



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL

*Castle House
Great North Road
Newark
NG24 1BY*

Tel: 01636 650000

www.newark-sherwooddc.gov.uk

Friday, 13 November 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, 23 November 2020 at 6.00 pm
VENUE: Broadcast from Castle House, Great North Road, Newark, Notts NG24 1BY

You are hereby requested to attend the above for the purpose of transacting the business on the Agenda as overleaf.

Attendance at this meeting and public access will be by remote means due to the Covid-19 Pandemic. Further details to enable remote access will be forwarded to all parties prior to the commencement of the meeting.

If you have any queries please contact Karen Langford on Karen.Langford@newark-sherwooddc.gov.uk 01636 655992.

AGENDA

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Remote Meeting Details

This meeting will be held in a remote manner in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

The meeting will be live streamed on the Council's social media platforms to enable access for the Press and Public.

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| 21. | Exclusion of the Press and Public | |
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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.

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NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Homes & Communities Committee** Broadcast from Castle House, Great North Road, Newark, Notts NG24 1BY on Monday, 14 September 2020 at 6.00 pm.

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

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

ALSON IN ATTENDANCE: Councillor Mrs L Hurst

APOLOGIES FOR ABSENCE: Councillor Mrs I Brown and Councillor M Brown (Committee Members)

The meeting was held remotely, in accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

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

That no Member or Officer declared any interest pursuant to any statutory requirement in any matter discussed or voted upon at the meeting.

49 DECLARATION OF ANY INTENTION TO RECORD THE MEETING

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

50 MINUTES OF MEETING HELD ON 20 JANUARY 2020

AGREED (unanimously) that the Minutes of the meeting held on 20 January 2020 be approved as a correct record and signed by the Chairman.

51 CHAIRMAN'S REPORT

The Chairman reminded the committee that they had last met in January and provided them with a brief update on what had been happening. The Chairman firstly introduced the Director for Housing, Health and Wellbeing, Suzanne Shead who commenced her role in April.

The Chairman referred back to the flooding that took place in Egmanton as well as in other areas in November last year, advising that Government grants have been put in place. In February further flooding hit the District affecting Lowdham, Gunthorpe, Farndon, Newark, Carlton on Trent and Girton to which further grants were made available.

The Chairman spoke about the outbreak of Covid 19 and bringing the housing function back into the Council, thanking the IT team who had supported Members and staff across the Council to keep the services going and connected for residents during this time.

The Chairman thanked staff for their hard work and commitment over this challenging period, having provided support to the District's most vulnerable residents through the work of the Humanitarian Assistance Response Team (HART).

The Chairman noted key achievements that had taken place including securing funding in partnership with the Police around hardening target areas of Newark susceptible to crime, maintaining strong performance across the housing teams, progressing the regeneration of Yorke Drive and using alternative ways of engaging with tenants and residents.

The Chairman reminded Members that there will be learning as well as opportunities with many challenges for the committee to deliver on key projects and in working closely with tenants and residents around developing council services, in delivering high levels of satisfaction for the users of the services.

52 FORWARD PLAN - AUGUST 2020 TO JULY 2021

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

The Chairman advised the Committee of the following future item to be added to the plan in order to review CCTV as well as the Policy.

53 HOUSING ADVISORY GROUP TERMS OF REFERENCE

The Committee considered the report from the Director of Housing, Health and Wellbeing which sought approval of the Terms of Reference for the Housing Advisory Group.

The report explained that the Terms of Reference would 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.

AGREED (unanimously) that the Terms of Reference for the Housing Advisory Group be approved.

54 COUNCIL HOUSING ALLOCATIONS SCHEME - ANNUAL UPDATE

The Committee considered the report from the Tenancy and Estates Manager providing the Committee with its annual update on the application of the Council's Housing Allocation Scheme. The report also provided an update on the amendments made to the Scheme following Committee approval in November 2019.

The report outlined the impact of the Allocations Policy against the applicants on the

housing register, giving transparency to allocations and has been updated to reflect housing coming back into the Council as well as clarity around bedroom eligibility and pregnancy.

The Tenancy and Estates Manager explained to the Committee that consultation had taken place with other local authorities and could confirm they were working in the same way.

The Chairman made one amendment to recommendation (b), that the Director of Housing, Health and Wellbeing would consult with the Chairman before approving any further minor amendments.

AGREED (unanimously) that:

- (a) Members noted the contents of the report which provided an annual update to the Council's Housing Allocation Scheme.
- (b) delegated authority be given to the Director of Housing, Health and Wellbeing to approve any further minor amendments required that do not require formal consultation, in consultation with the Chairman of the Homes & Communities Committee to ensure the Scheme continues to adhere to statutory requirements.

55 THE DIGITAL DECLARATION

The Committee considered the report from the Business Manager for ICT to endorse Newark and Sherwood District Council signing the 'Local Digital Declaration' which would commit Newark and Sherwood District Council to work towards becoming a Digital Council.

The Council want to launch a Declaration commitment with a community focused project that works towards digital inclusivity. Despite the transformative impact of technology on society, many people in the UK remain digitally excluded. This is important as residents who are excluded digitally are also more likely to be socio-economically disadvantaged and the digital divide exacerbates this inequality.

The aim is for the first digital declaration project to work to combat this inequality. The IT and Digital Services and Transformation Business Units would be working with Members and residents to develop this project.

The Business Manager for ICT also informed the Committee that other neighbouring authorities had signed up including Ashfield District Council, Mansfield District Council and Nottingham City Council.

The Chairman thanked all of ICT for keeping everyone connected and continuing to provide a fantastic service.

AGREED (unanimously) that:

- (a) Members endorsed the Local Digital Declaration for approval at Policy &

Finance Committee; and

- (b) Members approved the introduction of a digital implications Committee report header.

56 NEWARK AND SHERWOOD COMMUNITY LOTTERY

The Committee considered the joint report from the Health Improvement and Community Relations Manager and the Business Manager for Housing, Health and Community Relations to secure Member approval to launch an on-line Newark and Sherwood Community Lottery (“the Lottery”) to help fund discretionary support for the local voluntary and community sector, and to enable such organisations to raise funds which will directly benefit local people and communities.

The report explained that the introduction of a Community Lottery is currently listed as a year 2 priority in the current Community Plan 2019 - 2023 and will also feature in the Refreshed Community Plan which will be considered by Policy and Finance at its September Committee meeting on 24 September 2020.

The Members were informed that gambling would not be promoted and sufficient safeguards were in place for this and the system used to purchase tickets does not allow the use of credit cards.

A Member queried if local charities could be chosen and this was confirmed that local charities could be nominated.

The Chairman made one amendment to recommendation (d), that both the Leader of the Council and the Chairman of Homes and Communities Committee are consulted rather than only consulting with one or the other.

AGREED (unanimously) that:

- (a) the establishment of the Newark and Sherwood Community Lottery for the purpose of raising funds to support good causes that benefit residents of the District was agreed.
- (b) the procurement of Gatherwell as an External Lottery Manager to run the operational side of the lottery was approved.
- (c) a project budget of £7,500 to establish and implement the lottery was approved.
- (d) authority be given to the Deputy Chief Executive and Director of Resources, in consultation with the Leader of the Council and the Chair of Homes and Communities Committee, to establish criteria for determining which good causes can participate in the Lottery, and apply those criteria.
- (e) Authority be given to the Deputy Chief Executive and Director of Resources to apply for any necessary licences from the Gambling

Commission to enable the Lottery to operate.

- (f) the Deputy Chief Executive and Director of Resources be appointed as the personal licence holder for the Lottery and authorises him to apply for the personal licence and identify a deputy for business continuity purposes and to avoid lottery suspension.
- (g) to delegate the management and oversight of the Lottery and the authority to approve appropriate policies and procedures associated with the Lottery to the Deputy Chief Executive and Director of Resources.

57 BASSETLAW & NEWARK AND SHERWOOD COMMUNITY SAFETY PARTNERSHIP PROGRESS AND PERFORMANCE UPDATE 2019/20 AND REVIEW OF PRIORITIES FOR 2020/21

The Committee considered the report from the Business Manager for Public Protection as to the progress and performance of the Community Safety Partnership priorities for 2019/20 and to review and refresh the priorities for 2020/21.

The report referred to the in depth review of the CSP priorities that was undertaken in early 2019 and it was agreed that the following priorities be adopted for 2019/20.

The priorities were:

Domestic Violence
Burglary
Rural Crime
Area based work/Town Centre Issues
Gypsy and Travellers (Newark)
Community Cohesion
Knife Crime
Exclusions (Bassetlaw)

The Members were informed that there had been a general fall in crime although an increase in Anti-Social Behaviour therefore the priorities for 2020/21 to continue as for the previous year with the addition of Anti-Social Behaviour as a specific priority.

AGREED (unanimously) that:

- (a) the Members noted the performance of the Bassetlaw & Newark and Sherwood Community Safety Partnership.
- (b) the following priorities for 2020/21 were approved:

Domestic Violence
Burglary
Rural Crime
Area based work/Town Centre Issues
Gypsy and Travellers (Newark)

Community Cohesion
Knife Crime
Exclusions (Bassetlaw)
Anti-Social Behaviour

- (c) the Neighbourhood Policing Inspector be invited to the next meeting of the Committee to give an update on the policing of Newark and Sherwood.

58 SAFER STREETS FUND

The Committee considered the report from the Business Manager for Public Protection to update Members on the success of a bid to the Safer Streets Fund and to agree a set of local actions to deliver the bid. This was good news for Newark and the District.

The Members were informed that the project has to be completed by 31 March 2021 and that work had already started. One of the key deliverables set out in the bid was the reinstatement of a Community Hub based within one of the NSDC flat units at Chatham Court. It is envisaged that this will create a multi-agency single point of contact to allow for community engagement across the range of housing tenures.

The report highlighted how the Safer Streets Initiative will align with the Community plan theme to 'Reduce crime and anti-social behaviour and increase feelings of safety in our communities'.

AGREED (unanimously) that the success of the Safer Streets Bid be noted.

59 HOUSING SERVICES COMPLIANCE PERFORMANCE

The Committee considered the report from the Strategic Lead for Asset and Development, providing an overview of compliance performance of the housing service at the end of July 2020.

The report provided the Committee with its first opportunity to consider the performance of the housing service since it was transferred back into the Council from Newark and Sherwood Homes. A previous report due to be considered in March 2020, was deferred due to the COVID-19 lockdown.

The report contained information on compliance performance to provide Members with an oversight and input into these essential services. The report included, amongst other matters information on the Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarised details of the Council's housing stock.

The Members found the report easy to read and liked the format of the report.

AGREED (unanimously) that:

- (a) the Committee noted the performance of the Housing Service

compliance functions.

- (b) Members feedback their observations about the content and presentation of the performance information.

60 TENANCY POLICY REVIEW

The Committee considered the report from the Tenancy and Estates Manager providing a revised Tenancy Policy following the reintegration of the Housing Services and new legislation.

The report ensured compliance with the requirements of the Localism Act 2011 and gave clear guidance regarding how the Council manages their homes from inception to termination.

A revision of the Tenancy Policy Review was required following the reintegration of the Housing Services back into the Council, where all references to Newark and Sherwood Homes had been removed, other policies will also be reviewed in the coming year.

AGREED (unanimously) that the revised Policy be noted.

61 HOUSING SERVICES QUARTER 1 PERFORMANCE

The Committee considered the report from the Performance Officer, providing an overview of performance and satisfaction within Housing Services for Quarter 1 of 2020/21.

The report provided the Committee with its first opportunity to consider the performance of the housing service since it was transferred back into the Council from Newark and Sherwood Homes.

The report provided assurance to Members that standards and performance were high and if not, actions were in place to address this with respect to any associated risks.

The Members found the traffic light system easy to work with, although concerned that those set with a 100% target were set up to fail and would not be a realistic outcome. It was therefore agreed to adjust the targets from 100% to 95% for those with a high number of returns and 90% for those with low returns, noting that 100% although was the aim would render satisfaction as failing should one return be unhappy with the service.

The Members highlighted that it was a really good report with the openness and a clear desire to improve and would continue to monitor in the future.

AGREED (unanimously) that:

- (a) the Committee noted the performance of the Housing Service.

- (b) Members feedback their observations about the content and presentation of the performance information.

62 YORKE DRIVE REGENERATION UPDATE

The Committee considered the report from the Growth and Regeneration Lead Officer providing an update on progress within the Yorke Drive Regeneration Project.

The report set out the progress of the regeneration project, in particular reaching the enabling stage and amending resident consultation to account for current circumstances, noting it is a significant project for the Council and the District.

The Chairman referred to the management of vacant properties in the report and to the feasibility of holding voids for use by the homeless. The Committee were informed this could be considered possibly in the winter months.

AGREED (unanimously) that the progress on the delivery of the Yorke Drive Regeneration Project be noted.

63 PROJECTS UPDATE FOR THE SEVEN HILLS MODULAR DEVELOPMENT SCHEME

The Committee considered the report from the Capital Projects Manager who was introduced to the Committee as having taken up a position with Arkwood providing an update on progress on the project to replace the existing facility at Seven Hills.

The report explained how the project will enable the Council to provide a modern, efficient facility for people when they are in most need. The opportunity to use modern methods of construction will deliver an innovative scheme, which will be interlinked with wrap around support for residents to help promote a strong start to their housing journey.

The Committee were informed that an operational team of officers were currently exploring options available for an interim solution to accommodate homeless individuals and families whilst the new scheme is built.

AGREED (unanimously) that the progress on the project to date be noted.

64 HOMES & COMMUNITIES REVENUE AND CAPITAL FORECAST OUTTURN REPORT TO 31 MARCH 2021 AS AT 31 JULY 2020

The Committee considered the report from the Business Manager for Financial Services comparing the Revised Budgets for the period ending 31 March 2021 with the Projected Outturn forecast for the period, based on meetings with Financial Services staff and the appropriate Business Manager. These are based on four months' performance information on the Council's revenue and capital budgets, including:-

- General Fund (GF) Revenue
- Housing Revenue Account (HRA)
- Capital Programme

The report explained that it was requested by Members at the Policy & Finance Committee during February 2020 that reports were presented to individual Committees, for noting, for them to understand the financial position of their Committee.

The Committee were presented with the report for noting and to be taken to the next Policy & Finance Committee on 24 September 2020.

AGREED (unanimously) that the contents of the report be noted.

65 URGENCY ITEM TAKEN DURING COVID-19

The report provided the Committee with the urgency decision that had been taken in light of the Covid-19 Pandemic with respect to the Parish & Town Council Initiative Fund and Community, Sports & Arts Grants Scheme.

NOTED the Urgency Item – Minute of Decision taken during the Covid-19 Pandemic.

66 EXCLUSION OF THE PRESS AND PUBLIC

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 involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

67 TELEPHONY & CALL CENTRE SOLUTION

The Committee considered the exempt report regarding the Telephony and Call Centre Solution.

(Summary provided in accordance with Section 100C(2) of the Local Government Act 1972).

Meeting closed at 7.50 pm.

Chairman

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

ANTISOCIAL BEHAVIOUR – INTERVENTIONS AND ENFORCEMENT AND POLICY REVIEW

1.0 Purpose of Report

- 1.1 To provide the Committee with information on the current position with regard to Antisocial behaviour across the district and the range of interventions and enforcement used to combat this behaviour.
- 1.2 For Members to support the review of the current ASB policy to incorporate Housing Services.

2.0 Background Information

- 2.1 Although Antisocial Behaviour (ASB) can be difficult to define because of its impact being perception led, the Council has set out in its ASB policy, the definition and general principles that it will work to when addressing issues and complaints about ASB. An extract from the ASB policy is shown below.

ASB covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance. Examples of ASB may include:

- ***Nuisance, rowdy or inconsiderate behaviour***
- ***Vandalism, graffiti and fly-posting***
- ***Street drinking***
- ***Environmental damage including littering, dumping of rubbish and abandonment of cars***
- ***Prostitution related activity***
- ***Begging and vagrancy***
- ***Fireworks misuse***
- ***Inconsiderate or inappropriate use of vehicles e.g. off-road motorbikes***

2.2 Levels of ASB in Newark and Sherwood

ASB does not recognise council structures or partnerships and therefore there are a number of ways in which ASB is measured and recorded.

- 2.3 The Council's ASB Officers work within the Public Protection Business Unit and this team is the council's main focus for addressing ASB. The numbers of ASB complaints received are shown below.

Year	Number of ASB complaints
2018/19	259
2019/20	237
2020/21 (7 months)	171

2.4 Each case can be very different ranging from a simple phone call to resolve the matter up to a multi-agency operation lasting months with multiple victims and perpetrators resulting in court proceedings and criminal sanctions.

2.5 The police are a key partner in addressing ASB and they also record their levels of ASB. The figures for this year compared with last year are shown below:

Apr-Sep 19/20	Apr-Sep 20/21	% change
1414	2474	+75%

2.6 The other key partner responding to ASB within Newark and Sherwood is the NSDC Housing Service. Many tenants suffer ASB or are a source of ASB and the Housing Service have officers that deal with these issues. They also record their number of complaints and these are shown below:

Year	Number of ASB complaints
2018/19	293
2019/20	212
2020/21 (7 months)	140

2.7 One of the Council's key performance indicators is the '% Reduction in ASB'. Over the past three years, the trend for ASB has been a decreasing figure with each year showing a decline in the number of reported cases. However, this year that trend has not been repeated with the data available so far in 20/21 showing an increase.

2017/18	- 4.7
2018/19	- 4.0
2019/20	- 1.5
2020/21	+75

2.8 The table below shows the figures for ASB with the top seven wards of the District.

Ward	Volume ASB - Nov 18-Oct 19	Volume ASB - Nov 19-Oct 20	% Increase	Rank by Volume 2018/19	Rank by Volume 2019/20
Castle Ward	406	502	24%	1	1
Beacon Ward	280	402	44%	2	2
Devon Ward	267	394	48%	3	3
Ollerton Ward	266	375	41%	4	4
Balderton North & Coddington Ward	157	307	96%	6	5
Bridge Ward	151	292	93%	7	6
Edwinstowe & Clipstone Ward	167	272	63%	5	7

2.9 It can be seen that all wards are showing an increase. The increase in ASB this year is not a Newark and Sherwood phenomenon, but is a picture that is repeated across the county. Discussions amongst all agencies has centred on the impact that coronavirus has had on the levels of ASB. Children being away from school for the majority of the time since March has had a major impact. Many of the cases investigated by N&S ASB Officers have involved gatherings of young people.

3.0 Enforcement and Interventions

3.1 Officers take an approach to dealing with ASB, which is proportionate and appropriate to the behaviour being produced or complained about. Whilst officers will do all they can to reasonably prevent ASB, at the same time they will take proportionate enforcement action and will do so at the same time as employing preventative measures if necessary.

3.2 Set out below are some of the main actions and tools that are available to combat ASB.

Mediation - Using qualified experts in mediation to try to resolve issues and come to agreements on a way forward.

Good Neighbour Agreements - These are informal agreements where neighbours agree to certain types of behaviour and can be a lever to improving relationships.

Education within schools - This can be on a range of topics including: alcohol and drug awareness, healthy relationships, inter-generational work, cultural awareness. These are run either by internal staff, external agencies or a mix of partners

Referral to support services - There are a range of support services available, some of which are provided by the voluntary sector.

Warnings - Often it is appropriate to issue a warning, which could be either verbal or in writing. Warnings would be issued by either an individual agency e.g. social landlord, or from the partnership.

Informal Warning Notices - Housing Services often use a traffic light system of informal warning notices; with red being the most severe and is often the precursor to legal enforcement action. These set out clearly what the tenant needs to do within set timescales and the sanction should they not comply.

Community Protection Notices - To stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the community's quality of life.

CCTV - The Council has a network of monitored cameras that it provides to act as a deterrent for those who would commit acts of ASB. Evidence may also be collected on the cameras to support enforcement activity.

Acceptable Behaviour Contracts (ABC's) - A more formal agreement which outlines expected behaviour and highlights potential repercussions if they are breached. ABC's are formally signed by the offender, the Council and Police staff.

Parenting Contracts - Where informal interventions are used with a young person under 18, his or her parents or guardians should be contacted in advance of the decision to take action.

Community Remedy - actions which may be chosen by the victim for the perpetrator to undertake in consequence of their behaviour or offending.

Tenancy agreements – the legal contract between the Council as the landlord and tenant. Sets out responsibilities and obligations for both parties, and includes the sanctions should tenants fail to comply with the conditions within the agreement.

Criminal Behaviour Orders - Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.

Dispersal Orders - Requires a person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48 hours. This is a police power.

Closure Powers - To allow the police or council to close premises quickly which are being used, or likely to be used, to commit nuisance or disorder.

Possession Proceedings – Legal actions in line with Housing Acts (1985, 1996 & 2004) and more recently the Crime and Policing Act (2014).

Injunctions to prevent Nuisance or Annoyance – An injunction to prevent antisocial behaviour can be granted against any person aged 10 or over. These are legal interventions taken by the Council to prevent housing-related antisocial behaviour.

3.3 The use of these powers and tools are never done in isolation. One or a number of these powers may be used in succession or concurrently and in most cases at least one partner organisation will be involved.

3.4 There is a great deal of joint working between the Antisocial Behaviour officers and colleagues in Housing Services. ASB does not confine itself to one form of housing tenure and therefore joint approaches are needed. Officers from all services will employ a range of measures to tackle ASB and the overriding principle is that victims must be protected from those who perpetrate ASB and that the Council is committed to reducing ASB in its communities. This means that the officers will use all legal powers at its disposal and also encourage partners to do likewise.

4.0 Proposals

4.1 When Newark and Sherwood Homes were operating they had their own Antisocial Behaviour policy. With the move to provide Housing Services from within the Council it would seem appropriate to have a single corporate policy on ASB. Officers from Public Protection and Housing Services have already begun work on this and it is proposed that a draft Policy will be brought to the next meeting of the Committee.

5.0 Equalities Implications

5.1 The Council has made a commitment to ensuring that it complies with the requirements of the Equalities Act 2010. Part of this commitment requires an understanding of how policies may affect people with ‘protected characteristics’ under the legislation.

5.2 It also recognises that people with ‘protected characteristics’, such as those who are older or younger, who have disabilities or who are from a minority ethnicity, may be particularly vulnerable to ASB. The Council will work to ensure that any risk assessments or consultation takes this into account and that our response is tailored accordingly. Hate motivated ASB or behaviour that is malicious in nature, offensive, or targeted towards a particular group of society will be dealt with as a high priority because of the elevated risk

6.0 Financial Implications - FIN20-21/5958

6.1 None from this report.

7.0 Digital Implications

7.1 None from this report

8.0 Community Plan – Alignment to Objectives

8.1 All the work around ASB has an impact on the Community plan theme to ‘Reduce crime and anti-social behaviour, and increase feelings of safety in our communities.’

9.0 RECOMMENDATION that:

a) **The Committee note the data relating to ASB; and that,**

b) **Members support the production of a single ASB policy for the Council.**

Reason for Recommendation

To update the Committee on the current position in relation to the enforcement and interventions relating to ASB

Background Papers

Nil

For further information, please contact Alan Batty (Business Manager – Public Protection).

Matthew Finch

Director – Communities and Environment

Forward Plan of Homes & Communities Committee Decisions from 1 December 2020 to 30 November 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
18 Jan 2021	Housing Management Implementation Update+	Karen.White@newark-sherwooddc.gov.uk
18 Jan 2021	Update on HRA Development Programme Delivery	
18 Jan 2021	Yorke Drive Regeneration Project Update	Cara.clarkson@newark-sherwooddc.gov.uk
18 Jan 2021	Findings of the District Wide Housing Needs Study	jill.sanderson@newark-sherwooddc.gov.uk
18 Jan 2021	UK Resettlement Scheme (UKRS)	leanne.monger@newark-sherwooddc.gov.uk maria.brambles@newark-sherwooddc.gov.uk
18 Jan 2021	Safety and Risk Annual Update	alan.batty@newark-sherwooddc.gov.uk
18 Jan 2021	Homelessness Prevention and Rough Sleeper Strategy – Annual Delivery Update (to include phase 2 homelessness review findings)	leanne.monger@newark-sherwooddc.gov.uk Cheska.asman@newark-sherwooddc.gov.uk
18 Jan 2021	Discretionary and Community Grants Programme 2019-20 Performance	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
18 Jan 2021	Safer Streets Update	Alan.batty@newark-sherwooddc.gov.uk
18 Jan 2021	CCTV Policy review	Alan.Batty@newark-sherwooddc.gov.uk
18 Jan 2021	Community Engagement Strategy	leanne.monger@newark-sherwooddc.gov.uk andy.hardy@newark-sherwooddc.gov.uk
18 Jan 2021	Sherwood and Newark Citizens Advice – Presentation by their Chief Officer on 2019-20 Performance	leanne.monger@newark-sherwooddc.gov.uk

18 Jan 2021	Seven Hills Homelessness Provision - update	Kevin.shutt@newark-sherwooddc.gov.uk Maria.cook@newark-sherwooddc.gov.uk
18 Jan 2021	Housing White Paper (TBC)	Suzanne.shead@newark-sherwooddc.gov.uk
18 Jan 2021	Update on pilot of changed repairs priorities	Sally.Skipworth-Cooke@newark-sherwooddc.gov.uk
18 Jan 2021	Redevelopment EXEMPT	Suzanne.shead@newark-sherwooddc.gov.uk Kevin.Shutt@newark-sherwooddc.gov.uk
18 Jan 2021	Self Assessment – Housing Ombudsman – Effective Complaint Handling	julie.davidson@newark-sherwooddc.gov.uk
15 March 2021	Home Energy Conservation Act (HECA) Bi Annual Report	leanne.monger@newark-sherwooddc.gov.uk helen.richmond@newark-sherwooddc.gov.uk
15 March 2021	Community Plan – Quarterly Performance Report	
15 March 2021	Tenancy Strategy	julie.davidson@newark-sherwooddc.gov.uk
15 March 2021	Housing Services – Performance	Nicola.priest@newark-sherwooddc.gov.uk
15 March 2021	Housing Customer Journey (Tenant Participation and Engagement)	Terry.Bailey2@newark-sherwooddc.gov.uk
15 March 2021	Tenant Engagement Review Update	Terry.Bailey2@newark-sherwooddc.gov.uk

HOMES & COMMUNITIES COMMITTEE
23 NOVEMBER 2020

GROUNDS MAINTENANCE OF HRA LAND

1.0 Purpose of Report

- 1.1 To present to members a business case for Newark and Sherwood’s Street Scene Service to deliver the Grounds Maintenance of HRA (Housing Revenue Account, or Housing Service land) land going forward, rather than contracting to a third party for this service.
- 1.2 To obtain an in principle decision to bring the existing contract to an end and bring the service in-house.
- 1.3 To present to members with details of enhanced levels of service available, which will form part of a future consultation (with tenants subject to approval of business case as outlined in 1.2).

2.0 Background Information

2.1 Background on the Maintenance of HRA Land

There are four aspects to the Grounds Maintenance of HRA land:

- Programmed grounds maintenance such as grass cutting, shrub/ hedge maintenance, and weed treatment of HRA green spaces and hard surfaces (such as parking and pathways). This is 79% of the current budget.
- A fixed budget for programmed tree works, which is the arboriculture maintenance of trees on HRA land. This is 9% of the current budget.
- A fixed budget which caters for responsive clearing and (as required) reporting and enforcement against fly tips on HRA land, including green spaces, playgrounds and other areas. This is 8% of the current budget.
- Regular playground inspections and maintenance of playgrounds on HRA land. This is 4% of the current budget.
- The current annual cost (for 2019/20) to tenants for grounds maintenance, based on 5,497 homes, is £50 per house (per annum). The costs of this service are paid for through tenants rents and not charged as a separate service charge (with the exception of Gladstone House).

Grounds Maintenance Contracts	Budget 2020/21	Estimated Budget 21/22
Programmed Works Grounds Maintenance	£209,580	£215,870
Gladstone House Grounds Maintenance	£11,780	£12,130
Main Contract (Contract currently held by ID-Verde)	£221,360	£228,000
Major Tree Works	£25,000	£25,750
Playground Maintenance	£11,680	£12,030
Fly Tipping Clearing	£21,660	£22,310
Additional Contracts (outside the ID-Verde Contract)	£ 58,340	£ 60,090
Total Grounds Maintenance Spend	£279,700	£288,090

2.2 **Programmed Grounds Maintenance of HRA Land**

The contract for the programmed works (79% of budget) is currently held by ID-Verde and the initial term on the contract ends in April 2021. Therefore, it was timely for Housing to conduct a review of the service and set out options for this service going forward.

2.3 **Review of the Current Service**

In September 2020 a tenant survey (containing 10 questions) was sent to 250 tenants, who had expressed an interest in being involved with consultation. The survey was completed by 150 tenants, a strong response rate of 60%.

The feedback was as follows;

- 68% were fairly or very satisfied with the overall appearance of their neighbourhood with 24% being fairly or very dissatisfied.
- Respondents rated the key aspects of grounds maintenance individually. Areas highlighted as requiring improvement were maintenance of paths and hard-standing, the standard of weeding and litter clearance, maintenance of flower beds and tree pruning.
- Respondents were asked 'how things can be improved' and the key themes were cleaning (of hard surfaces), weeding flower beds and removing rubbish.
- Respondents also picked from a list areas they would like to see enhanced. The most picked were; increased litter picking, followed by flower bed maintenance.
- 107 comments were given on the topic of 'improving the neighbourhood' with key themes around improving paving, parking and roads, ensuring trees are more regularly pruned and an increase in communal gardens that are better maintained.

This feedback shows that some aspects of the contract such as grass cutting is generally acceptable. The quality and swiftness of the fly-tipping removal is also good and it should be noted that NSDC Street Scene carries out the fly tipping removal provision, this is chargeable between the two departments. There is room for improvement in the maintenance of hard standing areas, cleaning and regularity of weeding. There is also a wish from tenants for more frequent/better litter picking, more flowerbeds in communal gardens, improved maintenance of communal gardens and more regular pruning of trees. These service enhancements would need to be delivered either by changing the contract specification, using the contract management procedure, or by amending the specification before bringing the service in-house.

2.4 Due to the timeline for procurement of a new contract there are two options available.

Option 1. Extend the current contract with ID-Verde (two-year extension option)

Option 2. Bring the current contract to an end and deliver the service in-house using Newark and Sherwood District Council's Street Scene Service

2.5 Option 1 will increase costs by 4% as per the existing contract. Option 2 has been given detailed consideration due to the potential positive impact on customer satisfaction, greater accountability and the synergies available across the street scene in NSDC.

3.0 **Proposal**

3.1 This section of the report will outline the business case for bringing the HRA Grounds Maintenance service back in-house. This proposal will cover the follow areas;

1. An overview of what the service with the Council would cover
2. A summary of the positive impacts bringing the service in-house could have

3. Service delivery details

4. An overview of enhanced levels of service available with the impact on costs

3.2 As outlined in 2.1 the grounds maintenance contract is separated into four key areas. If Newark and Sherwood's Street Scene Service were to take on the service they would deliver the programmed grounds maintenance, responsive fly-tipping management and the regular playground inspections and maintenance of playgrounds on HRA land. The programmed tree works would be part of the service contracted but NSDC Street Scene would sub-contract this work, as ID Verde currently also do.

3.3 **The Impact**

It is expected that the impact of bringing this service in house through NSDC Street Scene Service would improve tenant satisfaction; both with the service and the satisfaction with their neighbourhood. This would be achieved by delivering a measurable high quality, consistent and reliable service that can be held to account and be more responsive due to their local presence to address issues swiftly. In addition, a greater sense of pride and ownership, as our in house team will not "walk by" and take full responsibility for service delivery.

3.3.1 **Impact on Tenants**

- Reduced response times on customer requests and complaints using the Council's existing Customer Relations system. This means requests will go directly to customer services meaning all issues are processed through a single number and sent directly to the NSDC Street Scene service. This enables a quicker response than currently (as an issue, request or complaint has to pass to a third party). The feedback would also simultaneously go to the responsible authority helping increase responsiveness and shape service improvement.
- Litter picking is currently delivered under the ID-Verde contract by sub-contractors. Under NSDC Street Scene, employees of the Council would deliver this service (the street scene team contains grounds maintenance and street cleansing). This would allow the service to be joined up across the district providing consistent service quality and response times as well as a single point of contact for customers.
- As part of the service, tenants would have access to community engagement opportunities from the Environmental Development Team within the Council including communal gardening days, wildlife workshops, gardening workshops and diversionary activities to help with tackle anti-social behaviour. This service would be provided as part of the contract at no extra cost.
- NSDC Street Scene would offer 'Job roadshows' in the community showing careers within the service, as well as providing employment, apprenticeship and work experience opportunities for housing tenants (as well as general residents). This could help develop a sense of local pride and ownership.
- NSDC Street Scene are able to provide a wider offer to tenants such as reduced rate gardening and arboriculture services to protect vulnerable tenants from rogue operators. This cost would be outside of the contract and payable addition to the contract available anytime.

3.3.2 **Impact on Residents**

- A 'single number' approach for all issues. A fly tip or fallen tree will be reported and managed the same whether on Council or HRA land. This is a clearer and simpler reporting process for the resident.

- Currently Council and HRA land are treated differently, as they are subject to different contract quality standards, having services delivered by the same organisation to the same standards means a uniform quality to the public eye. This will enable a green space to be the same for a tourist visiting the castle grounds and a resident using the open space in Boughton (HRA land).
- Better environmental service delivery, with one contractor visiting all sites environmental efficiencies can be made, for example saving fuel and enabling the Council to deliver services an environmentally considerate way.

3.3.3 Impact on the Council

- Effective joined up delivery of services such as play park inspections and tree management using a common risk management approach reducing the Council's risk.
- Fixed and transparent service costs, and no negotiations with an outside organisation.
- No requirement for future procurement at the end of the contract. This will achieve substantial savings as extensive resources are taken up in tendering such a large programme of works.
- Greater control over the service and service costs as working with colleagues.
- Significantly reduced requirement for contract management (as service delivery and contract management around from one organisation) enabling housing colleagues (and tenants) to focus on scrutiny on quality and value of service.
- Efficiencies by streamlining communications through a single point of contact.
- Street scene is vital to the Council as its scene impacts the lives of residents every day both in their homes and as they walk through the district's streets and parks. These front line services, and their performance in the streets and green spaces across the district, are valued by our residents. This is demonstrated in the 2018 Resident Survey when residents were asked 'what is the most important service?' and they selected 'refuse collection and recycling' as fourth most important closely followed by 'keeping streets and public areas clean and tidy.' Similarly, one of the largest themes in the resident comments was that the Council should address 'cleaner' issues, most notably fly tipping, littering and dog fouling. This ties into the legacy of the "Cleaner, Safer, Greener" campaign, launched in July 2018, which saw Newark and Sherwood District Council pledge to make the district a Cleaner, Safer and Greener Place. The campaign's Council wide focus on the front line issues that impact residents every day was a great success and it re-energised and refocused the Council on the streets and green spaces across the district. Therefore, bringing this service back in-house, and delivering the impacts to residents and tenants outlined above, fits these priorities and meets with the Council's objective of a "high standard of cleanliness and appearance."

3.4 Service Delivery Details

This section will outline how the NSDC Street Scene service would deliver an excellent, responsive and high quality service for tenants. They would;

- Work closely with housing colleagues to increase the speed of response times.
- Work with colleagues and tenants to ensure customer needs are met rather than a third party organisation that could independently interpret the specification.
- Offer a dedicated, well trained team to work solely on delivering the housing grounds maintenance service.
- Set out a clear programme of actions for meeting the service specification (with frequency of operations and achievable standards via a Service Level Agreement) and be held accountable to these standards with monthly reporting of KPI's plus tenant scrutiny (in a format to be agreed)
- Give tenants community engagement opportunities.

- As a Council service, be accountable to the public rather than boards or investors allowing the service to be directed by public need for example, by enabling a flexible works schedule taking into account customers' need.
- Improve the customers experience by being one service provider across the district improving responsiveness on communications, reporting and complaint management.
- Offer direct reporting through the Customer Service Team.
- Aim to improve response times on littering and graffiti removal.
- Operate with a culture of care offering training and a good health and safety culture, thus ensuring an energised, dedicated and safe workforce delivering the service.

Finally, operating the service in-house would mean minimum disruption to the service. The Council's existing knowledge base and infrastructure mean the service could be delivered from day one without negatively affecting customer experience.

3.5 Levels of Contract

NSDC Street Scene service have proposed three levels of specification:

A: The delivery of the grounds maintenance service as per current specification

B: Some additions to the current service

C: Further additions to the specification bringing the specification similar to the service currently provided on NSDC owned land, offering uniformity across the district.

3.5.1 Option A

No change to current specification.

Details of the current specification can be found in 3.7, this helpfully shows a summary of the different levels of service that could be delivered. It is expected that having a dedicated team to provide the existing specification will in itself improve tenants satisfaction with their neighbourhood and the grounds maintenance service - as we can ensure that the full service is delivered throughout the year without additional resources being needed to contract manage an external contractor.

The following elements can be delivered at no extra costs by contracting with NSDC Street Scene;

- 'One Stop Shop' for the reporting of grounds maintenance and street scene issues.
- Quicker and more joined up management/resolution of comments and complaints.
- Job roadshows in the community and employment and work experience opportunities.
- Community engagement activities such as gardening days and wildlife workshops.
- This would be delivered using 7 full time staff and 3 vehicles dedicated full time to the delivery of the grounds maintenance contract.
- An initial outlay of general fund revenue budget of £14,420 would be required for the purchase of new equipment, such as mowers, hand tools, strimmers, hedge cutters etc.
- A Capital budget would be required of £133,600 for the purchase of the 3 new vehicles and a range of new mowers.

3.5.2 Option B (consider after 12 month settling in period)

Changes to the current specification to deliver a higher specification service in line with tenant requests for improvement in: the maintenance of hard standing areas, communal garden maintenance, increased cleansing and litter picking, regular tree pruning and more weed management. The changes would be as follows;

- Grass cutting from a minimum of 18 cuts to 18-20 cuts per year. Maximum grass height reduced from 120mm to 80mm.
- Shrub, raised planter and garden area maintenance increased from 2 to 4 times per year using a dedicated horticultural team.
- A dedicated street cleansing provision across HRA land following a scheduled round. Weekly visits to large estates.
- Paths, roadways and hardstanding currently treated 2 times per year would be treated with herbicide (weed spraying) 3 times per year with additional seasonal sweeping to manage detritus build up.
- Trained playground inspectors, part of the Street Scene team, would inspect the play grounds reporting directing to a repair team. Fly tipping would be removed by specialist hit squads and any repairs and maintenance of equipment would be certified by the annual ROSPA independent inspection.
- Under the current contract, garage sites visited 12 times per year and treatments are carried out for excessive growth/vegetation over 200mm and weed control as required. This would be increased to a minimum of 3 herbicide (weed treatments) per year.
- This would be delivered using 8 full time staff and 4 vehicles.
- An initial outlay of general fund revenue budget of £33,900 would be required for the purchase of new equipment, such as mowers, strimmer's, hedge cutters etc. (this is inclusive of the £14k from option A).
- A Capital budget would be required of £211,850 for the purchase of the 4 new vehicles and a range of new mowers.

3.5.3 Option C (to be considered after 12 months)

Adaptation of the current specification to deliver a higher specification service in line with tenant requests, as outlined above, and with an over higher specification bringing the quality of land maintenance to the same level as NSDC owned land. The changes would be as follows;

- Grass cutting from a minimum of 18 cuts to 20 cuts per year (with a lower maximum grass height)
- Shrub, raised planter and garden area maintenance increased from 2 to 6 times per year using a dedicated horticultural team
- A dedicated street cleansing provision across HRA land following a scheduled round. Fortnightly litter picking of grassed areas changed to a more frequent street cleansing provision (at least fortnightly with weekly visits to large estates).
- Currently play park litter bins are emptied and litter picked around play equipment on a weekly basis. This would be enhanced for the needs of the area, providing flexible visits with additional litter controls, including dog fouling management and specialist hygiene i.e. sharps cleansing. The weekly litter collection at play parks would be a flexible service to allow for additional litter picking and cleansing at weekends and school holidays.
- Trained playground inspectors, part of the Street Scene team, would inspect the play grounds reporting directing to a repair team, fly tipping would be removed by specialist hit squads and any repairs and maintenance of equipment would be certified by the annual ROSPA independent inspection.

- Paths, roadways and hardstanding would be treated with herbicide (weed spraying) 4 times per year with additional seasonal sweeping to manage detritus build up.
- Under the current contract garage are visited monthly for recorded inspections and with maintenance visits scheduled as needed and this would increase to a minimum of 4 herbicide (weed treatments) per year.
- Undertake a pre-contract survey (before April 2021) of horticultural features such as raised flower beds to inform the updating of content and condition, and, as required, removal of old features.
- General increased quality of street cleansing using a dedicated cleansing team. A standalone dedicated housing cleansing team will improve response times. This team would follow a schedule across the district, visible to the public, removing fly tipping, litter picking and bin emptying. HRA land would also be supported by the dedicated Fly Tipping Hit Squads that work across the district.
- This would be delivered using 9 full time staff and 4 vehicles.
- An initial outlay of general fund revenue budget of £33,900 would be required for the purchase of new equipment (no addition from option B)
- A Capital budget would be required of £211,850 for the purchase of the 4 new vehicles and a range of new mowers (no addition from option B).

3.6 These levels can also be adapted throughout the service upon request. So, for example, the service might start in April at the level outlined in option A and then after feedback from tenants the service could be adapted to the increased service level outlined in other options. This would give time for the grounds maintenance team to undertake the existing contract to its full requirements and be at no extra cost to the tenants.

3.7 Summary of Different Options

Topic	Option A	Option B	Option C
Grass Cutting	18-26 cuts per year. Grass height 120mm	18-26 cuts per year. Grass height 80mm	20-26 cuts per year. Grass height 80mm
Shrubs & Raised Planters	2 cuts and 6 weed controls per year	4 cuts and 4 weed controls per year	6 cuts and 6 weed controls per year
Fly tipping & litter	Litter picking 26 times per year	Litter picking up to 52 times per year	Litter picking 52 times per year
Paths, Roadways & Hardstanding	Adhoc treatment (would seek to implement 2 weed controls per year as part of SLA)	3 weed controls per year	4 weed controls per year
Hardstanding Bark & Stone Chipped Areas	Weeds removed over 200mm in height and weed treatment 2 per year	3 weed controls per year	4 weed controls per year
Garage Sites	Visited 12 per year remove vegetation over 200mm and weed treatment if necessary	Removal of excessive growth and 3 weed controls per year	Monthly inspections. 4 weed controls per year

3.8 Costs

Grounds Maintenance Contract Cost 2021/22	ID-Verde Extension	NSDC Street Scene Option A	NSDC Street Scene Option B	NSDC Street Scene Option C
Total Cost (per annum)	£228,000	£227,680	£252,870	£278,950
Other Costs	£60,090	£60,090	£60,090	£60,090
Total Grounds Maintenance Costs	£288,090	£287,770	£312,960	£339,040
Comparison to ID-Verde Extension	£0	−£320	£24,870	£50,950
Cost per house *based on 5,497 homes	£52.41	£52.35	£56.93	£61.68
Cost per house per week *based on 5,497 homes	£1.01	£1.01	£1.09	£1.19
One off Revenue Expenditure	0	14,420	33,900	33,900
Capital Expenditure	0	133,600	211,850	211,850

3.9 Staffing Implications

In terms of staffing, the three options outlined above all require NSDC Street Scene to increase their current staffing levels (a minimum of 7 full time employees is required to fulfil current contract and a maximum of 9 to deliver enhancements). The number to be employed would be confirmed following the decision to bring the service back in-house.

ID Verde are likely to have a number of staff working on the contract for their whole time and, therefore, TUPE regulations will apply if the contract is awarded to NSDC. If the decision is made to award the contract to NSDC, the due diligence process will commence and staffing numbers will be confirmed for TUPE. NSDC will then advertise to recruit to any unfilled posts.

5.0 Next Steps

- 5.1 The aim is to gain in principle approval from Leisure & Environment and Homes & Communities Committees for expanding the current Grounds Maintenance service and bringing the grounds maintenance service in-house respectively. Policy and Finance Committee will approve the final recommendation and any financial implications, taking into account the views of the two Committees.
- 5.2 Subject to the final decision, colleagues can then progress with the actions required to bring the service in-house, such as vehicle purchases and TUPE transfers for staff. Any changes in staffing can be reported to Policy and Finance for decision next cycle after consideration at Leisure and Environment and Homes and Communities.

5.3 Should member support in sourcing of the current contract, the timeline is as such;

November	• Decision sought whether to bring back in house
December	• Consult with tenants on outcome and feedback on what this means in terms of service improvement
December 20/January 21	• Commence process to bring back in- house incl. open dialogue with Id-Verde on TUPE and order vehicles
January 2021	• Draft SLA, work with tenants to agree how service scrutiny and suite of Performance Information)
February/March	• Street Scene service prepare to deliver for tenants
1 April 2021	• New service in place

6.0 Equalities Implications

6.1 Equalities impact assessments will be completed where appropriate for activities taking place within the service scope.

7.0 Digital Implications

7.1 There are no digital implications as service will be accessed through existing channels already available in the Council. Any further digital improvements would be subject to a new business case.

8.0 Financial Implications (FIN20-21/3858)

8.1 The table in section 3.8 outlines the estimated 2021/22 revenue costs of extending the ID-Verde contract and of the three options proposed if the council were to deliver the grounds maintenance service in-house. The additional cost of staffing and running costs in the Grounds Maintenance budget would be fully rechargeable to the HRA, therefore there would not be an annual impact to the general fund budget. There would also be no impact to the HRA budget for the service coming back in house (Option A) as budgets already exist to pay the current contract.

8.2 There will be a requirement for a one off cost to the general fund revenue budget for the purchase of small grounds maintenance equipment at a cost of £14,420 for option A and £33,900 for option B or C. These extra one-off costs are not included in the annual contract price so will need to be funded by reserves, or year-end underspends if available. An annual contribution to R&R to replace the equipment has been included in the annual costs.

8.3 Should after a period of the contract settling in, option B or option C is considered as an alternative then the additional costs would be recharged to the HRA, and could be paid for from the unallocated efficiency savings generated from bringing back the housing management services in-house.

8.4 The purchase of vehicles and larger grounds maintenance equipment will be Capital Expenditure and therefore a Capital budget within the general fund will need to be

approved of £133,600 (as per option A) by Policy & Finance Committee before the expenditure can take place. Every attempt is made to ensure that shorter life assets are financed by existing resources but where they are not available, borrowing may be required.

9.0 Community Plan – Alignment to Objectives

9.1 To deliver a high quality service to Council tenants and therefore ensure tenants, and all residents, enjoy a “high standard of cleanliness and appearance [in] their local environment”

10.0 RECOMMENDATIONS

- a) **Members to approve in principle the termination of the existing grounds maintenance contract and to recommend the grounds maintenance service for the HRA be in sourced and provided through NSDC Street Scene.**
- b) **Members to request the decision from this committee and the Leisure and Environment Committee for consideration of matters relating to this proposal that fall within its remit before being sent to Policy and Finance for approval.**

Reason for Recommendation(s)

To providing greater efficiencies through the synergies between the existing in-house provision and the requirements for maintaining HRA land.

To improve accountability to tenants on the quality and responsive of the grounds maintenance and street scene, giving a consistent service to tenants.

To strengthen our in-house team and secure additional contracts that enable NSDC to improve and maintain a ‘Cleaner Safer Greener’ Newark and Sherwood District.

Background Papers

Nil

For further information please contact

Suzanne Shead, Director of Housing, Health and Wellbeing

Matthew Finch, Director of Communities & Environment

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

OLLERTON LOCAL HOUSING OFFICE AND RE-PURPOSE

1.0 Purpose of Report

1.1 The purpose to this report is to seek approval to refurbish the Ollerton local office and refocus the purpose of it to become a multi-use facility, subject to Policy & Finance approving the required budget.

2.0 Background Information

2.1 Historically there were two contact points in Ollerton for customers to access services:- the housing office, which was previously a cash office and then was modified to become an advice office; and the joint service provision delivered at Ollerton Town Hall.

2.2 Due to the space available at these locations, both in their current format are limited as to the service which can be provided to customers.

2.3 Prior to COVID the housing office was open Monday – Friday, and the service at the Town Hall operated twice a week. Both locations are currently closed to the public due to the fact that we would not be able to maintain the required COVID Secure Standards there.

2.4 The table below shows the number of enquiries normally received at these locations

Location	Average number of enquiries per day
Ollerton housing office	20
Ollerton Town Hall (all partners)	57

2.5 The outreach service delivered at the Town Hall is in conjunction with the DWP, Ollerton and Boughton Town Council and the Dukeries Academy. Even before COVID there was no capacity to increase the offer provided from the Town Hall due to its limited space and capacity.

2.6 The local office provided primarily a housing service. There were no self-serve computers for customers to use.

2.7 Due to there being two offices in Ollerton from which customers could access services, the offer provided to customers was fragmented, especially as the service provided at the Town Hall was only open two days a week from 9.30am – 3.00pm.

2.8 The Council has been working towards an improved customer facility in Ollerton. There have been several attempts to progress this but the timing, location etc. was never quite right. These included a feasibility study, funded by the One Public Estate into the provision of a public sector hub in conjunction with other partners including health. This study confirmed that taking into account: the limited current facilities; the higher level of vulnerability within the area; and the projected increase in the population - there is a need for improved facilities. Unfortunately, although a suitable site was identified, the project did not progress, primarily due to budget implications and the CCG not being able to commit to the project.

- 2.9 A number of other locations were considered but unfortunately were not suitable for the service required.
- 2.10 A project is currently being undertaken regarding the regeneration of Ollerton Town Centre, which could result in a provision of a customer hub. However, it is likely to be some time before this would become operational, and improved customer facilities are needed in the short term.
- 2.11 There are limited locations within the Sherwood area for staff to use as drop-in locations e.g. to access the network, printing or welfare facilities. Housing staff have historically used the local office or community centres.
- 2.12 In the latest State of the District Report, the total number of people claiming Universal Credit in the Mansfield and Newark area (Ollerton is covered by Mansfield DWP) increased from 10,477 to 19,338, an 85% increase. The figure for total number of 'Universal Credit claims started' shows a more dramatic increase – for the year up to July 2020 - it is 472% in Mansfield, and 428% in the Newark area
- 2.13 There are concerns regarding projected unemployment rates for the district due to the effects of the pandemic and the impact this could have on both the residents and the economy of the area. The Council needs to be in a position to deal with the potential increased demand for its services in Sherwood and currently there is no adequate location where residents can readily access its services in person.

3.0 Proposals

- 3.1 As mentioned earlier in the report it is not possible, with the current layouts, to make either the Town Hall or the neighbourhood office COVID secure. This means that we cannot deliver a customer facing service from these locations.
- 3.2 Following the return of the housing management service back to the Council it is preferable that all council services are delivered in one location in order to simplify the journey for the customer. The current fragmented service does not enable this.
- 3.3 COVID has impacted how we all work and the Council has a much more agile workforce. It would assist many staff to have a touch down point in the Sherwood area to enable them to meet customers, print and scan documents and access welfare facilities.
- 3.4 An improved and modernised facility would provide these facilities.
- 3.5 The local office is in need of refurbishment to its décor and layout. Research shows that customer behaviour is impacted by their surroundings and this has been proven at Castle House. A modern light environment is much more welcoming and encourages better behaviour.
- 3.6 The proposal is to refurbish the neighbourhood office, transforming it into a welcoming environment for customers and officers, and for use as a drop-in facility.
- 3.7 The service delivered at the refurbished office would be Monday – Friday and delivered by customer services. Currently only housing enquires are dealt with at the neighbourhood office and the rest of the council enquiries are dealt with two days per week from the Town

Hall. The refurbished neighbourhood office would provide a location for the realigned customer services team to deliver all council services from.

- 3.8 The refurbished office would have a digital area, enabling customers to self-serve. This will support the council's digital agenda.
- 3.9 If this refurbishment proposal is approved then discussions will commence with the DWP regarding the possibility of them providing a more regular service. However, the DWP have always made it clear that they will not be in a position to deliver a full service from Ollerton and the offer they provide is based around supporting claimants with job searches and readiness for work.
- 3.10 Discussions would also take place with other potential partners regarding the possibility of delivering services from this location. However space at this location is limited and will need to be considered when discussing options with potential partners
- 3.11 It is recognised that this refurbishment would be seen as an interim solution – whilst the regeneration of the Ollerton Town Centre and the development of a public sector hub come to fruition. The medium term plan for the site is for it to be converted to social housing.
- 3.12 Full and detailed quotes are currently being obtained for this work through Asset Management. It is proposed that approval is sought from Policy & Finance Committee for a budget be added to the Capital Programme of £50,000, based on current estimates.
- 3.13 Currently, our partners do not contribute to the running costs of the Ollerton Outreach Service. Initially the service operated one day per week and Ollerton and Boughton Town Council provided the accommodation for free. When the service increased to twice a week it was agreed to pay them £2500 per annum rent to cover the loss of rental income from other organisations using the location.
- 3.14 If the above proposal is supported, then the Council would no longer need to deliver a service from the Town Hall as enquiries would transfer to the neighbourhood office. Discussions are ongoing with the DWP regarding their provision and should the refurbishment go ahead then they would be offered the option to deliver a service from the local office.

4.0 Equalities Implications

- 4.1 The revised layout of the refurbished building will ensure that it is fully accessible to all customers to ensure that there are no adverse impacts upon persons with protected characteristics. Re-opening the neighbourhood office will make accessing the Council's services easier for persons with protected characteristics in the Sherwood area of the District.

5.0 Digital Implications

- 5.1 The refurbished offices will have a digital area where customers can use the self-serve computers to access Council and partner services. This service was previously provided at the Ollerton Town Hall and was very popular.

5.2 The office will be supported officers working agilely by having Wi-Fi throughout the building.

6.0 Financial Implications (FIN20-21/6556)

6.1 Ollerton Local Office currently sits within the HRA, therefore costs associated with any refurbishment will fall within the HRA. The current costs for rates and utilities for a 12 month period are circa £3,500 and these costs are already included in the HRA revenue budget.

6.2 A proportionate recharge will need to be agreed from the HRA to the general fund for the temporary use of the building for non-housing customers compared to housing customers.

6.3 Asset Management have estimated that the maximum cost of the refurbishment, including provision of ICT, will be £50,000. This cost will need to be added to the Capital Programme.

6.4 The HRA business plan has capacity for this expenditure and financing will be updated accordingly based on resources available.

7.0 Community Plan – Alignment to Objectives

7.1 This refurbishment and offer provided to our customers will support the delivery of economic growth in the Sherwood area.

9.0 Comments of Directors

This investment in Ollerton will bridge provision of a local outreach whilst the Council progresses its longer term plans for the area. All residents will receive a good quality, one stop service for all their council services and well as a much needed self-service provision.

8.0 RECOMMENDATION that:

Members support the proposal to refurbish and re-purpose the local housing office in Ollerton as detailed in the report, and recommend to Policy and Finance Committee that this project be added to the HRA capital programme for 2020/21.

Reason for Recommendation(s)

To enable the Council to deliver a face-to-face service to its customers in the Sherwood area and to have a fit for purpose office facility for officers to access when working in that area of the District.

For further information please contact Jill Baker, Business Manager Customer Services on Ext 5810

Suzanne Shead
Director of Housing Health and Wellbeing

Karen White

HOMES & COMMUNITIES COMMITTEE **23 NOVEMBER 2020**

REVISED CUSTOMER FEEDBACK POLICY

1.0 Purpose of Report

- 1.1 To seek Committee approval of the revised Customer Feedback Policy, subject to final approval by the Policy & Finance Committee.

2.0 Background Information

- 2.1 Prior to the re-integration of the housing services into the council, both Newark and Sherwood Homes and the Council operated their own customer feedback procedures.
- 2.2 The customer feedback policy needs to be revised to reflect the integration and to incorporate the latest best practice guidance from both the Local Government & Social Care Ombudsman and the Housing Ombudsman to ensure that the policy is fit for purpose and compliant with both codes of practice.
- 2.3 In June 2020, the Housing Ombudsman revised its Effective Complaint Handling guidance and the Council is required to undertake a self-assessment by 31 December 2020. This will be undertaken in conjunction with the Housing Advisory Group.
- 2.4 More recently in October 2020, the Local Government & Social Care Ombudsman issued its revised Effective Complaint Handling for local authorities which is reflected in the revised Feedback Policy.

3.0 Proposals

- 3.1 The revised Policy detailed in the attached appendix has a number of amendments:
- Upon receiving the complaint, the manager dealing with the complaint, speaks to the complainant as this is the best way to accurately define the complaint and the desired outcome
 - Stage 1 complaints to be allocated to a manager instead of just to a business manager.
 - Stage 2 complaints to be allocated to a business manager or director instead of just to a director.
 - Complaints will not usually be accepted where the event giving rise to the complaint occurred more than six months ago.
- 3.2 The Housing Customer Feedback Policy did have an additional option stage that the tenant could request that the Tenants Panel reviews their complaint. The Housing Ombudsman does not believe a third stage is necessary as part of a complaints process but if a landlord believes strongly it requires one the reasons why should be detailed in the self-assessment.
- 3.3 It is proposed that this stage remains in the Policy for now as further changes may come out of the legislation following the Grenfell inquiry and the self-assessment by the Housing Advisory Group.

4.0 Next steps

- 4.1 A procedure guide will be produced for staff which will incorporate guidance from both Ombudsman Services to support them with investigating complaints. This will include template responses to ensure that all complainants are advised of the next steps they can take.
- 4.2 Consideration is being given to holding a training session for all managers who respond to complaints, delivered by the Local Government & Social Care/Housing Ombudsman to ensure that they fully understand the latest best practice
- 4.3 In conjunction with the Transformation and Communications Business Unit, a review is being undertaken of the current performance monitoring of customer feedback. This valuable insight gained will be reported to the Senior Leadership Team and relevant committees. Consideration will need to be given as to how this will involve tenants and the Housing Advisory Group.
- 4.4 The Council is required to complete a Housing Ombudsman self-assessment by 31 December 2020. The completed self-assessment will be reported to this committee.

5.0 Digital Implications

- 5.1 Customers have the option of submitting their feedback online. This functionality will be reviewed to ensure it reflects the revised policy and is a straightforward and seamless process for the customer.

6.0 Equalities Implications

- 6.1 The Policy is designed to enable all customers to submit feedback. This can be done via a host of contact channels or by an advocate on their behalf.

7.0 Financial Implications

- 7.1 There are no direct financial implications arising from this report.

8.0 Community Plan – Alignment to Objectives

- 8.1 The Customer Feedback Policy aligns with the following objectives:
- Increasing participation with the Council
 - Increase residents satisfaction with the Council

9.0 Comments of Directors

- 9.1 This policy brings together feedback arrangements across the whole Council and will enable feedback to be dealt with in a timely manner by a manager best placed to resolve the issue with appropriate escalation if matters are unresolved. This will be a strong foundation for using customer feedback to improve our services.

10.0 RECOMMENDATION(S)

That members of the committee support the revised Customer Feedback Policy and recommend it to the Policy and Finance Committee for final approval.

Reason for Recommendation(s)

To ensure the Customer Feedback Policy is fit for purpose and adheres to both of the Ombudsman's Code of Practices.

For further information please contact Jill Baker – Business Manager Customer Services on Ext 5810.

Suzanne Shead

Director – Housing, Health and Wellbeing

Karen White

Director – Governance and Organisational Development & Monitoring Officer

Document Name	Customer Feedback Policy
Effective Date	1 January 2021
Date for Review	To be reviewed every two years or in response to changes in relevant legislation and/or other Newark and Sherwood District Council policies, procedures and agreements.
Version Number	<i>DRAFT</i>
Approved by	Senior Leadership Team Homes & Communities Committee Policy & Finance Committee
Responsible Business Manager	Business Manager Customer Services

Customer Feedback Policy

1.0 Overview

- 1.1 The Council recognises the importance of listening to the views of its residents about the service they receive from us.
- 1.2 One of the Council's values is to be "Welcoming and Responsive". To achieve this the Council strives to be approachable, open to feedback and challenge and swift to act. This policy seeks to outline how the Council will achieve this through customer feedback.
- 1.3 This policy provides the Council with the opportunity to capture, investigate, respond and learn from customer feedback to assist with the delivery and shaping of Council services in the future.

2.0 Scope of the policy

- 2.1 This policy is designed to cover compliments, comments and suggestions, and complaints received through any channel related to Council services.
- 2.2 Whilst the Council welcomes all customer feedback, this policy does not cover issues where there is a separate process for reporting a matter to the Council or there is a statutory right of appeal. These include:
- Requests for a service e.g. reporting a missed bin collection or a repair to a Council property
 - Complaints regarding formal decisions taken by a committee for which there is an existing right of appeal – either within the Council itself or to an independent tribunal
 - Any matter where there is an alternative statutory process or Council appeal process
 - Complaints about Councillors
 - Requests for information or explanations of Council policy or practice.

3.0 Principals

3.1 Compliments

It is appreciated when a customer takes the time to thank or praise the Council or staff for the service they have received. Compliments provide an additional opportunity for the Council to learn from feedback and gives insight into the drivers of customer satisfaction.

3.2 Comments and Suggestions

These are welcomed as valuable sources of information as to how the Council could improve the service it delivers. It may not always be possible to implement or make changes as a result of a customer's comment or suggestion but they are still

important as the feedback might influence decisions that the Council makes in the future.

3.3 **Complaints**

A complaint is defined as “an expression of dissatisfaction about a Council service which requires a response. This is whether the service is provided directly by the Council or by one of its contractors or partners.

Complaints provide an opportunity for the Council to learn from feedback and gives insight into the drivers of customer satisfaction. The Council uses complaints to review the services it delivers.

The Council acknowledges that customers will at times feel dissatisfied with the service they have received. It is committed to providing all of its customers with a positive experience no matter what the circumstances are. In the first instance, the customer will be encouraged to resolve their issue directly with the staff member or business unit. Where the issue cannot be resolved in the above manner, or where this is not appropriate, the matter will be treated as a formal complaint.

Complaints will not usually be accepted where the event giving rise to the complaint occurred more than six months ago. This is because a significant lapse of time makes a thorough and meaningful investigation more challenging.

The complaint can be made either directly by the complainant or by someone appointed to act on their behalf e.g. friend, relative or a voluntary agency.

3.4 The Council has a two stage complaints process with. There is an optional review stage for Council Tenants.

Stage 1

The complaint will be received and recorded by customer services who will send an acknowledgement within **3 working days** of receiving the complaint.

The complaint will be allocated to the relevant senior officer. The senior officer will where appropriate, speak to the complainant. This enables the manager to:

- Check their understanding of the issue the complainant wants investigating and confirm it is a complaint which the Council can investigate.
- Identify opportunities to resolve the complaint at the earliest opportunity.
- Manage the complainant’s expectations and answer any questions about the process.
- Hear the complainant’s view of what has gone wrong and how they say it has affected them.

The contact stage between the Council and complainant is valuable. As well as the issues listed above, it is also a way of finding out whether the complainant needs assistance to pursue the complaint and to agree a way of dealing with and responding to the complaint.

The senior officer will conduct a thorough investigation of the complaint and provide a response directly to the customer within **10 working days** of having received the initial complaint.

Where it is not possible to provide a full response within this timescale, prior to the deadline the senior officer will contact the complainant and explain why this is the case and advise of an estimated date of response. This will not exceed a further **10 working days** without good reason.

Stage 2

If the complainant is unhappy with the outcome of the stage 1 complaint they can request it progresses to stage 2. This request must be received by the Council within three months of the stage 1 response being sent.

The stage 2 complaint will be investigated by a Director or Business Manager not involved in the stage 1 complaint. Where appropriate, the Director or Business Manager will contact the complainant to ensure that the nature of the stage 2 complaint is understood and the desired outcome they seek.

The Director or Business Manager will conduct a thorough investigation of the complaint and the response provided at stage 1. The response will be issued within **15 working days** of having received the stage 2 complaint.

Where it is not possible to provide a full response within this timescale, prior to the deadline the Director or Business Manager will contact the complainant and explain why this is the case and advise of an estimated date of response. This will not exceed a further **10 working days** without good reason.

Optional review stage – Council Tenants.

If the complaint is from a tenant in a Council property and the complaint is regarding a matter relating to their tenancy, should they remain unhappy with the responses to stage 1 and stage 2 then the complainant has a choice of one of the following options:

1. Request a review of the complaint by the Tenants' Panel. The Panel assists with disputes between the tenant and the landlord. They will aim to review the complaint, consider further evidence from the tenant explaining why they think the stage 2 response was incorrect and respond within 20 working days. However this may take longer if there is a delay in convening a Panel. The tenant will be kept informed of any delays.

or

2. Where the tenant remains dissatisfied with the stage two response, the tenant can take their complaint to the Housing Ombudsman.

If the complainant remains dissatisfied – all other complaints

If after receiving the stage two response, the complainant is still unhappy with the outcome they can refer it to the Local Government and Social Care Ombudsman.

In most circumstances the Ombudsman will expect the complainant to have followed the Council's complaint process. However it is acknowledged that in some very rare cases, there is nothing to be gained from progressing with both stages. In these situations the Ombudsman may be prepared to consider complaints without both stages being completed.

4.0 Reporting Feedback

4.1 A customer may feel hesitant in submitting feedback, especially if wanting to make a complaint as they might be concerned in doing so they could receive poor service or suffer unpleasant consequences of their action. It is important for customers to understand that making a formal complaint will not have a detrimental impact on the level of service provided.

4.2 An anonymous complaint can be made but it is at the discretion of the relevant Business Manager receiving the complaint whether to investigate it or not. The Business Manager will consider the following when make the decision:

- Seriousness of the complaint
- Credibility of the complaint
- Likelihood of confirming the allegation from attributable sources
- Whether the allegations have been investigated previously

4.3 It is imperative that a customer can submit feedback via any channel

- Online – via the online form
- Email
- To any of our staff including by telephone
- Letter
- Social media

The complaint can be made either directly by the complainant or by someone appointed to act on their behalf e.g. friend, relative or a voluntary agency.

5.0 Vexatious and persistent complaints

5.1 There are occasions when a small minority of complainants become persistent complainers or make complaints that are vexatious, in that they persist unreasonably with their complaints, or make a high number of complaints to make life difficult for particular Council employees or the Council in general. This may

involve making serial complaints about different matters or continuing to raise the same or similar matters over and over again.

- 5.2 A copy of the Policy on Unreasonably Persistent Complaints and Unreasonable Complaint Behaviour can be found on the Council's website <http://www.newark-sherwooddc.gov.uk/contactus/>

6.0 Review

- 6.1 The Policy is to be reviewed every two years or in response to changes in relevant legislation and or other Newark and Sherwood District Council policies, procedures and agreements.

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

AIDS & ADAPTATIONS POLICY

1.0 Purpose of Report

1.1 To provide Committee with a revised policy for aids & adaptations to demonstrate Newark and Sherwood District Council's commitment to providing assistance and delivering solutions to meet the needs of customers that are long term sick or disabled, to enable them to enjoy a good quality of life and sustain independent living in their home, for as long as possible.

2.0 Background Information

2.1 This policy is based on private sector housing policy and the legislation which governs the implementation of major adaptations made from the Disabled Facilities Grants under the "Housing Grants, Construction and Regeneration Act 1996".

2.2 Newark & Sherwood District Council, as a landlord, meets the cost to supply and fit aids and adaptations to council homes. These costs are met through the Councils Housing Revenue Account (HRA). We will do all we can to ensure there is sufficient funding to meet the needs of tenants, however, this may not always be possible at times of extremely high demand.

3.0 Proposals

3.1 The current Aids & Adaptations Policy was delivered by Newark & Sherwood Homes before their services were transferred back under Council responsibility in February 2020. In updating the Policy, to reflect these operational changes, a small number of amendments to the Policy have been made which now require Committee approval. These changes relate mainly to the approval of high cost adaptations such as ground floor extensions. Adaptations such as these will now need to follow an escalation procedure, and further consideration by senior members of staff within the Directorate, before such works are approved. Further details can be found at section 9 and 10 of the Policy.

3.2 The document also includes information on frequently asked questions to assist customers through the process of requesting support through the Aids & Adaptations Policy. It will also provide a means of holding the Council to account, by ensuring our tenants understand their entitlement to support. This Policy, once approved, will be available on the Councils website.

4.0 Equalities Implications

4.1 An equality impact assessment will be produced for this Policy.

5.0 Digital Implications

5.1 There are no digital implications arising from this report.

6.0 Financial Implications

6.1 There are no material financial implications arising from this report as it is not expected these policy revisions will result in increased costs to the HRA.

7.0 Community Plan – Alignment to Objectives

7.1 This Policy aligns with the following Community Plan objectives:

- To improve the health & wellbeing of local residents
- To create more and better homes through our roles as landlord, developer and planning authority

8.0 Comments of Director(s)

8.1 None

9.0 RECOMMENDATION(S)

To approve the Policy as drafted

Reason for Recommendation(s)

To ensure Newark and Sherwood District Council has a policy to provide assistance and deliver solutions to meet the needs of customers that are long term sick or disabled, to enable them to enjoy a good quality of life and sustain independent living in their home for as long as possible.

Background Papers

Draft Aids & Adaptations Policy

For further information please contact Steve Haywood Strategic Lead, Asset & Development on 07882719655

Suzanne Shead
Director – Housing, Health & Wellbeing

NSDC Housing, Health and Wellbeing Aids and Adaptations Policy

DRAFT

Effective Date: 1st October 2020 (draft)

Date for Review: 1st October 2023

Version Number: 3

Approved by (CMT/JCC/Council/Committee):

Responsible Business Manager:

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AIDS AND ADAPTATION POLICY

1. INTRODUCTION

- 1.1 Newark and Sherwood District Council's Housing, Health and Wellbeing Directorate undertakes the main housing management functions, including letting homes, repairs and maintenance, rent collection and estate management of around 5,430 Council owned domestic properties in Newark and Sherwood.
- 1.2 This Aids and Adaptations policy is one of many implemented in line with the Councils' purpose of "Serving People, Improving Lives" and is further supported by the councils' Values which underpin the work we do: -
 - a. Ambitious and forward thinking
 - b. Caring and Compassionate
 - c. Commercial and Business-like
 - d. Professional and Trustworthy
 - e. Welcoming and Responsive
- 1.3 The promises captured in this policy are supplemented by Newark and Sherwood District Council Housing Services strategies, policies and local standards. All of which can be accessed by contacting the Customer Access Service on 0800 561 0010 and via our website www.newark-sherwooddc.gov.uk

2. POLICY STATEMENT

- 2.1 Newark and Sherwood District Council recognises that in some instances customers are living in accommodation that is no longer suitable for their support needs
- 2.2 Newark and Sherwood District Council is committed to providing assistance and delivering solutions to meet the needs of customers that are long term sick or disabled to enable them, where possible, to enjoy a good quality of life and sustain independent living in their home.
- 2.3 Newark and Sherwood District Council will make efficient use of its extensively adapted housing stock when resolving adaptation cases, particularly those of a complex nature.

3. POLICY OBJECTIVES

- 3.1 Newark and Sherwood District Council will:
 - a. Work with and provide advice to customers to enable them to sustain their tenancy and live independently.
 - b. Offer effective support to customers requiring adaptations.
 - c. Consider each major adaptations request on an individual basis.
 - d. Give all applicants an equal opportunity to access the aids and adaptation service whatever their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

- e. Adopt a partnership approach to seeking an effective adaptation solution and achieving all the objectives listed, this may involve liaising with other landlords regarding alternate suitable accommodation.
- f. Assist in providing solutions to adaptation requests that remove barriers which may affect a person's quality of life.
- g. Ensure that value for money is a key consideration in delivering new adaptations and retaining existing adaptations.
- h. Liaise with and take advice from professional advisors e.g. Occupational Therapists.

4. THE SCOPE OF THE POLICY

4.1 The policy covers the work of Newark and Sherwood District Council employees.

4.2 The Council is responsible for:

- a. Proactively delivering solutions to support its tenants that have either physical or sensory disabilities in partnership with the Nottinghamshire County Council Social Services Occupational Therapy Team.
- b. Referring requests to agencies that can provide appropriate support or care services, where applicable.
- c. Effectively managing and monitoring service requests
- d. Where necessary, providing alternative suitable housing or refer tenants to other local landlords better able to meet their needs.
- e. Working with tenants to design and seek to deliver cost effective adaptation solutions to meet their needs.
- f. Working with tenants and partners to develop and deliver the adaptations service in line with best practice.
- g. During the delivery of major refurbishment works, offer options to support tenants with disabilities and provide value for money adaptation solutions.
- h. Where appropriate, consulting with tenants to ensure that communal spaces and common parts associated with their property are accessible in line with the recommendations of the Equalities Act 2010.

5. PARTNERSHIP WORKING

5.1 Newark and Sherwood District Council recognise that its success in both delivering this policy and delivering effective adaptation solutions is dependent upon its ability to create positive working relationships with key partners.

5.2 Newark and Sherwood District Council takes a proactive approach to partnership working and arranges relevant and appropriate contact and communication with the relevant teams from Nottinghamshire County Council (NCC) Social Services. This aims to provide Newark and Sherwood District Council with an indication of future workload and timescales that Nottinghamshire County Council is working to. Additionally, it provides NCC with an indication of Newark and Sherwood District Council's current performance.

5.3 This exchange of information ensures that tenants will receive consistent advice with regards to likely timescales.

- 5.4 Newark and Sherwood District Council also work in partnership with Local Primary Care Trusts (PCT's). The PCT's advise the adaptations team when patients that are tenants or residents of Newark and Sherwood District Council are being discharged from hospital and require relevant support. In these instances, Newark and Sherwood District Council will, where possible, arrange for relevant adjustments to be made to the tenant's home in preparation for their arrival.
- 5.5 In addition to the above, Newark and Sherwood District Council have a positive relationship with other Social Landlords within the District which assist with some cases in delivering effective solutions to the adaptation needs of our tenants. We will, in complex needs cases, look to these other Social Landlords to provide alternative adapted accommodation to our tenants where our more limited stock levels means we cannot appropriately assist.

6. APPLICATION

Who is considered to be disabled under this Policy?

- 6.1 A person is regarded as being disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.
- 6.2 A long-term effect refers to disabilities:
1. That have lasted for at least 12 months;
 2. The effects of which last for at least 12 months;
 3. Which are likely to last for the remainder of a person's life.
- 6.3 A person may be eligible for help under this policy even if they are not registered as disabled, upon recommendation of an Occupational Therapist.

Who Qualifies?

- 6.3 Newark and Sherwood District Council will normally only consider a request for aids and adaptations if the disabled person is the tenant, or their partner, or a member of the immediate family, who is permanently resident in the household.
- 6.4 Work for others, such as lodgers, will only be carried out in exceptional circumstances and then only if they have been resident with the tenant for three or more years.
- 6.5 Applicants requiring specialist and/or adapted properties can also apply for vacant adapted properties under section 9 of this policy "Effective and efficient management of tenancies and housing stock."
- 6.5 Requests for major adaptations will not normally be approved where a 'Right to Buy' application has been received.
- 6.7 Where applicants are on the housing register then each request will be considered on its individual merits and in accordance with the Housing Allocation Scheme. Newark and

Sherwood District Council will look at options in its housing stock that may be more appropriate in order to offer Value for Money and contribute towards the effective and efficient management of its housing stock and its pool of adapted properties.

- 6.8 Home-owners/leaseholders are not included within this Policy as they are eligible to apply for a Disabled Facilities Grant if they require financial assistance. Our tenants will not be required to apply for a Disabled Facilities Grant for adaptation works to Council owned properties, nor will they be means tested or expected to contribute to the cost of the work involved at this time. The Council may periodically review its decision to not means test or seek a financial contribution for certain adaptations in the future.
- 6.9 In cases where a child is disabled and the parents are separated, adaptation works will usually only be completed at the property of principle residence (normally the residence of the parent who is in receipt of child benefit for that child).
- 6.10 Where tenants are an introductory tenant (first 12 months) then the council would normally only consider undertaking minor adaptations as defined in this policy or essential safety related major adaptations.
- 6.11 Applicants who are registered for a transfer or mutual exchange will be considered on their individual merit. This will include whether the applicant is requesting to move into a property which is not suitable or less suitable for their needs, in which case they may not be eligible for assistance under this policy.
- 6.12 We reserve the right to decline requests for adaptations for tenants who have moved from a previously adapted property or a property that was considered to be suitable for their needs.
- 6.13 We reserve the right to decline requests for adaptations where the cost of the work is considered too high, or not reasonable or practical, and the tenant can apply to move to a more suitable property. This also applies to requests for extensions or other changes to the tenant's home due to the household's welfare, social or medical needs and circumstances such as overcrowding.
- 6.14 Where tenants are in arrears, a decision will be made on a case by case basis as to whether to proceed with adaptation requests taking into account their individual circumstances, their repayment history and the risk posed to their health and safety by not completing the work requested. In such circumstances interim minor adaptations may be agreed in conjunction with the occupational therapist until such time as arrears have been reduced to an acceptable level to permit major adaptations to proceed.
- 6.15 Some new build dwellings grant funded through the Homes and Communities Agency and classified as 'General Needs' may have government restrictions placed upon them which may prevent approval of major adaptations. The council may also choose to not adapt such newly built properties until expiry of the contract defects period (usually 12 months after completion).

What if the tenant wants to install their own aids or carry out an adaptation themselves?

- 6.16 A tenant wishing to undertake any adaptation is required to make a written request to Newark and Sherwood District Council stating what adaptation they wish to carry out. Any adaptation to the property will need to be approved by Newark and Sherwood District Council before the work is carried out. The tenant must be a 'secure' tenant.
- 6.17 If following approval; a tenant installs their own aids or adaptations these will not normally be maintained by Newark and Sherwood District Council. The tenant will be advised of their responsibilities for any servicing or repairs that are required.
- 6.18 At the end of the tenancy the tenant may be required to remove any approved aid or adaptation they have fitted and make good any damage to the property. Alternatively, if Newark and Sherwood District Council agrees to take responsibility for the alterations the tenant will be required to sign over ownership at no cost to the Council. Where Newark and Sherwood District Council agree to take on future responsibility of an adaptation then this would be included in the conditions of any permission that is granted to the tenant to undertake an adaptation.
- 6.19 Newark and Sherwood District Council will not normally grant permission for a tenant to self-fund any optional extras to adaptation products. This is for reasons of clarity of ownership and future maintenance of the item.

Freestanding Aids

- 6.20 Provided tenants meet the criteria contained in the Care Act 2014 Nottinghamshire County Council will provide a range of freestanding aids suitable for the functional requirements of the customer. Freestanding aids can include, for example:
1. Mobile Hoists
 2. Toilet Frames
 3. Bed Leavers
 4. Shower Chairs
 5. Bath Boards and Bath Lifts
 6. Portable ramps
- 6.21 Relevant checks will be made on all adaptations requests to ensure that, where equipment is available, it is sourced through this route.

Can the adaptation be removed?

- 6.22 Where adaptations have been carried out to a property designated for elderly people or disabled people these will not normally be reversed e.g. where a bath has been replaced with a level access shower.
- 6.23 Where general needs accommodation has been adapted and becomes vacant, Newark and Sherwood District Council will seek to find a suitable applicant using the Council's approved lettings policy. Newark and Sherwood District Council reserve the right to remove the adaptation if they consider it to be unsuitable for the family moving in.

What if the tenant wants a transfer after the adaptations have been carried out?

- 6.24 Following a major adaptation we would normally expect the tenant to remain in the property for a minimum of three years.
- 6.25 There may, however, be exceptions where the individual's needs have changed and the occupational therapist and Newark and Sherwood District Council agree a move is necessary. Then, if the new home requires any adaptations to meet their specific needs, we will assess and adapt the property in accordance with the terms of this Aids & Adaptations Policy

Who will carry out the work?

- 6.26 Only Newark and Sherwood District Council or our approved contractors will carry out adaptations to council properties. This will be closely monitored by a suitably qualified member of staff to ensure the work meets the required standard and that the tenant's needs are taken into account.
- 6.27 For reasons of future maintenance only Council approved materials and products will be used. The tenant will not be permitted to supply their own products for the council's contractor to install.

Access Improvements to 'Common Parts and Spaces'

- 6.28 Newark and Sherwood District Council have a number of common spaces/areas that serve flats and maisonettes and other dwellings. As a landlord we have a duty under the Equalities Act 2010 to make reasonable adjustments for disabled people where a request has been made.
- 6.29 The duty is not an anticipatory one and does not extend to removing or altering a 'physical feature' such as a staircase or a door. However, Newark and Sherwood District Council will consider request for reasonable alterations to common parts which would assist disabled persons.
- 6.30 Newark and Sherwood District Council will identify access improvements to common parts and areas as part of regular access audits and reasonable concerns are raised by residents. Where reasonable these will be included as part of planned refurbishment or improvement schemes.
- 6.31 The council will not install nor grant permission for stair lifts to be fitted in communal staircases as part of this policy.

Can I purchase my property once it has been adapted?

- 6.32 The presence of adaptations can affect the right to buy a council property. All RTB applications will be assessed by the council against the 1985 Housing Act part 5 which states the following circumstances where the RTB may be refused:

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*

7.0 EMPTY PROPERTIES (PROPERTY TURNOVER)

7.1 Newark and Sherwood District Council recognise that the re-let time is a key stage in the successful delivery of the adaptations process.

7.2 In order to ensure properties are allocated to make efficient and effective use of the housing stock and reduce costs in delivering adaptations, it is important that key issues have been considered prior to re-let.

7.3 Newark and Sherwood District Council will identify details of any major adaptations for all properties that become vacant.

7.4 Newark and Sherwood District Council will allocate the properties to make the most appropriate use of any existing adaptation.

7.5 On occasion, the council may subsidise the cost of moving a tenant(s) to a more suitable already adapted (or easier to adapt) property, as follows:

1. Assistance with decoration costs or some additional decoration to the property while it is vacant;
2. Payment to cover removal costs.

The extent of this assistance will be agreed with the tenant on a case by case basis.

7.6 Where a new tenant who is not disabled accepts an offer to move into an adapted property, adaptations such as level access showers and stair lifts will not usually be removed.

8. AIDS AND ADAPTATIONS

General

8.1 In accordance with the Housing Grants, Construction and Regeneration Act 1996, Newark and Sherwood District Council will only carry out adaptations that are reasonable and practicable for the property and that meet current legislation and best practice guidance.

8.2 Newark and Sherwood District Council considers that approved “minor” and “major” adaptations are reasonable and practicable to install in most of its accommodation, providing they can be carried out safely without having an adverse effect on the fabric

of the property and, where necessary, have been recommended by an Occupational Therapist.

- 8.3 Every application by a tenant for disabled adaptations will be decided as an individual case on its own merits and these policy guidelines will not prevent Newark and Sherwood District Council from using its own discretion with regards to an individual case.
- 8.4 Where appropriate Newark and Sherwood District Council may seek additional advice to inform the decision making process on the suitability of an adaptation, if considered necessary; for example Occupational Therapist, legal advice.

Access to Assistance

- 8.5 Newark and Sherwood District Councils' Customer Access Service (CAS) will be the primary point of contact for Aids and Adaptation requests or queries. Such enquiries will either be dealt with directly or signposted to the most appropriate service e.g. Nottinghamshire County Council Occupational Therapy Team.

Minor Adaptations

- 8.6 Minor adaptations are generally defined as simple works costing under £350 in value.
- 8.7 Minor adaptations can be referred by a number of sources including the Occupational Therapy team, via Newark and Sherwood District Council staff, other departments of Social Services or through the Police/Fire Service, the NHS or Falls Team.
- 8.8 Examples of common types of minor adaptations include;
 - a. Grab Rails
 - b. Lever taps
 - c. Additional stair rail
 - d. Shower Seats
 - e. Raised height toilets
 - f. Removal of raised internal door thresholds
 - g. Adapted Smoke alarms for the hearing impaired
 - h. Lighting improvements for the visually impaired.
 - i. Half steps at entrance doors
 - j. Key safes
- 8.9 Some minor adaptations can be 'Fast Tracked' as they are normally undertaken without the need for a referral from an Occupational Therapist, for example, basic half steps, lever taps, stair rails, key safes and grab rails outside entrance doors. This allows the adaptation to be approved quickly by Newark and Sherwood District Council which reduces the time taken to complete the work. Tenants can request these works by contacting the Council's Customer Access Service.

Major Adaptations

- 8.10 Major adaptations are generally defined as works costing £350 or over in value.
- 8.11 Newark and Sherwood District Council will usually only carry out major adaptations (defined below) following a recommendation from Nottinghamshire County Council Adult Social Care and Health or Children’s Occupational Therapist Team. This request should demonstrate an occupational therapy assessment of functional need, meeting the required Government’s Fair Access to Care Services (FACS) criteria, has taken place. It also demonstrates that an expert assessment has been undertaken that takes into account the specific physical and medical needs of the tenant.
- 8.12 Major adaptations referrals from an Occupational Therapist are normally in the form of a ‘Major Adaptation Care Plan Referral’. This allows the adaptation to be approved by Newark and Sherwood District Council which reduces the time taken to deliver the adaptation.
- 8.13 Examples of common types of major adaptations include*:
- a. Level access showers
 - b. Over-bath Showers
 - c. Ramps
 - d. Easy going stepped access
 - e. Vehicle hard standings and dropped kerbs
 - f. External handrails beside steep paths
 - g. Widening doors
 - h. Stair Lifts
 - i. Ceiling track hoists
 - j. Partial or Fully Adapted kitchens
 - k. Wash / Dry Toilets

*This is not an exhaustive list.

- 8.14 Major adaptations will be carried out within the Council’s agreed performance target timescales.
- 8.15 Prior to any works being undertaken Newark and Sherwood District Council will synchronise other major works being delivered with any current adaptation requests. In these circumstances it may be possible to deliver all works at the same time to avoid the potential of costly replacement of newly installed components and limit tenant disruption. In these cases the major works budget shall fund the adaptation. Newark and Sherwood District Council will liaise with the tenant and the Occupational Therapist to ensure a mutually convenient timescale for achieving completion of the work.
- 8.16 Where necessary, Newark and Sherwood District Council will liaise with the Occupational Therapist in advance of any prospective adaptation request so as to advise upon feasibility of the work and to discuss alternative solutions available that will equally meet the needs of the tenant.
- 8.17 Generally it will not be considered reasonable and practicable to carry out major adaptations to a family home where the adaptations would have to be removed from

the property when re-let. It is important from a Value for Money perspective for Newark and Sherwood District Council to, wherever possible, offer a suitable alternative accommodation to the tenant.

- 8.18 Requests for Level Access Shower facilities above ground floor, when not requested in conjunction with a stair lift, will only be considered following a full review of both the tenancy and sustainability of the property.
- 8.19 Ramps will generally only be provided by the council for one entrance point to a property (front or rear) where a tenant is a full time and permanent wheelchair user, unless otherwise specified by an Occupational Therapist.
- 8.20 Newark and Sherwood District Council will not generally carry out any adaptation works that specifically relate to privately purchased mobility scooters. This policy is in line with the criteria used by Nottinghamshire County Council Occupational Therapist Teams. Newark and Sherwood District Council will not however unreasonably withhold permission for a resident seeking approval to carry out their own adaptation works to accommodate a mobility scooter, such as ramps or storage sheds, provided that there is appropriate space to site such a request and that the facility does not adversely impact upon the environment or delivery of other services provided.

9. REFUSAL OF REQUESTS AND ALTERNATIVE SOLUTIONS

- 9.1 As previously mentioned not all major adaptation requests received will be deemed to be the most effective and efficient use of the Councils housing stock.
- 9.2 If the decision is made that it is not reasonable and practicable to carry out a recommended adaptation, Newark and Sherwood District Council will endeavour to offer suitable alternative accommodation that meets a customer's needs as soon as reasonably possible. The customer may also be signposted to other social landlords who could provide alternative suitable accommodation.
- 9.3 Examples of cases where it will generally be deemed as not reasonable or practicable for major adaptation works to be undertaken include:
 - a. In a family dwelling (general needs) where under occupation exists (defined as two or more spare bedrooms, as set out in current Communities and Local Government Guidance).
 - b. Where there is a requirement to provide an additional bedroom or living room and suitable alternative accommodation exists within the near locality.
 - c. Where the adaptation requested is not structurally practicable.
 - d. Where parking bays and access ramps would adversely affect the amenity of the area.
 - e. Where the works would significantly affect the ability of Newark and Sherwood District Council to let the property in the future and there is suitable alternative accommodation.
 - f. To provide access ramps or major adaptations for tenants with a terminal condition when minor, temporary but safe and effective solutions can be undertaken quickly.

- g. Where the tenant is actively seeking re-housing.
- h. Where the tenancy is less than 12 months old.
- i. Where Newark and Sherwood District Council is seeking possession of a property because of a breach of tenancy conditions.
- j. Where provision is requested for use of a motorised scooter
- k. Where the address at which the adaptations are requested are not the individuals' primary place of residence.
- l. Where a request is made to provide a level access shower above ground floor level.
- m. Applications for property extensions will, in most cases, be refused and suitable alternative accommodation will be sought. If, after 9 months, it has not been possible to relocate the tenant, a review of the case will take place by the Business Manager for Housing Asset and Facilities Management, or equivalent.

9.4 Factors affecting the decision which deems it reasonable or practicable include;

- a. Extent to which the property is capable of being adapted.
- b. The cost of the work.
- c. Availability of suitable alternative accommodation.
- d. The degree of occupation in the premises.
- e. The extent to which the tenant is complying with the tenancy agreement.

9.5 Discretion will be exercised by the Director of Housing, Health & Wellbeing and, as necessary, the Council's Senior Leadership Team (SLT), based on individual circumstances, in relation to the factors listed at 9.4 above. Where it is not reasonably practical to carry out the necessary adaptations to enable the tenant to live independently in their own home, we will support the tenant to find alternative accommodation which matches their housing requirement and need, making best use of our existing stock.

9.6 The councils' Housing Asset and Tenancy and Estates sections will work collaboratively to identify complex adaptation cases at an early stage and aim to match existing tenants to more suitable accommodation, where appropriate through a direct offer. For those that are not tenants seeking to move into a Newark and Sherwood District Council property then this group will be proactive in finding a suitable property, based on the OT Housing Needs Assessment that will avoid or minimise the need to adapt.

10. BUDGET

10.1 Newark and Sherwood District Council Housing Services will make financial provision to reflect the estimated demand for adaptations each forthcoming financial year.

10.2 Newark and Sherwood District Council will normally provide individual adaptations subject to the criteria of this policy, available funding and it being the most effective solution and/or use of the housing stock.

10.3 The Councils Architectural Technical (Adaptations) will consider all adaptation requests where the estimated cost of works required does not exceed £10,000. For any single or multiple requests where the cost is likely to be greater, then advice / approval will be sought from a Senior Manager. In cases over £20,000, the

consulted before progressing the work and recourse to the Director-Housing, Health & Wellbeing may be required and ultimately a decision from SLT.

- 10.4 If a major adaptation is placed on hold, Newark and Sherwood District Council will write to the tenant involved explaining the circumstances associated with the delay and anticipated timescale to resolve their adaptation needs. A further update shall be sent in writing at a minimum of every 3 months to keep the customer informed.
- 10.5 When an adaptation is funded in part by a body other than the Council, the works will need to be approved by an Occupational Therapist (OT), the funding body and Newark and Sherwood District Council. In this situation the policies and procedures of the other party may also need to be applied.
- 10.6 Nottinghamshire County Council's Occupational Therapy Teams are able to provide recommended equipment that meets eligible social care needs free of charge.

11. RECYCLING ADAPTATIONS

- 11.1 Where possible adaptations will be recycled at the point of re-letting a property by allocating the adapted property to a person needing the adaptation.
- 11.2 If the above is not possible, Newark and Sherwood District Council may remove and store adaptations from locations where they are no longer required. A process to log and monitor the make, model, age and condition of the items and review this on a regular basis with our contractors, is in place.
- 11.3 Examples of equipment that can be removed and recycled include;
 - a. Stair lifts (where they are not serving a first-floor adapted shower room)
 - b. Hoists
 - c. Changing benches
 - d. Rise and Fall Baths
 - e. Wash / Dry Toilets including bio-bidet seats
- 11.4 The above are removed and stored by the relevant contractor as part of their contractual arrangements. On occasions the contractor may, with prior consent of the Council, be able to utilise the stored equipment on a private contract. In these circumstances the Council will make the decision whether it is in its best interests to permit the use elsewhere and agree a resale value to be reimbursed via a Sales Credit Note to the Adaptations budget.
- 11.5 Some adaptations are not recyclable; for example, level access showers. These will not be removed until they have reached the end of their lifecycle except in exceptional circumstances. All adaptations of this nature will be classed as an attribute to the property and treated as such.
- 11.6 Where an item of specialist equipment such as a stair lift or hoist reaches the end of its usable life or becomes obsolete or too costly to repair then, before replacing such

equipment, the council will require the tenant to seek a new Occupational Therapist assessment / referral to ensure that their needs have not changed since the original equipment was installed.

12. CONTRACTOR ARRANGEMENTS

12.1 The delivery of the aids and adaptations service will usually require contractor support particularly with regard to major adaptations. This support may also be required to deliver more specialist adaptations such as stairlifts and hoists.

12.2 All contracts shall be procured in accordance with the Council's Financial Regulations. Wherever possible, contracts will be procured using joint procurement methods or collaborative purchasing groups to maximise Value for Money (VFM). Long term engagements will also be considered to increase Value for Money and establish improved joint working arrangements.

12.3 A number of key arrangements shall be in place to ensure that the service received is in accordance with the detail and standards of this Policy;

12.4 Key arrangements include;

- a. Compliance with Company expectations with regard to customer care, this is part of the tender conditions.
- b. Ensuring key staff have received Equality and Diversity training.
- c. Providing the contractor with details of vulnerable and or disabled tenants to ensure they take necessary actions in dealing with them.
- d. Provide the contractor with the preferred contact methods of our tenants where work is to be undertaken prior to it commencing.
- e. The contractor shall notify in writing when works are planned and offer an appointment with a minimum of 10 days' notice, if required.
- f. The contract terms and conditions shall specify the key performance indicators that they are required to meet.

12.5 To ensure the contractors adhere to the contract terms and conditions and are performing to expected levels monthly contract monitoring arrangements shall be in place between Newark and Sherwood District Council' employees and representatives from the contractor. These arrangements shall cover issues such as;

- a. Forthcoming workload
- b. Current performance
- c. Rectification processes (if required)
- d. Complaints
- e. Compliments
- f. Equality and diversity issues
- g. Health & Safety

The above list is not exhaustive and other subjects may be included where relevant.

12.6 A system of undertaking appropriate quality checks will be maintained to ensure the desired levels of quality are maintained.

13. SERVICING AND MAINTENANCE

13.1 Following the installation of certain types of adaptations into our tenant's homes it is essential and, in some case, a statutory requirement to have in place an effective servicing and/or maintenance schedule. Newark and Sherwood District Council undertakes this responsibility as follows;

13.2 Newark and Sherwood District Council shall ensure that funding is available annually to an appropriate level to meet the ongoing servicing and maintenance requirements of adaptations that have been installed.

13.3 Newark and Sherwood District Council will maintain an up to date record of all major adaptations installed.

13.4 A programme will be in place to undertake annual servicing and maintenance of stair lift and lifting equipment in line with current legislation and best practice. The servicing will be concluded by appropriate certification provided by the servicing contractor.

13.5 All new adaptation installations that require insurance checks to comply with statutory legislation will be notified to the relevant insurance company in a timely manner.

13.6 All defects noted from either the annual servicing or insurance checks will be completed in a timely manner.

13.7 Contractual arrangements shall be in place to deliver a swift resolution to post installation defects. This is particularly important with regard to lifting equipment and bathing facilities. The designated timeframes that should be met in these cases are;

- Lift and Hoist breakdowns 12 hrs
- Shower faults 48 hrs

13.8 Once adaptations have been installed, we will maintain and repair these through the Responsive Repairs Service to ensure they remain effective and in good working order. These works will be raised and delivered in accordance with the appropriate standard repair timescales. Appliances provided at time of initial works will not be maintained by the Council, i.e. a cookers and hobs installed at the time of a kitchen adaptation will be the responsibility of the tenant.

14. TRAINING

14.1 In order to ensure that adaptations are delivered effectively by employees involved in the process training is essential.

14.2 The following mechanisms are in place to ensure employees provide an effective service in accordance with the guidelines set out within this Policy;

- Front line employees receive training relating to the general adaptations service and how and who to signpost tenant enquiries to.
- Key employees involved in the adaptations process and likely to receive minor adaptation requests will receive basic training from the Nottinghamshire County Council Occupational Therapy team. This training covers what are minor adaptations and any special considerations that are necessary when delivering these.

14.3 The above training shall be refreshed periodically, as required.

15. MONITORING AND REVIEW

15.1 Newark and Sherwood District Council will ensure that the contents of this Policy are delivered effectively by the implementation of a robust series of measures.

15.2 A proportion of tenants receiving adaptation works will be contacted to ask for their opinion about the service they received. The results of this survey will be recorded and reported against. Any unsatisfied responses will be followed up through the Council's complaints procedure, where necessary.

15.3 We will periodically review the service with tenants and communicate any changes to all tenants.

15.4 We will aim to deliver improvements to service and we will review the level of service provided by engaging tenants in evaluating customer satisfaction.

15.4 This Policy will be monitored regularly and reviewed every 3 years to ensure that it remains suitable for tenants needs, including an updated Equality Impact Assessment.

15.5 The aids and adaptation process will be monitored through management information that will be produced regularly to demonstrate the current performance levels.

15.6 Periodically the Council's Aids and Adaptations Service shall be benchmarked with other similar service providers to ensure that the service offered is being delivered effectively, takes account of current best practice and represents Value for Money.

16. PERFORMANCE

16.1 In order to ensure performance is delivered to a high standard Newark and Sherwood District Council measure the following areas of service delivery against local performance indicators:

- a. Number of working days to complete minor adaptations from receipt of request.

- b. Number of working days to complete major adaptations from receipt of an OT Major Adaptation Referral.
- c. Overall time to complete major adaptations from when the tenant makes contact for an OT assessment to when the work is completed.
- d. Overall customer satisfaction with the Adaptation Service.

17. ADVERTISING

17.1 Newark and Sherwood District Council will ensure that this Policy is clearly promoted through its website.

18. POLICY REVIEW

18.1 The council will instigate the review of this policy on a three-yearly basis, and any associated documents.

18.2 An additional review process may be required following:

- New legislation
- Emerging best practice
- Case law affecting the contents of this Policy
- Day to day operational issues

18.3 Any review which takes place will be done in conjunction with partners to ensure compatibility with existing strategies and service development.

18.4 This policy has been subject to an equality impact assessment which is available on the council's website.

19. COMMENTS ON THE POLICY AND SERVICE

19.1 If you wish to comment on this Policy or the service you should do so in the first instance by writing to:

Newark and Sherwood District Council
Castle House
Great North Road
Newark on Trent
Nottinghamshire
NG24 1BY

Or by emailing housing@newark-sherwooddc.gov.uk

HOMES & COMMUNITIES COMMITTEE 23 NOVEMBER 2020

GAS SERVICING ACCESS ARRANGEMENTS

1.0 Purpose of Report

1.1 To provide Committee with details of our current access procedures to carry out gas servicing and an opportunity to consider alternatives, including incentives, to improve access and ensure the Council continues to comply with its statutory duty under the Gas Safety (Installation and Use) Regulations 1998.

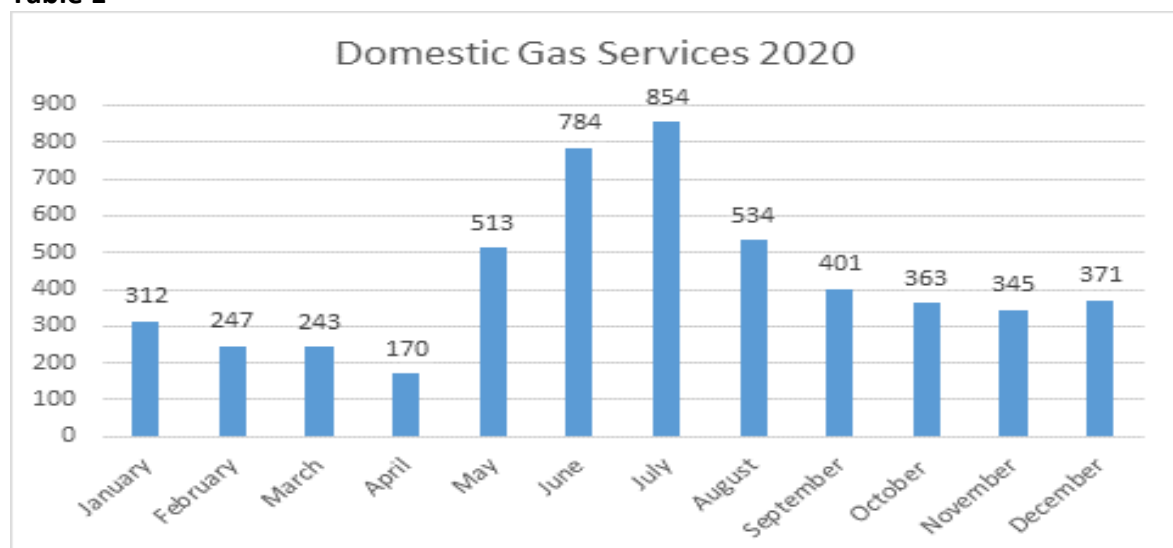
2.0 Background Information

2.1 Under the Gas Safety (Installation and Use) Regulations 1998 landlords are required to ensure that each and every fitting, appliance and flue, to which that duty extends, is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.

2.2 As a landlord the Council must comply with its duties under Regulation 36 of the Gas Safety Regulations to safety check/service any domestic gas fittings (not including residents own cookers) and any flues that serve them, within 12 months of the previous service anniversary date. Our aspiration is to ensure all our resident's gas fittings have a valid Landlord Gas Safety Record (LGSR) in place ensuring maximum safety for all our residents, their families and neighbouring properties.

2.3 Gaining access for Gas Servicing is an issue for all Local Authorities and Registered Social Landlords (RSL's) and the former Homes & Communities Agency (HCA) made risk and compliance a governance priority, with some RSL's being downgraded for non-access and non-compliance in this specific area. It has been widely reported in the housing press that non-compliance regarding gas safety puts any organisation and its customers at significant risk. Table 1 indicates the number of properties requiring access by Newark & Sherwood District Council over the annual programme, a total of 5137 every year. The budget for the work is Circa £250,000/annum.

Table 1



2.4 The Current Process

- 2.5 NSDC follow an 11-month gas servicing cycle. This means we commence access procedures for servicing gas appliances 1 month in advance of the service anniversary date, with a number of appropriate letters, communications and telephone calls to the resident taking place. This will shortly be reduced to a 10-month cycle in an attempt to improve access rates before properties reach their service anniversary date.
- 2.6 The current escalation process for accessing properties where other means of contacting the tenant for access described above has failed, utilises Injunction Orders issued by the courts. This can be a lengthy process which has left properties without a valid LGSR in some extreme cases for up to 6 months.
- 2.7 The escalation commences following 3 failed attempts by our contractor to gain access to carry out the work, supported by written letters of appointment requesting access each time, the matter is then passed to our Tenancy & Estates team to commence the legal process.
- 2.8 This process includes writing to the tenant again in the form of a legal “Letter Before Action” making a final request for access before the matter proceeds to court. If this fails a court hearing is requested to obtain an injunction to allow access under the terms of the Tenancy Agreement, namely clause 3g which states:
- “We have a right, upon giving you 24 hours’ written notice, to come into your home at all reasonable times to inspect it or to carry out work in your property or an attached property. The Council, our employees, contractors, subcontractors and agents also have this right. (We do not have to give you 24 hours’ notice in an emergency).”*
- 2.9 An injunction is then usually provided by the Court authorising the Council to gain entry to the property to carry out the work. The cost of this process, including the forced access if still required, is recharged to the tenant. The costs recharged will be in the region of £500.
- 2.10 Historically, failure to allow access would require a court application every time that a tenant would not allow access. More recently, we obtain “in perpetuity” injunctions so access can be gained in future years without a further injunction application and therefore costs to the Council and the tenant.
- 2.11 Current non –access performance is as follows:

Cases sent to legal for final drafting but cancelled <u>before</u> sending to court:	1
Cases that were sent to court and issued but then withdrawn (due to tenant providing access prior to being served with application)	21
Cases we have obtained an order to adjourn generally with liberty to restore (as tenant had provided access after being served but before court hearing)	7
Cases we have obtained an injunction:	

Current cases we have sent to court and waiting hearing date/have hearing in the future	9
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3.0 **Proposals**

3.1 The current arrangements and ultimate sanction of an injunction have proven highly successful over the years with the pre- pandemic numbers of properties without a valid LGSR seldom reaching double figures.

3.2 Despite this success we should not be complacent as we rarely achieve 100% compliance, currently 99.7% and alternative means of gaining access, including incentives, are always worth considering. This is especially important following the COVID-19 pandemic which has resulted in even greater difficulty in accessing properties, due to tenant’s concerns over admitting gas engineers into their home and the heightened risk of contracting the virus. The remainder of this section of the report considers these alternatives.

3.3 **Forced Entry**

3.4 Some social landlords force entry to properties in order to undertake the gas safety inspection. Whilst this may be quicker and cheaper than pursuing court action for an injunction this is certainly not a recommended course of action. Whilst such a landlord may be seeking to comply with their obligation to service the gas appliances it is a potential breach of a tenants rights as there is no legal right to force access to a property, even if all other routes have been exhausted. Landlords who undertake such action are at risk of claims being brought against them by their tenants.

3.5 **Possession Orders**

3.6 Alternatives to the currently used Injunction process include Possession Orders which are considered to take longer and are more costly than to obtain Injunctions and could potentially result in a resident losing their home. For those reasons, as a responsible landlord we would not propose this action as proportionate or good practice.

3.7 **Use of the Environmental Protection Act**

3.8 The use of the Environmental Protection Act (EPA) is a legal way to ensure access into tenant’s property more quickly than through an injunction. It is an accepted method, used in the correct circumstances and is already used by other local authorities to gain access for gas safety checks. Utilising the EPA is generally cheaper than the injunction process and takes less time and does not pose the risk of the tenant losing their home, unlike a Possession Order. However, not all Local Authorities consider their use appropriate, as the EPA provisions only empower the Local Authority to access a property to investigate whether there is a statutory nuisance or not. It does not necessarily, therefore, provide a legal power to enter to do annual gas safety checks and servicing. The advice of our Senior Legal Officer is that their use involves a high risk of challenge, judicial review and being sued for falsely entering the premises and preventing the tenants’ quiet enjoyment of same. For these reasons this option is also not recommended.

3.9 Capping Off External Meters

3.10 From time to time we do encounter situations where we cannot arrange access with the tenant, perhaps where they have been taken into care or are otherwise away from the property for a protracted period. In situations such as this, where an external meter is present, we would recommend the gas supply is capped off at the meter (approx. costs £100). This will be subject to a pre-capping protocol, requiring a risk assessment of the individual's circumstances, with reference to the tenancy team and authorisation to cap from the Tenancy and Estates Manager or a Senior Housing Officer. Once the tenant returns, we can reinstate the supply and carry out the gas safety checks within 24 hours, or sooner if required. This safeguards the property and surrounding area from the risk of gas explosion, where the property is left unoccupied.

3.11 Service Interval Timers

3.12 Where tenants persistently fail to provide access for the annual gas service and safety check, the use of Service Interval Timers could assist with gaining access. These devices: -

- start a countdown to let the tenant know the service is becoming due
- display a message on the screen to remind the tenant that a boiler service is due.
- If the service is overdue, the programmer may be set to switch off the heating system, to ensure the tenant's safety and provide a telephone number to contact us to arrange the service.

or

- Provide an override and alarm to allow the boiler to continue running intermittently to create a nuisance situation rather than to shut the system down completely.

3.13 These devices are relatively inexpensive and easy to install and we would recommend considering their use only where tenants persistently deny access.

3.14 Incentives

3.15 Some organisations enter tenants into a monthly prize draw, for *honouring their first appointment for the gas service*. The winner would be selected at random each month and awarded the advertised prize. The cost of the incentive would be shared with the gas servicing contractor, as they benefit considerably from improved first-time access.

3.16 We would recommend a six month trial of such an incentive at say, £200/month to establish if this improves our first-time access rates and reduces the number of tenants referred to the courts for an injunction. The annual cost of this would be around £2400/annum with the Council meeting half of this cost.

3.17 It won't be possible to properly assess the financial impact of the scheme until any trial period has ended and the results are properly scrutinised. Following this, the scheme could continue, or be scrapped if there were no tangible benefits arising.

3.18 Vinshires would contribute 50% as they will also benefit from scheme through reduced operating overheads, as their administration costs and costs associated with engineer abortive visits are reduced.

3.19 For the Council, we know for each property referred to court for failed access, there are court costs of c.£500 when an injunction is obtained. If the tenant allows access before the date of the actual hearing any costs incurred up to that point are not recharged - around £300 in wasted staff time. This year to date we have had 21 such cases, if just 4 of these had been incentivised to allow access early we would have recovered our annual costs involved for the scheme.

4.0 Equalities Implications

4.1 Activities to restrict service may affect vulnerable tenants to a greater extent although the arrangements in place are there to protect the health and safety of all by achieving timely access to servicing. Significant preparation work around risk assessing individual circumstances is in place to understand and mitigate any impact.

5.0 Digital Implications

5.1 There are no digital implications arising from this report.

6.0 Financial Implications

6.1 There are no material financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

6.2 The cost of supplying service interval timers is approximately £150. Based on non-access cases that have reached court over the last year, the financial implication would be minimal and contained within the existing budget.

6.3 The costs of running the incentive scheme would be £1200 per annum which again would be contained within existing budgets and save resources that are involved in the preparation of legal papers, attendance at Court, home visits and chasing letters.

7.0 Community Plan – Alignment to Objectives

7.1 The performance of the gas servicing contract contributes to the delivery of the objective "To create more and better homes through our roles as landlord, developer and planning authority".

8.0 Comments of Director(s)

8.1 Our landlord responsibilities relating to gas safety are of the highest priority. This report explores additional tools available that will enhance an already high performing service. Representatives at Housing Advisory Group held on 29/10/20 supported the use of capping and interval timers only in exceptional circumstances. There were mixed views around the use of incentives. Additional cost information has been added at 3.16 to show the potential impact on costs of increased first time access.

9.0 RECOMMENDATION(S)

9.1 Committee is asked to note the content of the report and to approve the recommendations to:

- Cap off external gas meters in the circumstances described at 3.9
- Install Service Interval Timers in the circumstances described at 3.11
- Pilot the incentivising of the gas servicing process as described at 3.14

9.2 Reason for Recommendation(s)

To improve the performance of the gas servicing programme to 100% compliance and to further enhance tenant safety. Particularly given the current challenges around access whilst we live with Covid-19.

Background Papers

Nil

For further information please contact Steve Haywood Strategic Lead, Asset & Development on 07882719655

Suzanne Shead
Director – Housing, Health & Wellbeing

HOMES & COMMUNITIES COMMITTEE
23 NOVEMBER 2020

HOUSING SERVICE COMPLIANCE PERFORMANCE

1.0 Purpose of Report

1.1 This report provides the Committee with an overview of compliance performance of the housing service at the end of September 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 compliance functions at the end of September 2020.

2.4 This report provides Members with an opportunity to comment on the performance of the housing services compliance functions.

3.0 Performance report

3.1 The report contains information on compliance performance to provide Members with oversight and input into these essential services. The report includes, amongst other matters, information on our landlord responsibilities for a range of building safety measures including:

- fire protection
- gas safety
- asbestos management
- electrical safety
- water safety (legionella)

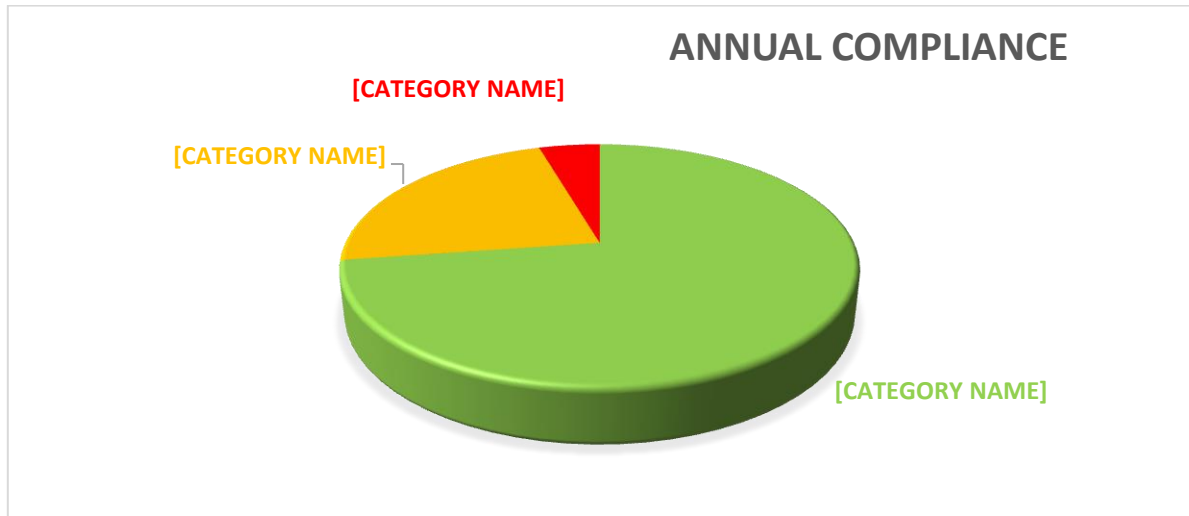
It also summarises details of the Council's housing stock.

3.2 A separate report will be submitted to this committee relating to the operational performance of other key housing services.

3.3 Current overall annual performance has improved since the last report and is shown in the pie chart below, the 22 areas that are reported upon, are broken down as follows:

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area

3.4 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. All the areas out of compliance relate, in the main, to issues arising from the COVID-19 lockdown.



3.5 To assist the reader, performance against the 22 indicators are RAG rated, as follows:

- Green: At target.
- Amber: Within 10% of target.
- Red: below 10% of target

3.6 Of note within the amber segment is the position on gas servicing, which is now only 0.31% out of compliance with just 16 properties not having their annual service carried out by the anniversary date of the previous one. This has reduced from 49 at the end of July. Prior to lock down this figure was around 5 properties in any given month, rising to a peak of 158 properties in June 2020, at the height of the pandemic. This increase was due to the Council following HSE guidance and supporting our most clinically vulnerable tenants and those over 70, by postponing their service where requested, for a 12-week isolation period, as prescribed by the government at the time. These properties have now been reintroduced into the servicing programme following the government's decision to end the shielding process from 1st August 2020. We anticipate the servicing programme and the numbers out of compliance will return to single figures by end of October 2020, subject to timely court hearing dates and there being no second wave of the pandemic. It is also pleasing to see the improvement in performance on oil, stairlift and hoist servicing along with domestic asbestos surveys which have all improved from red to amber alert.

3.7 Within the red segment, the report highlights contractor delays and access problems due to the pandemic, affecting our performance on undertaking periodic electrical testing. We are currently working closely with our contractor to improve access rates, where possible.

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 Digital Implications

5.1 There are no digital implications arising from this report.

6.0 Financial Implications

6.1 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 to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

7.0 Community Plan – Alignment to Objectives

7.1 The performance of the housing service contributes to the delivery of several of the objectives of the Community Plan 2019-23 (as amended).

8.0 Comments of Director

8.1 This report provides the Committee with its second opportunity to consider the performance of the housing service since it was transferred back into the Council from NSH. A previous report was considered in September 2020.

8.2 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 presentation.

8.3 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 including our legal and regulatory responsibilities.

9.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service compliance functions for September 2020.

9.1 Reason for Recommendation(s)

9.2 This report provides an opportunity for members of the Homes & Communities Committee to have continued oversight into the performance of the housing management service, in relation to statutory and regulatory compliance and best practice.

9.3 Background Papers

9.4 Compliance Performance

For further information please contact Steve Haywood Strategic Lead, Asset & Development on 07882719655

Appendix 1- Compliance performance

Newark & Sherwood District Council Compliance Reporting

For the month of September 2020 (Housing Services Compliance Performance)

Prepared by Mark Plant/ Adrian Tutty

1) Asset Base

Total no. of individual dwellings / properties being managed	5524
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.	334
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)	2923
Shared Ownership	0
Housing for older people	2576
Supported housing	92
NSH (Previously Owned)	25
Affordable (non-social) housing	
Market Rented	0
Affordable Rented	286
Leasehold (Leaseholder owns 100% of equity)	159
Other – Wellow Green and Seven Hills	39
Non-Housing	
Offices and commercial premises	18
Garages & car parking spaces	450
Community centres	33

How to Read This Report

This document reports on the compliance activities due to take place each month.

The Annual Target column indicates the total number of compliance activities expected in the year.

The number of activities due in the month is shown in the column headed **Target for Month**.

Note: Any work not carried out in the previous month will be carried forward and added to this figure.

The Total for Month column records the actual number of compliance activities carried out in the month



The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.

The final 2 **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

RAG Rating is included to assist the reader, as follows;

- Green: At or above your target.
- Amber: Within 10% of your target.
- Red: Less than 10% of your target



3) Work Activity

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Risk Assessments	135	15	15	0	100% 	100% 

Comments:



Total number of annual reviews required is 135

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 then carried out to ensure no changes have been made to the property which would have an impact on fire safety. We will begin a new programme of more stringent Type 3 FRA's in November 2020 which will continue through until March 2021 or beyond. This type of FRA will potentially highlight additional areas of remedial work not routinely identified through the Type 1 FRA inspection. Budgets have been increased to meet the increased cost of any additional work identified.

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Alarm Testing (inc. emergency lighting)	6760	524	524	0	100% 	100% 



Comments:

There are 130 sites which receive a weekly visit to check and test the systems.



Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Sprinkler Servicing	3	0	0	0	100% 	100% 

Comments:



This item relates to the sprinkler system at the extra care scheme, Gladstone House and a pair of houses on Beech Avenue, New Ollerton which require a sprinkler system under the building regulations.

Asbestos	Annual Target	Target for Month	Total to Date	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333	99	85	14	95.80% 	85.86% 



Comments:
Although there is no statutory requirement to carry out domestic asbestos surveys it is considered good practice to do so, 1047 NSDC properties have no asbestos data at present. Asbestos surveys are planned to be carried out at all domestic Council properties; this was commenced with a 20% survey in 2008. Subsequently we have targeted circa 333 (27 per month) 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 programme was slow to mobilise this financial year because of the COVID-19 lockdown. By the end of November we should be back within targets.

Asbestos	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Communal)	112	0	0	0	100% 	100% 



Comments:
This is a statutory responsibility and the survey programme has now been completed. A programme of re-inspecting any high/medium risk asbestos found and not replaced, will commence in December 2020/21 as required by the Asbestos Management Regulations.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding*	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5191	401	385	16	99.69% 	96.01% 



Comments
At the start of August the shielding properties came out of the Covid-19 shielding process and are now being treated as normal properties and are going through the "No Access" procedure for an injunction to gain access where necessary. All outstanding properties are now with the legal team but additional attempts are still being made to gain access.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Solid Fuel	27	3	3	0	100% 	100% 



Comments:
All on target

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Oil Servicing	207	97	81	16	92.27% 	83.51% 



Comments:
Service dates are being grouped to geographic areas, so compliance dates are more closely aligned going forward. Also, a new contract started at the beginning of September 2020. The new contractor will focus on catching up the outstanding properties as soon as possible.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
LPG Gas Servicing	3	0	0	0	100% 	100% 

Comments:
All services are complete.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 

Comments:
All services are complete.



Electrical 5 Year Domestic Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
	505	191	66	125	74.85% 	34.55% 

Comments:
Within the red segment, the report highlights contractor delays and access problems, due to the pandemic, affecting our performance on undertaking periodic electrical testing. The monthly performance of the electrical contractor appears poor this month due to the carry forward of the backlog in periodic inspections arising from the first national COVID-19 lockdown. They have actually met their normal monthly target but have failed to make in-roads into the backlog. Discussions are taking place with the contractor to increase their technician resource to deliver the programme, in its entirety, by the end of the financial year.



Note.
We are currently carrying out a certificate audit to ensure we can locate all the previous year's electrical inspection certificates. Any missing certificates will require the electrical inspection to be repeated, consequently the annual target may increase when the audit is complete.

Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Non-domestic Testing	130	0	0	0	100% 	100% 

Comments:
All non-domestic electrical testing is completed and certified in line with a five-year testing programme



Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
PAT Testing	37	9	9	0	100% 	100% 

Comments:
Programme restarted in September 2020.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	120	10	10	0	100% 	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.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1164	97	97	0	100% 	100% 



Comments:

All blocks inspected

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 



Comments:

Currently on target with no issues to report



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Tree Surveys	1	0	0	0	100% 	100% 

Comments:

Tree surveys are undertaken every 5 years and were completed in March 2019



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	0	0	0	100% 	100% 



Comments - All now complete.



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Stair lift Servicing	95	5	4	1	98.95% 	80% 

Comments:

The contractor has continued to offer service during the Coronavirus lockdown, but access rates have been affected by tenants self-isolating. Efforts are being made to access the outstanding property.

This property has doctors notes stating they are vulnerable and are self-isolating. We are also in discussions with the Occupational Therapist about access and the equipment use.						
Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Hoist Servicing	36	8	5	3	91.67% 	62.50% 
<p>Comments:</p> <p>The contractor has continued to offer service during the Coronavirus lockdown, but access rates have been affected by tenants self-isolating. Efforts are being made to access the outstanding properties. These properties have doctors notes stating they are vulnerable and are self-isolating. We are also in discussions with OT about access and the equipment use.</p>						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Ductwork	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>This relates to Gladstone House commercial boiler. Inspection carried out by H&S officer as part of Fire Risk Assessment</p>						

Gladstone House	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>A dip test of the tank has been completed and no issues were found with the quality of the water.</p>						

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

HOUSING SERVICES QUARTER 2 PERFORMANCE

1.0 Purpose of Report

1.1 To provide the Homes and Communities Committee with an overview of performance and satisfaction within housing services for Quarter 2 of 2020/21.

2.0 Background Information

2.1 The Committee has direct responsibility to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report provides assurance to Members that standards and performance are high, and where they are not, actions are in place to address this, particularly where there are risks associated. Therefore enabling the Committee to meet its obligations outlined above.

2.3 The revised Community Plan was presented to and approved at Full Council on 13 October. Further work is now required in terms of aligning performance to the new Community Plan objectives and the annual business planning process. The overall content of this report will change to reflect this and it is anticipated this will commence from Quarter 4 onwards.

2.4 In addition, Members also have an opportunity to comment on and review the information required by the Committee to oversee the performance of housing services, including the format in which it is presented.

3.0 Performance Monitoring

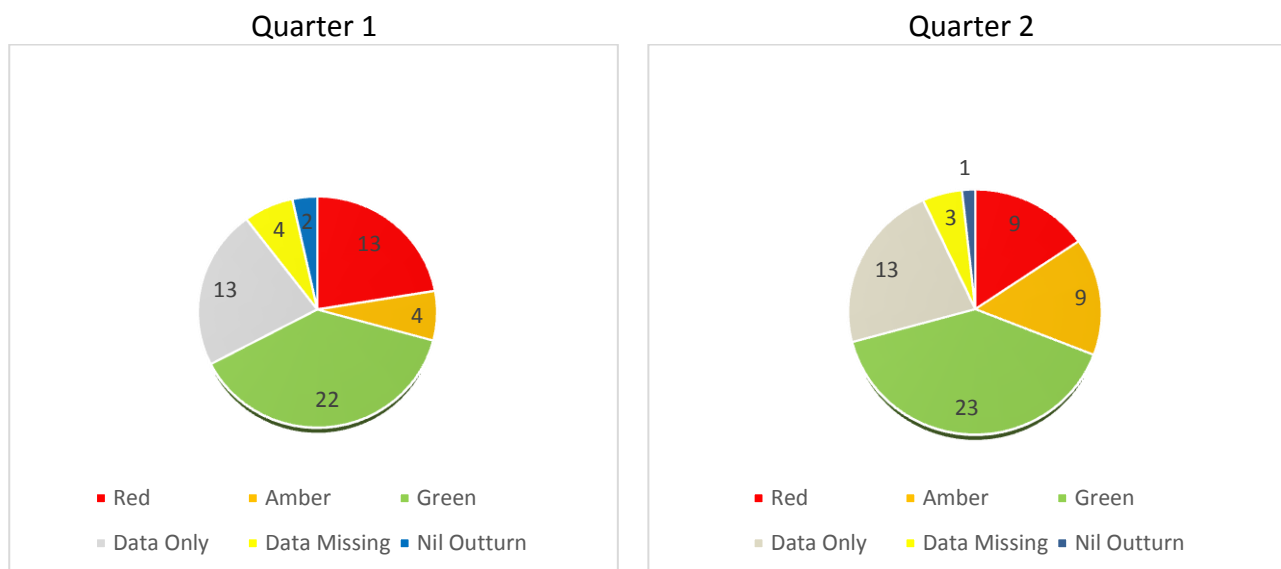
3.1 Performance monitoring is split into three elements to help Members consider different aspects of housing services performance.

- Performance Indicators – measured performance across a range of key services.
- Customer satisfaction - feedback from surveys across key services.
- 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 first two elements are presented within this report, and given its significance, overall compliance is reported separately to this Committee.

3.3 Of the 58 quarterly PIs, 43 have a target and 15 are data only indicators. Of these 43, 23 are green (on or above target), 9 are amber (slightly missed target) and 9 are red (well below target). Of the remaining 4, 3 have no data at this present time and 1 has a nil outturn (i.e. no walkabouts have been able to be carried out). The 3 PIs with no data at this time is due to remote working / reporting issues and will be brought up to date asap. The PIs relate to under occupancy and careline.

Figure 3.4 Breakdown of PI Performance Quarter Comparison



3.5 There has been a slight improvement since quarter 1 in the increased number of performance indicators that are green or amber and a reduction in those performance indicators that are red. Further detail in the table below at 3.7 also highlights that 5 of the red PIs are improving.

3.5 As with quarter 1, there continued to be pressures during quarter 2 to deliver services whilst operating safely under Covid-19 restrictions and this is having an impact on performance.

3.6 The 9 PIs which have missed target are shown in the table below with comments outlining reasons.

Figure 3.7 PI Missed Targets

Indicator Name	Q2 2020/21		Status	Note	Direction of Travel
	Value	Target			
Number of properties without a valid Gas Servicing certificate	16	0		Outstanding gas services, although significantly improved (107 in quarter 1) have all been through the access procedure and are currently with our legal team to gain injunctions for access. We are also cold calling the outstanding properties whilst going through the legal process in further attempts to gain access.	Improving
% of rent loss through dwellings being vacant	1%	0.60%		Currently over target due to void properties standing empty for long periods due to Covid-19, but improved from 1.3%.	Improving
Average time (days) to re-let Council properties	39.9 days	16 days		Currently over target due to void properties standing empty for long periods due to Covid-19, but improved from 56.5 days in quarter 1. Monthly figures for July, August and September were 49.3, 22 and 21.4 days respectively which	Improving

Indicator Name	Q2 2020/21		Status	Note	Direction
				demonstrates this PI is improving. Performance remains higher than the target and reasons for this are that we have seen an increase in a number of refusals this year, possibly relating to people not wanting to move due to the pandemic. In addition, we have had some hard to let properties and some others which we have held on to for longer than we would normally to make best use of the stock and to ensure that the tenancy is as sustainable as possible. Some of the properties have also been held for moves for tenants from Yorke Drive as part of the regeneration project.	
Customer Satisfaction with Customer Access Services	85%	95%		Issues tend to be communication related and not being resolved. Call backs is also an issue as often these enquiries are passed to other service areas to respond.	Declining
Customer Satisfaction with Right to Buy Service	80%	90%		There were just 5 customers surveyed during the quarter and 1 was dissatisfied. They noted that covid-19 had caused delays, but the process was completed within statutory timescales.	Declining
Customer satisfaction with ASB	80%	90%		Performance dipped in September, impacting on the quarter overall, with just 4 customers out of 6 satisfied (1 was dissatisfied and 1 was neither satisfied nor dissatisfied). Both customers reported that staff had not got back to them and kept them informed.	Declining
Amount of current arrears as a % of annual rent debit	2.36%	1.80%		Arrears have missed target because of the current situation, but has only declined slightly from 2.21%. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Declining
Former tenant arrears as a % of annual rent debit	1.05%	0.88%		Arrears have missed target because of the current situation, but has improved slightly from 1.15%. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Improving
Amount of Current Arrears at quarter end (£)	£528,158.00	£420,000.00		Arrears have missed target because of the current situation, but has improved from £613,775.81. The expectation is that we will continue to recover the arrears accrued during this period over the coming months.	Improving

4.0 Tenant Satisfaction

4.1 Customer satisfaction is monitored through the key housing services and undertaken independently by an external contractor.

Figure 4.2 Tenant Satisfaction Quarter 2

Service	Quarter 1 Satisfaction %	Quarter 2 Satisfaction %	Year to Date %	Target
Overall	94	92	93	
Adapts (Major)	100	95	96	90
Adapts (Minor)	88	96	94	90
ASB	88	80	83	90
CAS	93	85	90	95
Gas Servicing	95	95	95	95
Legionella	N/A	N/A	N/A	
Lettings	100	94	94	90
Major works	N/A	96	96	90
Repairs	96	94	95	95
Right to Buy	100	80	92	90

4.3 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.

4.4 As the table above shows, most areas are performing at above 90% for the second quarter, with just three falling below (ASB, CAS and RTB) and only ASB is falling below for the year to date figure. Numbers in ASB and RTB are low and detail is given for all at 3.7 above.

4.5 Further work will take place throughout the year across all council services to measure customer satisfaction and use customer insight to improve performance, as part of the customer insight project.

4.6 Housing services has not yet undertaken the STAR survey this year due to the impact of Covid-19. This is an independent survey of tenants which can be run annually or less often. The aim is to run in Spring 2021, following discussion and agreement of the Chair.

5.0 Equalities Implications

5.1 There are no direct equalities implications arising from this report.

6.0 Digital Implications

6.1 There are no digital implications arising from this report.

7.0 Financial Implications

7.1 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.

8.0 Community Plan – Alignment to Objectives

8.1 The performance of the housing service contributes to the delivery of several of the objectives of the Community Plan 2019-23 and will continue to reflect this as outlined at 2.3.

9.0 RECOMMENDATION(S)

9.1 **That the Committee notes the performance of the housing service.**

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

Reason for Recommendation(s)

To enable the Homes and Communities Committee to proactively monitor and manage the performance of housing services as set out in the Community Plan.

Background Papers

Community Plan 2019/23

For further information please contact
Nicola Priest, Performance Officer 01636 655526

Suzanne Shead
Director – Housing, Health & Wellbeing 01636 655520

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 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. The discount is currently capped at £84,200 for the Newark and Sherwood area, however this figure is set each year in line with CPI so can increase. The Level of discount is calculated using the number of year's tenancy for the applicant, currently this is 35% for the first 5 years and an additional 1% for each year (houses) and 50% for the first 5 years and an additional 2% for each year (Flats).
- 1.2 Eligibility requirements apply to the tenants and some properties are exempt from the Right to Buy.
- 1.3 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 a qualifying criteria in order to be considered eligible for the Right to Buy and this is assessed upon receipt of the completed application. Tenants must be a secure tenant, and do not qualify until they have been a tenant for a minimum of 3 years with any qualifying tenancy. Family members wishing to share the Right to Buy must have been an occupant for a minimum of 12 months.
- 2.2 If a tenant or family member sharing the Right to Buy is subject to one of a selection of Court Orders, the individual will be unable to qualify for the Right to Buy, an example of these are a Suspended Possession Order or Possession Order, an Undischarged Bankruptcy order or an active Debt Relief Order.
- 2.3 There are certain types of tenancies which cannot be considered as secure for the purposes of Right to Buy. These include introductory tenancies, demoted tenancies and properties that provide homeless accommodation (Licenses). 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 form 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 under Schedule 5 (Paragraph 7, or Paragraph 9)

- 4.1 The primary area where individual dwelling assessment is required relates to general needs housing that has received adaptations to support either current or past tenants. Upon receipt of an application part of the process is to ascertain if there are adaptations present in the property, if there is adaptations present an assessment is undertaken against the legislation to enable a decision to be made in regards to property eligibility. This assessment is then sent to the Director of Housing Health and Wellbeing, along with the applicable RTB2 notice (Denial or Admittance Notice) to agree and approve the decision before it is issued to the applicant.

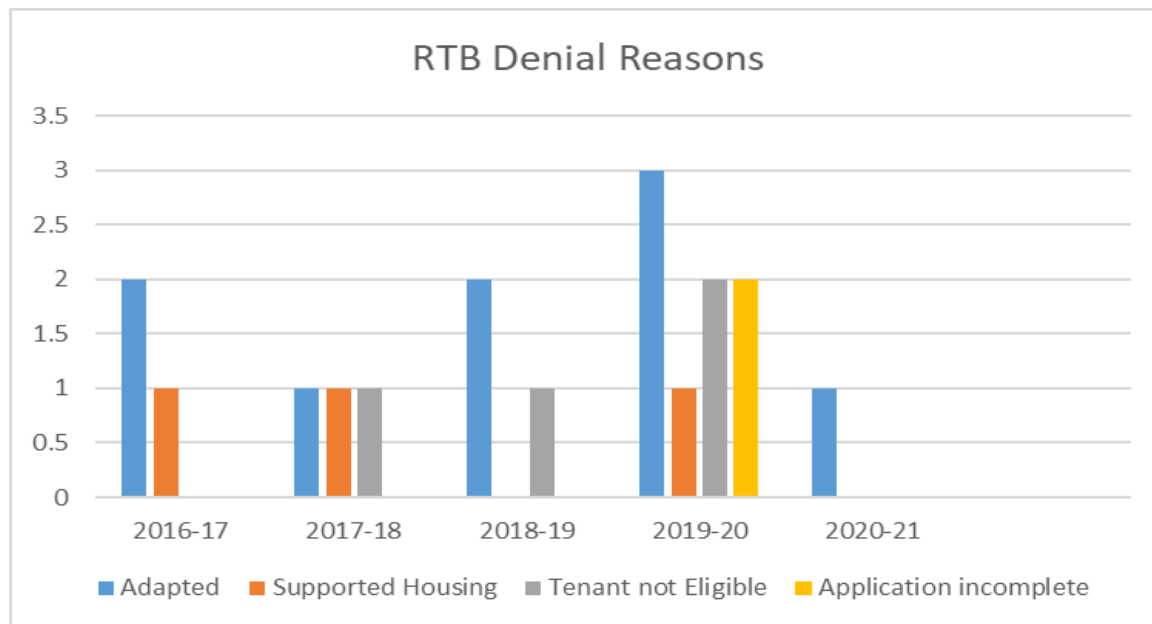
- 4.2 The Assessment includes details of the adaptations present in the property and property type, and why it either is, or is not suitable for occupation by physically disabled persons and if it satisfies this part of the legislation.
- 4.3 To address part a, each property is let in line with the Choice Based Lettings Policy whereby each property with adaptations is advertised as such and priority is given to applicants requiring the adaptation in place.
- 4.4 To address part b, the assessment covers 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.
- 4.5 To be considered an exempt property the dwelling must fully meet the criteria of the relevant paragraph. Where an application for Right to Buy is denied using Schedule 5, paragraph 10, an appeal can be made to the Independent Residential Property Tribunal.
- 4.6 Where an application has been denied using Schedule 5, paragraph 7 or Schedule 5, paragraph 9 they can contact the Ministry of Housing, Communities and Local Government and ask them to look at the decision made. 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 Market Value of properties sold.	Average Discount	Denied
2016-17	52	29	£121,526	£59,915	3
2017-18	61	31	£126,115	£58,032	3
2018-19	43	35	£117,251	£58,051	3
2019-20	53	30	£119,333	£57,198	8
2020-21 (Until 30/09/20)	28	11	£156,113	£66,122	1

5.2 Below is a chart showing the breakdown for all 18 denied applications.



5.3 1876 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. 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. In addition to this when a tenant is signed up to an adapted property they are advised the property may be exempt from the Right to Buy and sign a form to state they understand this.

5.4 38% of over 4000 applicants currently on the housing register have identified that they have a disability, however this covers all disabilities, including mental health, not just physical.

5.5 239 major and 340 minor adaptations have been completed in 2019/20.

5.6 The 2014 Strategic Housing Market Assessment for the District showed 27.5% of responding 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 the legislation is being fully met in terms of either accepting or denying the application and determining if the property is exempt.

6.3 Tenant eligibility is assessed upon receipt of correctly completed applications and this is done in line with the legislation to ensure the Council is meeting its statutory obligations.

6.4 The Right to Buy process has a strict set of stages and timelines in place which must be adhered to in line with the legislation, there are internal processes in place to ensure these are fully met.

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 Digital Implications

8.1 There are no digital implications arising from this report.

9.0 Financial Implications

9.1 There are no financial implications arising from this report.

10.0 Community Plan – Alignment to Objectives

10.1 No direct link to objectives of community plan.

11.0 Comments of Director

11.1 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.

12.0 RECOMMENDATION

That the contents of the report be noted.

Background Papers

Nil

Suzanne Shead
Director - Housing, Health & Wellbeing

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

AFFORDABLE HOUSING DELIVERY 2019/20

1.0 Purpose of Report

- 1.1 To provide the Committee with detail on affordable housing delivery across the district for the financial year 2019/20, along with a guide on future anticipated delivery.
- 1.2 An update will also be provided on the progress being made to deliver the approved 5 year Council housing (*Housing Revenue Account*) development programme.

2.0 Background Information

- 2.1 The delivery of additional affordable homes across the district continues to be a strategic priority for the Council with an objective of the Community Plan being to; '*Accelerate the supply of new homes including associated facilities.*'
- 2.2 There is an ongoing requirement to develop a mixed provision of affordable homes to meet the requirements of younger people, families with young children and older people across the district's urban and rural communities.
- 2.3 The Council, along with enabling the supply of new affordable housing, continues to deliver directly new Council owned homes. Phases one and two were delivered through its Housing Revenue Account (HRA) development programme in partnership with its housing management company, Newark and Sherwood Homes (NSH). Since February 2020, the Council brought back into house its arms-length management organisation and the same team is carrying on to deliver the programme.
- 2.4 In addition to the Council's own developments, a range of approaches are adopted to secure the delivery of new affordable housing units in the district, through working with Registered Providers and developers to provide 100% affordable housing schemes and S106 housing.
- 2.5 The delivery of affordable housing is set against the Council having a robust evidence base of housing need. The Council sought approval to update the DCA 2014 Housing Market and Needs Assessment from this committee on 10th June 2019 (Item 7 refers). On committee approval, the Council underwent a tender exercise and commissioned Arc4 to commence a district wide housing needs assessment, the findings of which is being presented to this committee in January 2021.
- 2.6 The 2014 assessment indicated a total net affordable housing need of 677 units per annum and after deducting the annual supply of housing, the shortfall for the next 5 years was 221 homes per annum.
- 2.7 The Council owns 5,520 dwellings (*31 March 2020*), with 30 homes being sold through the Right to Buy in 2019/20.
- 2.8 There are currently 4043 applicants on the Council's housing register (*31 March 2020*), an increase of 756 on the previous year.

3.0 Affordable Housing Delivery 2019/20

3.1 Over the past fifteen years, a total of 1,485 additional affordable homes have been provided across the district, through S106 planning agreements, 100% affordable housing developments, rural exception sites, the Council's own developments and NSH Growth Programme.

3.2 Between April 2019 and March 2020, 174 additional affordable homes have been built across the district (*located in Newark, Clipstone, Southwell, Farnsfield, Ollerton, Sutton on Trent, Blidworth, Farndon, North Muskham and Rainworth*) and the approaches to deliver these are outlined below:

Developer: Section 106 Agreements	Registered Provider 100% Affordable Housing Schemes	HRA Development	Total
54	80	40	174

3.3 The tenure breakdown of these units is as follows:

Social Rent	Affordable Rent	Intermediate Housing (Shared Ownership)	Discount for	Total
0	107	44	23	174

Section 106 Agreements and 100% Affordable Housing Schemes

3.4 The table below details the location of the affordable housing units delivered through Section 106 planning agreements and 100% affordable housing schemes:

Location	Affordable Ownership	Affordable Tenure				Unit Type
		Affordable Rent (AR)	Shared Ownership	Discount for Sale (DFS)	Total Delivered	
Registered Provider 100% Affordable Housing Schemes						
Clipstone Forest Road	Nottingham Community Housing Association	25			25	13 x 2 bed houses 12 x 1 bed flats
Edwinstowe Former Miners Welfare	Nottingham Community Housing Association	12	14	2 (rent To Buy)	28	6 x 1 bed flats (AR) 6 x 2 bed houses (AR) 6 x 2 bed houses (S/O) 8 x 3 bed houses (S/O) 2 x 2 bed houses (rent to buy)
North Muskham Main Street	Nottingham Community Housing Association	5	7		12	4 x 2 bed houses (A/R) 1 x 3 bed houses (A/R) 6 x 2 bed houses (S/O) 1 x 3 bed house (S/O)
Rainworth Top Street	Nottingham Community Housing Association	8	7		15	4 x 2 bed houses (A/R) 4 x 2 bed bungalows (A/R) 4 x 2 bed bungalows (S/O) 3 x 3 bed houses (S/O)

S106 Affordable Housing - (Developer Contributions)						
Collingham Braemar Farm	Nottingham Community Housing Association/ Heylo Housing (For Profit Registered Provider – x 8 for S/O)	8	16		24	8 x 1 bed house (A/R) 14 x 2 bed houses (S/O) 2 x 3 beds (S/O)
Farnsfield Southwell Road <i>S106 – Bellway</i>	Jigsaw Homes (Gedling Homes)			8	8	5 x 2 bed houses (dfs) 3 x 3 bed houses (dfs)
Rainworth Warsop Lane Taylor Wimpey	Taylor Wimpey discount for sale product			7	7	4 x 2 beds 3 x 3 beds (All developer dfs)
Southwell Allenby Road Miller Homes	Nottingham Community Housing Association	4		2	6	2x1b2pf (A/R) 3x2b4ph (A/R) (S/O) 1x3b5ph (S/O)
Sutton on Trent The Hemplands Gusto/Larkfleet	Nottingham Community Housing Association	5		4	9	4x2b4ph 5x3b5ph
		67	44	23	134	

HRA Development Programme

- 3.5 The following table shows the number of Council housing units delivered through the HRA development programme during 2019/20. (Phase 2).

Location	Affordable Ownership	Tenure: Affordable Rent	Unit Type
Blidworth Central Avenue	HRA	4	2 x 1 bed flat 2 x 3 bed bungalows
Coddington Parkes Close/Thorpe Close	HRA	4	3 x 2 bed bungalows 1 x 1 bed bungalow
Coddington Valley View	HRA	3	3x2b bungalows
Coddington Thorpe \close (Scheme 2)	HRA	1	1 x 2 bed bungalow
Newark St Marys Gardens	HRA	7	7 x 2 bed houses
Newark Queens Court	HRA	9	6 x 1 bed flats and 3 x 2 bed flats
Newark Meldrum Crescent	HRA	4	4 x 1 bed flats
Ollerton Beech Avenue	HRA	2	2 x 2 bed houses

Rainworth Rainworth Water Road	HRA	2	2 x 1 bed flats
Rainworth Thoresby Road	HRA	1	1 x 1 bed bungalow
Southwell Westhorpe	HRA	3	1 x 3 bed bungalow & 2 x 1 bed bungalow
Total		40	

4.0 Anticipated Affordable Housing Delivery

- 4.1 The following table identifies the number of units currently anticipated to be delivered over the next 4 financial years.
- 4.2 It is difficult to provide an accurate picture beyond 2024 as further sites may come forward through the planning system, some sites may be delayed (*especially those major developments phased over a long build period*) and national funding/policy arrangements may change:

Scheme Details	Registered Provider (Owner)	No of Units	Type: AR (Affordable Rent) SO (Shared Ownership)	Progress
Southwell Allenby Road Miller Homes (S106)	NCHA	6	1 & 2 bed flats and 2 and 3 bed houses	Anticipated delivery mid 2020
Newark Bowbridge Road, (100% affordable)	NCHA	62	18 (AR/SO) 1 x 2b flats (AR) 3 x 3 bed houses (AR) 4 x 2 bed houses (AR/SO)	Consent granted March 19, 2 year anticipated completion.
Newark The Council has agreed to take an off-site S106 contribution in the form of land and a monetary sum. (100% affordable housing).	Land in Newark HRA Programme	12	Affordable rent – SOS Dec 20	No start on site.
Collingham Braemar Farm (Part 2) Gusto and Larkfleet (S106)	NCHA Heylo Housing	16	16 (8 AR/8 SO)	Anticipated delivery Mid 2020
Edwinstowe Former Miners Welfare, (100% affordable housing development)	NCHA	28	(14 SO/12 AR & 2 Rent to buy) 1,2 3 bed houses and flats	Anticipated start on site December 2019

Edwinstowe Robert Woodheads <i>(Affordable housing by planning condition)</i>	NCHA	21	AR & SO 2 and 3 bed houses	No start on site date
Bilsthorpe Land at Oldridge Way <i>(S106)</i>	Not known	34	TBC	No start on site date
Balderton Fernwood Extension	Not Known	120	TBC	No start on site date
Newark, Yorke Drive	NSDC	130	2 & 3 Bed houses	No start on site
Ollerton Malt Kiln Close	Not Known	33	1, 2 & 3 Beds	No start on site
	Total	328		

Rural Exception Sites

- 5.1 Exception sites, in accordance with Planning Policy, are schemes solely for the development of affordable housing on land within or adjoining existing small rural communities, which would not be otherwise released for general market housing. The evidence to support the development of such sites includes the commissioning of a parish housing needs survey.
- 5.2 The Council continues to work in partnership with NCHA and Trent Valley Partnership to deliver rural affordable housing, involving the completion of parish housing needs surveys, liaison with Parish Councils, local ward Member(s) and land owners in the locality.
- 5.3 In February 2020, a scheme at North Muskham was completed by NCHA seeing the delivery of twelve affordable homes, consisting of two and three bedroom houses for affordable rent and shared ownership for local people. The scheme has been part funded by Homes England. Photographs of the scheme can be found at **Appendix A**. In order to meet housing need, negotiations are underway by NCHA to secure funding from Homes England to convert the four bungalows delivered as part of the scheme from market sale into shared ownership.
- 5.4 The Partnership is currently working with Parish Councils towards the delivery of other exceptions sites for affordable housing in the district, including potential sites at Walesby (Phase 2), Oxtton and Edingley all of which will be subject to continued parish consultation, land availability and planning approval.

6.0 Housing Revenue Account - Development Programme

- 6.1 The Policy & Finance Committee in 2016 approved an ambitious 5 year Council housing (HRA) development programme to deliver an indicative 335 additional homes across the district, to meet the housing needs of local residents.
- 6.2 The Council are project managing the development programme, and Robert Woodhead Ltd who have been awarded the build contract, are delivering the new Council owned homes.

- 6.3 The majority of the sites identified are relatively small, often disused HRA garage or infill sites. Flexibility is required within the 5 year development programme as sites may have to be swapped, as some will be able to be progressed for development and some will either be delayed or not suitable linked to further due diligence works. The Covid-19 situation has only slightly impacted upon development with a delay of a few weeks.

Phases One and Two

- 6.4 The first two phases of the programme delivered 70 units and 50 units respectively, in addition to the 60 units developed at Gladstone House (*Extra Care Scheme*), Newark. Photographs of some phase two units can be found at **Appendix B**.

Phase Three

- 6.5 The Council and Company are now progressing phase three with a target to deliver 50 units over 12 sites, the finances of which straddle over 2 financial years. All schemes have now commenced, with the exception of Northgate Newark (a S106 contribution), with an overall completion date of March 2020 (excluding Northgate).

Phase 3 Site	No of Units	Unit Type
Newark Cluster		
Forster Avenue	4	4 x 2 bed flats
Lyndsey Avenue	10	6 x 1 bed flats, 2 x 2 bed flats, 2 x 2 bed house
Masefield Avenue	3	3 x 2 bed houses
Knotts Court	1	1 x 1 bed bungalow
Northgate	12	10 x 1 bed flats and 2 x 2 bed flats
Hatchets Lane	5	1 x 3 bed bung 2 x 2 bed bung and 2 x 2bh
Williams Street	2	2 x 1 bed flats
Rest of District		
Elston – Winston court	3	2 x 1 bed bungalows and 1 x 2 bed bungalow
Sutton on Trent – The Meerings	1	1 x 2 bed bungalow
Winthorpe – The Woodlands	2	1 x 2 bed bungalow
Farndon – The Meadows	2	2 x 1 bed flats
Caunton – Deans Close	2	2 bed houses
West of District Cluster		
Clipstone, Gorseway	3	2 x 1 bed bungalow and 1 x 2 bed bungalow
Total	50	

- 6.6 Work continues to identify further suitable sites for phases 4 and 5. The Council is in the process of acquiring land for phases 4 and 5. Phase 4 will have 54 units spread over 12 sites that are currently progressing to planning (not including 40 extra care units at Boughton). This will leave 59 units to be delivered in phase 5 of which identified land acquisitions would potentially provide 74 units. The Council will consider moving forward delivery beyond the 5 year delivery programme.

Scheme Finance

- 6.7 The average build costs per unit, including all external works, prelims and abnormal items due to small sites being delivered on ex-garage sites, is £147,698.19 excluding pre-construction and planning fees. The average cost per unit inclusive of all build costs and fees is £154,353.09 (excluding land).
- 6.8 The HRA Development Programme has to date secured approximately £4.307 million pounds of external grant funding (excluding Gladstone House); the programme also continues to utilise the Council's One for One receipts.
- 6.9 The Council continues to scrutinise the capital finances of this programme to ensure it meet the budgetary requirements set by the Policy & Finance Committee, with any variances and approval for these reported to that Committee.
- 6.10 In terms of continued grant support from Homes England, discussions have been held with officers locally who are keen to receive future bids from the Council to support the ongoing development programme.

Better Care Fund

- 6.12 Through the Better Care Fund the Council has successfully secured £128,462 grant funding, under the heading of 'independent Living'. Two schemes were identified in 2018/19 for wet rooms. Three schemes were identified during 19/20 for wet rooms and accessible parking.

Extra Care Scheme - Boughton

- 6.13 At its meeting on the 28th June 2018 the Policy and Finance committee approved in principle the development of a new extra care scheme on the allocated HRA site in Boughton, to be delivered in partnership with Homes England, Newark and Sherwood Homes and Nottinghamshire County Council. Delivery of this scheme is outside of the 5 year HRA development programme.
- 6.14 The Council commenced the construction of the project following a procurement exercise and allocation of a budget of £8.9 million in August 2019. This scheme has secured £2,080,000 Homes England Grant.
- 6.15 The extra care scheme received full planning permission on 6th December, 2018. A tendering process awarded the contract to NMCN (North Midland Construction) Plc. The build commenced in January 2020. Progress on the development build is now 75% complete and on-track for delivery in June/July 21. The scheme is also on budget; the delay due to covid-19 was two weeks only. **Appendix C** provides images of progress to date on the build.
- 6.16 In terms of further background for the Committee the Council, last year, received a letter of support from Nottinghamshire County Council, stating:

".....In respect of the above development, as proposed by Newark & Sherwood District Council, I can confirm that Nottinghamshire County Council will be seeking to agree

nomination rights to a proportion of the new homes to be created for use as 'housing with care' for its service users as part of the implementation plan.

The County Council will meet all of the ongoing eligible social care needs of all the occupants living in the units that the County Council's has nomination rights for, as well as occupants living in the other units at the scheme where these individuals develop future needs that are assessed as eligible for social care support.

The care support contract will be funded from the County Council's ongoing revenue budget....."

6.17 Officers of the Council are continuing discussions with the County Council to confirm the above arrangements and as with Gladstone House a Co-operation Agreement will be drawn up. Amongst other things, this will stipulate that the County Council will cover the void rent loss for empty units after a qualifying period of time, therefore protecting rental income into the HRA Business Plan.

6.18 Similar to the arrangements at Gladstone House those units not nominated to the County Council will be let as general supported housing, with the Council providing the housing management and repairs service for the whole scheme.

7.0 Equalities Implications

7.1 The Council's housing needs evidence base informs the type of affordable housing to be delivered across the district to meet the needs of all communities, including those with protected characteristics.

8.0 Impact on Budget/Policy Framework

8.1 The Council continues to work with Robert Woodhead to establish accurate costs for the delivery of each site prior to commencement for ongoing financial monitoring. This process will continue throughout the life of the project and work will be progressed to ensure that the average cost per unit over the programme achieves good value for money.

8.2 Monitoring of the HRA Business Plan continues based on the known changes and grant funding obtained via Homes England. Current indications show that the approved 5 year development programme is deliverable within the resources available.

9.0 Financial Implications (FIN20-21/6272)

9.1 During 2019/20, £326,026 was received in S106, in lieu of onsite affordable housing delivery. The majority of this relates to the Cavendish Park development in Clipstone.

9.2 A summary of budget and spend (to the end of October) including grant received is below:

Scheme	Units	Expenditure £m	External Funding Received £m
Gladstone House	60	8.190	4.700
Phase 1	70	10.130	2.986
Phase 2	50	7.700	1.322

Phase 3	* 5	2.690	0
Total	185	28.710	9.008

*5 completed 21 under construction.

- 9.3 The total amount of capital invested in the HRA Programme to date is £22.5m. This figure is inclusive of £4.307m grant funding secured from Homes England excluding Gladstone House of £8.19m and grant from HE of £.5m and a contribution from NCC of £3.2m.
- 9.4 The Development Team work closely with Finance to ensure all budgets are accurate and any variations are approved in a timely manner and budgets are closely monitored.
- 9.5 The Right-to-Buy (RTB) receipts for Replacement Homes (known as 1-4-1 Receipts) are retained through a RTB agreement. Under the terms of that agreement, the RTB receipts have to be spent on new supply of affordable housing within 3 years of arising, or have to be returned to Government with penalty interest applied. Therefore, the latter phases of the development programme are maximising the use of 1-4-1 receipts in order to avoid any penalties. Grant and RTB 1-4-1 receipts cannot be used to finance the same scheme.

10.0 RECOMMENDATION

That the Committee notes the affordable housing delivery and progress with the Council's five year development programme, making any observations as appropriate.

Reason for Recommendation

To appraise Members of the current and future delivery of affordable housing across the district.

Background Papers

Nil

For further information please contact Jill Sanderson (Ext: 5624) in the Housing Strategy & Development Business Unit.

Suzanne Shead
Director – Housing, Health and Well-Being

Rural Affordable Housing Exception Site: North Muskham



HRA Development Programme: Completed Units (Westhorpe, Southwell)



HRA – Beech Avenue, Ollerton



Main Street, Boughton – Progress on the Extra Care Scheme



HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

ROUGH SLEEPER UPDATES

1.0 Purpose of Report

1.1 To inform committee members of the annual Rough Sleeper Estimate 2020 for Newark and Sherwood and provide an update on the Rough Sleeper Initiative funding and work programme and update on the Winter Night Shelter plans for 2019/20.

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.

2.2 MHCLG produces a national statistical release based on the data each year.

2.3 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.

2.4 The count or estimate is a one-off snapshot of the numbers of people sleeping rough in an area on a typical night and takes place between 1st October and 30th November each year.

2.5 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”).

2.6 There is currently no national mechanism for recording every person who sleeps rough in England, however, the snapshot methodology aims to get as accurate a representation of the number of people sleeping rough as possible, while acknowledging that each process has its limitations.

2.7 Since 2015, the counts and estimates statistics have included additional demographic data on the numbers of women, men, under-18s, under-25s, support needs and British, EU and non-EU nationals represented among people sleeping rough.

2.8 Newark and Sherwood District Council chose to conduct an evidence-based estimate in 2019 and agreed the same method in 2020, 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 they are already in touch with services;
- the local authority can gather sufficient intelligence on people sleeping rough via partner agencies.

3.0 Annual Rough Sleeper Outcome

- 3.1 The 2020 estimate, on the evening of Thursday 15th October into the morning on 16th October identified **six rough sleepers** as part of the spotlight count carried out by Frameworks Street Outreach Team.
- 3.2 A multi-agency estimate meeting took place on Thursday 22nd October and agencies collectively agreed that all six of those found rough sleeping are homeless and verified as rough sleepers.
- 3.3 Verification by Homeless Link has been sought to ensure the correct process has been adhered to, an appropriate mechanism used and a range of local agencies have been engaged to reach the single estimate figure.
- 3.4 Following verification, the final estimate figure have been submitted to MHCLG for inclusion in the national figure of rough sleepers.
- 3.5 The national figure following the 2019 estimate was released in February 2020 resulting in 4,266 people estimated to be sleeping rough on any single typical night last year. Final figures for 2020 will be released in February 2021 and therefore the figure should not be released publically until this date.
- 3.6 We have submitted the following figures in previous years (2019 – 2 rough sleepers with reduction attributable to successful collaborative work, 2018 – 5 rough sleepers, 2017 – 4 rough sleepers, 2016 – 5 rough sleepers).

4.0 Rough Sleeper Initiative (RSI) funding

- 4.1 Members will be aware that funding has been successfully secured in Nottinghamshire under the MHCLG Rough Sleeping Initiative (RSI) for the last two years. In December 2019, Ashfield District Council submitted a bid, on behalf of all the Nottinghamshire authorities for a third year.
- 4.2 The total MHCLG funding sought in this bid was £1,237,359 of which £881,961 was additional funding and £355,397 was underspend from the 2019/20 bid to be carried forward. In addition to this £140,000, match funding was pledged by district and borough authorities (£10,000 each with our contribution coming from the Homelessness Prevention Grant) and by Framework (£70,000). Public Health continue to fund assertive Outreach Substance Misuse Workers to work alongside RSI funded roles; the value of this support is £79,000 for 2020/21.
- 4.3 Back in January 2020, Nottinghamshire was awarded £836,916 additional funding by MHCLG and approval given to carry forward the £355,397 underspend. This means the total amount awarded compared to the amount sought was -£45,000.

4.4 The table below outlines the current apportionment of the funding:

Provision	Provider	Costs
Rough Sleeper Initiative Coordinator	Framework	£37,200
Lead authority (1 day pw to administer the funding)	ADC	£10,000
Street outreach team	Framework	£500,000
CPN	Notts Healthcare Trust	£61,141.50
Call Before You Serve	Derby City Council	£53,597.60
40 YMCA bedspaces (ADC/MDC)	YMCA	£100,237
Landlord liaison officers (3FTE)	N&SDC NCHA MDC	£80,183 + £37,500 personalised budget
Prison navigator	Framework (previously DLNRCRC)	£35,000 + £12,000 personalised budget
MH navigator	Framework	£35,000 + £12,000 personalised budget
Social lettings agency	N Galloway – ended June 2020	£27,884.60
Admin support	ADC	£15,000
New navigator team (4FTE) – ‘Nottinghamshire Prevention and Resettlement Service’	Framework – started Aug 20	£143,3000 + £34,500 personalised budget Note this is the 12 month cost from start date
Outreach wound care nursing	Sherwood Forest Hospital Trust	£31,468
GP enhanced access	CCG	£15,000
CGL outreach	CGL (Oct-Mar)	£57,299.40

5.0 The Well Winter Night Shelter

- 5.1 There are currently no legal protections for people sleeping rough in England during severe weather – the provision of shelter is not a statutory duty, even when conditions are life threatening. However, there is 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 However, since 2010 Newark and Sherwood provided a Severe Weather Emergency Shelter for rough sleepers, until 2019 when a Winter Night Shelter Provision was made available.
- 5.3 The Severe Weather Emergency Shelter was located at BarnbyGate Methodist Church and on average we had 10 different individuals making use of the shelter each year, which was open for an average of 17 nights and provided 37 bed spaces each year.
- 5.4 Due to a beneficiary of the Salvation Army donating a large sum of money (£22,000) and a successful application to the governments Cold Weather Fund (£10,000) we were able to

work in partnership with Salvation Army and Newark Baptist Church to provide a winter night shelter in 2019/20.

5.5 The shelter was open from November 2019 and remained open until mid-March 2020 when the shelter had to be closed early due to Covid 19 and guidance from Public Health that all communal sleeping arrangements and shared bathrooms had to be closed down. The shelter was located at Newark Baptist Church and had enough bed spaces for up to 13 people and on average, we welcomed 10 guests per night.

5.6 The shelter was made available to rough sleepers but also those at risk of rough sleeping; our aim being to engage with and assist people before crisis point. A drop in service was made available once a week at the shelter, consisting of key agencies (most of which funded by the RSI funding) such as drug and alcohol support services (CGL), Street Outreach Team, CPN's and housing.

5.7 The table below shows the outcome for all those that accessed the shelter:

Outcome	Ineligible	Social housing	Private Rented Sector	Supported Housing	Prison	Returned to parents/friends	Banned from shelter	Other – still working with/CGL	Lost contact/not engaging	
November	1		2		1			1	1	6
December	2	2	1	1		2		3	6	17
January			1	2		1	1	2	2	9
February				1			1		6	8
March							1		1	2
Total	3	2	4	4	1	3	3	6	16	42

5.8 As a result of the Covid pandemic, Public Health guidelines continue to prevent the use of communal sleeping arrangements and shared bathroom facilities. The Council are looking for an alternative provision and the faith and voluntary sector are still eager to work in partnership to find a solution.

5.9 The 2020/21 Winter Night Shelter provision will look very different but we remain confident that we will still be able to reach and assist just as many people. Current plans include a teatime drop in service at Newark Baptist Church, which will include a meal and support a triage assessment, which will result in a referral for emergency accommodation if necessary.

5.10 To combat the increase in the number of rough sleepers verified as rough sleeping and to assist those that make use of the teatime drop in service a multi-agency targeted Rough Sleeper Action Group has been created.

5.11 Emergency winter night shelter provision will be made available using our own stock and/or a small number of rooms at a local hotel/B&B.

6.0 Equalities Implications

6.1 The Rough Sleeper Estimate, Winter Night Shelter and Rough Sleeper Initiative funding does not discriminate or preclude anyone from any of the equalities strands accessing rough sleeper services if necessary.

6.2 Equality data is submitted as part of the Rough Sleeper Estimate to MHCLG and published as part of the national figures in February each year. The Winter Night Shelter and Rough Sleeper initiative is accessible via agency referral and the only criteria is that someone is homeless or at risk of rough sleeping. KPI's are collated and monitored which includes equality data.

7.0 Digital Implications

7.1 There are no digital implications arising from this report.

8.0 Financial Implications – FIN20-21/3001

8.1 The costs allocated to the winter night shelter have been calculated on the average spend of providing a Severe Weather Emergency Provision in previous years, and as a result of a successful bid to the Government's Cold Weather Fund in 2019.

8.2 The countywide Rough Sleeper Initiative allocated fund sits with Ashfield DC as the lead authorities for the joint bid.

9.0 Community Plan – Alignment to Objectives

9.1 The initiatives within this report link with the following objectives:

- Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area
- Create more and better quality homes through our roles as landlord, developer and planning authority
- Reduce crime and anti-social behaviour and increase feelings of safety in our communities
- Improve the health and wellbeing of local residents

10.0 RECOMMENDATION(S)

It is recommended that the Committee note the content of this report and endorse the ongoing work to support rough sleepers and those vulnerably housed in the Newark and Sherwood District.

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 Wellbeing on Ext 5545

Suzanne Shead
Director of Housing, Health and Wellbeing

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 2020

HOMES & COMMUNITIES REVENUE AND CAPITAL FORECAST OUTTURN REPORT TO 31 MARCH 2021 AS AT 30 SEPTEMBER 2020

1.0 Purpose of Report

1.1 This report compares the Revised Budgets for the period ending 31 March 2021 with the Projected Outturn forecast for the period, based on meetings with Financial Services staff and the appropriate Business Manager. These are based on six months' performance information on the Council's revenue and capital budgets, including:-

- General Fund (GF) Revenue
- Housing Revenue Account (HRA)
- Capital Programme

1.2 It was requested by Members at the Policy & Finance Committee during February 2020 that reports were presented to individual Committees, for noting, for them to understand the financial position of their Committee.

2.0 Background Information

General Fund Performance

2.1 Attached is the Policy & Finance report to be tabled at 26 November Committee which details the forecast financial position to 31 March 2021 of the Council as at 30 September 2020.

2.2 The current forecast position for the Council is an unfavourable variance of circa £0.537m-£0.737m. This is prior to any return funding from the Nottinghamshire Business Rates Pool, for which S151 Officers across the County are working to review the position.

2.3 The forecast outturn position for the Homes and Communities Committee is an unfavourable variance of £0.002m. The main reasons for this variance are attached as Appendix A to the attached Policy and Finance Report.

2.4 It should be noted that this position is still an indication of the anticipated outturn position, and officers continue to work throughout the year revising their forecasts. Further forecast reports closer to the financial year end will give a more accurate assessment of the outturn position.

HRA Performance

2.5 The current forecast position for the HRA is a favourable variance of £1.955m. The table at paragraph 3.21 identifies the reasons for the variance. Paragraphs 3.14 through to 3.21 give further details regarding the HRA forecast performance, including the current level of efficiencies generated through the re-integration of the housing service.

3.0 Financial Implications (FIN20-21/6082)

3.1 The financial implications are all contained within the report to Policy & Finance Committee 26 November which is attached to this report.

4.0 RECOMMENDATION

That the contents of this report be noted.

Reason for Recommendation

To inform Members of the proposed forecast outturn position for the Homes and Communities Committee as at 30 September 2020.

Background Papers

Nil

For further information please contact Nick Wilson, Business Manager – Financial Services on Ext. 5317

Sanjiv Kohli
Deputy Chief Executive, Director - Resources and Section 151 Officer

General Fund (GF) Revenue Outturn Variance Analysis by Committee as at 30 September 2020

Favourable variances are bracketed and in red - £(0.123)m. Unfavourable variances are in black - £0.123m.

Economic Development - £0.737m	£'m
Heritage & Culture: reduced income, partly offset by reduced expenditure and additional grant income	0.071
Land Charges: reduced income, due to increase use of Environmental Information Regulations (EIR) requests for free search information, partly offset by increasing number of customers	0.043
Growth/Technical Support: vacant post	(0.025)
Development Management: vacant posts and increased income, largely from a large solar farm application	(0.133)
Planning Policy: reduced staffing spend due to a restructure not being implemented	(0.016)
Newark Beacon: reduced income, largely from workshop rents, catering and hire charges, and small increases in staffing and internet spend, partly offset by less spend on refreshments and catering	0.176
Buttermarket: reduced income, largely because of rent reductions for existing tenants and first floor currently unoccupied	0.034
Former M&S Building: non-domestic rates (NDR) payable for the year due to change in budgeted assumptions	0.081
Surface Car Parks Newark: reduced income, slightly offset by reduced costs of rent and security services	0.488
Newark Lorry Park: reduced income, largely from rent allowances and change in budgeted assumptions, largely offset by over-budgeting of NDR payable.	0.010
Other small variances	0.008
Total	0.737
Homes & Communities - £0.002m	£'m
Private Sector Speech Call: increased income partly offset by increased recharge to Housing Revenue Account	(0.014)
Strategic Housing: vacant Business Manager post largely offset by reduced income from recharges to third parties	(0.013)
ICT: recruitment planned soon for new posts created as part of restructure	(0.019)
Customer Services: vacant posts	(0.035)
Licensing: reduced income, largely from licensing of taxi vehicles and drivers	0.035
CCTV: reduced income due to invoice dispute	0.010
Other small variances	0.038
Total	0.002
Leisure & Environment - £0.146m	£'m
Waste & Recycling: greater than expected increase in number of garden waste collection customers, partly offset by increase in purchase of garden waste bins; reduced income from waste disposal, partly offset by reduced payment to Nottinghamshire County Council; and reduced income from trade refuse, partly offset by increased income from recycling	(0.012)
Environmental Health: vacant posts and reduced spend on mileage, partly offset by reduced income such as from licence and registration fees	(0.062)
Arts & Community Development: reduced spend on activities/events and on services delivered by parish councils and voluntary bodies	(0.010)
Newark Livestock Market: reduced income, largely due to financial performance of old tenant in 2019-20 worse than expected and no rent expected for 2020-21 or to be recovered related to previous years	0.320
Vehicle Pool and Workshop: reduced fuel costs largely offset by increased materials costs on older vehicles; and reduced income such as from MOT's, air conditioning and coaches	(0.015)
Health & Community Relations: reduced staffing spend	(0.009)
Waste & Recycling & Street Scene Street Cleansing: miscoded staffing spend between these teams (Leisure & Environment Committee) and the Environmental Services Management & Street Scene Grounds Maintenance teams (Economic Development Committee) following a restructure	(0.044)
Other small variances	(0.022)
Total	0.146
Policy & Finance - £0.011m	£'m
Elections and Democratic Services: reduced spend on canvasser salaries, mileage and chauffeur services	(0.028)
Senior Leadership Team: vacant corporate projects manager and capital projects manager posts, partly offset by reductions in recharges to third parties	(0.058)
Transformation: post being held vacant	(0.011)
Administration Services: vacant posts	(0.045)
Rent Allowances/Rent Rebates: based on mid-year submission to Department for Work and Pensions (DWP)	0.029
Revenues & Benefits: vacancies against substantive posts of employees seconded to Business Rates Property Unit team, additional unbudgeted grant income, partly offset by reduced summons income	(0.073)
Castle House: reduced income, largely from partners for cost of desk hire, partly offset by reduced spend on security, refreshments and catering	0.070
Corporate Property: vacant posts, and surveyors appointed at lower rates than budgeted	(0.115)
Coronavirus Costs: budget for Housing Revenue Account (HRA) bad debt not expected to be required and less than budgeted spend for working from home (WFH) audits	(0.130)
£400,000 saving budgeted for in-year vacancies council-wide (3.5% of total salaries plus oncosts budget)	0.400
Corporate Management: additional audit fees	0.012
Other small variances	(0.040)
Total	0.011
	0.896

Comparison of budgeted and forecasted 2020/21 use of £1.483m Coronavirus-related government grants

Service	Budgeted use of £1.483m (£m)	Forecasted use of £1.483m (£m)	Variance (£m)
Contribution towards Lorry Park Showers	0.035	0.037	0.002
Additional costs for Waste Management	0.155	0.148	(0.007)
Additional costs for Revenues and Benefits	0.012	0.014	0.002
Rough sleepers	0.010	0.012	0.001
ICT upgrades	0.010	0.010	0.000
Various safety checks	0.011	0.011	0.000
Hand wash & wipes	0.021	0.012	(0.009)
Face masks	0.001	0.003	0.002
Signs	0.004	0.004	0.000
Miscellaneous	0.005	0.012	0.007
Additional cleaning	0.062	0.062	0.000
Reintegration to Castle House for officers' information pack	0.001	0.001	0.000
Additional lanyards	0.000	0.000	0.000
Letter to residents within the District that were shielding	0.008	0.008	(0.000)
Queue barriers	0.001	0.001	0.000
Sneeze screens	0.019	0.019	0.000
Movement of urinals and boiler	0.000	0.000	0.000
Blidworth Leisure Centre safety shutdown	0.000	0.000	0.000
Additional security	0.016	0.029	0.013
Additional risk assessments	0.014	0.014	0.000
Void Housing Revenue Account (HRA) properties	0.012	0.000	(0.012)
Beacon drop-in centre	0.005	0.005	0.000
Hire of vehicles	0.018	0.015	(0.003)
Temperature equipment	0.004	0.004	0.000
Humanitarian Assistance Response Team (HART)	0.025	0.017	(0.008)
Reopening High Streets Safely Fund	0.025	0.025	0.000
Working from home (WFH) audits	0.075	0.030	(0.045)
Contribution to Active4Today	0.490	0.490	0.000
Buying back annual leave from employees	0.050	0.050	0.000
Air handling unit	0.001	0.005	0.004
Banners/communications materials	0.002	0.005	0.003
Post-payment assurance work re: Business Grants	0.004	0.004	0.000
Allocation towards GF bad debt provision	0.100	0.100	0.000
Allocation towards HRA bad debt provision	0.100	0.000	(0.100)
Unallocated	0.026	0.000	(0.026)
Contribution towards service unfavourable variance	0.160	0.160	0.000
Spend to be reallocated to services above	0.000	0.045	0.045
Total	1.483	1.351	(0.132)

General Fund Additions

Project	Capital Description	Additions / Reductions 20-21 £m	Comments
TC3139	Appletongate Resurfacing	0.027	As per urgency item
Total General Fund Additions/Reductions		0.027	

General Fund - Reprofiting

Project	Capital Description	Additions / Reductions 20-21 £m	Comments
TA3286	Technology Investment	0.033	Reprofile hardware purchase from 2021/22
TF3227	Lowdham Flood Grant	-0.200	Lowdham professional partners update set out the programme for flood alleviation works and our contribution is now required in 2022/23.
Total General Fund Re profiling		-0.167	

HRA - Reprofiting

Project	Capital Description	Additions / Reductions 20-21 £m	Comments
SA1047	New Build Programme Contingency	-0.008	Move to Phase 2 Cluster 1 Stand Alone
SA1060	Phase 3	-3.899	Move to two new clusters in phase 3 SA1063 & SA1064 below
SA1061	Phase 3 - Cluster 1 Stand Alone	0.008	Move from Contingency
SA1063	Phase 3 - Cluster 3	1.699	Move from SA1060 original budget code
SA1064	Phase 3 - Cluster 4	2.200	Move from SA1060 original budget code
SA1070	Phase 4	-1.000	reprofile budget to 2021/22
Total HRA Re profiling		-1.000	
Total Re profiling		-1.167	
Total Variations		-1.140	

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
TC3130	Lorry Park Shower Upgrade	R Churchill	45,400	45,400	19,000	0	26,400	45,400	0	07.08.20 urgency item during August to increase the budget in order to provide additional showers to make site COVID-secure.
TC3131	Extension to London Road Car Park	B Rawlinson	107,407	107,407	0	0	107,407	107,407	0	07.08.20 scheme currently on hold.
TC3134	Works to SFACC	R Churchill	23,560	23,560	-31,697	18,461	36,796	23,560	0	07.08.20 Robert to look into the works that are required for phase 2.
TC3135	Works to Buttermarket	P Preece	870,053	870,053	64,045	30,963	775,044	870,052	0	07.08.20 Ground Floor work to be completed by the end of October. Then revisit First Floor PID.
TC3139	Works to Buttermarket	P Preece	0	27,060	0	0	27,060	27,060	0	07.08.20 Ground Floor work to be completed by the end of October. Then revisit First Floor PID.
TA3053	Museum Improvements	C Coulton-Jones	211,808	211,808	0	62,967	148,842	211,809	0	07.08.20 now have visitor research report - final phase of improvements inc instalation into tudor attic. Impacted by Tudor Hall scheme below and all on hold due to COVID.
TA3056	NCWC Tudor Hall	C Coulton-Jones	200,000	200,000	0	0	200,000	200,000	0	07.08.20 currently obtaining quotes.
TB3154	Castle Gatehouse Project	C Coulton-Jones	4,025,150	4,025,150	0	967	4,024,183	4,025,150	0	
TB6161	S106 Vicar Water Play Area Improvements	A Kirk	38,296	38,296	38,296	0	0	38,296	0	07.08.20 scheme nearly complete.
TI1001	Joesph Whittaker School Contribution	M Norton	620,000	620,000	0	0	620,000	620,000	0	
	Economic Development Committee		6,141,674	6,168,734	89,644	113,358	5,965,732	6,168,734	-0	
TA3286	Information Technology Investment	D Richardson	543,330	576,330	224,772	213,947	137,610	576,330	0	
TF2000	CCTV Replacement Programme	A Batty	150,500	150,500	0	0	150,500	150,500	0	24.09.20 £10k funding from Safer Neighbourhoods for x2 redeployable cameras
TA3097	Yorke Drive Regeneration and Community Facility	C Clarkson	130,000	130,000	0	0	130,000	130,000	0	10.08.20 Heads of terms and consultants appointment to deliver enabling works agreed.
TF3221	Southwell Flood Mitigation	A Batty	453,421	453,421	0	0	453,421	453,421	0	
TF3227	Lowdham Flood Alleviation	A Batty	200,000	0	0	0	0	0	0	16/10/20 Lowdham professional partners update set out the programme for flood alleviation works and our contribution is now required in 2022/23.
TF3228	Homeless Hostel	L Monger	1,000,000	1,000,000	156	98,231	901,613	1,000,000	0	07.08.20 need to reprofile budget. went our for expression of interest in April and wasn't a great response - so further work to be carried out. start on site could be early 2021. 14.10.20 Feasibility and outline designs with outline planning currently being progressed and procurement for main contract due to commence January 2021. Will review budget profile in Q3.
TF3229	Bicycle Storage - Safer Neighbourhoods	A. Batty	34,000	34,000	0	0	34,000	34,000	0	24.09.20 Safer Neighbourhoods Funding 16.10.20 Discussions taking place around types of storage.

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
TF6011	Private Sector Disabled Facilities Grants	A Batty	761,782	761,782	91,900	8,077	661,805	761,783	0	16/10/20 26 completions to date and 23 approved, waiting to start on site and 29 referrals being worked on. Unlikely to spend the full year budget, but will review in Q3.
TF6012	Discretionary DFG	A Batty	140,000	140,000	41,187	0	98,813	140,000	0	
TF6020	Flood Grants - 2020 - 2022	A Batty	250,000	250,000	0	0	250,000	250,000	0	14.09.20 Grants offer from DEFRA up to £5k per household for flood mitigation. Expected around 100 households. Will review budget each quarter.
TF6807	Warm Homes on Prescription	L Monger	179,939	179,939	2,611	11,312	166,017	179,939	0	12.08.20 since the beginning of the financial year, only emergency work is being carried out until the recovery group approve restarting business as usual. Currently £33k committed for urgent work. Revisit the budget and potential rephasing in Q2.
TF6809	Fairholme Park (Ollerton) Conversion to Mains Gas	L Monger	97,488	97,488	0	0	97,488	97,488	0	12.08.20 44 Gas connections completed and home surveys delayed due to COVID but have recommenced in August. Invoices expected following completion of work.
	Homes & Communities Committee		3,940,460	3,773,460	360,626	331,567	3,081,267	3,773,460	0	
TA1215	Leisure Centre Car Park Extension	A Hardy	0	0	-5,814	5,138	676	0	0	
TA1216	Dukeries LC New Pool	A Hardy	2,928,852	2,928,852	28,849	2,017,308	882,695	2,928,852	0	07.08.20 start on site due 1.9.20. 16.10.20 work started and progressing well, with regular site meetings.
TA1217	Southwell Leisure Centre Improvements	A Hardy	1,500,000	1,500,000	0	0	1,500,000	1,500,000	0	07.08.20 conversations are taking place with SLCT with a view to an update report to P&F. Feasibility and business case to do.
TA1219	S106 - Blidworth LC Steam & Sauna Facility	R Churchill	23,754	23,754	16,504	0	7,250	23,754	0	07.08.20 Scheme is complete, snags to do.
TA1220	Vehicular Access Control at Newark Sports and Fitness Centre	R Churchill	16,680	16,680	0	0	16,680	16,680	0	15.09.20 Installation of security barrier on Lord Hawke Way to control unauthorised access to Newark Sports & Fitness Centre.
TB2253	Vehicles & Plant (NSDC)	A Kirk	945,410	945,410	23,800	386,460	535,150	945,410	0	07.08.20 most of the vehicles in the replacement programme are on order. Brown bins purchase part completed in 2019/20, final payment to be made in September.
TB6153	Cricket Facilities Kelham Rd - S106	A Hardy	0	0	0	0	0	0	0	
TB6154	S106 Community Facilities Provision Community & Activity Village	A Hardy	156,183	156,183	0	0	156,183	156,183	0	07.08.20 payable on commencement of phase due, due October 20.
TB6162	Loan to Newark Academy	A Hardy	240,000	240,000	0	0	240,000	240,000	0	07.08.20 school unable to accept the loan. Need to seek alternative.
TB6163	S106 Community Facilities Provision Clipstone Welfare	A Hardy	66,385	66,385	0	0	66,385	66,385	0	
TC3136	Climate Change	M Finch	30,000	30,000	0	0	30,000	30,000	0	
TC3137	Brunel Drive Door Entry System	A Kirk	42,227	42,227	16,270	12,484	13,473	42,227	0	07.08.20 fire alarms still to be complete, will be complete by early September.

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
	Leisure & Environment Committee		5,949,491	5,949,491	79,610	2,421,390	3,448,492	5,949,492	1	
TC1000	New Council Offices	R Churchill	286,025	286,025	151,826	15,375	118,824	286,025	0	07.08.20 final retention release due during August.
TC2000	Land Acquisition	R Churchill	1,090,760	1,090,760	0	0	1,090,760	1,090,760	0	07.08.20 relevant deals are being progressed.
TC3016	Legionella Remedial Works	R Churchill	133,412	133,412	24,416	57,649	51,347	133,412	0	07.08.20 scheme due for completion by 1st October
TC3138	Lord Hawke Way Remedial Work & Bond	E Langtry	384,150	384,150	24	0	384,126	384,150	0	
TG1002	Contribution to Robin Hood Hotel	R Churchill	2,591,610	2,591,610	939,100	0	1,652,510	2,591,610	0	07.08.20 back in site now following lockdown. Due to reach PC in Feb 2021
TG1003	Loan to Arkwood Developments	N Wilson	11,409,849	11,409,849	0	0	11,409,849	11,409,849	0	
TT	Towns Fund	M Lamb	750,000	750,000	0	22,067	727,934	750,001	1	
	Policy & Finance Committee		16,645,806	16,645,806	1,115,366	95,090	15,435,350	16,645,806	0	
TOTALS			32,677,432	32,537,492	1,645,246	2,961,405	27,930,841	32,537,492	0	

HRA - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget 2021 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
PROPERTY INVESTMENT PROGRAMME										
S91100	ROOF REPLACEMENTS	A Hayward	0	0	0	0.00	0	0	0	
S91115	Roof Replacement Works	A Hayward	200,000	200,000	-5,143	205,143.03	0	200,000	0	04.08.20 starting work end of Aug complete by Dec 20 15.10.20 work is progressing, started end of Sept. Three sites currently.
S91116	Flat Roof Replacement Wrk	A Hayward	200,000	200,000	72,067	127,932.92	0	200,000	0	04.08.20 47 flat roof replacements completed to date.
S711	ROOF REPLACEMENTS		400,000	400,000	66,924	333,075.95	0	400,000	0	
S91200	KITCHEN & BATHROOM CONVERSIONS	A Tutty	0	0	0	0.00	0	0	0	
S91218	Kit & Bathrooms	A Tutty	1,500,000	1,500,000	235,295	675,540.20	95,350	1,006,185	-493,815	04.08.20 work restarted in July. Not expecting to spend the full budget due to delay in starting but this is revisited every month.
S712	KITCHEN & BATHROOM CONVERSIONS		1,500,000	1,500,000	235,295	675,540.20	95,350	1,006,185	-493,815	
S91300	EXTERNAL FABRIC	G Bruce	100,000	100,000	0	0.00	100,000	100,000	0	13.10.20 Plans to spend this on further external works in the latter half of the year.
S91336	External Fabric Works	G Bruce	200,000	200,000	24	200,000.00	0	200,024	24	04.08.20 contract awarded. Start work mid August. 13.10.20 started on site, first valuation received.
S713	EXTERNAL FABRIC		300,000	300,000	24	200,000.00	100,000	300,024	24	
S91400	DOORS & WINDOWS	D Bamford	0	0	0	0.00	0	0	0	
S91412	Doors & Windows Works	D Bamford	170,000	170,000	266	169,132.26	601	170,000	-0	04.08.20 57 properties due to be completed in this year. 13.10.20 105 doors on the list for quotes with the contractor now, but work is currently happening slower than anticipated.
S714	DOORS & WINDOWS		170,000	170,000	266	169,132.26	601	170,000	-0	
S91500	OTHER STRUCTURAL	G Bruce	50,000	50,000	4,756	16,010.00	29,234	50,000	-0	13.10.20 works being carried out across the district
S91511	Walls Re-Rendering	M Carman	0	0	4,526	0.00	0	4,526	4,526	
S91534	Gutter Repairs	A Hayward	50,000	50,000	0	50,000.00	0	50,000	0	15.10.20 work completed.
S715	OTHER STRUCTURAL		100,000	100,000	9,281	66,010.00	29,234	104,525	4,525	
S93100	ELECTRICAL	A Hayward	0	0	0	0.00	0	0	0	
S93115	Rewires	A Hayward	600,000	600,000	50,749	520,902.25	28,348	600,000	-0	04.08.20 8 rewires following start in July. Expected to spend full budget. 15.10.20 74 rewires completed to date.
S731	ELECTRICAL		600,000	600,000	50,749	520,902.25	28,348	600,000	-0	
S93500	HEATING	D Bamford	0	0	0	0.00	0	0	0	
S93510	Heating/Boilers	D Bamford	550,000	550,000	94,514	416,909.38	38,576	550,000	-0	04.08.20 147 properties currently with the contractor. 13.10.20 176 ordered and currently 66 completed replacement boilers with 6 on hold.
S735	HEATING		550,000	550,000	94,514	416,909.38	38,576	550,000	-0	
S93600	ENERGY EFFICIENCY	D Bamford	0	0	0	0.00	0	0	0	
S93624	EE Boilers	D Bamford	150,000	150,000	16,378	0.00	133,622	150,000	-0	13.10.20 replacements are on programme.
S736	ENERGY EFFICIENCY		150,000	150,000	16,378	0.00	133,622	150,000	-0	

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
S95100	GARAGE FORECOURTS	A Hayward	0	0	0	0.00	0	0	0	
S95109	Garages	A Hayward	25,000	25,000	0	0.00	25,000	25,000	0	15.10.20 tendered and contractor chosen to replace garage doors (25)
S95115	Resurfacing Works	A Hayward	75,000	75,000	74,956	44.34	0	75,000	0	04.08.20 scheme complete
S751	GARAGE FORECOURTS		100,000	100,000	74,956	44.34	25,000	100,000	0	
S95200	ENVIRONMENTAL WORKS	M Carman	150,000	150,000	0	0.00	150,000	150,000	0	13.10.20 Plans to spend this on further external works in the latter half of the year.
S95203	Car Parking Schemes	D Roxburgh	250,000	250,000	0	0.00	250,000	250,000	0	04.08.20 Identified sites as part of the new build programme to satisfy planning conditions - Collingham and Caunton sites..
S95206	Chatham Court Target Hardening - Safer Neighbourhoods	J Davidson/A Batty	50,000	50,000	0	0.00	50,000	50,000	0	24.09.20 Safer Neighbourhoods Funding
S95250	Communal Lighting	M Carman	20,000	20,000	0	0.00	20,000	20,000	0	13.10.20 Three street lights identified for replacements.
S95252	Flood Defence Systems	D Bamford	10,000	10,000	0	0.00	10,000	10,000	0	
S95253	Play Areas	L Powell	20,000	20,000	0	0.00	20,000	20,000	0	04.08.20 Spend due to occur at the back end of the financial year. Agreed to add additional equipment at Cherry Holt. 13.10.20 Current vandalism being dealt with from revenue - reactive repairs.
S95254	Estate Remodelling	D Roxburgh	65,000	65,000	13,054	11,381.00	40,565	65,000	0	13.10.20 fencing works across the district.
S752	ENVIRONMENTAL WORKS		565,000	565,000	13,054	11,381.00	540,565	565,000	0	
S97100	ASBESTOS	A Hayward	0	0	0	0.00	0	0	0	
S97115	Asbestos Surveys	A Hayward	30,000	30,000	2,413	28,220.00	0	30,633	633	04.08.20 surveys continued through lockdown due to essential services
S97116	Asbestos Removal	A Hayward	20,000	20,000	8,478	11,522.35	0	20,000	0	15.10.20 surveys are progressing.
S771	ASBESTOS		50,000	50,000	10,890	39,742.35	0	50,633	633	04.08.20 removals started in May. 15.10.20 ongoing.
S97200	FIRE SAFETY	J Knowles	50,000	50,000	3,341	4,203.00	42,456	50,000	0	
S97218	Fire Risk Assessments	J Knowles	150,000	150,000	0	0.00	150,000	150,000	0	04.08.20 works completed on receipt of risk assessment reports. 13.10.20 out to tender at the moment, due back late Oct.
S772	FIRE SAFETY		200,000	200,000	3,341	4,203.00	192,456	200,000	0	
S97300	DDA IMPROVEMENTS	L Powell	20,000.00	20,000.00	17,531.03	0.00	0	17,531	-2,469	04.08.20 Completed work at Burton Court. Accessible Kitchens being carried out at Community Centres. All budget will be spent. 13.10.20 works at comm centres finished. Remaining budget is required for a stairlift.
S773	DDA IMPROVEMENTS		20,000	20,000	17,531	0.00	0	17,531	-2,469	
S97400	DISABLED ADAPTATIONS	L Powell	0	0	0	0.00	0	0	0	
S97416	Major Adaptations	L Powell	440,000	440,000	94,664	292,726.93	52,609	440,000	0	04.08.20 only external works carried out due to lockdown. It is expected that this budget will be fully spent due to the level of referrals. 13.10.20 upward trend on referrals.
S97417	Minor Adaptations	L Powell	30,000	30,000	5,809	24,191.07	0	30,000	0	04.08.20 until the end July contractor was only carrying our emergency work. Still expect to fully spend budget due to referrals. 13.10.20 spend on target.
S97418	Adaptation Stair Lift/Ho	L Powell	30,000	30,000	18,561	11,109.62	2,799	32,469	2,469	04.08.20 committed full budget. 13.10.20 spend increased on anticipated due to some specialist stairlifts being installed where staircase has a turn in it.
S774	DISABLED ADAPTATIONS		500,000	500,000	119,034	328,027.62	55,408	502,469	2,469	

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
S97500	LEGIONELLA	A Tutty	30,000	30,000	0	0.00	30,000	30,000	0	04.08.20 Surveys due to start again during August. Works will be carried out following reports. 13.10.20 Work started on works following surveys.
S791	UNALLOCATED FUNDING		30,000	30,000	0	0.00	30,000	30,000	0	
S99100	PROPERTY INVESTMENT CONTINGENCY	M Carman	50,000	50,000	0	0.00	45,531	45,531	-4,469	
S99102	Housing Capital Fees	M Carman	378,800	378,800	0	0.00	378,800	378,800	0	
S791	UNALLOCATED FUNDING		428,800	428,800	0	0.00	424,331	424,331	-4,469	
	PROPERTY INVESTMENT		5,663,800	5,663,800	712,238	2,764,968	1,693,491	5,170,698	-493,102	
	AFFORDABLE HOUSING						0			
SA1030	HRA Site Development	K Shutt	0	0	0	1,741	-1,741	-0	-0	
SA1031	Site Acquisition (Inc RTB)	K Shutt / J Sanderson	2,038,529	2,038,529	0	750	2,037,779	2,038,529	0	10.08.20 Three sites currently being investigated. 13.10.20 hoping to finalise the three sites by the end of the financial year. Also investigating another site.
SA1032	New Build Programme	K Shutt	0	0	4,275	26,317	-30,592	-0	-0	14.10.20 expenditure to be recoded to specific clusters.
SA1033	Estate Regeneration	C Clarkson	1,085,430	1,085,430	42,643	78,874	963,912	1,085,429	-1	10.08.20 Heads of terms and consultants appointment to deliver enabling works agreed. Continued work to around funding.
SA1034	Former ASRA Properties	C Clarkson	1,074,579	1,074,579	0	0	1,074,579	1,074,579	0	10.08.20 due to delays additional consultation underway with PA tenants with a view to complete Q3.
SA1047	New Build Contingency	K Shutt	117,902	109,802	0	0	109,802	109,802	-0	
SA1048	Boughton Extra Care	K Shutt	5,967,605	5,967,605	1,843,117	3,004,706	1,119,782	5,967,605	-0	10.08.20 back on site but currently only at 70-80% capacity. PC due March/April 2021, then fit out early June. 13.10.20 still on programme.
SA1050	Phase 2 Cluster 1 - Coddington	K Shutt	0	0	-41,885	48,314	-6,429	0	0	10.08.20 retention due by February 2021
SA1051	Phase 2 Cluster 1 - 1-4-1 Coddington	K Shutt	0	0	-26,657	37,156	-10,500	-0	-0	10.08.20 retention due February 2021
SA1052	Phase 2 Cluster 2 - Southwell	K Shutt	0	0	-8,664	8,673	-10	-0	-0	10.08.20 retention due November 2020
SA1053	Phase 2 Cluster 3 - Hawtonville	K Shutt	152,307	152,307	84,782	14,722	52,803	152,307	0	10.08.20 three sites, retention due in September, final site retention won't be due until 2021/22
SA1054	Phase 2 Cluster 3 - 1-4-1 Hawtonville	K Shutt	-0	-0	-15,554	127,877	-112,323	-0	-0	10.08.20 retention due January 2021
SA1055	Phase 2 Cluster 4 - Sherwood	K Shutt	0	0	-22,053	24,397	-2,344	0	0	10.08.20 retention due February 2021
SA1060	Phase 3	K Shutt	3,899,298	0	87,187	163,719	-250,906	0	0	10.08.20 subject to planning approval, 28 further units being progressed. In qrt 2. Sites are quite complex, causing delays compounded by COVID-19 rephase £1.5m budget into 2021/22. 16.10.20 ready to set up the new final clusters in this phase now, with sites being passed over to contractor. Therefore will need to distribute costs accordingly to SA1061-SA1064.
SA1061	Phase 3 - Cluster 1 Stand Alone	K Shutt	1,004,967	1,013,067	886,076	126,992	0	1,013,067	0	10.08.20 progressing - 4 sites, 8 units 4 week extension due to lockdown. Due for completion between August and October. 13.10.20 3 sites completed, 4th due end of November.
SA1062	Phase 3 - Cluster 2 Various	K Shutt	1,594,000	1,594,000	633,766	914,895	45,339	1,594,000	0	10.08.20 progressing - 4 sites, 9 units started on site in May/June. Due for completion between March/April 2021.

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 24.09.20)	Revised Budget including Variations for Approval	Actuals to end of September	Current outstanding orders	Additional anticipated spend in year	Total Projected spend in year	Variance	Comments - Spend to date
SA1063	Phase 3 - Cluster 3	K Shutt	0	1,699,298	0	0	1,699,298	1,699,298	0	
SA1064	Phase 3 - Cluster 4	K Shutt	0	2,200,000	0	0	2,200,000	2,200,000	-0	
SA1070	Phase 4	K Shutt	2,700,000	1,700,000	0	0	1,700,000	1,700,000	0	10.08.20 pre planning work on phase 4 is being carried out now. 13.10.20 subject to planning permission, will be onsite before the end of March.
SA1080	Phase 5	K Shutt	0	0	0	0	0	0	0	10.08.20 Land acquisitions will ensure delivery of phase 5.
SC2000	Careline Analogue to Digital	S Hartley-Hill	80,540	80,540	0	0	80,540	80,540	0	
	SUB TOTAL AFFORDABLE HOUSING		19,715,157	18,715,157	3,467,034	4,579,133	10,668,989	18,715,156	-1	
	TOTAL HOUSING REVENUE ACCOUNT		25,378,957	24,378,957	4,179,272	7,344,101	12,362,480	23,885,854	-493,104	

URGENCY ITEMS - MINUTE OF DECISION (EXEMPT)

Delegation arrangements for dealing with matters of urgency

Paragraph 7.2.1 of the Council's Constitution provides that Chief Officers may take urgent decisions if they are of the opinion that circumstances exist which make it necessary for action to be taken by the Council prior to the time when such action could be approved through normal Council Procedures. They shall, where practicable, first consult with the Leader and Chairman (or in their absence the Vice-Chairman) and the Opposition Spokesperson of the appropriate committee.

Subject:

Next Steps Accommodation Programme

Appropriate Committee

Homes & Communities Committee
Policy & Finance Committee

Details of Item (including reason(s) for use of urgency procedure):

Background Information

The Ministry of Housing, Communities & Local Government launched the Next Steps Accommodation Programme on the 18 July, 2020. The £266M fund is open for applications from local authorities, with support from local partners, to enable local areas to continue to provide somewhere safe to stay for people experiencing homelessness and engage with the next stage of the Government's COVID-19 Rough Sleeping Response to end rough sleeping for good.

There are two different aspects to the Fund. One aspect is for short term/interim accommodation and the other is for long-term move on accommodation.

Short Term/interim Accommodation

This £105M Fund is to be used for immediate support for local authorities and can cover a range of interventions from moves into the private rented sector, to extending or procuring interim accommodation such as hotels or student accommodation and supporting individuals to reconnect with friends or family. The £105M is revenue only and must to be utilised/spent by March 21.

Longer Term Move-on Accommodation

This £161M Fund for 20/21 (is part of an overall £433m available for the life of this parliament) is to deliver 3,300 units of accommodation and is split in £130M capital funding and £31M revenue funding.

Different considerations will apply to the assessment of each aspect of the fund and the deadline for submission was Thursday, 20 August 2020.

The prospectus and recommended proposals were considered by SLT on 28 July 2020 and on 11 August 2020 and approval was given to proceed and submit a bid for both elements of the programme.

On the 17 September 2020, the Council was advised it been successful in securing an initial £22,846 from the £105M short-term revenue fund to deliver its winter provision for rough sleepers.

Formal announcements are still to be made regarding the £161M longer term/move-on accommodation capital fund and the remainder revenue fund.

Officers have worked collaboratively with MHCLG advisors and the Affordable Housing Growth Manager at Homes England on the bid and a phone call was received from an MHCLG Advisors on Monday 28 September 2020 setting out a proposal that requires a response by lunchtime **Wednesday 30th September** – hence the need for this urgency item.

Bid Summary and Proposal

The Councils bid submission requested 80% of the capital costs to purchase the six former alms-houses' adjacent to the retail park on Northgate, Newark and 100% revenue to deliver our vision for addressing rough sleeping and supporting those at risk of rough sleeping, as 'First Steps' accommodation.

However, MHCLG advisors have advised that a 55% capital contribution is looking more favourable. This would require a capital contribution from the Council of approximately £316,800 – please see table below.

<i>Costs for 'First Steps' Accommodation at Northgate, Newark</i>	
<i>Capital Dwelling Costs</i>	
6 Alms-houses	670,000
Additional works to properties (to reach appropriate EPC standards)	34,000
<i>Final Costs</i>	
Total Cost for 6 dwellings	£704,000
<i>Proposed Grant Details</i>	
MCHLG Contribution at 55% of total costs	£387,200
<i>Requires a 45% funding contribution from</i>	£316,800

<i>the Council/match funding</i>	
Revenue Costs	
Specialist Rough Sleeper Support Worker Post	£8,700 (2020/21) £35,000 pa for 3 years
Proposed Grant Details	
*MHCLG Contribution	£28,080 per year
MHCLG Contribution of the 3 year 8 week period covered by the bid	£4,320 (2020/21 8wks) £28,080 (2021/22) £28,080 (2022/23) £28,080 (2023/24)
Total Revenue Contribution for lifetime of the bid	£88,560

* In the original bid we requested a FTE support worker to cover the six units of accommodation. In discussions with MHCLG they have advised that their calculations are based on a 0.8 FTE as a full time worker would be expected to cover 8-10 units and therefore their contribution is based on the 0.8.

MHCLG advisors have said that the funding programme is very oversubscribed and authorities in the accepted category have submitted bids of a 30% - 50% share. In Nottinghamshire, the majority of the authorities are likely to receive between 40% and 50% as a maximum and many have indicated already that they will accept this offer. We have managed to negotiate a slightly higher contribution for Newark and Sherwood at 55%.

In relation to the support worker provision it is anticipated that we will work with our Nott's District/Borough colleagues to commission a specialist service provider as part of a wider cross-county programme, which will feed into the collaborative Rough Sleeper Initiative.

The draft proposals for the delivery of the Councils Homelessness Prevention and Rough Sleeper Strategy for the next 3-year period suggest an expenditure of around £289,500 (requires SLT / Member approval) but it would be sensible to retain some funds in reserves given the anticipated future demand on the service.

Demand Data Included in the Bid Submission:

The winter night shelter assisted 42 individuals in 2019/20, the majority of which had high and complex support needs such as substance misuse, mental health and/or an offending history and poor previous tenancy history. It was also identified that many of these individuals were not using health care facilities to address new and/or ongoing needs and conditions.

As identified above, many of these individuals were vulnerably housed (sleeping on sofas, living in sheds/garages), but were not known to street outreach teams or the Housing Options

Service but all were occasional rough sleepers just not in visible/high traffic areas such as shop doorways.

Based on our average usage of the winter shelter 2019/20, in addition to the numbers picked up under Covid response “Everyone In” and the weekly delta return it is anticipated that any winter provision in Newark and Sherwood for 2020/21 would need to accommodate an average of 13 households per night.

We have submitted the following figures to MHCLG following our annual Rough Sleeper Counts 2020 – 6 rough sleepers, 2019 – 2 rough sleepers with reduction attributable to successful collaborative work and winter night shelter, 2018 – 5 rough sleepers, 2017 – 4 rough sleepers, 2016 – 5 rough sleepers).

Financial Implications (FIN20-21/4647)

A capital budget is required of £704,000 to purchase the 6 x dwellings, financed by the proposed MHCLG grant of £387,200 and a contribution of £316,800 from the Homelessness Reserve.

There will also be a revenue cost for the period 2020/21 to 2023/24 of £113,700 with £88,560 grant from the MHCLG and a contribution of £20,760 from the Homelessness Reserve.

The Homelessness Reserve balance is currently £739,930, and the above total requirement of £337,560 will reduce the balance to £402,370 by the end of financial year 2023/24.

Should the MHCLG grant not be awarded, the purchase should be reconsidered and reported back to Policy and Finance Committee.

Risks

1. Inability to secure/negotiate a purchase (NB: We have asked our advisors if we could look for alternative provision or return the grant)
2. Revenue and Capital expenditure review/Exit Strategy would be required at the end of Year 3 – a consideration may be an asset transfer from General Fund to the Housing Revenue Account.

Deadline

The Advisors have given a very tight deadline for a response to their proposal i.e. by no later than **lunchtime Wednesday 30th September** as they will be making final decisions by the end of the week for all authorities not just Newark and Sherwood.

Failure to respond within the timeline will be taken as a refusal of their proposal and the grant funding will be allocated to other authorities.

SLT considered a further report and gave their approval to proceed yesterday evening (29 September 20) subject to Member consultation and approval via the urgency item process.

Decision

- a) **The Council accept the indicative proposed offer of £387,200 capital and £88,560 revenue funding from the Next Steps Accommodation Programme, which is a good comparable grant rate to unlock and commit to match fund the remainder of the scheme from the homeless reserve;**
- b) **Should the MHCLG grant of £387,000 be awarded, £704,000 be added to the Capital Programme with a contribution of £316,800 from the Homelessness Reserve;**
- c) **Should the MHCLG grant not be awarded, further consideration be made and brought back to Committee; and**
- d) **That the Director – Housing, Health and Wellbeing be granted delegated approval to purchase the properties.**

Reason for Decision

To meet increased need and deliver the Council's vision for addressing rough sleeping and supporting those at risk of rough sleeping in 'First Steps' accommodation as set out in the Council's Homelessness Prevention and Rough Sleeper Strategy and Community Plan.

Members Consulted:

Councillor D Lloyd Leader of the Council (30.09.20)

Councillor P Peacock Opposition Spokesperson of Policy & Finance Committee (30.09.20)

Councillor T Wendels Chairman of Homes & Communities Committee (04.10.20)

Councillor Mrs K Arnold Opposition Spokesperson of Homes & Communities Committee (30.09.20)

All Members consulted on 28 October, urgency item emailed and follow up telephone call or voice mail message left.



Signed

Date 28 October 2020

URGENCY ITEMS - MINUTE OF DECISION

Delegation arrangements for dealing with matters of urgency

Paragraph 7.2.1 of the Council's Constitution provides that Chief Officers may take urgent decisions if they are of the opinion that circumstances exist which make it necessary for action to be taken by the Council prior to the time when such action could be approved through normal Council Procedures. They shall, where practicable, first consult with the Leader and Chairman (or in their absence the Vice-Chairman) and the Opposition Spokesperson of the appropriate committee.

Subject: Community Lottery – Gambling Commission Licence Submission

Appropriate Committee: Homes and Communities

Details of Item

This urgency item is required to secure urgent delegated approval to adopt a number of bespoke policies, procedures and terms and conditions agreements that are required to meet the compliance requirements of the Gambling Commission (GC) to secure the Council's Community Lottery Licence.

Homes and Communities Committee approval was secured to introduce a Newark and Sherwood Community Lottery at its meeting of 14th September 2020. This approval triggered an application to the Gambling Commission to secure the necessary licence required to operate the lottery. In order to meet the time scales that have been set to launch the lottery the application needs to be completed and submitted by Monday 9th November 2020.

In order to support the application, a set of policies, procedures and terms and conditions, which meet Gambling Commission standards developed by our External Lottery Manager (ELM) Gatherwell, specifically for this purpose (Appendix A). These policies set out the Council's commitment to ensure that it follows a robust regime of compliance with the regulatory requirements of the Licence. Due to the urgent timescale there is insufficient time to refer the matter to Homes and Communities for decision; therefore it is being considered under the urgency process.

Equalities Implications

There are no equalities implications associated with this report.

Financial Implications

Financial implications associated with the community lottery proposal were addressed in the Homes and Communities committee report on 14th September 2020, under financial reference FIN20-21/6869.

Decision

That the policies, procedures and terms and conditions agreements identified in this report and attached at Appendix A be approved, and submitted to the Gambling Commission in order to meet the regulatory requirements of the licence application process.

Reason for Decision

To ensure the application process can be expedited.

Members Consulted:

Cllr. Tim Wendels – Chairman - Homes and Communities

Cllr. Rhona Holloway – Vice Chairman - Homes and Communities

Cllr. Kathleen Arnold- Opposition Spokes Person- Homes and Communities

All members consulted on 9th November 2020, urgency item emailed and follow up telephone call or voice mail message left.



Signed

Date: 9th November 2020

Director – Housing, Health and Wellbeing

Appendix A

- 1) Children and vulnerable person’s protection policy
- 2) Fair and Open Gambling policy
- 3) Implementation of procedures policy
- 4) Protection from source of Crime and Disorder policy
- 5) Remote Technical Standards policy
- 6) Social responsibility in gambling policy
- 7) Complaint Procedure
- 8) Terms and Conditions
- 9) Game Rules