is paid direct to NDSC in order to sustain the tenancy.

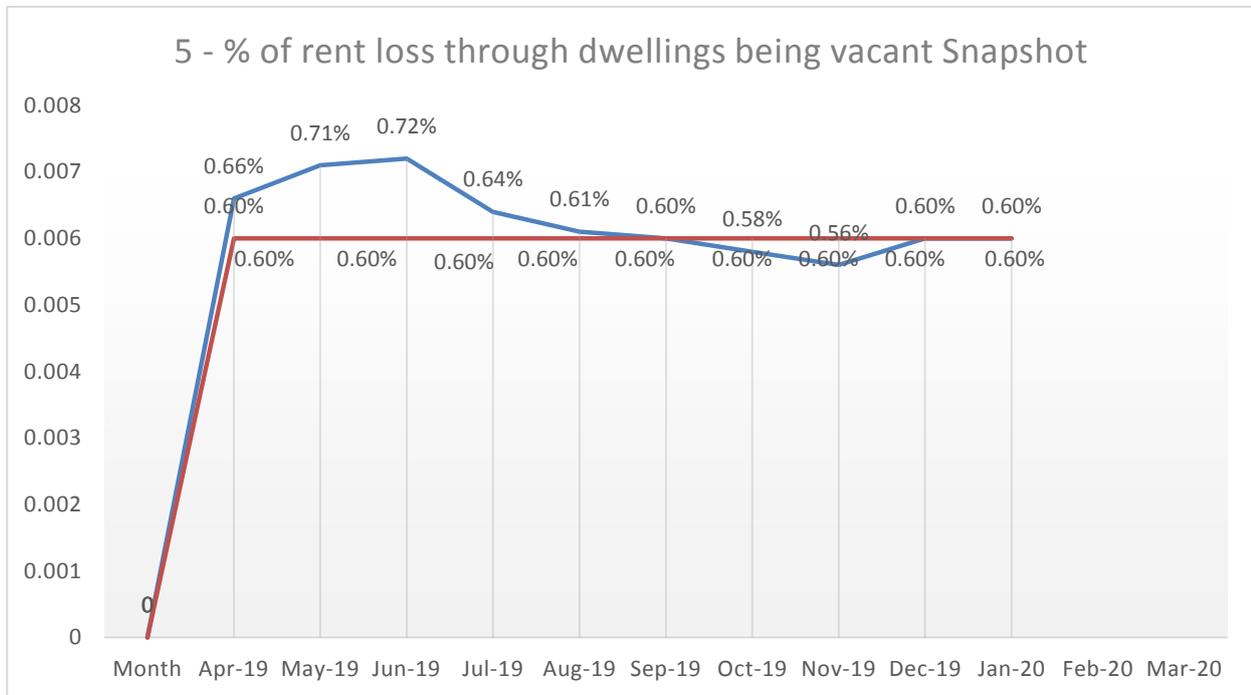
We continue to provide early intervention support to all new UC claimants in an attempt to minimise the impact of the transition to UC and respond quickly to failed payment arrangements. As the number of tenants moving to UC increases, this will continue to put pressure on collection rates.



The increasing Universal Credit (UC) caseload, combined with monthly payment in arrears feature of UC, is contributing to increasing arrears as a percentage of the annual rent debit. Tenants claiming UC are carrying on average higher arrears balances on their account than HB tenants due to the impact of transitioning onto UC as well as the ongoing payment in arrears of

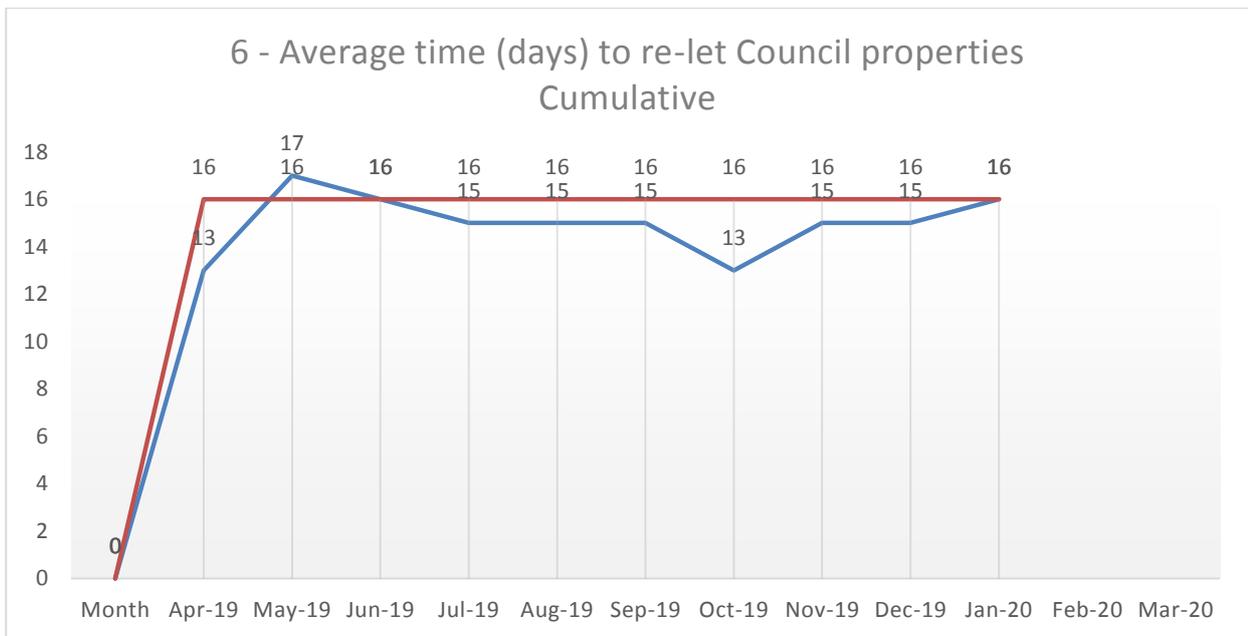
benefit. Tenants on HB continue to benefit from the weekly payment of benefit to their rent account which minimising arrears accruing.

Where tenants fall into arrears as they transition to UC, we will continue to work to stabilise their rent account and support tenants to make an arrangement to clear the arrears and gradually move into a credit on their account.



Rent loss through vacant dwellings presents a financial risk to the housing service through lost income, as well as reputational risk from residents seeing properties standing empty and applicants waiting for a home.

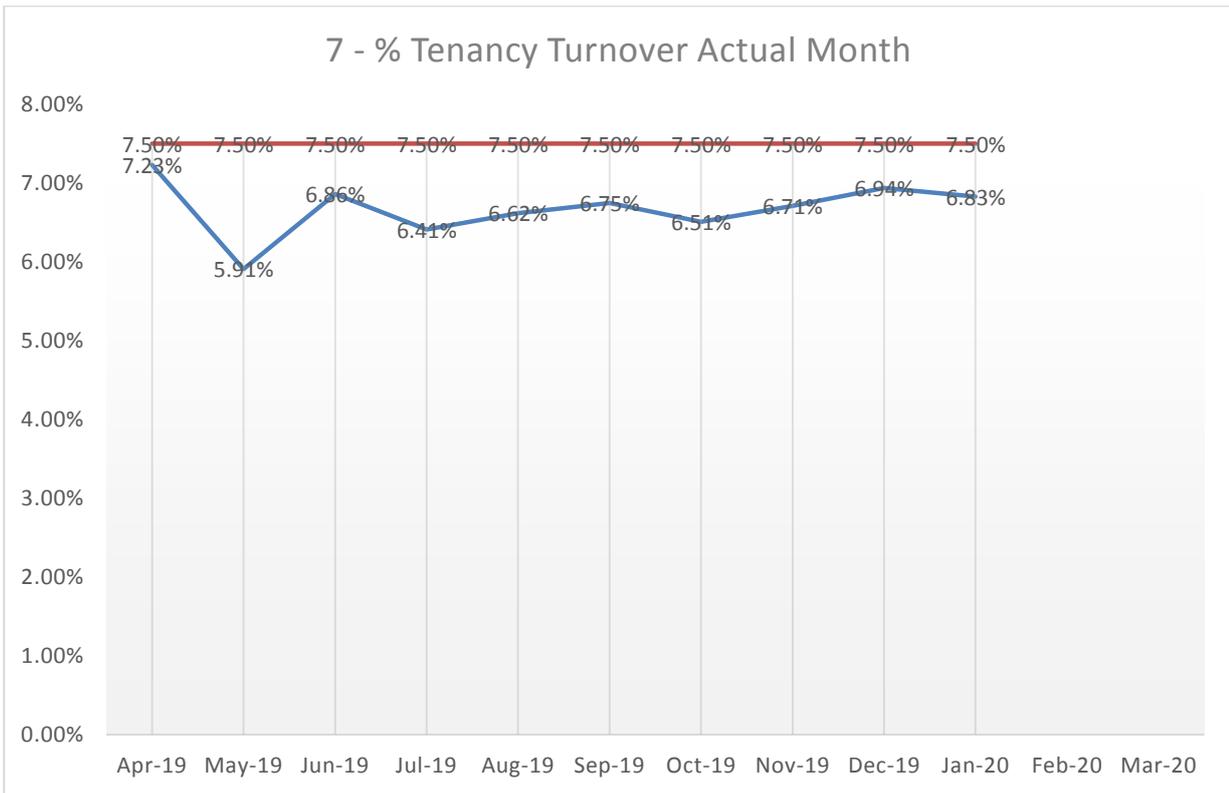
This has improved significantly throughout the year due to work completed to reduce re-let times and this indicator has remained on target since September 2019 as a result.



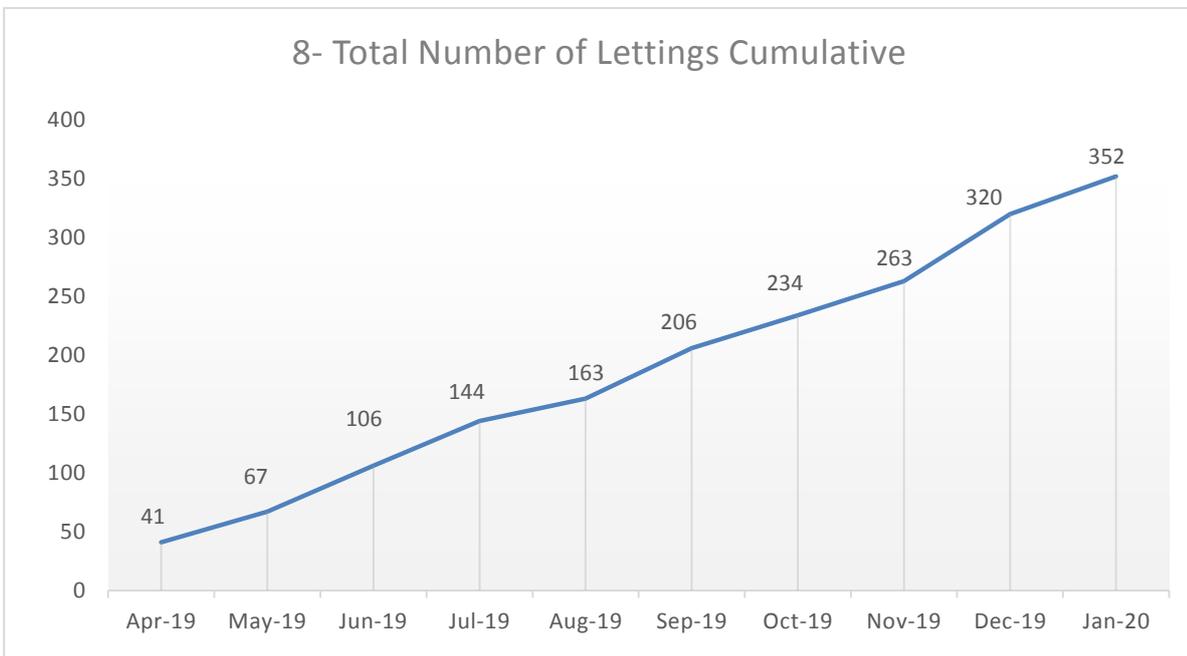
Average time to re-let properties is a direct reflection of the Council’s management of its void process. Empty properties present a financial risk to the housing service through lost income, as well as reputational risk from residents seeing properties standing empty and applicants waiting for a home.

The void process requires a multi team approach to maximise efficiencies. Over the past year the teams have worked hard to review their processes and improve communication to improve performance. This is evident from this indicator being on or below target for all but one month of this financial year.

Processes are embedded and staff work consistently to attain as quick a turnaround as possible with voids meeting the fit to let standard and being re-let.



Tenancy turnover has continued to be on target throughout the year. This can be attributed to pre-tenancy support and tenancy sustainment activity throughout the life of the tenancy.



This measure identifies how many properties are re-let throughout the year rather than a measure of performance in re-letting them. From this information we can see that the teams are re-letting on average 39 properties per month.

Customer services performance

Newark and Sherwood Homes commissioned Viewpoint (a social enterprise based in Sheffield) to collect feedback from customers over the telephone. Viewpoint are specialists in customer satisfaction surveys, especially within the housing sector, with long term relationships with local authorities, housing associations and construction businesses.

Viewpoint attempt to contact 500 tenants per month across a range of services, including: Responsive repairs, ASB, Complaints, Gas servicing, Adaptations, Customer Services, New tenants, Out of Hours repairs, they have a 60-65% completion rate, leading to approx. 300 survey completions each month.

Overall satisfaction in January 2020 was 91% based on 297 completed surveys. The overall outturn is also 91% for 2019/20.

Overall satisfaction performance remains consistently high in most areas. Those areas falling below 90% for January are highlighted in red in the table below; specifically ASB, CAS, Major Works and Repairs.

Service	Number of completions	January %	YTD Outturn %
Overall	297	91	91
Adapts (Major)	3	100	99
Adapts (Minor)	3	100	98
ASB	3	67	79
CAS	43	88	87
Complaints	0	N/A	27
Gas Servicing	61	97	95
Generic	8	88	88
Legionella	21	100	96
Lettings	17	100	91
Major works	32	81	85
Repairs	105	89	92

The figures shown is for the levels of very satisfied or quite satisfied customers. This does not necessarily equate to the remaining percentage all being dissatisfied. Within the remaining amount are dissatisfied customers and those who have declared to be neither satisfied nor dissatisfied.

The number of completions relates to surveys completed in the month. In many cases, the number of returns is very low (including overall) and cannot therefore be statistically relied upon to gauge the overall level of tenant satisfaction. However, the results do provide a useful indicator of customer feedback.

ASB- Out of three customers, two were satisfied and one was dissatisfied. Reasons for the dissatisfaction were that the issue is ongoing or a perception of not been dealt with.

CAS – Out of 43 customers, 38 were satisfied, three were dissatisfied and two were neither. Reasons for the dissatisfaction related to issues not being resolved or not being taken seriously.

Major Works - Out of 32 customers, 26 were satisfied, four were dissatisfied and two were neither satisfied nor dissatisfied. Reasons related to quality of work, mess left during and behind and length of time taken.

Repairs – Out of 105 customers, 94 were satisfied, four were dissatisfied and seven were neither satisfied nor dissatisfied. Reasons for the dissatisfaction related to operatives carrying out external repairs did not let the tenant know they had arrived before they started work or when they were leaving. Other issues were staff attitude, having to repeatedly chase up a repair and operatives attending a job without the correct materials.

Compliance performance

1) Asset Base

Total no. of individual dwellings / properties being managed	5542
Total no. of “blocks” being managed Note: “Blocks” relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO’s etc.	332
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

2) Stock Type

Residential	Number of Units
Social & affordable housing	
General Needs (Social rented)	2918
Shared Ownership	0
Housing for older people	2576
Supported housing	32
NSH Owned	25
Affordable (non-social) housing	
Market Rented	0
Affordable Rented	288
Leasehold (Leaseholder owns 100% of equity)	162
Other	0
Non-Housing	
Offices and commercial premises	3
Garages & car parking spaces	514
Community centres	33

3) Works Activity

Fire	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Fire Risk Assessments	128	128	128	0	100%*

Comments:
 *The Type 1 fire risk assessments (FRA's) currently in place are a 5 year assessment and all are currently still valid and provide the necessary compliance.
 An annual review is also carried out to ensure no changes have been made to the property which would have an impact on fire safety. During the month of October, 2019 all FRA's were reviewed and found to be satisfactory for the remainder of the year. We will shortly begin a new programme of more stringent Type 3 FRA's which will take place throughout 2020. This type of FRA will potentially highlight additional areas of remedial work not routinely identified through the Type 1 FRA. Budgets have been increased to meet the increased cost of any additional work identified.

	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Fire Alarm Testing (including emergency lighting)	636	530	530	106	100%

Comments:
 53 checks have been completed during January across the district. The fire alarm testing is progressing as planned with all testing carried out to target.

	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Sprinkler Servicing	1	0	0	0	100%

Comments:
 This item relates to the sprinkler system at the extra care scheme, Gladstone House. Initial inspections have highlighted a problem with the pipework and water storage for the sprinkler system, that needs to be rectified before the servicing can take place.
 A contractor has been appointed and a site familiarisation meeting took place in January 2020, the remedial work to the water system and the subsequent servicing are scheduled to take place in February 2020.

Asbestos	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Asbestos Surveys (Domestic)	333	222	477	0	100%

Comments:
 As required by the Asbestos Management Policy, asbestos surveys are planned to be carried out to at all domestic Council properties; this was commenced with a 20% survey in 2008. Subsequently we have targeted circa 333 surveys on domestic dwellings per annum, this is a fluid target as it is subject to removal costs where the material is identified and needs to be replaced. The target for the planned asbestos surveys has been achieved and the figures are supplemented by surveys completed on the capital works programme.

Asbestos	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Asbestos Surveys (Communal)	138	138	138	0	100%

<p>Comments: This is a statutory responsibility and the survey programme has now been completed. A programme of re-inspecting any asbestos found and not replaced will commence in 2020/21 as required by the Asbestos Management Regulations.</p>					
Heating Systems	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Valid Gas Annual safety Inspection*	5174	5174	5171	3	99.9%
<p>*Note: The Annual Gas safety inspection results in the issuing of a valid gas certificate.</p> <p>Comments: The gas servicing programme is now back on track and the 3 outstanding properties, at the end of January 2020, are progressing through the legal process to gain access. Since running the January report 1 of the properties has now had the service carried out. Properties are now also being brought forward for their annual service, to reduce the large spike in servicing arising from the completion of the 622 properties that went out of compliance during the summer of last year. This will have the effect of smoothing the programme for future years.</p>					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Solid Fuel	32	32	27	5	84%
<p>Comments: Solid fuel properties are due servicing by the end of the year to ensure compliance, although this is not a statutory requirement at the moment. 27 properties have now been completed and the remaining 5 properties have had cold calling and appointments booked, the process will continue until the services are completed. At the time of writing this update the number outstanding has been reduced to just 1. The legal process for gaining access to these properties is currently being reviewed to mirror the process in place for gas 'no access' properties.</p>					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Oil Servicing	210	210	209	1	99%
<p>Comments: All oil servicing is carried out within an 8-week period during Q3 of the financial year. All properties have a valid oil service certificate with the exception of one property which is currently void and will be tested when a new tenancy commences and they have received their first fuel delivery.</p>					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
LPG Servicing	3	3	3	0	100%
<p>Comments: All complete for the year 2019/2020</p>					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance

Commercial Systems	3	3	3	0	100%
Comments: All complete for the year 2019/2020					
Electrical	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Domestic Testing	1109	924	1132	0	100%
Comments: All properties have a valid domestic testing certificate dated within either 10 years or 5 years depending upon their place within the programme. We are also on target to progress to the 5-year testing certification programme for all properties, which is recognised as best, by the end of this financial year.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Non-domestic Testing	127 (159 -32 Community centres)	127	123	4	97%
Comments: The community centres were previously tested on a 10-year cyclical programme. All 32 community centre sites are currently compliant within this, as the earliest is not due to be tested again until the end of Q4. The programme has, however, now started to progress towards a five-year testing programme and will also include the testing of all other communal areas of buildings, such as flat stairwells, etc. All 159 communal areas, including the community centres, are currently being tested to achieve the new 5-year testing cycle and 100% compliance with new target is expected by end March 2020.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
PAT Testing	38	38	37	1	97%
Comments: PAT testing is ongoing it is expected to be completed by the end February 2020					
Other Safety Works	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Legionella	10	10	10	0	100%
Comments: The programme is progressing on target and a Legionella Risk Assessment has been completed for each building where this is required. Additional work is now taking place to produce a 'written Scheme' for each building which describes the ongoing testing and cleansing that takes place to mitigate any safety issues highlighted within the risk assessment.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
General Block Inspections	880	733	733	0	100%
Comments: Programme progressing on schedule					

	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Play Park Inspections	844	593	593	0	100%
Comments: Currently on target with no issues to report					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Tree Surveys	1	1	1	0	100%
Comments: Tree surveys are undertaken every 5 years and were completed in March 2019					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Passenger Lift Servicing	8	8	8	0	100%
Comments: Programme progressing on schedule. Passenger lifts are serviced every 3 months the latest services were carried out in January 2020.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Stair lift Servicing	84	84	83	1	99%
Comments: One stair lift service is outstanding at the end of December 2019 due to tenant failing to provide access. Appointments are being arranged by the service contractor and the responsible surveyor is working with Tenancy and Estates team to gain access.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Hoist Servicing	36	36	36	0	100%
Comments: All hoists have received their annual inspection.					
	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Commercial Ductwork Inspection	1	0	0	0	100%
Comments: This relates to Gladstone House which is not due to be inspected until March 2020					
Gladstone House	Annual Target	Target to Date	Total to Date	Outstanding	Compliance
Bacteria Testing Potable Water	1	1	0	1	0%
Comments:					

Service on the tank at Gladstone House was due in Q3 of the financial year. This has been delayed as it requires amendments to the water storage system which is due to take place in Q4. (See also the earlier comments relating to the sprinkler system at Gladstone House, to which this matter also relates.)