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**Thursday, 27 May 2021**

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

**Members of the Committee:**

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

**Substitute Members:**

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

**MEETING: Homes & Communities Committee**

**DATE: Monday, 7 June 2021 at 6.00 pm**

**VENUE: Civic Suite, Castle House, Great North Road,  
Newark, Notts NG24 1BY**

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

If you have any queries please contact Karen Langford on [Karen.Langford@newark-sherwooddc.gov.uk](mailto:Karen.Langford@newark-sherwooddc.gov.uk) 01636 655992.



## AGENDA

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**Confidential & Exempt Items**

21. Exclusion of the Press and Public None

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



## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Homes & Communities Committee** Broadcast from Castle House, Great North Road, Newark, Notts NG24 1BY on Monday, 15 March 2021 at 6.00 pm.

PRESENT: Councillor Mrs R Holloway (Vice-Chairman - chairing the meeting)

Councillor Mrs K Arnold, Councillor M Brock, Councillor Mrs B Brooks, Councillor Mrs I Brown, Councillor M Brown, Councillor S Carlton, Councillor R Crowe, Councillor L Goff, Councillor Mrs L Hurst (Substitute) and Councillor J Lee

ALSON IN ATTENDANCE: Councillor Mrs P Rainbow

APOLOGIES FOR ABSENCE: Councillor L Dales (Committee Member) and Councillor T Wendels (Chairman)

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.

The Committee wished the Chairman a speedy recovery.

### 109 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.

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

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

### 111 MINUTES OF MEETING HELD ON 18 JANUARY 2021

AGREED (unanimously) that the Minutes of the meeting held on 18 January 2021 be approved as a correct record and to be signed by the Chairman.

The Chairman informed the Committee that the order of business on the agenda would be changed. Agenda Item 17 would follow Item 15, followed by Item 16.

### 112 CHAIRMAN'S REPORT

The Chairman informed the Committee that the Council continues to press ahead with delivery of a number of projects and improvements. The Safer Streets project continues with all the elements within the project due to be completed by the end of March. The new Community Hub at Chatham Court, which is part of the Safer Streets project is progressing well with many partners showing an interest in operating their services from the Hub.

The Chairman advised that during the past year of Covid restrictions, crime across Newark and Sherwood has fallen, unfortunately this has not been matched with a similar fall in anti-social behaviour. The Council and the Police are continuing to work together to have plans in place that use all the powers available to manage and reduce anti-social behaviour. The police have dedicated patrols in ASB hot spots, and these are supported by the Council's Community Protection Officers. We have shown our commitment to addressing these issues by the appointment of two additional community protection officers for a temporary period of 12 months.

The Chairman highlighted that the Energy and Home Support team have successfully completed a project at Fairholme Park, Ollerton to move residents from LPG to mains gas, reducing running costs for those living in these hard to heat park homes which has not been an easy feat during a year of significant challenges.

Looking forward, the Chairman advised of a consultation to be launched with housing tenants through their next rent statement about what they would like to see in this year's Annual Tenant Report. The Council will shortly start preparing the document which is a requirement of the Regulator to show how we are performing and how we invest in services. The report for 2019-20 can be found on the Council's website.

The Chairman then informed the Committee that from the end of the month the Grounds Maintenance service for our Council homes will be delivered by our in-house team, enabling us to control the quality and improve the streetscape for Newark and Sherwood District. We have also been able to recruit two of our apprentices into full time roles within the team which is fantastic.

The Chairman went on to advise of the commencement of more in depth Fire Risk Assessments of our communal areas including checking of individual fire doors with the aim of improving fire safety for our tenants.

The Chairman was pleased to inform the Committee that the Council had been successful in securing £11,000 from the Ministry of Housing, Communities and Local Government (MHCLG) to support with the complexities for rough sleeping and our long term project to support rough sleepers into accommodation is on track for April 21.

Now we have a roadmap out of lockdown, the Council are looking at how we bring all services back on line in a managed way and the chairman took the opportunity to thank all colleagues at the Council for their continued commitment and knew that they will do their best to ensure a smooth transition.

Finally, the Chairman reminded the Committee of having just passed the first anniversary of bringing our housing service back into the Council. The team will be inviting members over the next month to take a look at what the newly formed Directorate has been up to.

113 SHERWOOD & NEWARK CITIZENS' ADVICE – ANNUAL PERFORMANCE REPORT 2019-20

The Committee considered the report from the Homeless Strategy Officer informing Members that Sherwood & Newark Citizens' Advice (SNCA) had achieved the performance targets for the commissioned Debt Management & Homeless Prevention Service to residents in the District for the financial year 2019-20.

The Chief Officer of Sherwood & Newark Citizens' Advice, Jackie Insley, was in attendance at the meeting to present the annual report to the Committee.

AGREED (unanimously) that the contents of the report be noted, particularly the performance outturns for the commissioned debt management and homeless prevention service to residents in the District for the financial year 2019-20.

114 FORWARD PLAN – APRIL 2021 TO MARCH 2022

The Committee considered the Forward Plan for April 2021 to March 2022 with the Chairman inviting Members to put forward any items they would wish to be considered by Committee at a future meeting.

One Member requested a six monthly Anti-Social Behaviour (ASB) update be provided to Committee Members, with a further Member requesting an update on the Chatham Court improvements.

115 HOMELESSNESS PREVENTION GRANT – STRATEGY AND PROJECT DELIVERY

The Committee considered the report from the Homeless Strategy Officer to update and seek approval to fund targeted intervention projects to deliver the Councils Homelessness Prevention and Rough Sleeper Strategy 2019 – 2024, funded from homelessness prevention grants/reserve.

The report proposals are practical and will help to support services for those facing challenges around securing and maintaining a safe and secure home. The Housing Advisory group have also had sight of these proposals and support the allocation of funds, with a clearly set out rationale. There are synergies with the internal housing service as well around making links and achieving better alignment.

AGREED (unanimously) that:

- (a) the Members noted that the report had been presented to SLT on 19 January 2021 and supported the proposals.
- (b) the Members considered the contents of the report and approved the funding proposals to successfully deliver the Council's five year Homelessness Prevention and Rough Sleeper Strategy 2019-2024.

116 REVIEW OF CUSTOMER ACCESS SERVICE OPENING HOURS

The Committee considered the report from the Business Manager for Customer Services to review the opening hours of the Customer Access Service (CAS) Contact

Centre and to recommend alignment with the opening times of the main Council Contact Centre.

The Tenants Forum had met in February and had agreed unanimously that the opening hours should be altered in line with recommendations. They felt that tenants needed to have uniformity across all council services.

The Committee discussed the report and requested further data be brought to the next meeting with respect to usage at different times of the working day and noted that this does not affect the out of hours emergency calls.

AGREED (unanimously) that:

- (a) an updated report be brought back to the next meeting with further data on usage for consideration.

117 REVIEW OF THE ANTI-SOCIAL BEHAVIOUR POLICY

The Committee considered the report from the Business Manager for Public Protection reviewing the Council's existing Anti-Social Behaviour Policy, which is scheduled to be reviewed every three years.

At the February meeting of the Housing Advisory Group felt the overarching policy was good and brought together housing within the wider council. The group recommended that Officers look at other linked policies e.g. effective tenancy and estates management and recharges when balancing leaving tenant damage to be at their cost versus essential repairs such as glazing that are a health and safety issue and a blight on the look of an area.

Other partner organisations had been consulted and their consultation comments were reviewed and if appropriate, changes made to the policy.

The Committee found it to be a good detailed useful document and wished to pass on their thanks to the teams involved.

AGREED (unanimously) that the contents of the report be noted and the adoption of the updated Anti-Social Behaviour Policy by the District Council for the period 2021 – 2024 be approved.

118 PROPOSAL FOR PUBLIC SPACE PROTECTION ORDERS – NEWARK TOWN CENTRE AND SITES IN BALDERTON

The Committee considered the report from the Business Manager for Public Protection informing the Committee of the incidents of anti-social behaviour in Newark Town Centre and Coronation Park, Balderton Lakes and Lakeside shops in Balderton and to seek approval to begin a consultation process on the use of Public Space Protection Orders within these locations.

The report advised the Committee that through the Community Plan the relevant objective considered the reduction of crime and anti-social behaviour and increasing

the feeling of safety in our communities.

A Committee Member suggested that the consultation could also perhaps include other parts of the District in reducing anti-social behaviour.

AGREED (unanimously):

- (a) to support the proposal to consult on the possibility of introducing a Public Space Protection Order in Newark town centre; and to,
- (b) support the proposal to consult on the possibility of introducing a Public Space Protection Order on Coronation Park, Balderton; and to,
- (c) support the proposal to consult on the possibility of introducing a Public Space Protection Order on Balderton Lakes, Balderton; and to,
- (d) support the proposal to consult on the possibility of introducing a Public Space Protection Order at Lakeside Shopping Centre, Balderton; and to,
- (e) agree the terms of the PSPO as set out in paragraph 4.2
- (f) agree the list of consultees as set out in paragraph 4.4; and that,
- (g) a further report setting out the results of the consultation be brought back to the Committee.

## 119 HEALTH AND SAFETY ANNUAL REPORT

The Committee considered the report from the Business Manager for Public Protection updating Members on performance with regard to corporate health and safety within the previous calendar year and to demonstrate that the Council's legal responsibilities are being met.

The Council's corporate Health & Safety Policy sets out the responsibilities of various posts within the organisation. Elected Members provide the Council with leadership and strategy direction and determination in the allocation of budgets to enable services to be delivered.

The Committee requested a letter be sent to the Chief Executive so that they could pass on their thanks to all staff including Helen Ellison and her team having provided risk assessments for staff as well as mental health support.

The report also advised the Committee that the Health and Safety Policy will be taken to the next Committee meeting taking place in June to review, update and implement.

AGREED (unanimously) that:

- (a) the Health and Safety activity for the past year be noted and to;
- (b) support the action plan set out in paragraph 9.1.

120 SOCIAL HOUSING WHITE PAPER “THE CHARTER FOR SOCIAL HOUSING TENANTS”

The Committee considered the report from the Tenant Engagement Officer informing Members of the Charter for Social Housing Tenants White Paper released in November 2020 and the future positive impact this will have on the relationship between tenants and the Council going forward.

The report also set out the new responsibilities placed upon the Council (and Members) as a stock holding authority and landlord.

The Tenant Engagement Officer provided a brief presentation to the Committee on the key elements of the Social Housing White Paper “The Charter for Social Housing Tenants”.

Following the Housing Advisory Group meeting in February 2021, the involved tenants and Housing Advisory Group members confirmed discussions had taken place on the White Paper with the Tenant Participation Advisory Service (TPAS) and some members had taken part in webinars to discuss the new roles of the Regulator and Ombudsman.

The report advised the Committee that involved tenants are currently updating the terms of reference and related procedures to present to the Council to endorse. The group are also looking at existing and future ways to improve meaningful tenant engagement and involvement.

AGREED (unanimously) that the contents of the report be noted and:

- (a) the Director of Housing and Health and Wellbeing is nominated as the ‘responsible person’ who is the point of contact and ensures compliance with the housing regulatory standards until such time as any legislative guidance being issued;
- (b) the Business Manager for Asset Management is nominated as the ‘responsible person’ for ensuring Health and Safety in Council properties and buildings in advance of any legislative guidance being issued; and to
- (c) support the production of an action plan to address the requirements of the Charter with regular updates on progress reported to Homes and Communities Committee.

121 CUSTOMER JOURNEY – TENANT ENGAGEMENT REVIEW UPDATE

The Committee considered the report from the Tenant Engagement Officer updating on the outcomes of Phase 1 of the review into tenant engagement and involvement agreed at Committee on 16 March 2020.

The report also provided a number of proposals to move the tenant engagement arrangements forward, utilising efficiency savings.

The Housing Advisory Group having met in February 2021 had commented that

tenants were concerned about budgets and value for money, and the group support the need to invest in tenant participation and engagement. In increasing resources this will enable the existing Tenant Engagement Officer to achieve the outcomes from the review and build on community spirit.

The group recognise the standard expected from the Government White Paper, realising it will be a challenge but welcomed the proposals.

The Committee discussed the community chest enabling small community based projects to grow district wide.

AGREED (unanimously) that the contents of the report be noted and:

- (a) support the pledge set out in 5.2 around tenant influence;
- (b) approved proposal set out in 5.3 – 5.15 for:
  - 1. the recruitment of an additional Tenant Engagement Officer;
  - 2. the pilot of “Let’s Connect” digital project and;
  - 3. a community chest budget of £20,000 for community based and tenant led improvements.
- (c) to note that further feedback will come to this Committee on the customer journey findings as they are available.

## 122 GAS SERVICING ACCESS ARRANGEMENTS

The Committee considered the report from the Compliance & Safety Manager providing details of the current access procedures to carry out gas servicing and an opportunity to consider alternatives designed to improve access and ensure the Council continues to comply with its statutory duty under the Gas Safety (Installation and Use) Regulations 1998.

The report explained that the Council rarely achieving 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 tenants concerns over admitting gas engineers into their home and the report considered the alternatives.

AGREED that the contents of the report be noted and approved the recommendations to:

- Cap off external gas meters in the circumstances described at 3.11
- Install Service Interval Timers in the circumstances described at 3.14
- Monitor costs of failed access to the Council before revisiting incentives
- Revisit the impact of the above recommendations in 12 months time

## 123 HOUSING SERVICE COMPLIANCE PERFORMANCE – QUARTERLY REPORT

The Committee considered the report from the Compliance & Safety Manager

providing an overview of compliance performance of the housing service at the end of December 2020.

The report advised that performance remained strong across the compliance functions and remains the highest priority, especially the provision of gas servicing in keeping tenants safe in their homes.

AGREED (unanimously) that the performance of the housing service compliance functions be noted.

#### 124 HOUSING SERVICES QUARTER 3 PERFORMANCE

The Committee considered the report from the Transformation Manager providing an overview of performance and satisfaction within housing services for Quarter 3 of 2020/21.

The report informed the Committee that the Housing Advisory Group when meeting in February requested that the Committee explore a dedicated Complaints Officer to deal with all forms of grumbles and complaints at the first stage. This role could receive all complaints and have authority to resolve any issues arising and be the single point of contact for tenants giving greater reassurance.

AGREED (unanimously) that:

- (a) the performance of the housing service be noted;
- (b) Members feedback their observations about the content and presentation of performance information;
- (c) Members support the recommendation set out in 9.6 to explore a Complaints Officer and;
- (d) a future agenda item from involved tenants around ASB scrutiny be noted.

#### 125 UPDATE ON REFUGEE RESETTLEMENT IN NEWARK AND SHERWOOD

The Committee considered the update from the Health Improvement and Community Relations Manager providing an update on the current position regarding refugee resettlement in Newark and Sherwood and consider future scenarios for the management of the programme in a changing national and global landscape.

The report reminded the Committee of the origins of the scheme that In 2014, the Syrian Vulnerable Persons Scheme was launched nationally and the government made a pledge for the UK to accept 20,000 vulnerable persons displaced by the conflict in Syria.

NSDC made an initial pledge to accept 45 individuals from approximately 10 families over the course of the programme, which ran until March 2020.



NSDC received its first families in November 2016 and, with continuing Member support, has since resettled 65 individuals from 13 families which exceeded the original pledge.

Unfortunately, due to risks and mitigations arising from the COVID-19 pandemic, international arrivals under the UKRS were suspended in March 2020 and have not yet been able to resume.

AGREED (unanimously) that:

- (a) the contents of the report be noted and;
- (b) a further report be presented to Members when information is available in relation to the resumption of the programme.

The Committee thanked Cllr Holloway in her chairing of the Homes and Communities Committee in the Chairman's absence.

Meeting closed at 8.33pm.

Chairman

**Forward Plan of Homes & Communities Committee Decisions from 1 July 2021 to 30 June 2022**

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.

<b>Meeting Date</b>	<b>Subject for Decision and Brief Description</b>	<b>Contact Officer Details</b>
13 Sept 2021	Review of Customer Outreach Provision	<a href="mailto:Jill.baker@newark-sherwooddc.gov.uk">Jill.baker@newark-sherwooddc.gov.uk</a>
13 Sept 2021	CCTV Policy review	<a href="mailto:Alan.Batty@newark-sherwooddc.gov.uk">Alan.Batty@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Asset Management Strategy (HRA)	<a href="mailto:Caroline.Wagstaff@newark-sherwooddc.gov.uk">Caroline.Wagstaff@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Community Engagement Strategy	<a href="mailto:Andy.hardy@newark-sherwooddc.gov.uk">Andy.hardy@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Tenants Forum – Together with Tenants	<a href="mailto:Terry.Bailey2@newark-sherwooddc.gov.uk">Terry.Bailey2@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Review of E-Newsletter take up	<a href="mailto:Deborah.johnson@newark-sherwooddc.gov.uk">Deborah.johnson@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Update against Housing Ombudsman Self-Assessment (complaints) and Policy amendments re vexatious complainants review	<a href="mailto:julie.davidson@newark-sherwooddc.gov.uk">julie.davidson@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Affordable Housing Delivery 20/21	
13 Sept 2021	Home Energy Conservation Act (HECA) Bi Annual Report	<a href="mailto:Caroline.Wagstaff@newark-sherwooddc.gov.uk">Caroline.Wagstaff@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Tenants Annual Report 20-21	
13 Sept 2021	Housing Service Compliance Performance – Quarterly Report Q1	<a href="mailto:Suzanne.Shead@newark-sherwooddc.gov.uk">Suzanne.Shead@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Community Plan – Quarterly Performance Report Housing Services Q1	<a href="mailto:Natalie.cook@newark-sherwooddc.gov.uk">Natalie.cook@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Tenancy Strategy	<a href="mailto:julie.davidson@newark-sherwooddc.gov.uk">julie.davidson@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Review of Allocations (CORE)	<a href="mailto:Julie.Davidson@newark-sherwooddc.gov.uk">Julie.Davidson@newark-sherwooddc.gov.uk</a>
13 Sept 2021	See the Person report	<a href="mailto:Terry.Bailey2@newark-sherwooddc.gov.uk">Terry.Bailey2@newark-sherwooddc.gov.uk</a>
13 Sept 2021	MEH LAD 2 Grant Funding Project - Update	<a href="mailto:Helen.Richmond@newark-sherwooddc.gov.uk">Helen.Richmond@newark-sherwooddc.gov.uk</a>

13 Sept 2021	STAR Survey 20/21 Report	<a href="mailto:Nicola.Priest@newark-sherwooddc.gov.uk">Nicola.Priest@newark-sherwooddc.gov.uk</a>
13 Sept 2021	Yorke Drive Regeneration Update	
22 November 2021	Housing Service Compliance Performance – Quarterly Report Q2	<a href="mailto:Suzanne.Shead@newark-sherwooddc.gov.uk">Suzanne.Shead@newark-sherwooddc.gov.uk</a>
22 November 2021	Community Plan – Quarterly Performance Report Housing Services Q2	<a href="mailto:Natalie.cook@newark-sherwooddc.gov.uk">Natalie.cook@newark-sherwooddc.gov.uk</a>
22 November 2021	Decarbonisation Strategy (HRA Stock)	<a href="mailto:Caroline.Wagstaff@newark-sherwooddc.gov.uk">Caroline.Wagstaff@newark-sherwooddc.gov.uk</a>
22 November 2021	Review of Responsive Repairs Performance on new priorities	<a href="mailto:Sally.SkipworthCooke@newark-sherwood.gov.uk">Sally.SkipworthCooke@newark-sherwood.gov.uk</a>
22 November 2021	Update on Grounds Maintenance service	<a href="mailto:Suzanne.shead@newark-sherwooddc.gov.uk">Suzanne.shead@newark-sherwooddc.gov.uk</a> <a href="mailto:Matthew.Finch@newark-sherwooddc.gov.uk">Matthew.Finch@newark-sherwooddc.gov.uk</a>
22 November 2021	Policing in Newark And Sherwood – Presentation from Neighbourhood policing Inspector	<a href="mailto:Alan.batty@newark-sherwooddc.gov.uk">Alan.batty@newark-sherwooddc.gov.uk</a>
24 January 2022		
14 March 2022	Review of Exempt Items 2021/2022	<a href="mailto:Suzanne.Shead@newark-sherwooddc.gov.uk">Suzanne.Shead@newark-sherwooddc.gov.uk</a>
14 March 2022	Housing Service Compliance Performance – Quarterly Report Q3	<a href="mailto:Suzanne.Shead@newark-sherwooddc.gov.uk">Suzanne.Shead@newark-sherwooddc.gov.uk</a>
14 March 2022	Community Plan – Quarterly Performance Report Housing Services Q3	<a href="mailto:Natalie.cook@newark-sherwooddc.gov.uk">Natalie.cook@newark-sherwooddc.gov.uk</a>
14 March 2022	MEH LAD 2 Grant Funding Project – Final Report	<a href="mailto:Helen.Richmond@newark-sherwooddc.gov.uk">Helen.Richmond@newark-sherwooddc.gov.uk</a>
June 2022	Community Centres Annual Report	<a href="mailto:Andy.hardy@newark-sherwooddc.gov.uk">Andy.hardy@newark-sherwooddc.gov.uk</a>

## HOMES & COMMUNITY COMMITTEE

7 JUNE 2021

### REVIEW OF TENANT ACCESS SERVICE OPENING HOURS

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

- 1.1 To review the opening hours of the Customer Access Service (CAS) contact centre and recommend alignment with the opening times of the main council contact centre.
- 1.2 At the 15 March 2021 committee, Members considered a report to align the opening hours and agreed that a decision would be deferred to the 7 June 2021 meeting so that further information regarding service demand could be obtained.

#### **2.0 Background Information**

- 2.1 As part of the return of the housing management service to the Council, the Customer Access Service (CAS) team is merging with the Councils Customer Services team. Currently there are slight differences between the opening hours of the two contact centres. The CAS contact centre opens at 8.30am, compared to the Councils opening at 9am. The CAS one closes at 5.15pm Monday to Thursday and 4.15pm on a Friday compared to the Council closing at 5pm Monday – Friday.
- 2.2 Outside of these opening hours, the Council operates an emergency telephone service. Emergency repair calls are transferred to the 24/7 Careline function who determine whether the situation requires an emergency make safe visit. Urgent homeless enquiries are transferred to the on call duty officer. These services would continue should the opening hours be aligned therefore there would never be a situation where a tenant would not be able to access emergency advice.
- 2.3 The table below details the number of calls received during specific period since the new telephone system was installed on 16 December 2020 up till 31 January 2021. It clearly shows that the busiest times for telephone calls are between 9.00am and 5.00pm.

<b>Time period</b>	<b>Average number of calls per time period per day (30 days)</b>	<b>Average number of calls per 15 minute time period per day</b>	<b>Total calls received during this period</b>
8.30am – 9.00am	3.6	1.8	110
9.00am- 1.00pm	99.3	6.2	2978
1.00pm – 5.00pm	69.4	4.33	2083
5.00pm – 5.15pm	0.6	0.6	19

- 2.4 Further analysis of the number of calls received by the CAS team between 8.30am and 9.00am during a more recent four week period has shown that the number of calls received remains static with an average of less than two calls per day. During this twenty day period a total of only nine calls were received during between 5pm and 5.15pm.

2.5 Callers were asked why they contacted us at that time, Just over 50% provided a reason as detailed below.

Reason	Number of calls	Comment
Report priority one repair	7	These could have been reported to the emergency out of hours team
No specific reason for calling before 9am or after 5pm	19	
Lifestyle	2	Out of all of the calls logged, only two tenants said it would not be convenient for them to call at a different time

2.6 From a staffing aspect, to ensure that there is adequate cover, the CAS team currently have to work two shifts. If the opening times were aligned then the advisors would all work the same time and there would be no reduction in cover during the day.

2.7 Out of hours, tenants have the options of emailing their enquiries and raising queries via their My Account. Further work is taking place to improve the digital online offer for all tenants.

2.8 The alignment of the opening hours was discussed with the Tenants Forum and they unanimously agreed that the opening hours should be altered in line with recommendations. They felt that tenants needed to have uniformity with all other council services.

### **3.0 Proposals**

3.1 It is proposed that the CAS contact centre operating hours aligns with the Councils contact councils opening hours. This will provide our residents with a service which has simplified opening hours and does not cause any confusion as to when the service is open.

3.2 Out of hours, there will be no change as tenants who need to report an emergency will transfer through to Careline as they currently do.

3.3 The alignment of the opening hours brings the additional benefit of providing increased stability to the service. There is no requirement for the advisors to have an early start or late finish which means there is an increase in the availability of staff to provide a service during busier times.

### **4.0 Equalities Implications**

4.1 The proposed alignment of the opening hours do not present any specific equality issues.

### **5.0 Digital Implications**

5.1 The ICT business unit will need to make a small one off amendment to the telephony system to align the opening times.

### **6.0 Financial Implications**

6.1 There are no financial implications to this proposal.

**7.0 Community Plan – Alignment to Objectives**

7.1 No direct links to the Community Plan directly but moves the Council closer to service alignment.

**8.0 Comments of Director/Housing Advisory Group**

Tenants Forum on 10/2/21 - Agreed unanimously that the times should be altered in line with recommendations. They felt that tenants needed to have uniformity across all council services.

**9.0 RECOMMENDATIONS that:**

a) **The Committee approve the alignment of the opening hours.**

**Reason for Recommendations**

**To update Members on the small change in service delivery.**

**Background Papers**

Nil

For further information please contact Jill Baker on ext. 5810

Suzanne Shead  
Director – Housing, Health and Wellbeing

## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **REVIEW OF THE CORPORATE HEALTH AND SAFETY POLICY**

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

1.1 For Members to consider the changes to the Corporate Health and Safety Policy and to confirm the amendments prior to the report being presented to the Policy and Finance Committee.

#### **2.0 Background Information**

2.1 All employers with five or more employees are required, by law, to produce and maintain a written Health & Safety Policy.

2.2 In pursuance of the above requirement the current policy has been reviewed and updated to reflect recent organisational changes including the in-house provision of Housing Services.

2.3 Significant changes within this revision include:

- a) Changes to job titles/positions (Section B)
- b) A revised senior management structure chart (Section B)
- c) A number of modifications within the specific arrangements section (Section C). These amendments are mainly as a direct result of the housing function returning to the council. Specific alterations include:
  - Asbestos management – Expanded to identify specific responsibilities
  - Electricity – Expanded to identify specific responsibilities
  - Fire Safety– Expanded to identify specific responsibilities
  - Gas safety – New section identifying requirements and responsibilities of those responsible for managing gas systems.
  - Use of latex gloves – Removed.

2.4 A copy of the revised policy is appended to this report with all amendments highlighted in yellow.

2.5 It should be noted that the Health and Safety Policy is the framework for the Councils Health and Safety response and that there are many other supporting documents such as risk assessments, safe systems of work and operational procedure

2.5 The report has been presented to the Council's Joint Consultative committee to seek the views of the Trade Unions. Any comments made have been incorporated into the report as appropriate.

### **3.0 Proposals**

- 3.1 The Corporate Health and safety policy will need to be agreed by the Policy and Finance Committee.
- 3.2 A brief employee summary will be produced and shared with all staff once the policy has been approved.

### **4.0 Financial Implications (FIN21-22/481)**

- 4.1 There are no financial implications arising from this report.

### **5.0 Digital Implications**

- 5.1 There are no digital implications arising from this report

### **6.0 Equalities Implications**

- 6.1 There are no equalities implications arising from this report.

### **7.0 RECOMMENDATION(S)**

It is recommended that;

- (a) Members consider the reviewed health and safety policy and make and suggest any amendments for deliberation by the Policy and Finance Committee

### **Background Papers**

None

For further information, please contact Richard Bates on Ext 5593 or Alan Batty on 5467

Matthew Finch  
Director – Communities and Environment



Document Name: Health & Safety Policy

Effective Date: ~~March~~ April 2021

Date for Review: ~~March~~ April 2023

Version Number: 6

Approved by: .....

Responsible Business Manager: Business Manager–Public Protection

# Newark and Sherwood District Council

## Health & Safety Policy

### Introduction

This policy has been produced in accordance with section 2(3) of the Health and Safety at Work Etc. Act 1974.

This policy is the “parent” document in the council’s health and safety management system. This is therefore not a stand alone document and further guidance/information may be found within supporting policies.

### Section A - General Statement of Intent

Section A outlines in general terms this council's overall philosophy in relation to the management of health and safety at work.

### Section B - Policy and Organisation

This section outlines the structure in terms of health and safety management and defines the specific health and safety responsibilities and accountabilities for all involved.

All employees are responsible for health and safety at work. However some officers, due to their seniority or particular role within the organisation, will have additional responsibilities and duties.

Specific roles identified within this policy include:

- Chief Executive
- Elected Members
- Directors
- Safety Champion – Senior Leadership Team
- **Business Manager – Public Protection**
- Safety and Risk Management Officer
- Business Manager – Human Resources and Training
- Line Management
- All Employees
- Business Managers, Officers who appoint or control contracts and/or contractors
- The Competent Person

Persons identified within this policy are specifically responsible for health and safety matters and cannot delegate these responsibilities to others. Nevertheless, it is acceptable to delegate specific tasks to other persons provided the responsible person is satisfied that those tasks are fully and properly completed.

Failure to carry out a task or responsibility specified within the Health and Safety Policy or in any other associated policy, or a deliberate or negligent infringement of any part of the Health and Safety Policy, may lead to disciplinary action. Failure to adhere to the above may also

lead to possible criminal action against the individual where Health and Safety Executive investigations have identified significant personal negligence.

**Section C - Arrangements**

The way in which this council shall achieve its policy is explained within the Arrangements section. This section specifies the procedure and actions to be followed and taken when carrying out work activities in order to comply with the relevant legislative requirements/codes of practice, etc. Fundamentally these arrangements dictate how the objectives of the policy will be achieved. Consequently strict adherence is necessary.

Arrangements are included within this policy for the following:

**Health and Safety Management Arrangements**

- C1 Risk Assessments
- C2 Consultation
- C3 Supervision, Instruction and information
- C4 Health and Safety Training
- C5 Health and Safety Monitoring
- C6 Joint Working - Cooperation and co-ordination with other employers
- C7 Temporary Workers (including agency workers)
- C8 Accident and Violent Incident Reporting
- C9 Asbestos
- C10 Cemeteries
- C11 Confined Spaces
- C12 Contractors
- C13 Construction based projects
- C14 COSHH General - Control of Hazardous Substances Hazardous to Health
- C15 COSHH – Infectious diseases and Sharps
- C16 Display Screen Equipment
- C17 Electricity
- C18 Events
- C19 Fire
- C20 First Aid
- C21 Gas Safety
- C22 Health Surveillance
- C23 Highways – working on or near
- C24 Home Working -Occasional
- C25 Housekeeping - Safe Workplaces
- C26 Ill Health
- C26 Latex Gloves
- C27 Legionella
- C28 Lone Working
- C29 Manual Handling
- C30 Mobile Phones
- C31 Noise
- C32 Open spaces
- C33 Playgrounds and Play Equipment
- C34 Personal Protective Equipment and Clothing
- C35 Pregnant Workers
- C36 Stress
- C37 Smoking
- C38 Travel & Transport
- C39 Vibration - Hand Arm
- C40 Volunteers and Volunteering
- C41 Work Equipment - Provision and Maintenance
- C42 Working at Heights
- C43 Young Persons
- C44 Audit and Review

**General Health and Safety Arrangements**

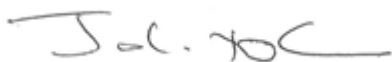
It is the duty of ALL staff to familiarise themselves with the relevant contents of this policy and to be aware of their responsibilities for both themselves and others.

Further advice should be sought from your immediate supervisor or manager if there are any issues relevant to your position that you do not understand.

## Section A – General Statement of Intent

- Newark & Sherwood District Council regards health and safety as a matter of prime importance and will at all times ensure, so far as reasonably practicable, the health, safety and welfare of all employees. The Council shall also ensure so far as reasonably practicable that activities of the Council do not in any way cause detriment to the general public, contractors, tenants/leaseholders and other non-employees.
- It is the policy of this council that health and safety is and shall remain a management responsibility equal to that of any other function.
- Newark and Sherwood District Council recognises that a positive health and safety culture can only exist with the full co-operation and commitment of staff. With this in mind, management shall ensure that effective control of health and safety is achieved through ensuring co-operation and communication with all employees within the organisation and by ensuring competence of those employees.
- Health and safety plays a vital role in achieving the commitments of the council. The council also acknowledges the significant benefits accruing from positive and pro-active health and safety management and the input such management can make into achieving quality services.
- This council believes that accidents and occupational ill health incidents are preventable and to this end, using the risk assessment process, shall endeavour to manage risks in order to prevent or at least minimise the occurrence of these incidents. Hazards will be identified and risks shall, where possible, be reduced to a reasonably practicable level.
- It is equally the duty of all employees to exercise responsibility and to do all that is reasonable to prevent injury to themselves and to others that may be affected by their actions or omissions.
- This council will ensure that appropriate consultation with employees and/or their recognised trade unions will take place on matters affecting their safety and or health.
- This council shall provide suitable training, information, instruction and supervision to ensure that all employees are competent to do their tasks safely. It shall also co-operate and provide health and safety information to others including visitors, contractors and on shared work sites.
- This council shall provide and maintain plant and equipment to enable its services to operate, so far as is reasonably practicable, without risk to its employees or others.
- So far as is reasonably practicable, this council will ensure there are arrangements in place to ensure the safe use, handling, storage and transport of articles and substances.
- The council acknowledges its legal responsibilities to appoint competent contractors. All reasonable steps shall be taken to ensure contractor's competency and adequate steps taken to monitor their activities in consideration of health and safety requirements.
- This council shall be prepared and have suitable plans in place to deal with foreseeable emergencies.
- This policy shall be reviewed as and when necessary and at least bi-annually and any amendments shall be brought to the attention of all employees.

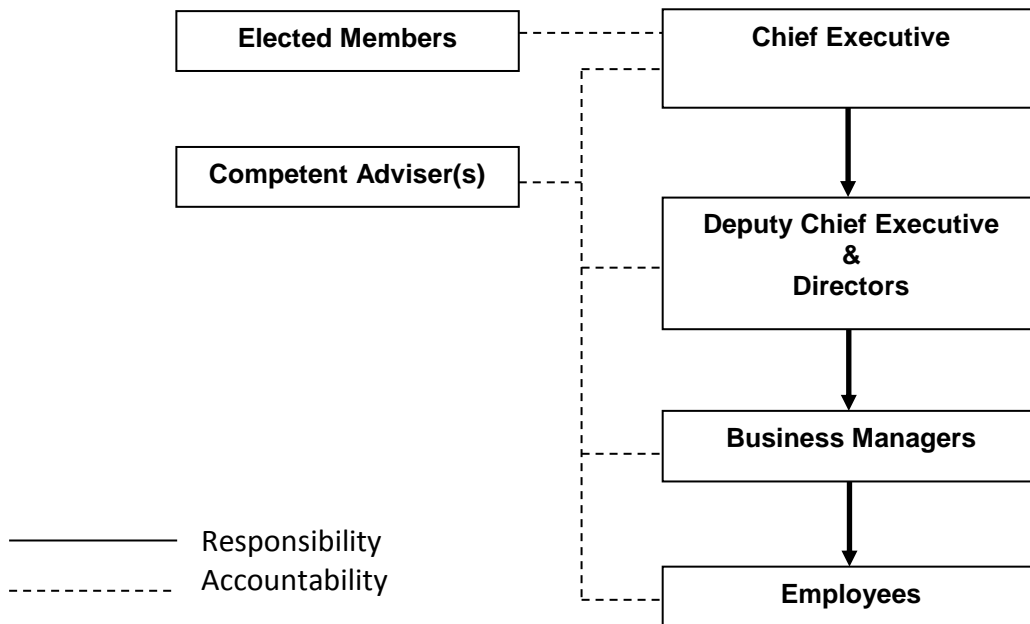
**Signed**  
**Chief Executive**



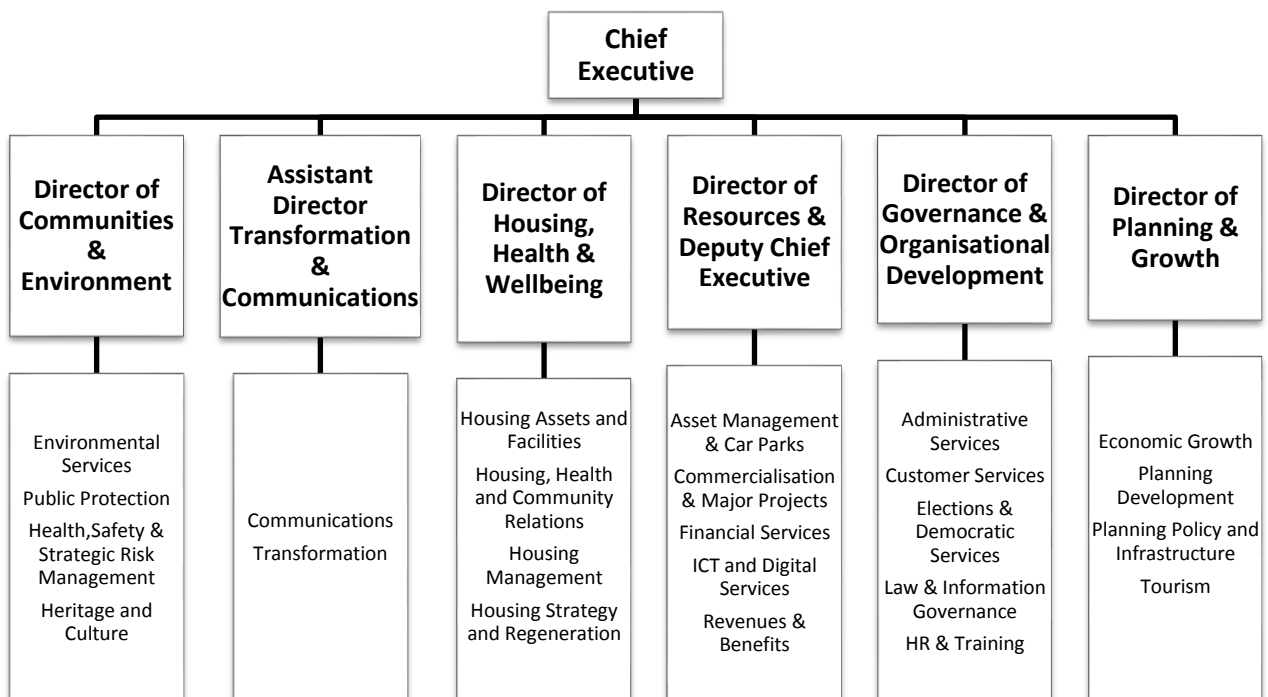
**Dated:**

## Section B – Responsibilities and Organisation

### B1 Corporate Health & Safety Responsibility & Accountability



### Senior Management Structure Chart



*Detailed specific organisational charts are available directly from each business unit.*

## **B2 Responsibilities – Chief Executive**

The Chief Executive is responsible for giving overall effect to the council's Health and Safety Policy and will, as necessary, review the effectiveness of the policy and of the personnel under his/her control to whom various aspects of health and safety have been delegated.

The Chief Executive shall, where possible ensure health and safety issues are always adequately represented and communicated at corporate level.

The Chief Executive shall ensure that:

- a) There are appropriate health & safety arrangements in place to ensure the effective management of health and safety as required by Regulation 5 of the Management of Health & Safety at Work Regulations 1999.
- b) Major/significant issues of health, safety and welfare are discussed and where required, resolved at Senior Leadership Team Board meetings.
- c) Due consideration is given to the health and safety consequences of any policy decision made at Committee.

## **B3 Responsibilities of the Elected Members**

Elected Members' roles will depend on their level of responsibility and area of responsibility, however, all Elected Members have a role to play in ensuring the council meets its legal obligations and that health and safety is effectively managed.

The council's Elected Members, especially the Leader/Deputy Leader of the Council; Leader of a Political Group, Chairman or Vice-Chairman of the Council or a committee, provide the council with leadership and strategy direction and determination in the allocation of budgets to enable services to be delivered. Because of their influence on budgets and policy decisions, Elected Members can affect how health and safety is managed. Therefore Elected Members, when carrying out their functions, shall ensure:

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

To enable the above to be achieved, this will include provision of competent officers to direct and manage the affairs of the council. This will include competent advice as required by virtue of Regulation 7 of the Management of Health and Safety at Work Regulations 1999.

Further guidance relating to health and safety and elected members can be found within the Elected Members Handbook.

#### **B4 Responsibilities – Deputy Chief Executive and Directors**

The main responsibility for ensuring implementation of the council's Health and Safety Policy within the individual business units rests with Directors.

Directors shall ensure that appropriate resources are available to allow services/work activities within their specific business units to take place without, so far as is reasonably practicable, risk to employees or others. They shall also recommend to the council that, at all times, there are adequate resources to meet the health and safety requirements of their respective services.

Directors are specifically responsible for ensuring the following within their respective areas:

- a) That systems are in place to monitor and review the effectiveness of safety management and arrangements within their area, including that of the personnel under their control to whom various aspects of health and safety have been delegated.
- b) That specific legal requirements are adhered to and that steps are taken to comply with changes in these requirements. However, it should be noted that the extent of various aspects of health and safety legislation, together with training, administration and the day to day working requirements justify the need for Directors to delegate to personnel under their control.
- c) That Business Managers have suitable and sufficient risk assessments in place dealing with all significant and foreseeable risks arising from their services' work activities.
- d) That all major or significant issues of health, safety and welfare are discussed and where required, resolved at Senior Leadership Team meetings.
- e) That health and safety performance for each unit is reviewed, with their respective Business Managers, at least once every 6 months.

#### **B5 Safety Champion – Senior Leadership Team**

The Director of Governance & Organisational Development is nominated, within the Senior Leadership Team as the "Safety Champion". He/she will ensure, where possible, that significant health and safety issues are always represented and communicated at corporate level.

#### **B6 Responsibilities – Business Manager- Public Protection**

The general responsibility for providing an appropriate corporate health and safety service has been delegated to the **Business Manager – HR & Organisational Development Public Protection**. This officer will ensure, with advice from the Safety and Risk Management Officer,



that up to date knowledge of legislation, codes of practice and other technical guidance is disseminated within the Authority.

The Business Manager – ~~HR & Organisational Development~~ **Public Protection** shall ensure, through regular reviews, that the corporate health and safety function remains appropriate to the needs of the council. Where there are concerns these shall be raised with the **Director – Safety Communities and Environment**.

The Business Manager- ~~HR & Organisational Development~~ **Public Protection** is charged with ensuring that there are suitable resources available for the corporate health and safety function and that budgets for all aspects of health and safety under his/her control are managed.

#### **B7 Responsibilities - Safety and Risk Management Officer**

The role of the Safety and Risk Management Officer is to provide management and employees with suitable advice, information and assistance, as appropriate, to ensure that the council fulfils its statutory occupational health and safety duties.

Where the Safety and Risk Management Officer is not satisfied with any health and safety arrangements, be they involved with the works of the council or works of a contractor for the council, he/she may stop the works pending consultation with the appropriate Director or Business Manager.

The Safety and Risk Management Officer is the competent person employed by this council in pursuance of Regulation 7 of the Management of Health & Safety at Work Regulations 1999.

The Safety and Risk Management Officer shall ensure that all major or significant issues of health, safety and welfare are reported to the Joint Consultative Committee and Risk Management Group for information.

#### **B8 Responsibilities – Business Manager- Human Resources and Training**

The Business Manager – HR and Training is specifically responsible for ensuring:

- a) There are adequate mechanisms in place for the identification, organisation and implementation of training and instruction of staff at all levels, within the limitations of corporate training budgets.
- b) There is appropriate budget for the provision of corporate health and safety training delivered by external providers.
- c) Management of all personal health and safety records provided to their unit, in particular training records, health surveillance, medical records, Occupational Health referrals, etc.
- d) The effective management of the Occupational Health contract, service provision and all individual cases referred to this service.

- e) Management of the Counselling Service and providing suitable feedback from this service, where possible, to improve health, safety and welfare within the workplace.
- f) There are adequate mechanisms in place for ensuring appropriate health surveillance. This shall include initial health screening prior to commencement of employment for new employees and repeat testing, as required, for other employees as directed by the Occupational Health provider.
- g) Risk assessments are completed, following notification, for all pregnant or new mothers in accordance with the relevant legislation.
- h) Following notification of work related ill health or work related stress, individual risk assessments are undertaken in conjunction with the Safety and Risk Management Officer.

### **B9 Responsibilities – Business Managers**

Business Managers are responsible for implementing the operational health and safety arrangements within their respective areas. In fulfilling this duty, Business Managers shall ensure that:

1. Risk assessments for all significant and foreseeable risks are produced and reviewed to ensure they are suitable and sufficient in accordance with section C1 of this policy.
2. Arrangements identified within this policy are implemented within their business unit.
3. Good standards of health, safety and welfare are promoted throughout all areas within their control.
4. Resources made available to them, to manage health and safety, are appropriately allocated to ensure compliance with health and safety legislation and this policy.
5. All personnel within their unit, particularly those with specific responsibilities, have read and understood the relevant parts of this policy.
6. Persons identified within the Health and Safety Policy with specific responsibilities are appropriately resourced and carrying out their duties.
7. All health and safety shortcomings noted are addressed and dealt with accordingly.
8. All activities that pose a risk of serious or imminent danger are stopped and dealt with accordingly.
9. Employees within their control are competent to carry out their tasks without putting themselves or others at risk.
10. Operations within their area conform to current health and safety legislation and that appropriate guidelines, codes of practice, etc. are adhered to.

11. Training is identified to enable staff to carry out their tasks safely, either through risk assessment or appraisals and is provided.
12. Appropriate information, instruction and/or supervision is provided where required to manage risk.
13. Frequent monitoring is carried out by Business Managers to ensure adherence to codes of practice, risk assessments, work method statements or other relevant health and safety instructions.
14. Health, safety and welfare is an agenda item on all business unit team meetings.
15. Their respective Director is provided with an annual report detailing the health and safety performance of their business unit. Details regarding the content of this report can be found within section C5 of this policy.
16. Employees failing to comply with their health and safety responsibilities are appropriately disciplined.
17. All accidents are investigated and reported in accordance with section C8 of this policy. Where requested, trade union safety representatives should also be informed of serious accidents and assistance provided to help them conduct their own investigation.
18. Persons within their control use all safety devices/control measures provided in the interests of their safety.
19. Areas/buildings for which they have responsibility are kept in a safe condition.
20. There are suitable emergency plans in place within their area of responsibility.
21. Suitable first aid provision is available within their area.
22. Plant and equipment is suitable for the task for which it is required and is suitably maintained in accordance with the manufacturer's recommendations and relevant legislation where appropriate.
23. Appropriate consideration is given to health, safety and welfare issues when procuring significant plant, vehicles or equipment.
24. Suitably manage all Volunteers within their respective units in accordance with section C40 of this policy.
25. All statutory examinations required within their section are completed and in date. Also that all actions identified within statutory reports are appropriately dealt with.
26. Suitable measures are taken to ensure the competency of all contractors employed with their unit.
27. Contractors are appropriately managed and their performance reviewed.

28. Individual risk assessments are completed for all persons under the age of 18 years old.
29. Pregnant workers are notified to HR as soon as possible in order for a risk assessment to be completed. The line manager shall also ensure that the findings of this assessment are implemented.
30. A suitable risk assessment is carried out for personnel with known ill health conditions which may affect their safety or that of others and that HR is made aware of this condition.
31. Ensure residents, visitors and contractors are provided with written information on fire safety and any other key risks which may affect the property or the resident, or any contractor carrying out work on behalf of NSDC

#### **B10 Business Manager Housing Maintenance & Asset Management**

The Business Manager Housing Maintenance & Asset Management is specifically required to undertake the following for HRA dwellings:

- a) Keep the Chief Executive and SLT informed of changes in legislation which could have a direct impact or implications on their work or practice in respect of health and safety in dwellings managed or owned by NSDC.
- b) Regularly update on strategic and operational compliance in dwellings.
- c) Understand and manage the risks which are relevant to the employees and activities within their remit.
- d) In houses where NSDC carries out a landlord function; to supplying information on compliance performance for a range of building safety measures including fire protection, gas, asbestos, lifts, electrical and water.

#### **B11 Responsibilities – Line Management**

Officers with line management responsibility shall ensure that instructions relevant to the council, and their unit, concerning health and safety are practiced and that the necessary information, policy and codes of practice are disseminated to, and affected by, employees for whom they are responsible.

Specifically, line managers shall ensure that:

- a) Good standards of health, safety and welfare are promoted throughout all areas within their control.
- b) Risk assessments are available and communicated to all relevant staff.
- c) All accidents are reported immediately.
- d) Frequent monitoring is carried out to ensure adherence to legislation, policy, codes of practice, risk assessments, work method statements or other relevant health and safety instructions.

- e) Persons within their control use all safety devices/control measures provided in the interests of their safety.
- f) Suitable first aid provision is available within their area.
- g) Employees within their control are competent to carry out their tasks without putting themselves or others at risk.
- h) Appropriate supervision is available where required.
- i) Plant and equipment is suitable for the task for which it is required and is suitably maintained in accordance with the manufacturer's recommendations and relevant legislation where appropriate.
- j) All staff have received necessary training and are competent to undertake their work.
- k) All health & safety shortcomings noted either by the line manager or notified by others are either addressed and dealt with accordingly or passed onto the Business Manager.
- l) All activities that pose a risk of serious or imminent danger are stopped immediately and dealt with accordingly.

#### **B12 Responsibilities – All Employees**

Employees are responsible for their own safety and that of any other person who may be affected by their acts or omissions. In addition to any relevant specific duties identified within this policy, all employees shall ensure that they:

- a. Take reasonable care for their own safety and that of others who may be affected by their acts or omissions.
- b. Are fit and able to undertake their duties without causing potential harm to themselves or others when they arrive for work.
- c. Inform their line manager, without delay, of any work situation which might present a serious and imminent danger.
- d. Report all uncontrolled hazards and/or shortcomings in the council's health and safety arrangements to their line manager.
- e. Make themselves familiar with and conform to all significant findings identified with the relevant risk assessment and/or safety rules applicable to their work.
- f. Correctly use safety equipment, protective equipment/clothing and devices as necessary and follow instructions and advice regarding use of substances.
- g. Report, to their line manager, all accidents and damage and adhere to the council's procedure for the reporting of accidents/violent incidents, regardless of whether persons are injured or not.

- h. Comply with instructions given on health and safety matters and adhere to safe systems of work, risk assessments and the council's codes of practice for securing safe working arrangements.
- i. Notify their Business Manager of any illness or disability which might affect their own and others health and safety by their acts or omissions.

**B12 Responsibilities – Officers of the Council who appoint or Control Contracts and Contractors**

Officers who appoint, control or manage contractors have specific responsibilities for ensuring that the council's general and/or specific health & safety duties are not breached.

Business Managers shall ensure that employees within their unit who are required to manage or let contracts are suitably trained and competent.

To ensure compliance with this policy and appropriate health and safety legislation, officers who appoint, manage or control contractors shall specifically ensure that:

- a) Reasonable enquiries are made to ensure the competency of potential contractors.
- b) Where required, risk assessments, work method statements, health and safety policy, etc., are requested prior to commencement of works.
- c) Competent advice is sought, if required, to assess the contractors supplied health and safety information.
- d) The contractor's health and safety performance is suitably monitored during the term of the contract.
- e) All work is in accordance with this council's procurement policies.
- f) Health and safety competency considerations are an integral part of procurement decisions.
- g) Suitable resources are allocated to ensure health, safety and welfare.

Also, such officers shall ensure that procedures 1 to 6 of section C13 of the Health and Safety Policy are strictly applied to all contracts.

The level and quantity of precautions taken **MUST** always be proportionate to the actual level of risk present.

**B13    Competent Person**

The Safety and Risk Management Officer is the competent person employed by this council in pursuance of Regulation 7 of the Management of Health & Safety at Work Regulations 1999. Contact details are as follows:

**Safety and Risk Management Officer**

Newark & Sherwood District Council

Castle House

Newark

Nottinghamshire

NG24 1BY

01636 655593

07866 488307

## **Section C – Health and Safety Arrangements**

The way in which this council shall achieve its policy is described within this section. The arrangements section specifies the procedure and actions to be implemented in order to comply with the relevant legislative requirements/codes of practice, locally agreed rules, etc. Fundamentally these arrangements dictate how the objectives of the policy will be achieved. Consequently strict adherence is necessary.

This section is divided into two main groups. The first group identify those arrangements required to ensure good health and safety management, whilst the second details the general health and safety arrangements for specific issues/hazards.

### **Health and Safety Management Arrangements**

#### **C1 Risk Assessments**

1.1 Risk assessment is the foundation of this council's health, safety and risk management arrangements. Without effective risk assessment we are unable to identify and control our true risks.

In addition to the above statement, there are various legislative requirements to undertake risk assessments for both general risk, where there is a significant and foreseeable risk, and specified higher risk activities/tasks.

1.2 Directors have overall responsibility for ensuring suitable risk assessments are produced and maintained for all significant and foreseeable risks.

1.3 Business Managers are responsible for ensuring that suitable and sufficient risk assessments are completed for all significant and foreseeable risks within their unit and any identified controls are implemented.

1.4 Business Managers shall also ensure that those staff required to carry out risk assessments are suitably trained and competent to do so.

1.5 Business Managers shall ensure that those delegated to undertake risk assessments identify all significant hazards produced by their business unit and appropriately evaluate the risk. Where this assessment highlights a significant risk, the assessor shall record his/her findings using the corporate risk assessment software.

1.6 Business Managers **MUST** ensure that all significant findings of their units risk assessments are communicated to **ALL** relevant staff. This may include staff not within their own unit and/or other employers' staff.

1.7 Wherever possible, employees and/or Trade Unions shall be consulted during the risk assessment exercise.



- 1.8 Risk assessments must remain live and be available to all relevant staff. Business Managers shall therefore ensure that risk assessments are easily accessible, either in electronic or paper copies, to all relevant employees.
- 1.9 Risk assessments shall be authorised by the relevant Business Manager. Where this is not possible, it is the Business Manager's responsibility to ensure that an authorised officer is nominated to complete the process. It is essential that this officer is competent in undertaking risk assessment. In any case it shall always remain the Business Manager's responsibility to ensure authorised risk assessments are suitable and sufficient.
- 1.10 Business Managers shall ensure that risk assessments are reviewed and amended as necessary. This review shall be undertaken:
- As directed by the risk assessment review date
  - Following an accident
  - If there is a significant change in the work activity
  - Where employees are under the age of 18 years
  - On receiving notification of pregnancy from an employee; and
  - When a new/vulnerable employee starts.
- 1.11 **Risk Assessment Action Plans**  
Action plans shall be produced for all outstanding works determined from the risk assessment process. This action plan shall be agreed and signed off only by the Business Manager. Implementation of the action plan is essential to ensure that this council meets its legal obligations.
- 1.12 **Health and Disability Risk Assessments**  
A full assessment of an individual's ill health or infirmity must, where applicable, form part of the risk evaluation process. The issues from any underlying conditions whether of an acute or chronic nature are to be considered, so that the risks to the employee and others who may be affected by the employee's acts or omissions are fully assessed. It is important to note that health and safety requirements take precedence over disability legislation.
- 1.13 Employees are required to notify their manager of any ill health condition that may affect their safety or the safety of others. It is the responsibility of the Business Manager to ensure that an individual risk assessment is undertaken immediately once they have been notified or after they have been made aware of an individual's ill health condition. This should be undertaken in conjunction with the Safety and Risk Management Officer and Human Resources.

## **C2 Consultation**

- 2.1 Consultation with employees on arrangements for health and safety is a legal requirement in both unionised and non-unionised workplaces. Effective consultation

can make a significant contribution to a positive health and safety culture within the workplace. A proactive approach will assist in meeting legal requirements and has the added potential for reducing accidents and increasing efficiency.

- 2.2 The formal organisation for joint consultation of health and safety matters is the Corporate Joint Consultative Committee/Safety Committee. This committee reports to Policy & Finance Committee and its role is to advise on the efficient and effective development of health and safety working conditions and practices. As well as monitoring health and safety performance, it will discuss and recommend corrective action if performance appears unsatisfactory.
- 2.3 Significant health and safety issues will be brought to the Joint Consultative Committee for information.
- 2.4 Notwithstanding the above, all employees shall be encouraged to bring to the attention of management any concerns or suggestions regarding health and safety.

### **C3 Supervision, Instruction and Information**

- 3.1 The Health and Safety at Work Etc. Act 1974 places general duties upon the employer to ensure the provision of such information, instruction, training and/or supervision as necessary as to ensure so far as is reasonably practicable the safety of all staff.
- 3.2 In addition to the above, the Management of Health and Safety at Work Regulations 1999 also requires that employers provide relevant and comprehensible information relating to:
  - (a) Risks to health and safety identified within risk assessments;
  - (b) Relevant preventative and protective measures;
  - (c) Details regarding fire safety.
- 3.3 Business Managers shall ensure, so far as is reasonably practicable, that adequate supervision and instruction, appropriate to the level of risk present and the employee's competency, is provided. This shall include:
  - (a) An induction to their working area;
  - (b) Relevant details from the risk assessments;
  - (c) Information relating to measures and/or equipment required to ensure their safety or that of others; and
  - (d) Fire safety procedures.
- 3.4 In order to be able to determine the necessary level of instruction and supervision, Business Managers shall ensure that line managers/officers are competent with regards to the identification and recognition of hazards within their work activities.
- 3.5 Business Managers shall ensure that there are appropriate systems in place to:

- (a) Ensure all employees are formally instructed of all relevant policies and guidance;
  - (b) Monitor the effectiveness; and
  - (c) Initiate any steps necessary to improve safe working conditions or practices.
- 3.6 Business Managers responsible for premises occupied by council employees shall ensure that an information poster, as required by the Health and Safety Information for Employees Regulations 1989, is posted within a suitable staff area of the building.
- 3.7 Business Managers shall ensure that all pertinent health and safety information is passed on to all relevant employees.

#### **C4 Health and Safety Training**

- 4.1 The Health and Safety at Work Etc. Act 1974 places a general duty on employers to ensure, so far as is reasonably practicable, that employees are provide with suitable training to ensure the health and safety of themselves and of others.

In addition to the above, the Management of Health and Safety at Work Regulations 1999 also requires that every employer ensures that adequate training is provided:

- (a) On recruitment;
  - (b) When exposed to new risks;
  - (c) When there is a change in responsibilities;
  - (d) Upon introduction of new work equipment/technology.
- 4.2 Training is essential to ensure staff acquire the necessary skills, knowledge and attitudes to prove competency and subsequently remove or mitigate risk to an appropriate level. It is also essential to provide appropriate training in order to meet the duties identified above.
- 4.3 Business Managers shall ensure that all new employees are given health and safety induction training when commencing their employment with this council. This shall include an induction in accordance with the corporate induction checklist which shall be completed and returned to Human Resources.
- 4.4 The Business Manager shall also ensure that the induction process identifies those employees whose role requires job specific health and safety training e.g. manual handling, driving, violence at work, working at heights, etc. The Business Manager shall ensure this training is provided as soon as possible after commencement of employment.
- 4.5 Business Managers shall identify health and safety training needs for staff within their unit. This will be completed in consultation with Human Resources and, where required, the Safety and Risk Management Officer.

- 4.6 The need for health and safety training shall be identified within risk assessments and at staff appraisals.
- 4.7 Training needs shall be reassessed by Business Managers at:
- (a) Induction;
  - (b) On an annual basis (Staff appraisals);
  - (c) Following an accident;
  - (d) During an audit;
  - (e) During the production of risk assessments; and
  - (f) When work activity/responsibilities/equipment etc. change.

## **C 5 Health and Safety Monitoring**

- 5.1 The Management of Health and Safety at Work Regulations 1999 requires that employers implement appropriate health and safety arrangements to ensure a positive health and safety culture. To fulfil this requirement, employers are required to implement a system to ensure routine monitoring and reviews.

Monitoring includes:

- (a) Proactive inspections i.e. - routine inspections to ensure preventative and protective measures are in place;
- (b) Reactive investigations i.e. incident investigation.

Review includes:

- (a) Review findings of monitoring undertaken;
- (b) Periodically review health and safety arrangements.

This section identifies the roles, responsibilities and techniques used to undertake the monitoring requirement. Details of the reviewing process may be found within section C44 of this policy.

- 5.2 Directors shall implement suitable mechanisms to confirm Business Managers are carrying out adequate routine inspections of their workplace to ensure the health, safety and welfare of all employees and others.
- 5.3 Directors shall ensure that health and safety issues are a regular item on the agenda for meetings with their Business Managers. They also shall ensure that Business Managers provide them with a six monthly update detailing the following:
- (a) Current state of risk assessments – i.e. number in operation, number out of date, in need of review and number not authorised.
  - (b) Review of serious accidents, incidents and diseases and implementation of controls.

5.4 Business Managers shall ensure health and safety is an integral part of their team meetings.

**C6 Joint Working - Co-operation and co-ordination with other employers**

6.1 The Management of Health and Safety at Work Regulations 1999 requires that where two or more employers share a workplace, appropriate mechanisms are implemented to ensure co-operation and co-ordination with the other employers on all matters relating to health and safety.

6.2 The council, when sharing a workplace (whether on a temporary or permanent basis) shall co-operate with the other employers (and the self-employed) to ensure control of health and safety risks. Co-ordination of arrangements and co-operation with other employers shall be implemented as necessary.

6.3 This will require, where necessary, for the relevant Business Manager to:

- (a) Liaise with the other employer prior to commencement of work to identify and assess the likely hazards associated with the activity;
- (b) Ensure existing risk assessments are suitable and sufficient;
- (c) Produce joint safe systems of work;
- (d) Determine specific responsibilities and where required appoint a person to control the activity;
- (e) Ensure joint legal requirements are fulfilled – i.e. fire precautions;
- (f) Provide details to other employers prior to commencement of works of known hazards on site and site specific rules and procedures;
- (g) Ensure appropriate employee/public liability insurance cover is in place.

6.4 Employees must ensure that they have read all relevant risk assessments/safe systems of work identified by management prior to commencement of work with other organisations and are aware who is responsible for controlling the work activity.

**C7 Temporary Workers (including agency staff)**

7.1 Employers are legally required, so far as is reasonably practicable, to ensure that workers are not exposed to risks to their health and safety. This includes temporary workers.

7.2 Business Managers shall ensure that suitable enquiries have been undertaken to ensure competency of temporary workers.

7.3 It is essential that Business Managers ensure that formal arrangements to determine health and safety responsibilities are made with agencies providing temporary staff.

- 7.4 All temporary staff shall be inducted to the workplace and where required, provided with specific health and safety training and if required, personal protective equipment.
- 7.5 Business Managers shall ensure that temporary workers are provided with all necessary protective measures/controls required to protect their health, safety and welfare. This shall mirror the provision of employees carrying out the same task.
- 7.6 Business Managers shall ensure all accidents involving temporary workers shall be notified to the Safety and Risk Management Officer as soon as is reasonably practicable and complete the council's accident report form that is also to be forwarded to the Safety & Risk Management Officer.

### **General Health and Safety Arrangements**

#### **C8 Accident & Violent Incident Reporting**

- 8.1 Employees are required to report **ALL** accidents involving personal injury and violent incidents, whether or not they result in personal injury, immediately to their line manager and the Safety & Risk Management Officer. Reports **MUST** be forwarded to the Safety and Risk Management Officer as soon as possible. This shall **NOT** exceed 5 working days.
- 8.2 The Business Manager shall ensure that an adequate investigation is carried out and that suitable details, along with the accident report form, are sent to the Safety and Risk Management Officer. This shall be followed, where necessary, by a full investigation by the Safety and Risk Management Officer, to establish the cause and advise regarding any immediate defects or action to prevent a reoccurrence.
- 8.3 The Safety and Risk Management Officer is responsible for ensuring that all reportable accidents brought to his/her attention are reported to the Health & Safety Executive in accordance with the Reporting of Injuries, Diseases, & Dangerous Occurrences Regulations 2013. The Safety and Risk Management Officer shall also maintain the accident report register.
- 8.4 Summaries of accidents and accident statistics are submitted to the Joint Consultative Committee and Risk Management Group on an annual basis.

#### **C9 Asbestos**

- 9.1 ~~All work with asbestos shall be undertaken in accordance with the Council's "Managing Asbestos Code of Practice".~~  
All work with asbestos and the management of asbestos containing materials, located with the council's owned/managed premises, shall be undertaken in accordance with the council's "Managing Asbestos Code of Practice".

## 9.2 Asbestos Surveys

To ensure compliance with the Control of Asbestos Regulations 2012 and assist with the safe management of all asbestos installations an asbestos register and asbestos management plan shall be produced for each council owned/managed premise.

Specific responsibility for ensuring the production of the asbestos register/surveys and asbestos management plans for council owned/managed assets is identified below:

Premises	Responsibility
Commercial properties occupied by council staff	Business Manager – Asset Management & Car Parks
Tenanted commercial properties	Business Manager – Asset Management & Car Parks
Housing stock – Including domestic properties, Extra Care/sheltered housing complexes, community centres, communal areas and associated infrastructure.	The Compliance Manager
Properties or construction work not managed by the above	Business Manager responsible for project/works

Unless the duty to manage asbestos is specifically transferred to a tenant via a tenancy agreement, those listed above shall ensure that appropriate asbestos registers and management plans are available, shared with relevant persons and reviewed annually or following works or alterations to a building.

Business Managers are required to ensure that each premises they have responsibility for has an up to date asbestos register on site.

Business Managers responsible for buildings shall ensure that relevant control measures listed within the asbestos register/asbestos management plan are implemented to ensure continued safe management.

Business Managers responsible for repairs and maintenance works shall ensure that either a refurbishment or demolition asbestos survey, as in accordance with HSE's guidance document HSG264 Asbestos: The Survey Guide" is undertaken prior to all refurbishment, upgrading or demolition works. Officers managing any construction work which involves the above works shall ensure that the refurbishment/demolition survey report is communicated to all relevant persons, especially the Principal Contractor for the works.

Business Managers shall ensure that relevant information from the asbestos register is provided to all relevant staff and/or contractors prior to commencing works.

9.3 **Asbestos Training and Competence**

Business Managers shall ensure that all staff within their unit, who are likely to work with or near asbestos, or control contractors who may disturb asbestos, receive appropriate asbestos awareness training. Business Managers requiring this training **MUST** liaise with the Safety and Risk Management Officer to establish its suitability.

Business managers are responsible for ensuring that no employee is permitted to undertake any works, on asbestos containing material, unless they are suitably competent to do so and have received appropriate training.

Business Managers shall ensure that officers responsible for the management of asbestos containing materials within buildings are suitably qualified/competent.

9.4 **Work Involving Asbestos Containing Materials**

**ALL** planned or emergency asbestos work **MUST** be notified to the Safety and Risk Management Officer prior to appointment of a contractor.

Officers managing asbestos removal works shall provide all relevant information to the Safety and Risk Management Officer on completion. This information shall be used to update the asbestos register.

Officers managing asbestos works shall ensure that copies of plans of work, clearance certification and air/bulk sampling reports are obtained and kept for the life of the building.

9.5 **Asbestos Exposure**

Business Managers shall ensure that all disturbances of asbestos materials leading to exposure of persons to asbestos, especially if it is likely that the exposure exceeds the action levels specified within The Control of Asbestos Regulations 2012, shall be notified to the Safety and Risk Management Officer immediately. Business Managers shall seek guidance from the Safety and Risk Management Officer if there is any doubt regarding a possible exposure.

9.6 The Business Manager – Human Resources shall maintain all asbestos exposure and medical records in accordance with The Control of Asbestos Regulations.

9.7 **Disposal/Storage/re-use of asbestos materials**

Business Managers will ensure that no asbestos containing products shall be re-used or stored by this council.

Those officers managing asbestos works are responsible for ensuring suitable disposal arrangements are in place. Copies of waste consignment notices must be supplied and retained for at least 3 years.

Asbestos containing materials **MUST** only be taken off site by a suitably licenced and competent waste handler.



All asbestos waste should be taken directly from site to a licenced transfer station official waste disposal site. Under no circumstances should any asbestos containing material be transferred from site and stored at another council site.

#### **C10 Cemeteries – Headstones and Monument Management**

- 10.1 This council will ensure, so far as is reasonably practicable, that it maintains/manages the stability/safety of all headstones and monuments for which it has a legal duty.
- 10.2 Business Managers responsible for the upkeep of such areas shall ensure that inspection and monitoring of headstones and monuments will include:
- (a) Regular informal checks to ensure no obvious instability or vandalism.
  - (b) Risk assessment by a competent person; and
  - (c) Inspection as dictated by the risk assessment.
- 10.3 All memorials will be managed in accordance with the Ministry of Justice’s guidance “Managing the safety of burial grounds memorials. Practical advice for dealing with unstable memorials”. A copy of this guidance is available on the council’s intranet.

#### **C11 Confined Spaces**

- 11.1 Where possible, entry into confined spaces shall not be undertaken. Where entry is required all work within confined spaces shall be in accordance with the Confined Spaces Regulations 1997 and the council’s working in confined spaces code of practice.
- 11.2 Business Managers shall ensure that all relevant staff within their unit are aware of the above code of practice.

#### **C12 Contractors**

##### **General Contracts**

- 12.1 Only suitable, competent and appropriately qualified contractors shall be engaged. Where a contractor is engaged, the officer responsible for the contract e.g. Business Manager, Principal Designer, Project Manager or Contract Administrator shall:
- 1. Ensure that all reasonable practicable steps have been taken to engage a competent contractor. This will require the contractor to provide adequate evidence to demonstrate their suitability and competence, including:
    - (a) A current Health and Safety Policy;
    - (b) Relevant risk assessments;

- (c) Details of relevant training received by their employees;
  - (d) Details of previous similar work/references;
  - (e) Details of previous enforcement action;
  - (f) Health and safety performance indicators.
2. Agree, prior to work commencing, client, contractor and sub-contractor responsibilities and duties, including work method statements.
  3. Where possible, a pre-contract meeting should be undertaken.
  4. All relevant health and safety information available and relevant to the contract is given to the contractor/sub-contractor.
  5. Their work shall be regularly monitored to ensure safe working methods in accordance with legislation, contract conditions and agreed work method statements.
  6. Longer term contracts should be formally reviewed annually.
  7. Where hazardous substances are to be used the responsible officer has ensured that the contractor has produced a suitable COSHH assessment(s) and has the appropriate hazard data sheets on site.
  8. The responsible officer shall ensure that all contractors are appropriately inducted to all council sites prior to commencement of works.
  9. The responsible officer shall ensure that any area in which contractors have worked is safe prior to re-occupation.
- 12.2 A contractor pre-appointment health and safety evaluation questionnaire is available on the intranet to assist with contractor evaluation.
- 12.3 Prior to commencing work all contractors shall be inducted to site. A contractor site induction form is available on the intranet.

**C13 Construction Based Projects**

- 13.1 The Construction (Design and Management) Regulations 2015 apply to **ALL** construction works. The officer managing the contract shall ensure that they are aware of and understand the general requirements of this legislation and that they are applied. Where the officer is not competent to do the above, they shall seek the assistance of the Safety and Risk Management Officer.
- 13.2 In addition to the above, the officer managing the contract shall also ensure that where the project involves construction work which is likely to be notifiable, a

competent Principal Designer is appointed as soon as possible, but no later than after preliminary design stage.

- 13.3 The officer shall also take reasonable steps to ensure that all persons/organisations appointed to carry out construction works as defined within the above legislation i.e. Principal Designer, Principal Contractor, contractors and designer are competent.
- 13.4 Where it is agreed that the Principal Designer role is to be undertaken in house, it shall be provided through design team and the Safety and Risk Management Officer and the council Principal Designer role pro-forma shall be completed to determine roles and responsibilities.

#### **C14 Control of Hazardous Substances – COSHH**

- 14.1 The Control of Substances Hazardous to Health Regulations places duties on the employer to ensure that such substances are handled/stored/used in a manner to reduce risks to all. Hazardous substances incorporated within these regulations include chemicals; fumes, dusts, vapours, gases and mists; biological agents and nanotechnology
- 14.2 Where possible, hazardous materials shall be substituted by non-hazardous or less hazardous substances.
- 14.3 Business Managers shall, using the council's COSHH assessment pro-forma, ensure all substances hazardous to health within the workplace are suitably assessed.
- 14.4 Officers using/purchasing hazardous materials shall ensure that where available health and safety data sheets are requested from the manufacturer or supplier of all substances and made available to all relevant staff.
- 14.5 All relevant details shall be made available for employees who shall be instructed to read the information prior to initial use.
- 14.6 Business Managers shall ensure that COSHH risk assessments and material hazard data sheets are available at the point at which the substance is being used, stored or supplied.
- 14.7 Business Managers shall ensure that there are suitable mechanisms in place in order to review the COSHH risk assessments at least annually, following changes in substances, or after an accident involving hazardous substances.
- 14.8 Business Managers shall ensure that there are appropriate systems in place to make sure all controls identified within the COSHH risk assessment are implemented. This includes all PPE, safe systems of work and health surveillance where required.

14.9 Officers responsible for contractors shall ensure that all contractors and their sub-contractors provide, on site, suitable COSHH assessments and appropriate hazard data sheets.

**C15 Infectious Diseases and Handling Sharps - COSHH**

15.1 Where it is identified by risk assessment that an activity includes the risk of infectious disease, then reference to and compliance with the council's Infectious Diseases Policy shall be made.

15.2 Work that requires the handling of used hypodermic needles or sharps shall be in accordance with the council's code of practice for the safe handling of hypodermic needles.

15.3 Business Managers shall ensure that employees who handle sharps or who are required to work in areas where sharps may present a risk to the employee's safety or health are:

- Provided with a suitable risk assessment
- Suitably trained
- Provided with suitable equipment and or personal protective equipment as listed within the risk assessment.

15.4 Hepatitis B immunisation will only be offered to employees undertaking high risk duties **and a risk assessment identifies its specific need**. All reasonable controls should be implemented to remove the risk of infection before immunisation is considered. These high risk tasks must be detailed within an appropriate risk assessment in order to demonstrate that all that is reasonable has been undertaken to reduce the risk of Hepatitis B.

15.5 Where employees have been identified as high risk and have refused the immunisation, or the immunisation has failed to provide adequate protection, Business Managers shall ensure that an individual risk assessment specific to the employee is carried out. This assessment shall determine if the current control measures are adequate to reduce the risk to an acceptable level without the immunisation.

15.6 It should be remembered that Hepatitis B immunisation is only there as a failsafe in case all other control measures fail. It **MUST NOT** be relied upon as the first or only means of defence against Hepatitis B. It should also be remembered that it does not protect against the many other forms of hepatitis which may be present when contaminated sharps/bodily fluids are being handled.

15.7 Business Managers **MUST** ensure that a suitable COSHH assessment is completed where employees are exposed to any infectious disease. The significant findings of this assessment shall be provided to all relevant staff for their information.

15.8 **All** needle stick injuries must be reported to the Business Manager and Safety and Risk Management Officer immediately.

**C16 Display Screen Equipment**

16.1 Display screen equipment users, as defined within the Health & Safety (Display Screen) Regulations 1992 (as amended), shall be provided with suitable equipment and workstations in accordance with legislation.

16.2 Business Managers shall ensure that all users of display screen equipment are assessed, using a DSE 1 Pro-forma, to determine whether the employee is a habitual users as defined within the Health & Safety (Display Screen) Regulations 1992. Where this assessment proves the employee to be a habitual user, a full assessment of the equipment, workstation and environment, using a DSE 2 pro-forma, shall be undertaken by the employee’s line manager immediately.

16.3 Employees are entitled to an initial free eyesight test at the council’s approved opticians where the DSE 1 identifies the employee as an habitual user. Further guidance may be found within the DSE code of practice. Further guidance regarding the eye and eye sight test is also available from Human Resources.

**C17 Electricity**

17.1 This council shall ensure that all electrical works are in accordance with the Electricity at Work Regulations 1989.

17.2 Appropriate inspection and testing, in accordance with legislation and codes of practice, shall be carried out on all electrical installations and portable electrical equipment owned by this council. This council shall also ensure that only electrical equipment that carries a valid certificate of test is allowed to be brought into council premises and is suitable for the environment in which it is to be used.

17.3 The following table identifies the specific responsibility for undertaking electrical inspection and testing.

Equipment/Locations	Responsibility
All portable electrical appliances owned by the council (located within council staff or commercial sites) and/or fixed electrical systems located within council owned/managed commercial sites	The Business Manager – Asset Management & Car Parks
All portable electrical appliances owned by the council (located within HRA stock including domestic properties, Extra Care/sheltered housing complexes,	The Compliance Manager

community centres and communal areas) and/or fixed electrical systems located within HRA sites	
Equipment or locations not covered by the above	The Business Manager responsible for the location/equipment

Those responsible will ensure that:

- (a) A competent contractor is appointed to undertake the testing of all portable electrical equipment owned by the council.
- (b) There are suitable systems in place to ensure appropriate examination and testing, by a competent person, of all fixed electrical systems owned/managed by the council.

17.4 Business Managers shall ensure that:

- (a) All hazardous/dangerous equipment identified during the combined electrical test are removed from service and dealt with accordingly.
- (b) They have suitable systems in place to ensure that all work equipment brought on site by contractors or third parties has been suitably tested.
- (c) Where appropriate, that staff have received suitable instruction to ensure that they are able to identify electrical hazards. Further guidance to assist with this may be found within the intranet.
- (d) Only competent persons are authorised to install, inspect, repair, and maintain electrical installations and/or equipment.
- (e) There are suitable mechanisms in place to ensure that electrical equipment used within their units are appropriate for the environment in which they shall be used.

17.5 Officers undertaking construction, maintenance or refurbishment works shall give due consideration to work near overhead or underground electrical cables. All such works shall be undertaken in accordance with the relevant Health and Safety Executive Guidance. Officers managing such works shall ensure that the contractor has received all information held by the council relating to such hazards prior to commencement of works.

17.6 Where practical, standard 240 volt equipment shall not be used externally. Where this is not possible, external use of 240v equipment shall only be undertaken where a risk assessment has indicated it is safe and appropriate to do so. This assessment will ensure that the equipment is appropriate for the environment, all connections are appropriate for the environment (standard 13amp 3 pins connections are generally

not appropriate within an external work environment), and that a suitable safety device is installed within the circuit.

## **C18 Events**

The relevant Business Manager shall ensure that where necessary the following are implemented for all indoor or outdoor events organised or managed by this council:

- All hazards are identified prior to the event and risk assessments produced to control/minimise them.
- Those managing the event are competent to do so.
- Responsibilities are formally agreed.
- Inspections take place prior to, during and directly after the event.
- Liaison takes place with the appropriate enforcement bodies.
- All events are managed in accordance with the Health & Safety Executive's Guidance and the Events Industry Forum's Purple Guide to Health, Safety and Welfare at Music and Other Events.
- Event management plan including emergency procedures has been produced and agreed.

## **C19 Fire**

**19.1** The council will ensure that all necessary precautions are implemented to ensure, so far as is reasonably practicable, that fire hazards are appropriately managed within all buildings either owned or in control of the council.

In fulfilling its legislative duties specified within the Regulatory Reform (Fire Safety) Order 2005, this council will ensure the following:

- Fire risk assessments are undertaken and reviewed
- Buildings are maintained to ensure compliance with the relevant legislative requirements
- Fire safety responsibilities are defined
- Suitable information, instruction and training is provided
- Fire safety equipment (passive or active) is suitably inspected and maintained

## **19.2 Responsibility for production and management of Fire Risk Assessments**

Table 3

Premises	Responsibility
Commercial properties occupied by council staff	Business Manager – Asset Management & Car Parks
Tenanted commercial properties	Business Manager – Asset Management & Car Parks

Housing stock – Including domestic properties, Extra Care/sheltered housing complexes, community centres and communal areas	The Compliance Manager
Properties not managed by the above	Business Manager responsible for the premises

### 19.3 Site Specific Responsibilities

Action	Person Responsible
Production of a suitable and sufficient fire risk assessment, as required by the Regulatory Reform (Fire Safety) Order 2005	As identified within Table 3 above
Production of an action plan for non-conformities identified within the fire risk assessment	As identified within Table 3 above
Annual fire risk assessment review	As identified within Table 3 above
Designated emergency escape routes and exits are maintained, kept clear and available	Business Manager responsible for the premises
Periodic/routine inspection and maintenance of fire alarm/detection systems, firefighting equipment and emergency lighting	As identified within Table 3 above
6 monthly fire drills (excluding domestic dwellings)	Business Manager responsible for the premises
Production of emergency fire evacuation plan and where applicable fire wardens are appointed to ensure a rapid and effective evacuation	Business Manager responsible for the premises/Communal areas of domestic dwellings
Ensuring and reporting on compliance issues	As identified within Table 3 above

In addition to the above, Business Managers with responsibilities for premises, as highlighted above, shall also ensure that:

1. A suitable and sufficient fire risk assessment, as required by the Regulatory Reform (Fire Safety) Order 2005, is carried out by a competent person and that all matters requiring attention are undertaken to remove or reduce risk to a minimal and appropriate level. This risk assessment shall be reviewed on a regular basis.
2. Adequate emergency routes and exits as defined by the guidance are provided and kept clear at all times.



3. All firefighting, fire detection equipment and other fire safety equipment provided is suitably inspected and maintained in accordance with relevant current guidance. This shall be documented within the Fire Log Book.
4. Suitable instructions are posted in conspicuous areas informing all users of the building (Communal areas of domestic dwellings) of the action to take in case of a fire.
5. All staff within this building have received appropriate fire safety information, instruction and/or training. This shall be documented.
6. A suitable fire plan has been produced and where applicable Fire wardens are appointed to ensure a rapid and effective evacuation.
7. Fire drills are carried out at least once every 6 months.
8. Special areas of fire risk potential are suitably marked and special procedures formulated.

**(a) General**

**(b) Castle House**

The following have specific responsibility for fire safety within Castle House.

**Business Manager – Asset Management**

The Business Manager – Asset Management & Car Parks has specific responsibility for ensuring:

- a. Compliance with fire safety regulations and that the building meets with current fire legislation.
- b. That all fire detection, fire safety and firefighting equipment provided within the building is available and maintained in accordance with the Fire Log Book.
- c. That a fire drill occurs every 6 months.
- d. That there is a suitable and sufficient fire risk assessment available for the building, which is reviewed annually and following all significant alterations.

**Housing Stock**

The Compliance Manager has specific responsibility for ensuring the following within housing stock (including domestic properties, Extra Care/sheltered housing complexes, community centres and communal areas):

- Compliance with fire safety regulations and that the building meets with current fire legislation.
- That all fire detection, fire safety and firefighting equipment provided within the building is available and maintained in accordance with the Fire Log Book

## 19.4 Partners

Some council managed buildings are shared with partner organisations. Where this is the case, the officer responsible for managing the tenancy shall ensure that:

- (a) Partners adhere to all council policies relating to fire safety within the building.
- (b) Partners are aware of the overall building fire evacuation strategy.
- (c) The main findings of the fire risk assessment are shared with partners.

## 19.5 Safety and Risk Management Officer

The Safety and Risk Management Officer shall provide assistance and advice relating to fire safety issues.

## C20 First Aid

20.1 Business Managers shall ensure that:

- (a) Suitable and appropriate first aid equipment and expertise, appropriate to the risk, shall be provided in accordance with legislation and codes of practice to all employees regardless of their work situation.
- (b) Suitable risk assessment is undertaken to establish the required first aid provision for their units.

20.2 Asset Management shall provide first aid equipment for designated first aiders located within Castle House.

Training shall be funded through Human Resources via the corporate training budget.

20.3 In **ALL** other premises occupied by council staff, the relevant Business Manager **SHALL** ensure that suitable first aid provision including equipment is provided, is replenished as required and training for staff is provided to ensure that adequate first aid cover is maintained at all times. Again training shall be funded via the corporate training budget.

20.4 First Aiders shall keep records of all first aid administered. These records shall be forwarded to the Safety and Risk Management Officer immediately.

20.5 Business Managers shall ensure that the names of all relevant First Aiders are displayed in premises for the information of employees.

## **C21 Gas Safety**

- 21.1 The council recognises its statutory duties to protect employees and other stakeholders from the harm associated with the release of gas or the inhalation of the by-products of gas combustion.
- 21.2 The council recognises its statutory duties to periodically inspect and test gas installations and equipment, and to maintain such installations and equipment so far as is reasonably practicable to reduce the risk of harm, loss, fire or explosion.
- 21.3 The responsible Business Unit Manager shall ensure that any installation, inspection, testing, commissioning, decommissioning, alteration or repair of any gas installation or appliance is performed only by persons who are competent and authorised to perform the particular task.
- 21.4 Any installation, inspection, testing, commissioning, decommissioning, alteration or repair on any gas installation or appliance shall be performed in accordance with the Gas (Installations and Use) Regulations and to the standards required by GasSafe registered installers as appropriate.
- 21.5 The responsible Business Unit Manager shall manage a programme of periodic inspection, test and servicing of all gas installations and appliances that are owned or managed by the organisation, and that are likely to deteriorate to a state of danger if not subject to such periodic inspection, test and servicing; and shall ensure that such periodic inspection, test and servicing is carried out within the required intervals stated by law.
- 21.6 The Compliance Manager shall ensure that regular compliance checks are undertaken, recorded and any identified areas for improvement are communicated to relevant stakeholders and tracked to closure to ensure the organisation meets its statutory obligations.

## **C22 Health Surveillance**

- 22.1 The council will provide adequate occupational health provision, in accordance with legislation and/or risk assessments, to identify and control occupational related health risks.
- 22.2 The occupational health provision is managed by the Business Manager – HR and Training.
- 22.3 Health surveillance will be provided to those staff where their risk assessments have identified the need due to the above and where:

- (a) There is an identifiable disease or adverse health condition related to the work concerned.
  - (b) Valid techniques are available to detect indications of the disease or condition.
  - (c) There is a reasonable likelihood that the disease or condition may occur under the particular conditions of work; and
  - (d) Surveillance is likely to further the protection of the health and safety of the employees to be covered.
- 22.4 The appropriate level, frequency and procedure of health surveillance shall be determined by our occupational health provider.
- 22.5 Business Managers shall ensure that:
- (a) Employees within their unit are provided with appropriate health surveillance as determined by legislation, corporate guidance and/or risk assessments.
  - (b) The recruitment and selection process identifies those new employees whose role requires job specific health surveillance.
  - (c) All health surveillance measures are identified within their departmental risk assessments where required.
- 22.6 Business Managers, unsure whether health surveillance is required, shall seek the assistance of the Safety and Risk Management Officer.

**C23 Highways - Working On or Near**

- 23.1 Business Managers shall ensure that:
- (a) A suitable and sufficient risk assessment specific to working on or near highways has been completed if any work activity is to be on a highway or within 450mm of the live carriageway.
  - (b) All work on highways will be in accordance with the Department for Transport's Traffic Signs Manual Chapter 8 – Traffic safety measures and signs for road works and temporary situations.
  - (c) All staff working on the highway or those required to direct traffic/vehicles using road signage or hand signals are appropriately trained to do so.

23.2 Employees working on the highway shall be required to wear a reflective luminous jacket. Under no circumstances shall this jacket be removed while working on the highway.

#### **C 24 Occasional Home Working**

24.1 This council allows, at the discretion of the Business Manager, for staff to carry out occasional work from home.

24.2 Prior to commencement of home working, the Business Manager should discuss with the employee any possible health and safety risks, e.g. ill health conditions, safe working position, trailing cables, etc. A risk assessment should be completed.

24.3 The employee should be given ample opportunity to discuss any concerns they have.

24.4 It should be remembered that the employer's health and safety duties are applicable in the home of the individual. It is therefore essential that no home working is to be considered if the activity/task cannot be carried out in accordance with this policy or relevant legislation/guidance.

24.5 Further guidance may be found within the Occasional Home Working Policy.

#### **C25 Good Housekeeping within the Workplace**

25.1 Good housekeeping is a key issue in general accident prevention and an issue everyone must participate in.

25.2 To ensure this is dealt with accordingly, Business Managers shall ensure that:

(a) There are suitable arrangements for the storage of clothing, equipment, supplies and waste. There shall also be provided and properly maintained clean work areas, washing/toilet/mess rooms.

(b) All accesses and egresses within the workplace, including corridors, gangways, stairs, thoroughfares, etc. are maintained in a safe and clean manner.

(c) Work areas remain, so far as is reasonably practicable, free of slip, trip and fall hazards.

(d) All reasonable measures are taken to ensure suitable temperature, humidity, lighting and space requirements within all working environments and compliance with The Workplace (Health, Safety and Welfare) Regulations 1992 and other relevant legislation.

(e) Departmental risk assessments include reference to the above.

## **C26 Ill Health**

- 26.1 Employees are required to notify their manager of any condition or illness that may affect their health and safety, or that of others, by their acts and or omissions whilst carrying out their duties.
- 26.2 On notification by the employee of a relevant ill health condition, the Business Manager shall produce an individual risk assessment, with assistance of the Safety and Risk Management Officer and Human Resources, which takes into account the individual's health condition and if it is likely that it may affect their own health and safety or that of others. This assessment will identify the specific hazards relevant; the level of risk; who is at risk and what control measures are required to manage the risk at an acceptable level. Consideration on whether the individual should be referred to Occupational Health must be given during this process. See section C1. The completed assessment shall be provided to Human Resources and the Safety and Risk Management Officer.
- 26.3 Following ill health, and prior to an employee returning back to their full duties, Business Managers shall consider the need for a formal risk assessment during the return to work interview. This should consider whether the individual is fit to resume full duties and if so what additional controls are required until the individual is fully fit to resume all their duties.
- 26.4 Risk assessments must take into account an individual's health. See section C1. The Corporate Absence Policy details further requirements with regard to ill health suffered by employees and the course of action managers and employees should undertake.
- 26.5 This council will also, as resources allow, provide mechanisms to improve the general health of the workforce. This will aim to assist employees to identify their lifestyle related risks provided their co-operation in this is forthcoming. It is intended that these mechanisms shall allow this council to:
- a) Ensure adequate protection to staff whilst at work; and
  - b) Provide tangible encouragement to aid employees to self-manage their health.

## **~~C27 Use of Latex gloves~~**

~~27.1 Latex exposure can lead to a number of health problems, including:~~

~~**Irritation** – symptoms include redness, soreness, dryness or cracking of the skin in areas exposed to latex. Once the irritant agent, e.g. latex, has been identified and contact with it ceases, the symptoms will disappear and not recur.~~

~~Allergic reaction~~ symptoms include:

- ~~localised or generalised rash (urticaria or hives);~~
- ~~inflammation of the mucous membranes in the nose (rhinitis);~~
- ~~red and swollen eyes with discharge (conjunctivitis); and~~
- ~~asthma-like symptoms.~~

~~Most common exposure within our workplace is through the use of latex gloves.~~

~~27.2 To ensure that individuals do not experience the above reactions, this council has adopted a policy on the use of latex based products. Business Managers should therefore ensure that the use of latex gloves is in accordance with this council's code of practice.~~

## **C27 Legionella**

27.1 This council is required to consider the risks from legionella that may affect either its employees, **tenants and leaseholders** or members of the public and take suitable precautions to protect them all. As an employer and as an organisation in control of premises (e.g. a landlord), we must:

- **Identify** and assess sources of risk
- **Prepare** a management plan for preventing or controlling the risk at each water system
- **Implement** a suitable management programme and appoint a person to be responsible, sometimes referred to as the 'responsible person'
- **Keep records** and check that what has been done is effective.

27.2 Further guidance regarding the specific responsibilities and arrangements may be found within the Legionella Code of Practice.

## **C28 Lone Working**

28.1 Lone workers are those who work by themselves without close or direct supervision.

28.2 Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work Etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 still apply. These general duties require the identification of hazards at work, assessing the risks involved and putting measures in place to avoid or control the risks. Therefore where lone working is required, the Business Manager shall ensure that a suitable risk assessment is carried out to establish the hazards associated with the task and the necessary control measures required to either eliminate the risk, or reduce it to a reasonably practicable level.

There are **NO** absolute restrictions on working alone; it will depend on the findings of the risk assessment.

- 28.3 Business Managers shall identify all situations where staff are at significant risk due to the requirement for them to work alone.
- 28.4 It should be remembered that violence is not the only significant hazard associated with lone working. Business Managers should also consider tasks where there is a significant risk to the lone worker due to other hazards, i.e. using hazardous machinery/substances, working at heights, confined space entry, inability to summon emergency assistance, etc.
- 28.5 Where a risk assessment has identified that an individual is at significant risk due to lone working, the Business Manager shall ensure that suitable systems are introduced to suitably control the hazard. This will include monitoring systems and escalation procedures. Business Managers shall also ensure that any systems/procedures adopted are appropriate for all times that employees are at work. Particular attention should be paid to ensuring the efficacy of systems where employees are required to work outside of normal office hours.
- 28.6 Further guidance may be found within the Managing Violence Booklet.

## **C29 Manual Handling**

- 29.1 This council shall ensure that all manual handling activities with a significant risk of injury are suitably assessed in accordance with the Manual Handling Regulations 1992.
- 29.2 Manual handling relates to the moving of items either by lifting, lowering, carrying, pushing or pulling. The Manual Handling Regulations 1992 places specific duties on employers regarding these operations.

The above regulations establish a clear hierarchy of control measures. These are:

**AVOID**, so far as is reasonably practicable, hazardous manual handling operations

**RISK ASSESS** those operations where hazardous manual handling may not be avoided

**REDUCE**, so far as is reasonably practicable, the risk of injury from the hazardous manual handling operations.

- 29.3 Business Managers shall ensure that:
  - (a) A risk assessment is carried out for all activities, where there is a likelihood of significant injury, using this council's manual handling assessment pro-forma and that all control measures identified during this process are appropriately implemented.



- (b) The above assessment should attempt to avoid hazardous manual handling operations as far as reasonably practicable, if there is possibility of a significant injury. If this cannot be done then steps must be taken to reduce the risk of injury as far as is reasonably practicable.
- (c) All staff within their respective units who undertake handling, lifting, pushing or pulling operations which presents a significant risk of injury are suitably trained.
- (d) Individuals who have notified of a significant ill health issue, which may affect their ability to lift significant loads safely, are suitably assessed before allowing them to recommence manual handling of significant loads. Advice should be sought from the Safety and Risk Management Officer where there is any doubt regarding this assessment.

### **C30 Use of Mobile Phones whilst Driving**

- 30.1 Some employees are required to carry mobile phones to ensure their safety and to assist with their service provision. These employees **MUST** ensure that they do not answer any call (unless hands-free) or text whilst their vehicle is in motion or the engine is running. Prior to answering any call they shall ensure, unless they are operating a hands-free system, that their vehicle is stationary, the engine is off and they are parked in a safe location.
- 30.2 Drivers are advised to ensure that when driving, the phone's messaging facility is activated. Calls should then be checked and returned only when safe to do so.
- 30.3 Business Managers shall assess the need for such equipment and where appropriate, provide a dedicated hands free system where it is envisaged that the employee may be required to operate a mobile phone whilst driving. These systems shall, however, only be provided if it is **essential** for the operation of the service that the driver is required to answer calls whilst driving.

### **C31 Noise**

- 31.1 The Control of Noise at Work Regulations 2005 are applicable to all workplaces. The aim of these regulations is to ensure that workers' hearing is protected from excessive noise at their workplace, which could cause them to lose their hearing and/or suffer from tinnitus.
- 31.2 Business Managers shall ensure that suitable and appropriate measures, in accordance with the Noise at Work Regulations 2005 and codes of practice, shall be taken to ensure the hearing of all employees and visitors within their respective units.

- 31.3 Business Managers shall ensure that a suitable noise risk assessment is in place for all activities that produce or may develop noise levels that exceed the first action level 80d(B)A as defined within the Noise at Work Regulations 2005. To ensure that a suitable assessment is undertaken, Business Managers should liaise with the Safety and Risk Management Officer.
- 31.4 Where this assessment proves the noise levels exceed the first action level, 80d(B)A, the Business Manager will ensure that:
- (a) Hearing protection is made available to employee;
  - (b) Exposed employees are provided with appropriate training and information is provided;
  - (c) Audiometric screening is made available via the occupational health provision.
- 31.5 Where the assessment exceeds the second action level, 85 d(B)A, the Business Manager shall ensure that:
- (a) Hearing protection is provided and is worn by all;
  - (b) Warning signs are posted within the noise area;
  - (c) Exposed employees are provided with appropriate training and information is provided;
  - (d) Exposed staff receive audiometric testing.
- 31.6 Occupational Health shall assess all new employees who are to work with equipment that exceeds the first action level prior to commencement of employment.

### **C32 Open Spaces**

- 32.1 The council will ensure, so far as is reasonably practicable, that all open spaces managed or owned by the council are maintained appropriately to ensure the safety of all users. This will include all open water, footpaths, trees and furniture fitted in these areas.
- 32.2 Business Managers responsible for these areas will ensure a full risk assessment is completed identifying possible significant hazards and detailing the control measures for ensuring the above.
- 32.3 Further details regarding the adequate management of trees may be found within the Tree Management Policy.

### **C33 Playgrounds and Play Equipment**

- 33.1 This council will ensure, so far as is reasonably practicable, by inspection, monitoring, maintenance and repair that all playgrounds and play equipment owned or managed by the council remain safe for users.

33.2 Inspection and monitoring of these sites will include:

- Routine inspections (frequency determined by risk assessment) - visual checks, using agreed checklist and trained operatives, to ensure no obvious faults/vandalism;
- Responsive inspections – carried out following the notification of damage/faults to equipment, furniture, flooring, etc;
- Annual detailed inspection and risk assessment by a competent person.

33.3 All new equipment will be examined/inspected, by a competent person prior to use, to ensure it has been suitably installed and conforms to current standards. This inspection will be suitably documented.

33.4 For further details please refer to the guidance document for the maintenance and inspection for play areas.

#### **C34 Personal Protective Equipment & Clothing**

34.1 Employers have basic duties concerning the provision and use of personal protective equipment (PPE) at work. These duties are detailed within the Personal Protective Equipment at Work Regulations 1992.

The main requirements of the above regulations are that PPE is:

- (a) Properly assessed before use to ensure it is suitable;
- (b) Maintained and stored correctly;
- (c) Users are provided with appropriate instruction on its use;
- (d) It is used correctly by all relevant employees.

34.2 To ensure compliance with the above regulations, Business Managers shall ensure:

- (a) All reasonably practicable measures, as identified within the hierarchy of control listed within The Management of Health and Safety at Work Regulations 1999, shall initially be undertaken to remove the hazard. Only if the hazard remains after this shall PPE be issued. PPE shall always be the last resort.
- (b) That suitable personal protective equipment and/or clothing (PPE & PPC) shall be supplied where a risk assessment has identified a need.
- (c) That where PPE/PPC is required, an assessment has been carried out to ensure the correct type has been purchased and that it fits all employees correctly.
- (d) That PPE is worn where required. Refusal by an employee to wear the correct PPE shall be treated seriously and disciplinary procedures may be considered.

(e) That all equipment provided is CE marked and is suitable for the hazards present.

- 34.3 Employees shall **NOT** be charged for the basic provision of PPE/PPC where this has been identified within a risk assessment.
- 34.4 Where employees wish to request PPE/PPC which exceeds the basic standard provision identified within the relevant risk assessment, they may be requested to pay for the additional costs incurred above the cost of the basic provision. In all cases this may only be undertaken for PPE/PPC that is identified within a relevant risk assessment, that meets the standards as defined within the risk assessment and only after seeking agreement from the Business Manager.

### **C35 Pregnant Workers and Nursing Mothers**

- 35.1 The Management of Health and Safety at Work Regulations 1999 requires that employers assess the risk to new or expectant mothers once they have been notified. These regulations also prohibit certain prescribed tasks which place the mother or her baby at increased risk.
- 35.2 When advised of pregnancy, Business Managers shall immediately notify Human Resources who will arrange for a risk assessment of the pregnant worker's/ nursing mother's post to be carried out as soon as possible. This risk assessment shall be carried out by the Human Resources Unit, in conjunction with the immediate line manager of the pregnant worker or nursing mother.
- 35.3 It is essential that the Business Manager ensures all controls identified within this risk assessment are implemented and that the individual is monitored during the period of their pregnancy or for up to 6 months after the birth if a nursing mother, to ensure it remains applicable. If circumstances change, the Business Manager shall ensure Human Resources are notified immediately to ensure the risk assessment can be reviewed.

### **C36 Stress**

- 36.1 It is the policy of the council to ensure, so far as is reasonably practicable, that no employee is subjected to a level of stress due to work, which is detrimental to his or her health. The council aims to create an environment where workplace stress can be dealt with openly and fairly and expects all managers to apply this policy and guidance in a consistent and timely manner. The council also commits itself to investigating all claims of ill health due to workplace stress to ensure appropriate action is taken to prevent any recurrence of the situation.
- 36.2 The council will take seriously and investigate report(s) from employees about causes of workplace stress and will take preventative and protective measures to reduce the risk.

- 36.3 Where stress at work is identified an individual stress risk assessment shall be undertaken to identify the likely stressors and to implement appropriate controls to reduce the level of risk to the individual to a reasonable level. This assessment will be completed by the individual's Business Manager - Human Resources and Training and the Safety and Risk Management Officer. The findings of this assessment will be shared with the individual.
- 36.4 Workplace stress is recognised as a health and safety issue. The main legislation, which is relevant to this subject, is the Management of Health and Safety at Work Regulations 1999 and the Health and Safety at Work Etc. Act 1974.
- 36.5 Further guidance may be found within the Stress Policy.

### **C 37 Smoking**

- 37.1 This council operates a smoking policy for all employees in any council building or council vehicle.
- 37.2 It is the Business Manager's responsibility to ensure that the above policy is adhered to within their unit.
- 37.3 Further guidance regarding this may be found within the Smoking Policy.

### **C 38 Travel and Transport**

- 38.1 Integral to service delivery of the council is the need for travel of employees and transportation of goods and materials. Such activity will include adequate consideration of health and safety to ensure safety of employees and non-employees.
- 38.2 All transport activities related to workplace travel shall be in accordance with the Workplace Transport Policy and be suitably risk assessed. This includes the use of private vehicles, motorcycles and bicycles.
- 38.3 Business Managers shall ensure that they have appropriate systems in place to ensure that all employees driving on council business have the appropriate licence to do so, their vehicle has business cover insurance, their vehicle is taxed and MOT'd.
- 38.4 Business Managers shall also ensure that the above policy is implemented within their relevant units.
- 38.5 Further guidance may be found within the Workplace Transport Policy and the Driver's Handbook.

### **C39 Vibration - Hand-Arm**

- 39.1 The Control of Vibration at Work Regulations 2005 requires that employers assess and identify measures to eliminate or reduce risks from exposure to hand-arm vibration to protect employees from risks to their health. They also place restrictions regarding the amount of exposure an employee may have to vibration.
- 39.2 It is this council's aim to ensure that vibrating equipment provided does not expose individuals to vibration levels exceeding the current exposure action value of  $2.5 \text{ m/s}^2 \text{ A(8)}$ . Where this is not possible, Business Managers will ensure that risk assessments are completed, that all relevant requirements of the above regulations are implemented and exposure to individuals is frequently monitored and documented. Under **NO** circumstances should Business Managers allow staff to use equipment which allows them to exceed the exposure limit value of  $5.0 \text{ m/s}^2 \text{ A(8)}$ .
- 39.3 Business Managers shall ensure that a suitable risk assessment has been undertaken for all tasks which expose staff to vibration at work.
- 39.4 Further guidance identifying how this council will ensure compliance with the above legislation may be found within the Hand-arm Vibration Policy.

### **C40 Volunteers and Volunteering**

- 40.1 This council offers many opportunities to take part as a volunteer, ranging from dedicated national volunteer schemes to site or service specific.
- 40.2 As an employer the council has a legal duty to ensure, so far as is reasonably practicable, the safety of all persons who may be affected by our acts or omissions and to assess the risks to the health and safety of our employees and others including volunteers. We also have a duty to implement suitable control measures.
- 40.3 The same health and safety standards should be applied to volunteers as for employees exposed to the same risks.
- 40.4 Where volunteers are utilised to undertake tasks/functions on behalf of the council, it is the responsibility of the Business Manager for the appointing business unit to ensure that there are appropriate systems in place to ensure the continued safety of volunteers.
- 40.5 To ensure the safety of volunteers, and compliance with relevant legislation, Business Managers shall ensure that:
- (a) Volunteers are assessed prior to commencement to ensure they are suitable for the intended tasks and are able to carry them out safely.

- (b) Working arrangements (e.g. hours of work) and health and safety responsibilities are agreed upon and confirmed prior to training or employment commencing.
- (c) Where required, suitable and sufficient assessments are produced for the work to be undertaken by the volunteer and results of the assessment recorded.
- (d) Where risk assessment identifies significant or specific risks, these must be addressed and volunteers be provided with adequate information about the hazards present in the area(s) in the workplace and that measures are in place to reduce the risk.
- (e) The volunteer is clear about the tasks that they are expected to do and what not to do.
- (f) They know how to report defective or damaged equipment and to whom, where to obtain replacements, and what maintenance is necessary.
- (g) Volunteers are provided with an induction and receive appropriate information prior to commencement.
- (h) Volunteers are appropriately trained, especially where they are to carry out higher risk activities.
- (i) Appropriate supervision is provided.
- (j) Volunteers are aware of this council's procedure for reporting accidents.
- (k) Volunteers understand their duties as specified below.

#### 40.6 **Duties of Volunteers**

Volunteers have a responsibility to comply with this Health and Safety Policy and local safe systems of work. To ensure their safety and the safety of others, volunteers must:

- (a) Follow any safety arrangements implemented for their protection, including attending training sessions, complying with control measures, etc.
- (b) Not act in a manner that adversely affects their own health and safety or the health and safety of anyone else.
- (c) Only use equipment that they are trained and authorised to use. Report all accidents.
- (d) Report any perceived or real shortcomings in their health and safety protection.

#### **C41 Work Equipment – Provision and Use**

41.1 The Provision and Use of Work Equipment Regulations 1998 place duties on employers who own/operate work equipment. Work equipment is any machine, appliance, tool or installation for use at work. This includes equipment which employees have provided for their own use.

These regulations require that equipment provided for use at work is:

- (a) Suitable for its intended use;
- (b) Maintained in a safe condition and appropriately inspected;

- (c) Used only by trained/competent employees;
  - (d) Accompanied by suitable health and safety measures, i.e. PPE, safety guards, emergency stops, etc;
  - (e) Used in accordance with specific health and safety requirements.
- 41.2 It is the policy of this council to provide a safe working environment in relation to work equipment safety and to ensure all employees receive appropriate safety information and training in their work equipment.
- 41.3 Business Managers are responsible for ensuring that:
- (a) all equipment used by employees at work is suitable for its intended use;
  - (b) each employee has received adequate information, instruction and training;
  - (c) a risk assessment has been completed for equipment which poses a significant risk;
  - (d) suitable personal protective clothing is worn at all times when necessary for the safe operation of work equipment;
  - (e) if appropriate, all work equipment is regularly maintained and inspected;
  - (f) that the work equipment is suitably guarded;
  - (g) All relevant equipment is provided with an appropriate emergency stop, signage, or other necessary safety device.
- 41.4 Those purchasing work equipment shall ensure that it conforms to the relevant standards and is CE marked. They shall also have consideration for hazards produced by the equipment (i.e. noise, vibration, dust, fumes, etc.) and where possible and reasonable practicable purchase lower risk equipment.

#### **Work Equipment – Maintenance and Inspection**

- 41.5 This council will ensure that all plant and equipment (e.g. lift trucks, vehicles, gas appliances, machinery guarding, ladders, electrical equipment, lifting equipment, air receivers, ventilation plant) that requires maintenance (e.g. pre-start checks, servicing, thorough examinations) is identified and that the maintenance is completed.
- 41.6 Maintenance of such plant and equipment is the responsibility of Business Managers. Business Managers will ensure:
- That the Insurance Officer is notified of all equipment requiring statutory examination.
  - Regular examination and testing, by a competent person, of all plant and equipment in accordance with statutory provisions, codes of practice and risk assessments;



- The recording of all such tests, examinations and remedial action taken. Records of the engineers report and all other relevant documentation shall be maintained on site for at least 3 years.
  - The withdrawal and isolation of all defective plant, equipment and installations until remedial work is effective.
  - The Insurance Officer is notified of all new equipment provided which requires statutory examinations.
- 41.7 The Insurance Officer is responsible for ensuring that all equipment bought to his/her attention, being identified as requiring a statutory examination, is included within the insurer's examination schedule.
- 41.8 The Insurance Officer shall ensure that all defects identified within the subsequent report are brought to the attention of the relevant Business Manager. The Business Manager is responsible for ensuring that all required works/defects identified within the statutory are dealt with accordingly and that the Insurance Officer is notified that the works have been suitably addressed.

#### **Work Equipment – Lifting Equipment Use and Operations**

- 41.9 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) places duties on employers who own, operate or have control of lifting equipment.

These regulations require that all lifting equipment and its associated accessories (i.e. slings, chains, harnesses, ropes etc) are:

- (a) Fit for purpose;
- (b) Appropriate for the task;
- (c) Suitable marked; and
- (d) Inspected.

- 41.10 In addition to the above requirements the LOLER Regulations also place duties on the person undertaking a lifting operation. These include:

- (a) The lift operation must be properly planned;
- (a) People involved must be suitably competent;
- (b) The operation must be suitable supervised; and
- (c) It should be carried out in a safe manner.

- 41.11 To ensure compliance with the above, the Business Manager shall ensure that:

- (a) All lifting equipment used within their unit is suitable and appropriate for its intended use;
- (b) has an appropriate lift examination certificate;
- (c) if owned by the council it is appropriately maintained;

- (d) is only operated by competent persons;
- (e) all lifting operations utilising mechanical lifting equipment is appropriately planned and subsequently supervised. For significant lifting operations a risk assessment and work method statement shall be produced and evaluated by the Safety and Risk Management Officer;
- (f) the Insurance Officer is made aware of all lifting equipment owned by the council so that they may ensure the equipment is subject to the necessary statutory examinations;
- (g) That all faults identified within the statutory examination or during normal inspection or prior to use are dealt with accordingly;
- (h) Lifting equipment is appropriately isolated and stored when not in use.

#### **C42 Working at Heights**

- 42.1 The Work at Height Regulations 2005 apply to all work at height where there is a risk of a fall which is likely to cause personal injury. These regulations place duties on employers, the self-employed and any person who controls the work of others (e.g. facilities managers or building owners who may contract others to work at height) to the extent they control the work.
- 42.2 The regulations set out a simple hierarchy for managing and selecting equipment for work at height.
- 42.3 The regulations require duty holders to ensure:
- Avoid all work at height where possible
  - All work at height is properly planned and organised;
  - All work at height takes account of weather conditions that could endanger health and safety;
  - Those involved in work at height are trained and competent;
  - The place where work at height is done is safe;
  - Equipment for work at height is appropriately inspected;
  - The risks from fragile surfaces are properly controlled; and
  - The risks from falling objects are properly controlled;
  - Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.
  - Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- 42.4 Business Managers shall ensure that all work undertaken by employees at height is in accordance with the above regulations and relevant HSE guidance.
- 43.5 Business Managers and/or persons controlling work at heights or contractors are responsible for ensuring the above duties are complied with.

Where such work is being undertaken by contractors, the above person shall make reasonable enquiries to ensure the contractor and their sub-contractors are using appropriate methods of access when working at heights. Persons controlling such works should therefore request copies of relevant risk assessments and work method statements for evaluation.

- 42.6 Business Managers shall ensure that there are suitable risk assessments for all significant works at height, i.e. those tasks where it is foreseeable for persons to be significantly injured.
- 42.7 Business Managers shall ensure that all staff required to work at height or manage others, including contractors, who work at height have received appropriate instruction and training.

### **C43 Young Persons – (under 18 years of age)**

- 43.1 A suitable risk assessment, using this council's agreed pro-forma, shall be carried out for all young persons aged between 13 and under the age of 18 when either employed by this Authority or on work experience.
- 43.2 The Business Manager responsible for this young person must carry out this assessment prior to employment or work experience.

The assessment must:

- Take into account their inexperience, lack of awareness of existing or potential risks, and immaturity;
  - Address specific factors within the risk assessment;
  - Identify working time/working pattern restrictions;
  - Provide information to parents of school age children about the risk and the control measures introduced;
  - Take account of the risk assessment in determining whether the young person should be prohibited from certain activities.
- 43.3 Copies of this assessment should be supplied to the school or legal guardian for their information.

### **C44 Audit and Review**

- 44.1 This policy will be formally reviewed at least every 2 years and at any other times when activities, staff structure, accidents occur or when there are significant changes to legislation.

Safety and Risk Management Officer

March 2019

Review date ~~March 2021~~

Agreed by JCC & SLT ~~March 2019~~

## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **PROPOSAL FOR PUBLIC SPACE PROTECTION ORDERS – NEWARK TOWN CENTRE AND SITES IN BALDERTON**

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

- 1.1 To report the findings of the consultation with key partners and members of the public, on the proposed Public Space Protection Order (“PSPO”) in the following areas:
- a. Newark town centre
  - b. Coronation Park, Balderton
  - c. Balderton Lakes
  - d. Lakeside Shopping centre, Balderton

and to seek approval for the making of the formal making of the Public Space Protection Orders.

#### **2.0 Background Information**

- 2.1 In March 2021 the Committee considered a report on a Public Space Protection Order in relation to controls to combat anti-social behaviour in Newark town centre, Coronation Park, Balderton Lakes, and Lakeside shopping centre and recommended that formal consultation took place with the following:

##### **Newark Town Centre:**

Newark Town Council  
Nottinghamshire Police  
Nottinghamshire Fire and Rescue  
Nottinghamshire County Council Youth Outreach teams  
Members of the Public  
Licensed premises via Pub Watch  
Retail premises via Shop Watch  
Public Consultation via NSDC Website & Nottinghamshire Police Website  
Change, Grow, Life

##### **Coronation Park, Balderton Lakes, Lakeside Shopping Area:**

Balderton Parish Council  
Nottinghamshire Police  
Nottinghamshire Fire and Rescue  
Nottinghamshire County Council Youth Outreach teams  
Members of the Public  
Banks, Long & Co Management Company for Lakeside Shopping Centre  
Lakeside Shopping Centre shops  
Public Consultation via NSDC Website & Nottinghamshire Police Website  
Change, Grow, Life

### 3.0 **Introduction**

- 3.1 The consultation has been carried out in accordance with Government guidance and has considered if the geographical area and specific controls enforced under the proposed PSPOs are necessary and appropriate.
- 3.2 The consultation took varying forms; partnership agencies (Nottinghamshire Police, Nottinghamshire Fire & Rescue Service, Newark Town Council, Balderton Parish Council, Nottinghamshire County Council youth outreach teams, and Change, Grow, Live) were provided with questionnaires.
- 3.3 The public proposal took place by way of displaying the proposed PSPO on the council's website, on the "Have Your Say" webpage.
- 3.4 Retail premises in the town centre and Lakeside shopping centre were visited by council officers and provided with questionnaires.
- 3.5 Internal teams have been consulted, i.e. Environmental Services, along with Ward Members for each of the four proposed areas. Consultation has also taken place via Pub Watch and Shop Watch (retail premises) members.
- 3.6 Responses have been received and are set out in a summary document attached as Appendix One.
- 3.7 All the respondents are supportive if the proposals to introduce a PSPO at the locations set out. IN relation to all the proposed areas the police make the comment that 'This dispersal power will allow officers to disperse those who are likely to engage in ASB and prevent issues before they take place'.
- 3.8 There have been some suggested amendments to the boundary of the Newark town centre area. Both of the areas suggested have not been subject to ASB and it would be difficult to justify their inclusion. In addition to this the proposed PSPO are currently matches that of the alcohol PSPO and changes to the boundary could lead to confusion.

### 4.0 **Proposals**

- 4.1 Due to the history of anti-social behaviour in Newark town centre and specific areas of Balderton, it is proposed that Public Space Protection Orders be considered for Newark town centre, Coronation Park, Balderton Lakes, and Lakeside Shopping Centre.
- 4.2 The terms of the PSPO being:

***If a police officer, police community support officer, or authorised officer of the council has reasonable grounds to suspect that the behaviour of the person in the location has contributed or is likely to contribute to members of the public in the area being alarmed, harassed or distressed, they can direct the person to,***

***(a) Leave the location, or part of the location, and***

***(b) Not to return to the location, or part of the location, for the period specified in the direction ("the exclusion period")***

***The exclusion period must not exceed 48 hours and must***

***a) Be given in writing, unless that is not reasonably practicable***

***b) Must specify the area to which it relates***

***c) May impose requirements as to the time by which the person must leave the area and the manner in which the person must do so (including the routes)***

- 4.3 Maps showing the proposed areas of the PSPOs are attached; the area defined as Newark town centre is outlined in red in Appendix Two, Balderton Lakes, Coronation Park and Lakeside shopping centre are outlined in red in Appendix Three. These indicate the extent of the proposed PSPO areas.
- 4.4 It is proposed that the areas of the PSPO for Newark Town centre matches exactly that which is already included within the PSPO for alcohol controls.
- 4.5 Failure to comply with the PSPO is an offence. It is proposed that the fixed penalty level or all Public Space Protection Orders is set at £100.00 reduced to £75.00 if made within 14 days. This aligns the penalty level with that of similar environmental and ASB offences.
- 4.6 It is proposed that the enforcement of PSPO's will be carried out by Authorised officers of the council and police.

### **Equalities Implications**

- 5.1 The introduction of a PSPO should not have any impacts on any protected characteristic groups. The consultation has not raised any equality issues.
- 5.2 Any enforcement of the PSPO will be undertaken in line with the Councils Corporate Enforcement Policy.

### **6.0 Digital Implications**

- 6.1 None from This report

### **7.0 Financial Implications** (FIN21-22/5874)

- 7.1 The PSPO will be required to be advertised once it is made. The existing budget will be used for this purpose.
- 7.2 Signage setting out the controls in place will need to be distributed across each area. Existing budgets will be used for this.
- 7.3 PSPOs can be enforced by the use of fixed penalty notices. It is not anticipated that any significant income will be generated by this activity.

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

- 8.1 The objectives that this report is relevant to, they are:

Reduce crime and anti-social behaviour and increase feelings of safety in our communities

8.2 The creation and enforcement of a PSPO as proposed will assist in the delivery of these elements of the Community Plan.

## 9.0 **RECOMMENDATION**

Members are asked to:

(A) Agree the terms of the PSPO as being

- a. *Leave the location, or part of the location, and*
- b. *Not to return to the location, or part of the location, for the period specified in the direction (“the exclusion period”)*

*The exclusion period must not exceed 48 hours and must*

- I. *Be given in writing, unless that is not reasonably practicable*
- II. *Must specify the area to which it relates*
- III. *May impose requirements as to the time by which the person must leave the area and the manner in which the person must do so (including the routes)*

(B) Agree the areas as set out below and defined in the maps in Appendix Two and Appendix Three,

- a. Newark town centre
- b. Coronation Park, Balderton
- c. Balderton Lakes
- d. Lakeside Shopping centre, Balderton

### **Reason for Recommendation**

To put appropriate controls in place to combat anti-social behaviour in Newark town centre, Coronation Park, Balderton Lakes, and Lakeside shopping centre.

Background Papers - Nil

For further information, please contact Alan Batty ext. 5467.

**Matthew Finch**

**Director - Environment and Communities**



**PSPO NEWARK TOWN CENTRE – SUMMARY OF CONSULTATION RESPONSES**

	The Council are currently considering a PSPO for Newark Town Centre in relation to combatting anti-social behaviour. Do you support this?		The term of the PSPO would include a direction to leave a specified area. Do you agree with this term?		Do you support the designated areas included in the PSPO, as shown on the map?		If you have had any reports of anti-social behaviour in the last 12 months, please give brief details including location:	On a scale of 1 to 5 how big a problem do you think this is? 1 being nil impact and 5 being severe	Any further comments:
	Yes	No	Yes	No	Yes	No			
Nottinghamshire Police	✓		✓		✓		<p>Newark Town Centre frequently appears in the partnership ASB report as an area suffering from significant ASB.</p> <p>Crime Stats: The following figures are for Newark Ward: ASB incidents between 09/05/19-09/05/20: 1182 ASB incidents between 09/05/20-09/05/21: 1417 Increase of 23.5%</p> <p>This is clearly a huge amount of ASB to be taking place in a relatively small area and has a detrimental impact on those who live, work and visit the locality. As a result of reported ASB, complaints from residents and Councillors I have over the last year taken the decision to increase officers enforcement powers and authorised a Police Authority dispersal order in Newark Town Centre on 7 occasions.</p>	5	additional comments on questionnaire captured below
Nottinghamshire Fire & Rescue Service	✓		✓		✓			1	Additional comments on questionnaire captured below
NCC Communities Team	✓		✓		✓		I do not directly deal with reports of ASB as this is not part of my role. However, I am a member of the Bassetlaw and Newark and Sherwood Community Safety Partnership Delivery Group and partners from NSDC Public Protection & Police update the group on all matters of ASB, including numerous at this location.	4	No additional comments provided
Boots Optician's	✓		✓					4	additional comments on questionnaire captured below
Sally's Beauty, St Mark's Place, Newark	✓		✓		✓			5	No additional comments provided
Wizard Toys	✓		✓		✓		Drug use in the service yard behind the shop	5	additional comments on questionnaire captured below

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**PSPO NEWARK TOWN CENTRE – SUMMARY OF CONSULTATION RESPONSES**

NSDC Environmental Services	✓		✓		✓			-	additional comments on questionnaire captured below
Councillor Keith Girling	✓		✓		✓			-	additional comments on questionnaire captured below
Councillor Irene Brown	✓		✓		✓			4	No additional comments provided
Councillor Rita Crowe	✓		✓		✓			-	additional comments on questionnaire captured below
B&M	✓		✓		✓		The level of shop theft increasing has been a big issue	5	additional comments on questionnaire captured below
Newark Town Council	✓		✓		✓				Additional comments on questionnaire captured below

**Any further comments:**

**Nottinghamshire Police:**

“This dispersal power will allow officers to disperse though who are likely to engage in ASB and prevent issues before they take place.”

**Nottinghamshire Fire & Rescue:**

“The only trends we have in this area are in Tolney Lane. No concerns elsewhere.

**Boots Opticians:**

“Groups in Market Place make it quite intimidating. Walking to and from work large groups of men gathering in side streets i.e. College and urinating also makes this very intimidating when walking home alone”.

**Wizard Toys, Kirkgate:**

“Shoplifting & drugs activity taking place in and behind the store almost daily. We have had staff physically abused within recent months. Town Centre patrols required frequently & urgently”.

**NSDC Environmental Services:**

“Sherwood Avenue Park – older gang of young people bullying younger kids at the skateboard area, damaging the ramps and park infrastructures, smoking, drinking and drugs in the evenings. Killing pigeons

St Mary’s Church Gardens – street drinkers, litter, use of the grounds for drugs, drinking and toilet. Vandalism to new historic signage. Concerns raised by the St Mary’s Church and nearby neighbours

Friary Gardens, Beaumont Gardens and around the library – day time street drinkers, rowdiness and litter witnessed during site visits and reported via groups such as Newark in Bloom.

Riverside Gardens – damage to fencing, damage to newly planted trees, overload vehicles churning up the grassed areas.

**PSPO NEWARK TOWN CENTRE – SUMMARY OF CONSULTATION RESPONSES**

Riverside Walk between Trent Bridge and TKMax. Huge litter problem left by street drinkers. Damage and graffiti to bins and benches. Feeling of intimidation when crossing Newark between train stations”.

**Councillor Girling:**

“I am happy to support the proposal as indicated”.

**Councillor Crowe:**

“I fully support this proposed Public Space Protection Order”.

**B&M:**

“On the map it doesn’t look like it includes B&M / Co-op on Victoria Street / Albert Street – to include this area”

**Newark Town Council:**

“It would be good to include Fountain gardens as it’s on the edge of the area anyway.

I can see that the groups that currently meet in Beaumont Gardens and Sherwood Park might be forced out and the nearest green space is then Fountain Gardens.”

**PSPO BALDERTON – SUMMARY OF CONSULTATION RESPONSES**

	The Council are currently considering a PSPO for three areas within Balderton in relation to combatting anti-social behaviour. Do you support this?		The term of the PSPO will include a direction to leave a specified area. Do you agree with this term?		Do you support the designated areas which will be covered by a PSPO, as shown on the map marked A,B and C?			If you have had reports of anti-social behaviour in the last 12 months, please give brief details:	On a scale of 1 to 5 how big a problem do you think this is? 1 being nil impact and 5 being severe	Any further comments:
	Yes	No	Yes	No	A Balderton Lakes, Balderton	B Coronation Park, Balderton	C Lakeside Shopping Centre, Balderton			
Nottinghamshire Police	✓		✓		✓	✓	✓	<p>Balderton frequently appears in the partnership ASB report as an area suffering from significant ASB. Below is the summary from the latest report for April '21:</p> <p>Staff and customers reported ongoing issues with groups of youths congregating around the Lakeside Shopping Centre, London Road. They are said to be entering the stores, being abusive, throwing projectiles and causing minor damage.</p> <p>There were also reports of groups of teenagers congregating in the area of Rowan Way (leading to Balderton Lakes) causing noise nuisance and trying to shoot at wildlife.</p> <p>Crime Stats: The following figures are for Balderton and Farndon Ward: ASB incidents between 09/05/19-09/05/20: 395 ASB incidents between 09/05/20-09/05/21: 690 Increase of 74.68%</p>	5	additional comments on questionnaire captured below

**PSPO BALDERTON – SUMMARY OF CONSULTATION RESPONSES**

								This is clearly a huge amount of ABS to be taking place in a relatively small area and has a detrimental impact on those who live, work and visit the locality. As a result of reported ASB, complaints from residents and Councillors I have over the last year taken the decision to increase officers enforcement powers and authorised a Police Authority dispersal order in Balderton on 3 occasions.		
Nottinghamshire Fire & Rescue Service	✓		✓		✓	✓	✓	No reports	1	additional comments on questionnaire captured below
NCC Communities Team	✓		✓		✓	✓	✓	I do not directly deal with reports of ASB as this is not part of my role. However, I am a member of the Bassetlaw and Newark and Sherwood Community Safety Partnership Delivery Group and partners from NSDC Public Protection & Police update the group on all matters of ASB, including numerous at this location.	4	No additional comments provided
Antonio's Fish Bar, Lakeside Shopping Centre	✓		✓		✓	✓	✓		4	<b><i>Tel. call with Mr Correia on 25/5/21. He confirmed that he had ticked No to the first two questions on the questionnaire in error. He does support the PSPO and the terms of the PSPO</i></b>
Balderton Carpets	✓		✓		✓	✓	✓	Several issues with pupils from Newark Academy but the school is aware and supporting them.	5	No additional comments provided
Balderton Parish Council	✓		✓		✓	✓	✓	Ongoing reports ranging from wildlife being killed at the Lakes to young people on Coronation Park (setting off fireworks, firing ball bearings, kicking fence panels of neighbouring properties, etc)	4	additional comments on questionnaire captured below
Balderton Pizza House	✓		✓		✓	✓	✓	Called the Police numerous times	5	No additional comments provided
Banks, Long & Co	✓		✓		✓	✓	✓	-	4	additional comments on questionnaire captured below
Youth Offending Team	✓		✓		✓	✓	✓	-	4	additional comments on questionnaire captured below

**PSPO BALDERTON – SUMMARY OF CONSULTATION RESPONSES**

NSDC Environmental Services	✓		✓		✓	✓	✓	-	-	additional comments on questionnaire captured below
Lidl GB Area Manager	✓		✓		✓	✓	✓	Lakeside Shopping Centre weekly	-	additional comments on questionnaire captured below
Councillor Betty Brooks	✓		✓		✓	✓	✓	-	-	additional comments on questionnaire captured below
Councillor John Lee	✓		✓		✓	✓	✓	-	-	additional comments on questionnaire captured below
Tallis Autostores Ltd	✓		✓		✓	✓	✓	-	5	No additional comments provided

**Specific Comments:**

**Any further comments:**

**Nottinghamshire Police:**

“As a result of increasing concern, In November 2020 I requested NSDC considers a PSPO for Balderton to give officers additional powers to deal with the ASB issues. As a result of that request the partnership analyst produced a analytical document to support the request.”

“This dispersal power will allow officers to disperse though who are likely to engage in ASB and prevent issues before they take place.”

**Nottinghamshire Fire & Rescue:**

“NFRS has no issues or trends in this area at this present time”.

**Antonio’s Fish Bar:**

No additional comments

**Balderton Carpets:**

“Fire related nuisance continues to be an issue in this area. There is a clear risk to public and this PSPO will give the police and council powers to deal with any further issues.”

**Balderton Parish Council:**

“The problems always almost seem to escalate with the lighter, long evenings and when the field is closed at dusk (young people climb over the fence to the park). Residents report feeling intimidated and reluctant to sit in their gardens for fear of being targeted”

**Balderton Pizza House:**

No additional comments

## **PSPO BALDERTON – SUMMARY OF CONSULTATION RESPONSES**

**Banks, Long & Co:**

“As Managing Agents for the parade of retail units to the side of Lidl we receive a number of calls from the tenant’s expressing concerns about anti-social behaviour in the area. This has taken the form of skateboarding on the pedestrian concourse, ball games, items being thrown into the canopy causing damage to the canopy, property damage to signs, litter and other such behaviour. This not only causes concerns to tenants but also people shopping in the area and has the potential to cause significant issues with the management of health and safety in this area.”

**Youth Offending Team:**

“There has been recent referrals to the Youth Justice Service in relation to ASB in this area, namely the act of targeting wildlife. We have also been in contact with the local ASB Officers who have confirmed concerns in relation to large groups of young people congregating in the centre. The YJS will also be looking to explore projects to work with these groups and these are to be discussed to consider how to reduce the ASB in the identified area”.

**NSDC Environmental Services:**

“I have received general reports via emails and social media comments (on the Sconce and Devon Park Facebook Page) of littering and wildlife crime around Balderton Lakes. Over the various lockdowns a number of locals have volunteered their time to try and help with litter collection around the lake – including Nitrous Oxide capsules and needles, etc. I have received concerns about a gang of young people using catapults to kill wild birds and water fowl. In the past I have undertaken patrols and comms campaigns to try and help with dog fouling on Coronation Park. At a meeting with the YMCA team they voiced concerns around ASB along the Sustrans route and Balderton Lakes which borders the new sports village”.

**Lidl GB:**

“We support this movement”

**Councillor Brooks:**

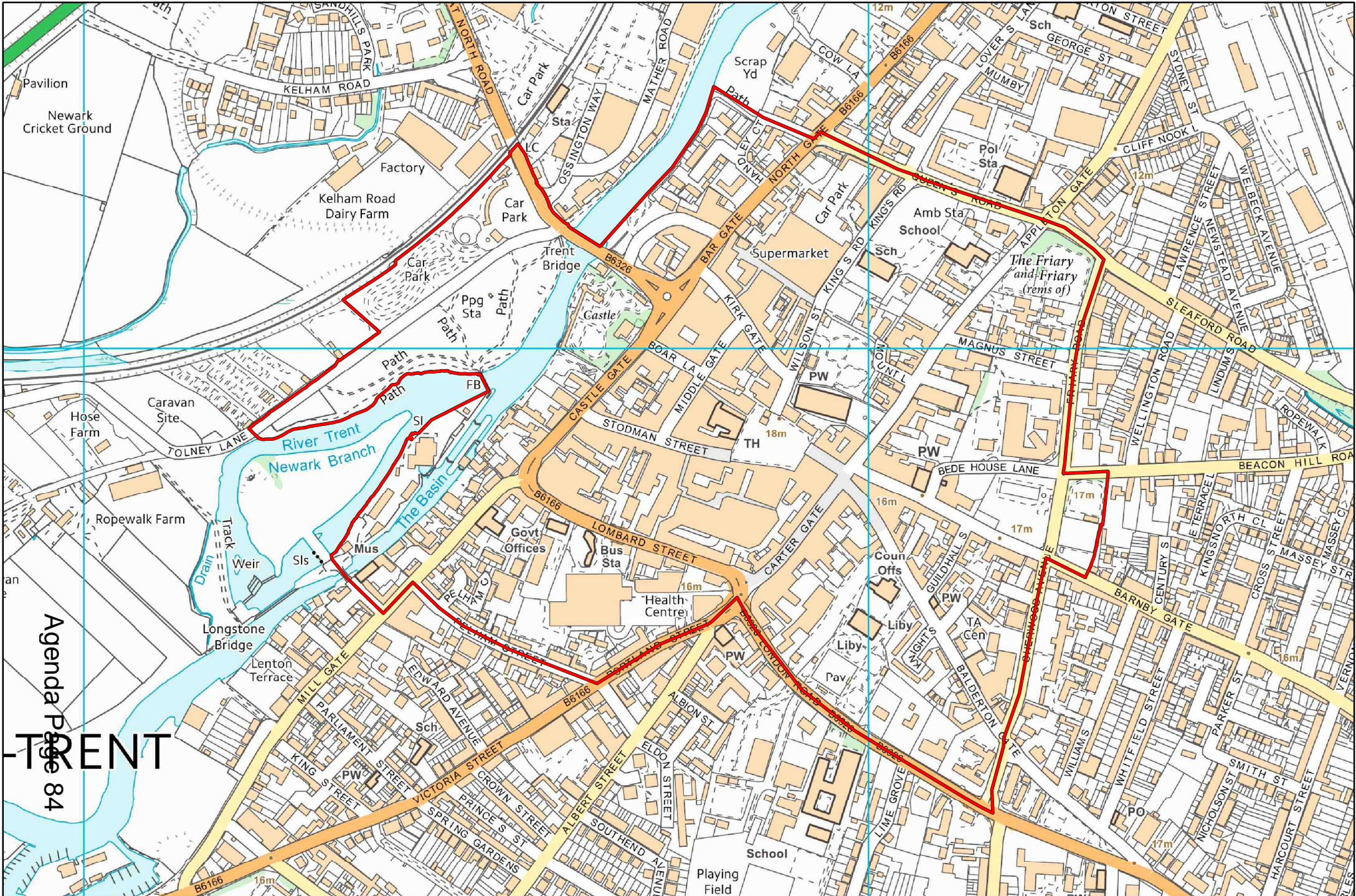
“I agree with all the items and as for rating the anti-social behaviour in Balderton it is a TEN and getting worse”.

**Councillor Lee:**

“More than happy to support this”



# PSPO Map



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## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **ANNUAL REVIEW OF THE EXEMPT REPORTS CONSIDERED BY THE HOMES & COMMUNITIES COMMITTEE**

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

1.1 To provide the Homes & Communities Committee with a list of the exempt business considered by the Committee for the period 14 September 2020 to date.

#### **2.0 Background Information**

2.1 The Councillors' Commission at their meeting held on 25 September 2014 proposed a number of changes in respect of exempt information, one of which being that 'the Committees undertake an annual review of their exempt items at their last meeting prior to the Annual Meeting in May'. This was ratified by the Council on 14 October 2014.

2.2 Members will also be aware that the Council agreed a review mechanism for exempt items which was incorporated into the Access to Information Procedure Rules. Rule 18 provides Members with a mechanism to request a review of exempt information with a view to this being released into the public domain should there be substantive reasons to do so.

#### **3.0 Proposals**

3.1 The following table provides the exempt business considered by the Homes & Communities Committee for the period 14 September 2020 to date:

<b>Date of Meeting</b>	<b>Agenda Item</b>	<b>Exempt Paragraph</b>	<b>Opinion of Report Author as to current status of the report</b>
14 September 2020	Telephony & Call Centre Solution	Paragraph 3	To remain Exempt
23 November 2020	Urgency Item – Next Steps Accommodation Programme	Paragraph 3	To remain Exempt
18 January 2021	HRA New Build Development Potential Site Report	Paragraph 3	To remain Exempt
15 March 2021	Proposal for Public Space Protection Orders – Newark Town Centre and Sites in Balderton ( <b>Exempt – Appendix One</b> )	Paragraph 3	To remain Exempt

#### **4.0 RECOMMENDATION:**

**That Members consider whether the content of the reports should remain exempt.**

**Reason for Recommendation**

**To advise Members of the exempt business considered by the Homes & Communities Committee for the period 14 September 2020 to date and that those items are recommended to remain exempt.**

Background Papers - Nil

For further information please contact Nigel Hill, Business Manager – Elections & Democratic Services on Ext: 5243.

**John Robinson  
Chief Executive**

## HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

### SAFER STREETS FUND – END OF PROJECT REPORT

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

1.1 To update members on the successful completion of the Safer Streets Fund and the early impacts that have been identified.

#### **2.0 Background Information**

2.1 In January April 2020 the council in partnership with the Office of the Police and Crime Commissioner and the County Council was successful in obtaining funding for the Home office initiative of Safer Streets that was designed to address domestic and acquisitive crime. Two Lower Super Output Areas were identified in the bid and have formed the geographical footprint for the bid. These are the areas around Chatham Court and area on Northgate/Lovers Lane.

2.2 The Newark bid was successful in obtaining an award of £550,000, of which the District Council's allocation was £118,580.

2.3 The table below sets out the activities that were included as the deliverables with in the bid and the lead organisation.

<b>Activity</b>	<b>Lead Organisation</b>	<b>Supporting Organisation</b>
Bicycle Property Marking & Security Events	Nottinghamshire Police	Newark and Sherwood DC
Assessment and Oversee Installation of ANPR	Nottinghamshire Police	Nottinghamshire County Council
Establishing new community hub at Chatham Court	Newark and Sherwood DC	Nottinghamshire County Council
Safer Streets Patrol and Enforcement Operations	Nottinghamshire Police	Newark and Sherwood DC
Environmental Improvements (Street cleansing Repairs)	Newark and Sherwood DC	Nottinghamshire County Council
Neighbourhood Capacity Building + Neighbourhood Watch	Nottinghamshire County Council	Newark and Sherwood DC
Establish a Residents Parking Permit Scheme	Newark and Sherwood DC	Nottinghamshire County Council
Project Management & Governance	Office of the Police and Crime Commissioner	Newark and Sherwood DC
Street Lighting	Nottinghamshire County Council	Nottinghamshire Police
Target Harden Chatham Court	Newark and Sherwood DC	Nottinghamshire Police
Target Hardening General	Nottinghamshire Police	

2.4 The work on the themes was completed by March 2021 and the details around each theme are set out below.

2.5 **Crime Prevention - Target Hardening**

A Burglary Reduction Officer (BRO) has been in place since on 4th October and has made contact with 464 burglary victims and adjacent neighbours. The following summarises the work:

- 464 burglary victims & neighbours offered target hardening (target 312)
- 137 (29.5%) accepted and risk assessments undertaken by BRO
- 327 (70.5%) declined the offer (we also made the offer again to most of these)
- The no. of premises to be target hardened with:
  - a. Gold packages 15
  - b. Silver package 12
  - c. Bronze package 110
- Since the project started in August 2020, there have been no repeat burglary victims
- 38 4G CCTV or WIFI Cameras are now installed at victim/neighbour premises (target 30)
- No incidents have arisen following the installation of the 38 CCTV cameras

2.6 The improvement plan for Chatham Court was implemented following consultation local housing officers and residents. It was necessary to obtain planning permission for some of the main structural changes to Chatham Court but the new door entry system, new cycle store and a new community hub are now in place. The major piece of work at Chatham Court was the upgrade of the door entry system to ensure that all the flats within the complex were provided with a new video door entry control system. This will prevent unknowns being able to enter the buildings. This was supplemented with improved internal lighting, redesigned external door fixings and redecoration to the communal areas.

2.7 Lighting in and around Chatham Court was improved. 13 lamps were upgraded. Improvements to existing CCTV have also been made and environment clean-ups` carried out.

2.8 **Street Lighting**

A list of the top 23 hot spots for acquisitive crime were identified within the two LSAOs and these locations have been visited by lighting engineers, the Designing out Crime Officer and Council colleagues and assessed for how best to upgrade the lighting.

2.9 There have been 489 lamps upgraded. The lamps required a 6 to 8 week lead time and some even longer due to the special aesthetics due to conservation considerations. The installations and the upgrades were completed by Christmas.

2.10 **Preventing Bicycle Thefts**

Seven major Bicycle Property marking campaigns were planned and advertised to ensure good attendance. A large Gazebo was purchased and three events held during Qrt2 and Qrt3 in the open air to mitigate Covid-19 risks and undertaken in key public hot spot locations. A local bicycle shop fitter attended events to fit the security devices and assist with the property markings and registering with BikeRegister.com.

However, the COVID-19 lockdowns meant that the 4 remaining events had to be cancelled. In consequence the Police visiting cyclist at their home and fitting security devices.

2.11 The following summarises the work completed:

- 4 Property Marking/Security Events held (target 7 events)
- 50 staffing hours spent at events (target 112 hours)
- Re Cycle owners residing in target areas or frequent visitors:
- 119 SBD security devices fitted to bicycles
- 65 GPS Tracking devices fitted to cycles (target 30)
- 223 bicycles registered with BikeRegister.com
- There have been no repeat thefts of GPS tracked Bicycles
- Two GPS tracker devices were trialled and found unsuitable so a third type was trialled and find successful.
- The top 10 bicycle theft hot spots were identified and 25 cycle pods were installed during quarter 4 at or close to these locations. A further 24 secure bike spaces have also been provided in the form of hangers or the redesigned bike store making a total with the pods (extra storage) of 74.
- The Capture Bike has been deployed on 6 occasions in these hot spots without incident. The Capture bike will be used over the next three years as part of the sustainability commitment.

2.12 **Neighbourhood Capacity Building and Resilience**

Newark and Sherwood District Council identified a suitable ground floor flat within the Chatham Court complex and have stood the cost of the loss of rental income to support the project. Planning permission was obtained in January 2021 and construction work has now been completed to establish a Community Hub. This will be operational and staffed during 2021-22 as part of the sustainability commitment.

2.12 In addition to the funding in the bid, the Council has, both through its own funding and from the contribution by contractors, spent an additional £21,000 on the development of the Hub. A range of partners are already committed to providing their services from the Hub.

2.14 **Community Capacity Building**

It was established that there are 9 Neighbourhood Watch Schemes registered within the target areas. However, none of these were active. Action was taken to engage with co-ordinators and 5 of them have been now become active again. A number of residents from Chatham Court have joined nearby Neighbourhood Watches.

2.15 The owner of Neighbourhood Alert has created new geographic boundaries to match the target LSOAs and it has been established that there are currently 272 residents signed up to receive alerts.

2.18 The PCC and Chief Constable sent a letter to 1,741 residents inviting them to sign up to the alert system and also invited them to take part in an end of Project survey. At the start of this project there were 2,926 residents signed up to the Neighbourhood Alert in the Newark and Sherwood district. At the end of March 2021, this increased by 546 to 3,472 representing an 18.7% increase. In other areas the overall increase was only 4.5%.

2.19 A Neighbourhood Watch scheme covering the Chatham Court area is being initiated by a resident who has part of a WhatsApp group with 20 of her neighbours.

## 2.20 **Enforcement**

The top 10 acquisitive crime locations have been identified within the two LSOAs. These have been targeted with high visible patrols and the use of a capture bike fitted with GPS. The activity undertaken is set out below

- 500 hours spent patrolling the top 10 hot spots in target areas (overall target 448)
- 14 intelligence reports submitted
- 38 stop and searches undertaken
- 11 arrests made following stop and searches
- Capture Bike deployed 6 times as part of police operations
- 8 of the top 10 offenders have been arrested and in custody

2.21 There have been 6 fixed ANPR cameras have been installed and one redployable ANPR camera fitted to one of the local police cars for operations. Since then, over 3,250,560 reads from these cameras have been received of which 21,681 were positive matches against the Vehicle of Interest database (VOI). From these, 77 were classified as priority activations which led to the Force Control Room dispatching Police Response Officers to investigate and take positive action.

## 2.22 **Environment**

A baseline environmental assessment was undertaken at the start of the project and 62 Streets within the two target LSOAs have been assessed resulting in the identification of 304 issues across 19 environmental categories. 74% of issues relate to weeds/moss on footpaths, boundaries, roads; detritus; overgrown shrubs, trees, hedges and litter/refuse.

2.23 All of these issues impact on the look and feel of the area. Action has been undertaken to address the issues. In addition to a specific day of action environmental improvement works have been undertaken around the Chatham court area resulting in:

- 106 operations/days of action undertaken
- 346 staffing hours spent on activities
- 22 priority streets cleaned/cleansed
- 156 locations where fly tipping/rubbish removed
- 1 household cleared of garden rubbish

## 3.0 **End of Project Survey**

3.1 In order to fully understand the impact that the Safer Streets initiative had had on the area survey was undertaken seeking views on a range of issues related to the Safer Street themes.

3.2 A copy of the full survey and its results are attached as Appendix 1. A summary of some key headline results are set out below.

- 83% of respondents feel safer
- 53 % feel the area is cleaner
- 40% of respondents feel safer after dark
- 44% of respondents feels the community looks out for each other better than it did



#### **4.0 Future Developments**

4.1 In order to build on the positive work that has taken place as part of this project agreement has already been made to develop a Safer Street 2 initiative. This will again be a partnership with the police and the Office of the Police and Crime Commissioner.

#### **5.0 Equalities Implications**

5.1 There will be a range of people from, for example different backgrounds, nationality, religions, etc within the two bid areas. All communications and engagements will need to be targeted appropriately so as to reach a range of communities.

#### **6.0 Financial Implications (FIN21-22/9820)**

6.1 The district Councils allocation from the safer street fund was £118,580 and during 2020/21, all this was either spent or has been committed for elements of the project.

6.2 £83,552 of the grant money was allocated to the Capital Programme for works at Chatham Court, due to being the Council's own asset, the purchase of new CCTV cameras and the bicycle storage which was considered to be capital in nature.

6.3 All the remaining costs have been or will be incurred in revenue, fully funded by the grant received.

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

7.1 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.'

7.2 The actions proposed will assist in the delivery of this element of the Community Plan.

#### **8.0 RECOMMENDATIONS that:**

- a) **Members are asked to note the success of the Safer Streets initiative and the positive survey results.**

#### **Reason for Recommendations**

**To update members on the successful delivery of the Safer Streets initiative.**

#### **Background Papers**

Nil

For further information please contact Alan Batty on Ext 5467

Matthew Finch  
Director – Communities and Environment



# Safer Streets 1 – Have we Made Difference?

[www.NottsAlert.co.uk/SaferStreets1](http://www.NottsAlert.co.uk/SaferStreets1)

## Contact Details

Name:

Address:

Postcode:

Email:

Telephone Number:

## Safer Streets Project Aim 1 - Making your area look and feel better

**Q1. Over the past 6 months, do you think your neighbourhood is cleaner (from litter, graffiti, fly tipping, or overgrowing bushes/trees)?**

Please select **one** option, which is the closest fit to your view

- Yes, its very clean
- Yes, its clean
- It's not changed
- No, it's still not clean
- No, it's still not very unclean

It has not changed	40	26.7%	26.7%		
No it is still not clean	25	16.7%			
No it is still very unclean	6	4.0%		47.3%	
Yes it is clean	48	32.0%			
Yes it is very clean	31	20.7%			52.7%
(blank)		0.0%			
<b>Grand Total</b>	<b>150</b>	100.0%			
			No Change	Negative	Positive

**Q2. Have these environmental improvements made you feel safer?**

- Yes
- No
- Made no difference

Made no difference	56	37.6%	37.6%		
No	33	22.1%		22.1%	
Yes	60	40.3%			40.3%
<b>Grand Total</b>	<b>149</b>	<b>100.0%</b>			
			No Change	Negative	Positive

**Q3. Have you noticed any improvements to Street lighting compared to how it looked before the project started in September 2020?**

- Yes
- No
- Not sure

It has not changed	51	34.0%	42.0%		
No it is still not very well lit	12	8.0%			
Yes it is extremely well lit	46	30.7%		38.7%	
Yes it is very well lit	41	27.3%			58.0%
<b>Grand Total</b>	<b>150</b>	<b>100.0%</b>			
			No Change	Negative	Positive

**Safer Streets Project Aim 2 - Police action to reduce burglary, vehicle crime and bike theft**

In the last 6 months, we have installed 6 ANPR cameras (Automatic Number Plate Recognition) in this area, CCTV cameras have been installed or improved, over 400 street lights have been improved and the police have responded to thousands of vehicles of interest and targeted and arrested the main known offenders.

**Q4. What difference does this make to how confident you feel about parking your car in your area?**

- I feel more confident leaving my car parked in the area
- I feel the same way about parking my car in the area
- I still feel less confident leaving my car parked in the area
- I do not have a car

I do not have a car	22	14.7%			
I feel more confident leaving my car parked in the area	63	42.0%			42.0%
I feel the same way about parking my car in the area	47	31.3%	31.3%		
I still feel less confident leaving my car parked in the area	18	12.0%		12.0%	
<b>Grand Total</b>	<b>150</b>	100.0%			
			No Change	Negative	Positive

**In the last 6 months, we have improved security at 140 houses in this neighbourhood, over 30 houses have been installed with 4G CCTV cameras to deter and detect offenders and improvements have been made to over 400 street lights. The police have undertaken 400 extra hours of patrolling.**

**Q5. What difference has this made to how safe you feel leaving your home unoccupied?**

- I feel much safer
- I feel safer
- It has made no difference to how safe I feel
- I feel less safe

I feel less safe	5	3.4%		3.4%	
I feel much safer	55	36.9%			67.1%
I feel safer	45	30.2%			
It has made no difference to how safe I feel	44	29.5%	29.5%		
<b>Grand Total</b>	<b>149</b>	100.0%			
			No Change	Negative	Positive

**Q6. What difference does this make to how safe you feel in your home at night?**

- I feel much safer
- I feel safer
- It has made no difference to how safe I feel
- I feel less safe

I feel less safe	5	3.4%		3.4%	
I feel much safer	59	39.6%			69.1%
I feel safer	44	29.5%			
It has made no difference to how safe I feel	41	27.5%	30.9%		
<b>Grand Total</b>	<b>149</b>	100.0%			
			No Change	Negative	Positive

**Q7. Compared to 6 months ago before the project started what do you think is the likelihood of your home being burgled?**

- More likely
- Less likely
- No change

Less likely	75	50.3%			50.3%
More likely	15	10.1%		10.1%	
No change	59	39.6%	39.6%		
<b>Grand Total</b>	<b>149</b>	100.0%			
		0.0%			
			No Change	Negative	Positive

## Safer Streets Project Aim 3 - Preventing crime by improving security

**Q8. Were you offered, or did you receive any security measures during the project? (This could have been home and/or bike security)**

- Yes and took up the offer
- Yes but declined the offer
- No
- Not sure

No	115	77.2%
Not sure	6	4.0%
Yes and took up the offer	23	15.4%
Yes but declined the offer	5	3.4%
<b>Grand Total</b>	<b>149</b>	<b>100.0%</b>

**Following the neighbourhood improvements e.g. improved lighting, more CCTV, ANPR cameras, more security, patrols:**

**Q9. Overall, please say how safe or unsafe you generally feel now:**

Outside in your local area during the day?

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

Neither safe nor unsafe	21	14.1%	14.1%		
Safe	62	41.6%			82.6%
Unsafe	4	2.7%			
Very safe	61	40.9%			
Very unsafe	1	0.7%		3.4%	
<b>Grand Total</b>	<b>149</b>	<b>100.0%</b>	<b>No Change</b>	<b>Negative</b>	<b>Positive</b>

Outside in your local area **after dark?**

- Very safe
- Safe
- Neither safe nor unsafe
- Unsafe
- Very unsafe

Neither safe nor unsafe	50	33.6%	33.6%		
Safe	37	24.8%			39.6%
Unsafe	37	24.8%			
Very safe	22	14.8%			
Very unsafe	3	2.0%		26.8%	
<b>Grand Total</b>	<b>149</b>	100.0%	No Change	Negative	Positive

**Q10. Has the improved level of street lighting made you feel safer?**

- Yes
- No
- Made no difference

Made no difference	44	29.5%
No	11	7.4%
Yes	94	63.1%
<b>Grand Total</b>	<b>149</b>	100.0%

**Q11. Has the improved CCTV made you feel safer?**

- Yes
- No
- Made no difference

Made no difference	37	24.8%
No	11	7.4%
Yes	101	67.8%
<b>Grand Total</b>	<b>149</b>	100.0%

## Q12. Have the improved Police patrols made you feel safer?

- Yes
- No
- Made no difference

Made no difference	41	27.5%
No	49	32.9%
Yes	59	39.6%
<b>Grand Total</b>	<b>149</b>	100.0%

## Safer Streets Project Aim 4 – Understanding your community safety needs and working with you to address these

### Q13. Which of the statements below best describes your local area?

The area where I live is a place where most local people look out for each other  
(Please select **one** option, which is the closest fit to your view)

- Never
- Rarely
- Occasionally
- Often
- Always

Always	52	34.9%		89.3%
Never	6	4.0%		
Occasionally	46	30.9%		
Often	35	23.5%		
Rarely	10	6.7%	10.7%	
<b>Grand Total</b>	<b>149</b>	100.0%	Negative	Positive

**Q14. In relation to question 13 above, has this improved over the last 6 months?**

- Yes
- No
- Not sure

No	47	31.5%
Not sure	37	24.8%
Yes	65	43.6%
<b>Grand Total</b>	<b>149</b>	100.0%

**Q15. Would you like to get involved in a local group (either online or in person) to receive or provide advice, support and opportunities to address issues in your neighbourhood, including community safety issues?**

- I already provide this support or similar
  - I would like to learn more first
  - Yes, I would like to get involved
  - No thanks but I would like to receive information by email
  - No thanks
  - Other (Please specify)
- .....

I already provide this support or similar	8	5.4%
I would like to learn more first	22	14.8%
No thanks	63	42.3%
No thanks but I would like to receive information by email	22	14.8%
Yes I would like to get involved	34	22.8%
<b>Grand Total</b>	<b>149</b>	100.0%

1 person said "in neighbourhood watch and Whasapp group"



## Q16. If you have said no to question 15, what is stopping you?

- Don't know how to
  - Confidence
  - Lack of technology to be involved in online groups
  - Time
  - Prefer not to say
  - Other reason (Please specify)
- .....

Confidence	10	8.3%
Do not know how to	7	5.8%
Lack of technology to be involved in online groups	2	1.7%
Prefer not to say	54	45.0%
Time	47	39.2%
<b>Grand Total</b>	<b>120</b>	<b>100.0%</b>

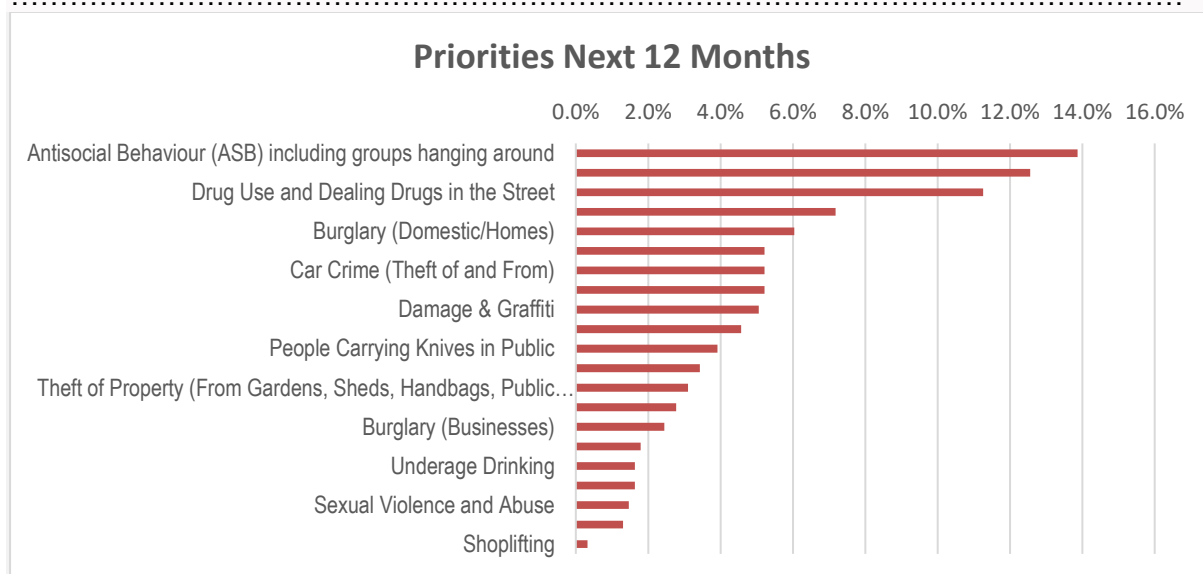
## Safer Streets Project Aim – Next 12 months

### Q17. Are there any specific crime or antisocial behaviour issues that you would like to see the police and other agencies do more to tackle in your area over the next 12 months?

Please select up to **five** options, which you consider as being **significant** issues and of concern to you, in the area where you live or visit i.e. within a 15-minute walk from your home. Include problems arising prior to Covid-19 restrictions.

- Antisocial Behaviour (ASB) including groups hanging around
- Burglary (Businesses)
- Burglary (Domestic/Homes)
- Bike Theft
- Damage and graffiti
- Drug use and dealing drugs in the street
- Car crime (Theft of and from)
- People carrying knives in public
- Theft of property (from gardens, sheds, handbags, public areas)
- Public disorder in the street
- Hate Crime in public areas
- Violence – being assaulted or threatened in public areas
- Shoplifting
- Reckless and dangerous driving
- Robbery/Theft from Person
- Sexual violence and abuse
- Speeding

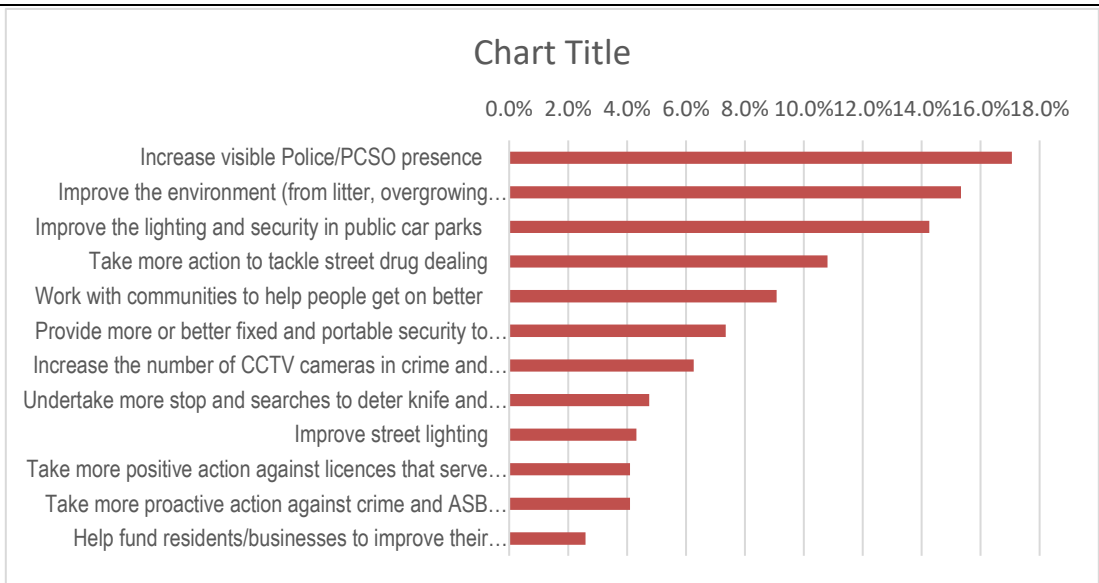
- Poor Environment e.g. poor lighting, overgrowing trees, bushes, potholes, litter, graffiti
- Rough Sleepers
- Underage drinking
- Other (Please specify)



**Q18. What action should be taken to address the problems you have identified and improve your feelings of safety?**

Please select your **five** options that apply:

- Increase visible Police/PCSO presence
- Increase the number of CCTV cameras in crime and ASB hot spots
- Improve street lighting
- Provide more or better fixed and portable security to protect bicycle theft
- Help fund residents/businesses to improve their physical security of their homes
- Improve the lighting and security in public car parks
- Take more action to tackle street drug dealing
- Undertake more stop and searches to deter knife and drug crime
- Take more positive action against licences that serve or sell alcohol
- Work with communities to help people get on better
- Improve the environment (from litter, overgrowing bushes, potholes, and graffiti)
- Take more proactive action against crime and ASB persistent offenders
- Other (Please specify)



## ABOUT YOU

1 Are you: *Please tick ✓ one box*

Male

Female

Prefer to self-describe: \_\_\_\_\_

5

Female	72	49.3%
Male	74	50.7%
<b>Grand Total</b>	<b>146</b>	<b>100.0%</b>

2 Which of the following age groups do you belong to? *Please tick ✓ one box*

16 to 24

35 to 44

55 to 64

75 and over

25 to 34

45 to 54

65 to 74

16 to 24	3	2.1%
25 to 34	26	17.8%
45 to 54	26	17.8%
55 to 64	36	24.7%
65 to 74	27	18.5%
75 or over	8	5.5%
<b>Grand Total</b>	<b>146</b>	<b>100.0%</b>

3 Do you have any long-term illnesses, health problems or disabilities which limit your daily activities or the work you can do? *Please tick ✓ one box*

Yes

No

No	133	91.1%
Prefer not to say	2	1.4%
<b>Grand Total</b>	<b>146</b>	<b>100.0%</b>

Any other Asian background	1	0.7%
Any other ethnic group	3	2.1%
Black (English/Welsh/Scottish/Northern Irish/British/Irish)	1	0.7%
Prefer not to say	1	0.7%
White (English/Welsh/Scottish/Northern Irish/British/Irish)	127	87.0%
White and Asian	1	0.7%
<b>Grand Total</b>	<b>146</b>	<b>100.0%</b>

4 Have you been a victim of crime in the last three years? *Please tick ✓ one box*

Yes  No

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No	110	75.3%
Yes	36	24.7%
<b>Grand Total</b>	<b>146</b>	<b>100.0%</b>

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**Ward**

Bridge	1	0.7%
Castle	9	6.0%
Magnus And Devon	43	28.5%
Postcode not matched to beat	79	52.3%
Retford West	1	0.7%
<b>Grand Total</b>	<b>151</b>	<b>100.0%</b>

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**Source**

Alert message	6	4.0%
Facebook	1	0.7%
Other Source	144	95.4%
<b>Grand Total</b>	<b>151</b>	100.0%

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## HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

### ANTISOCIAL BEHAVIOUR

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

1.1 To provide the Committee with information on the current position with regard to anti-social behaviour across the district and the range of interventions and enforcement used to combat this behaviour.

#### **2.0 Background Information**

2.1 The Council has attempted to clarify the definition of anti-social behaviour (ASB) in its newly adopted policy. It states:

***There's no single definition of what is meant by ASB. For the purpose of this policy, the Council have adopted the definition applied by the Anti-Social Behaviour Crime and Policing Act 2014:***

- i. conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,***
- ii. conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises,***
- iii. conduct capable of causing housing-related nuisance or annoyance to any person, or***
- iv. conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of business premises***

2.2 ASB covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. Anti-Social Behaviour may include but is not limited to the following examples,

- Persistent, unnecessary or excessive noise
- Excessively loud or persistent parties
- Dogs persistently barking
- Verbal or written abuse including via social media
- Threats of violence
- Damage or threats to damage property
- Graffiti
- Dumping rubbish and littering
- Dog fouling
- Anti-social behaviour as a result of alcohol or drug misuse, including street drinking
- Inconsiderate or inappropriate use of vehicles e.g. off-road motorbikes

#### **2.3 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.

2.4 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 ASB team are supported by the Council's Community Protection Officers. Certain types of ASB, i.e. noise nuisance, dumping of rubbish, are also dealt with by colleagues in Public Protection and Environmental Services.

There are other posts within the Council that have a role to play in reducing ASB, such as Housing Officers, Licensing Officers, Street Wardens, Environmental Health Officers, Park Rangers, Environmental Protection Officers.

As can be seen above the definition of ASB can be wide ranging and the council is not the only agency that has responsibility to recording and reacting to ASB.

- 2.5 The police are a key partner in addressing ASB and they record levels of ASB. The figures for the year 20/21 compared to the previous 12 months are shown below.

April 19 to March 20	April 20 to March 21	% change
2,552	4,366	+71%

- 2.6 One of the Councils 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.

2017/18	- 4.7
2018/19	- 4.0
2019/20	- 1.5
2020/21	+71

- 2.7 The increase in ASB this year is not a Newark and Sherwood phenomenon, but is a picture that is repeated across the county. The percentage increase across the Nottinghamshire force is 50% and a neighbouring authority to Newark and Sherwood has seen an increase of 98%

- 2.8 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 2020 has had a major impact. Many of the cases investigated by N&S ASB Officers have involved gatherings of young people. The council has also seen an increase in neighbour related ASB, potentially as a result of more people being at home during a total of ten months of lockdown and the pent up frustrations that this has caused.

- 2.9 More recently ASB associated with wildlife has been increasing, as has the nuisance caused by off road biking in both rural and urban settings.

3.0 Enforcement and Interventions

- 3.1 There are a range of interventions available to both the Council and the police to tackle ASB. The response will very much depend on the type of ASB being caused. 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 common actions and tools that are used to combat ASB.

Preventative Measures:

**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.

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

**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 multi-agency approach by a range of partners.

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

Enforcement Measures – People:

**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.

**Injunctions to prevent Nuisance or Annoyance** – To stop or prevent individuals engaging in anti-social behaviour. Issued in the County Court for over 18's and in the Youth Court for under 18's and to meet legal test, evidence shows that, on the balance of probabilities, the individual has engaged or likely to engage in behaviour that causes nuisance or annoyance and the Court finds it just to impose an Injunction.



**Criminal Behaviour Orders** - Issued within the criminal court whereby an individual has engaged in criminal and anti-social behaviour. Evidence based that has to satisfy the Court beyond reasonable doubt that the individual has engaged in behaviour that has, or is likely to cause, nuisance, harassment and distress to any person(s) and that an Order will stop the individual's behaviour.

Enforcement Measures – Places:

**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** - An Order which provides the police or Local Authority to close a premises, which is being used, or likely to be used, to commit nuisance or disorder. An initial Closure Order can close a premises for 48 hours however, if the disorder is of such a level, the police or Local Authority can apply to the Magistrates Court for an Order for up to a period of maximum 6 months, which can see a premises closed and access to the premises restricted.

**Public Space Protection Orders** - An Order designed to stop individuals or groups causing anti-social behaviour in a public space. Local Authorities have the powers to implements a PSPO and must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable.

- 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 ASB does not recognise housing tenure, and therefore it is essential that there is effective joint working between the Anti-social Behaviour officers and colleagues in Housing Services. 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 work with and encourage partners to do likewise.
- 3.5 The Business Manager for Public Protection meets regularly with the local Neighbourhood Policing Inspector to discuss a range of issues. There is a more formal meeting each quarter to discuss and agree the local policing priorities for Newark and Sherwood. A range of information is used to inform this process. In April it was agreed that the local policing priority for the first quarter of 21/22 would be anti-social behaviour.
- 3.6 The Community Safety Partnership at its last Joint Strategic Board agreed that ASB should remain a priority. The Community Safety Partnership annual delivery plan identifies number of activities to address this priority.

#### **4.0 Actions and Interventions**

- 4.1 Whilst there are very apparent reasons for the increase in ASB across Newark and Sherwood this should not detract from an ambition to reduce ASB back to the pre covid levels. A range on interventions and activities have been developed and implemented to address ASB

- 4.2 The police have dedicated team that is deployed to respond to reports of ASB. This has now been in place for a number of months. It is deployed to known ASB hotspot for proactive patrolling but is available to react to live reports and to provide a swift response to try and catch the perpetrators in the act of committing ASB.
- 4.3 In addition to this the police also have ongoing operations to deal with off road biking and Newark town centre issues.
- 4.4 The Council's ASB team have worked in a number of local communities where ASB has been identified. This have included, Clipstone, Farndon, Fernwood, Balderton, Bilsthorpe, Newark and Ollerton/Boughton. The ASB seen in these areas has covered a wide range of activities including youths gathering, throwing eggs at properties, wildlife crime, low level vandalism and general neighbourhood disruption. The interventions delivered in these areas has been designed and delivered to match that ASB taking place and has included nights of action with various partners including youth workers, increased patrols with police, wildlife patrols and specific operations, days of action to catch off road biking and patch walks to engage with young people on the streets.
- 4.5 The ASB team along with the Community Engagement team are developing a range of diversionary activities to be delivered in these areas where ASB is prevalent. This type of intervention was particularly effective a couple of years ago. A draft programme of activities has been drawn up and final arrangements with partners are being put in place.
- 4.5 The Council has also been proactive in using its Public Spaces Protection Orders to implement specific controls in geographical areas of the district.
- 4.6 A recent PSPO covering the starting of fires at Vicar Water County Park has been implemented and consultation on a PSPO for Newark Town Centre and areas of Balderton has recently taken place.
- 4.7 The two Community Alcohol Partnerships ("CAPS") continue in Ollerton, Boughton & Edwinstowe, and the second in Clipstone. The Partnership works to educate and reduce young people's consumption of alcohol. Addressing alcohol related anti-social behaviour is a key factor within this project.

## **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**

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 the range of activities, both delivered and planned that are in place to address ASB**

**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

## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **COMMISSIONING SERVICE LEVEL AGREEMENTS – ANNUAL REVIEW 2020/21**

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

1.1 The purpose of this report is to provide the Committee with an overview of the 2020/2021 outcomes of the commissioned service level agreements between the Council and its three service providers, Newark and Sherwood CVS, Newark and Sherwood Community Hub and Home-Start Newark.

#### **2.0 Background Information**

2.1 Members will be aware that following a review of commissioned services it was agreed by Policy and Finance Committee at its meeting of 28<sup>th</sup> of November 2019 that a 3 year programme of funding be established in relation to 3 service level agreements with the organisations listed in 1.1 above. This agreement enabled the organisation to plan a programme of service provision over a 3 year period rather than year on year arrangement which provided a level of security, stability and demonstrated a commitment from the Council.

2.2 The new 3 year funding agreements commenced in April 2020 with an expectation to provide committee with an annual review of performance in order to track progress on delivery of outputs and outcomes to demonstrate how the services delivered have contributed to the Council's Community Plan and objectives.

2.3 The summary reports outlined in Appendix A demonstrate what each partner organisation has delivered in the financial year April 1<sup>st</sup> to March 31<sup>st</sup> 2021 which members will be aware was an unprecedented year due to the impact of Covid 19. However as will be seen from the appended reports each partner organisation was able to adjust its service delivery model around the challenges of Covid 19 in order to continue to provide support to residents through innovative ways of working throughout the pandemic.

#### **3.0 Proposals**

3.1 That committee notes the performance review information of each partner organisation in respect of its service delivery outputs and outcomes achieved despite the exceptional challenges that Covid 19 presented.

#### **4.0 Equalities Implications**

4.1 No equalities implications have been identified. In negotiating the SLA's consideration has been given to the specific needs of persons with protected characteristics to ensure the Council's responsibilities under the Equalities Act 2010 have been fully considered and met.

4.2 The 3 partner organisations work closely with the Council in terms of developing the service provision in order to support those members of the community that are in need of additional care and support.

## **5.0 Digital Implications**

5.1 There are no significant digital implications in respect of this proposal where appropriate the 3 partner organisations will work closely with the Council to develop specific digital solutions as deemed necessary to ensure that systems and processes for service delivery and sharing relevant data are in accordance with the Council's digital agenda and local digital declaration.

## **6.0 Financial Implications FIN21-22/1184**

6.1 There are no additional financial implications resulting from this SLA annual review. Budget provision is in place for 2021/22 and 2022/23.

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

7.1 The services delivered through partner organisations make a significant contribution to the Council's Community Plan 2020 - 2023 objectives primarily 'create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area' and 'improve the health and wellbeing of local residents'.

## **8.0 RECOMMENDATION(S)**

8.1 It is recommended that:

- a) the report and Appendix A are noted; and
- b) the annual review for 2021/2022 be presented to Committee in 2022.

## **Reason for Recommendation(s)**

To enable the Council to monitor the annual performance of commissioned services in order to evaluate the impact of and contribution to the Council's Community Plan 2020 - 2023.

## **Background Papers**

Nil

For further information please contact Andy Hardy – Health Improvement and Community Relations Manager on Ext 5708

Suzanne Shead  
Director – Housing, Health and Wellbeing

## Homes and Communities Committee - 7<sup>th</sup> June 2021

Appendix A provides a summary overview of the performance of the three partner organisations commissioned by the council to deliver services as detailed below.

### Newark and Sherwood CVS service level agreement 2020/2021

**Value:** £11,260

In broad terms, Newark and Sherwood CVS agree:

- To operate a Volunteer Centre for all sections of the community who require voluntary assistance or seek to offer their time and skills as a volunteer.
- To supply appropriate administration support, training and line management support to the Centre Co-ordinator.

<u>Activity</u>	<u>Targets</u>	<u>Review of progress</u>
To lead the Volunteers Co-ordinator Network for managers of volunteers.	<ul style="list-style-type: none"> <li>• CVS to organise and Chair 3 meetings per year</li> <li>• CVS to ensure a minimum attendance of 8 organisations at each meeting</li> <li>• CVS to produce and share minutes of meetings</li> <li>• CVS to invite NSDC colleagues representative to each meeting</li> <li>• NSDC to help with promotion of the group</li> </ul>	3 Meetings held, key issues covered: <ul style="list-style-type: none"> <li>• Immediate response to pandemic</li> <li>• Digital support/training required during pandemic.</li> <li>• Recruiting volunteers in lockdown</li> <li>• Funding streams</li> </ul>
To deliver an Introduction to volunteering session for new / potential volunteers.	<ul style="list-style-type: none"> <li>• CVS to deliver 2 half day training sessions</li> <li>• CVS to deliver in different locations across Newark and Sherwood</li> <li>• CVS to have scheduled dates in place</li> <li>• CVS to complete evaluation of session forms</li> <li>• NSDC and CVS to advertise training and promote to new volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Online training on volunteering provided to Notts County Council and Dukeries Post 16 Centre</li> </ul>
Attend community events to promote volunteering in Newark & Sherwood	<ul style="list-style-type: none"> <li>• CVS to attend a minimum of 6 events per year covering the whole District</li> </ul>	<ul style="list-style-type: none"> <li>• None attended due C19 restrictions</li> </ul>

	<ul style="list-style-type: none"> <li>• CVS to record number of people engaged with and any outcomes from each engagement</li> <li>• NSDC to promote any key events</li> </ul>	
Receive and process volunteering enquiries via appropriate networks, with a view to achieving volunteer placements	<ul style="list-style-type: none"> <li>• CVS to process a minimum of 100 enquiries</li> <li>• CVS to place 50 new volunteers per year</li> </ul>	<ul style="list-style-type: none"> <li>• Total Number of Enquiries: 1410</li> <li>• Total number of Volunteers placed: 1304</li> </ul> <p>Organisations:  Listening Line 14  CVS shopping scheme 51  CVS transport 3  NHS Covid 19 Vaccine sites 1201  Other organisations examples:  Salvation Army  Macmillan  Great Notts Toy Appeal  Illuminate Youth Club  Driving Scheme  Scouting movement  St Paulina's church  Oxfam  Furniture project</p>
Actively promote volunteering opportunities and news stories via multiple communications channels	<ul style="list-style-type: none"> <li>• CVS to use social media, website articles and case studies to promote all aspects of volunteering</li> <li>• CVS to create one new online resource for VCS organisations</li> <li>• NSDC to share any good news stories through their communication channels</li> </ul>	<ul style="list-style-type: none"> <li>• Streams of communication used include, Website, Social Media, Southwell Diocese church network, Nottinghamshire CVS's NHS platforms.</li> <li>• Online visuals created of NHS volunteers and thank you volunteers publicity</li> </ul>
Face to Face appointments for potential volunteers unable / unwilling to use online service	<ul style="list-style-type: none"> <li>• CVS to offer face to face appointments at a venue suitable to the potential volunteer within any part of the District</li> <li>• NSDC can call CVS to make face to face appointments for potential volunteers</li> <li>• NSDC to actively promote appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Face to Face Appointments not delivered due C19 pandemic restrictions</li> </ul>

### Case study (Newark and Sherwood CVS):

*“Andy contacted me in February as a friend of his was volunteering at the Newark Showground. A recently retired Firefighter at the start of 2020 he had found the lockdown period difficult and felt he had essential skills that would be very beneficial to us in delivering the vaccine.*

*On interviewing Andy it was very clear that he had excellent skills in crowd control, marshalling, first aid and safeguarding from his time in the Fire Service. He also was very good at dealing with members of the public. Andy commenced volunteering at the site at the end of February. He is a very valued member of the team and is now one of our lead volunteers who can support and mentor new volunteers.*

*Andy is especially good at supporting elderly people with mobility problems and those who are nervous and feel overwhelmed with needles etc. He finds this comes very naturally as keeping calm and supporting people was paramount during his time as fire fighter.*

*Andy is extremely positive and the site have commented he is a great volunteer to have around. He is very flexible and always helps out at short notice. He tells me he is really enjoying the work being part of the vaccine programme is giving him a real sense of pride as he knows how important it is to the country.*

*Andy is keen to continue until the vaccine programme is over, we have agreed afterwards that we will look at other options for him in terms of volunteering as he feels he definitely would like to continue after this positive experience.*

*Andy has also offered to speak on our introduction to volunteering courses about the positive impact being part of the vaccine volunteers has had on his life.”*

### Home- Start service level agreement 2020-2021

**Value: £4,690**

In broad terms, Home-Start agree:

- To provide family support to support all sections of the community who require it.
- To supply appropriate administration support where necessary, training and line management support to its staff and volunteers.

**NSDC** will provide informal support to the Home-Start Newark through appropriate Business Units to add value to the service offer provided.

<u>Activity</u>	<u>Target</u>	<u>Review of Progress</u>
Support a minimum of 40 families with children under 5 through home visiting/remote support. This includes remote support for 5 families for 6 months in the Ollerton area (funded by Coalfields Regeneration Trust)	<ul style="list-style-type: none"><li>• At least 40 families per year</li><li>• Referrals to service, recorded on our data management system</li></ul>	<ul style="list-style-type: none"><li>• Referrals since 01/04/20: <b>20</b></li><li>• Support not taken up by family: <b>8</b></li><li>• Referrals who were matched with a volunteer: <b>12</b></li><li>• Families already matched with volunteer at 01/04/20: <b>15</b></li><li>• Families in process on 1/4/21: <b>3</b></li></ul>



	<ul style="list-style-type: none"> <li>• Engagement with service, recorded on our data management system</li> </ul>	<ul style="list-style-type: none"> <li>• Families linked to Syrian homework transition support: <b>0</b></li> <li>• Total families supported 20/21 year via home visiting and BHBF homework support: <b>30</b></li> <li>• 2 new members of staff now in post since 1<sup>st</sup> March to replace 2 staff who left. Referrals now coming in more quickly again.</li> <li>• Currently offering remote support with risk assessed outdoor visiting where appropriate.</li> </ul>
<p>Enable families to support their children's early learning through our Big Hopes Big Future school readiness work. This includes individual family zoom sessions with a volunteer over the summer to work through a summer learning pack provided by Barnby Road Academy (5 families). This trial project may extend into the school year and ongoing if it proves successful. All new volunteers to be trained in BHBF and for this to be embedded across all service delivery. BHBF is funded by the Domlal Foundation</p>	<ul style="list-style-type: none"> <li>• 5 families supported in the summer</li> <li>• Referrals to service recorded</li> <li>• Engagement with service monitored</li> <li>• Recording progress against 'Being involved in the development/learning' outcome</li> </ul>	<ul style="list-style-type: none"> <li>• 5 families signed up for summer programme. 3 completed with high levels of satisfaction.</li> <li>• This programme to continue in partnership with Barnby Road Academy with a maximum of 5 families at any one time.</li> <li>• School paused restart of this programme due to their high workload around Covid. Then our BHBF staff member left. New staff member now in place and funding secured until 31.12.21.</li> <li>• This work to resume in April 2021 once new staff member inducted.</li> </ul>
<p>Support local families with a safe play environment at our Family Group sessions. Also providing free healthy snacks, different stimulating learn-through-play activities, guest facilitators e.g. Inspire Learning and Children's centre to do craft activities with the children. We signpost and engage with other agencies. Family Group is funded by Children in Need</p>	<ul style="list-style-type: none"> <li>• 2 Family Groups weekly serving a minimum of 26 families (dependent on Covid restrictions)</li> <li>• Hold two sessions during the summer holidays where the older children can attend to do some educational arts and crafts</li> <li>• Referrals to service recorded</li> <li>• Engagement with service monitored</li> </ul>	<ul style="list-style-type: none"> <li>• Family Group on pause since initial lockdown due to Covid.</li> <li>• 14 Zoom family support and activity sessions offered to all Group families. Attendance dropped when lockdown finished and sessions stopped.</li> <li>• We stay in touch with Group families via emails, texts and calls. All have been offered remote support. One has accepted so far.</li> </ul>

		<ul style="list-style-type: none"> <li>• Craft bags delivered to all group and home visiting families during the summer break. A second round of craft bags to be delivered during the October half term break. Then again at Christmas, then again in February. Packs to continue for holiday periods for meantime.</li> <li>• Group activity due to resume in May outdoors. Both Group staff retiring this year so 2 new posts being recruited and Group restart indoors in August this year.</li> <li>• CIN funding ended March 21 (but we have underspend to fund several months of activity). New bid went in April – we will hear in July.</li> </ul>
Providing interesting outings for Home-Start families' e.g. a day trip to a local attraction that otherwise these families would not be able to do	At least 1 day trip annually	<ul style="list-style-type: none"> <li>• So far this has not been possible due to Covid restrictions</li> <li>• We were able to provide families with access to an online pantomime over Christmas, thanks to John Lewis/Waitrose funding.</li> <li>• We also provided Salvation Army presents to families (depending on need), as well as food hampers from Waitrose in Newark and in Lincoln at Christmas. Also presents from The Palace Theatre.</li> </ul>
Recruit, train and place at least 10 new volunteer parents from the local community to support other parents through home visiting/remote support and a range of support activities	<ul style="list-style-type: none"> <li>• Minimum of 10 new volunteers trained &amp; placed with new families</li> <li>• 50% of volunteers completing course</li> </ul>	<ul style="list-style-type: none"> <li>• 4 new volunteers completed our remote support training course in July this year.</li> <li>• 5 more volunteers completed the course in November.</li> <li>• Training has been offered to all existing home-visiting volunteers to build skills and</li> </ul>

		<p>confidence in providing support remotely.</p> <ul style="list-style-type: none"> <li>• Suicide awareness training opportunity shared with all volunteers.</li> <li>• ‘Top-up’ training being developed to upskill remote volunteers to enable them to do face to face visits.</li> <li>• Volunteers all received a £5 Boots gift voucher as a thanks at Christmas, and Group volunteers also received a big box of chocolates. These were both thanks to the John Lewis/Waitrose funds.</li> </ul>
<p>Retain at least 50% of the scheme’s current volunteers and provide additional and on-going training.</p>	<ul style="list-style-type: none"> <li>• 35 current (service delivery) volunteers</li> <li>• Keep a register of volunteers</li> <li>• Keep a record of training</li> <li>• Record any enrichment activities</li> </ul>	<ul style="list-style-type: none"> <li>• Current home visiting/remote support volunteers: 26 (plus 2 paused until can visit in person and 4 paused for personal reasons)</li> <li>• Current group volunteers: 8 (plus one resting)</li> </ul>
<p>Work closely with partner agencies to maintain strong working practices with regard to safeguarding children e.g. Healthy Families Teams, Social Care, Family Service, Early Help, Children’s Centre’s</p>	<ul style="list-style-type: none"> <li>• Review safeguarding policy annually to ensure compliance Ensure all staff and volunteers have an annual training update</li> <li>• Regular staff and volunteer supervision prioritise safeguarding</li> <li>• Keep records of staff and volunteer training</li> </ul>	<ul style="list-style-type: none"> <li>• Staff linking with social care and other partners to contribute towards ongoing safeguarding cases with supported families.</li> <li>• Staff have completed annual safeguarding updates via NSCP. Administrator also now booking training.</li> <li>• ‘Top-Up’ training for remote volunteers to include safeguarding focus.</li> <li>• Volunteer online safeguarding update focusing on domestic abuse provided via partner agency.</li> <li>• Safeguarding prioritized in all staff and volunteer supervisions.</li> <li>• Training records kept for staff and volunteers.</li> </ul>
<p>Retain support outside the home alongside home-visiting/remote support to encourage first steps</p>	<ul style="list-style-type: none"> <li>• Volunteer diary sheets record any work done with family to facilitate links</li> </ul>	<ul style="list-style-type: none"> <li>• This is more challenging due to Covid-19 but volunteers and staff continue to signpost to</li> </ul>

<p>towards community involvement (groups, courses, family outings and fun days) <i>This will be dependent on the fluid situation re Covid-19</i></p>	<p>with external agencies. This work is recorded on our data management system</p> <ul style="list-style-type: none"> <li>• Volunteer supervision notes are recorded</li> </ul>	<p>appropriate services and to encourage families to get out and about as per national guidelines.</p>
<p>Support minority groups such as immigrant, refugee and asylum seeking families Recognising the structural inequalities in society and the impact these can have on people with protected characteristics as defined by the Equality Act (2010). Committing to inclusivity in all areas of service provisions.</p>	<ul style="list-style-type: none"> <li>• Support Syrian families, part of the N&amp;S resettlement programme.</li> <li>• Record referrals to service</li> <li>• Monitor engagement with service</li> <li>• Volunteer diary sheets completed to record homeworking</li> <li>• Provide transition homework support to Yr6/7 Syrian children</li> </ul>	<ul style="list-style-type: none"> <li>• Currently we have one traveller family in permanent accommodation receiving remote support.</li> <li>• We had 3 Syrian families signed up for our homework service; however this was a difficult service to deliver remotely. We have another family about to be referred for this service in the next financial year.</li> <li>• Volunteer training has an equality, inclusion and diversity focus as standard.</li> </ul>
<p>Identify and closely monitor a family's needs and aim to meet their needs</p>	<ul style="list-style-type: none"> <li>• All families &amp; volunteers receive regular reviews/supervision to ensure improvement within the family needs. Complete referral forms, initial visit forms, review forms and end forms record this progress, which is then uploaded to our data management system.</li> <li>• Implement new data management system, to allow greater detail in monitoring and evaluation of service.</li> <li>• Complete volunteer supervision records.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular supervision being undertaken with volunteers every 4-6 weeks depending on need and safeguarding issues.</li> <li>• Reviews undertaken regularly with all remote support families.</li> <li>• New data management training now being cascaded down to rest of team and data starting to be inputted into new system. This has sadly been held up a bit by the major change in staff, but is still underway.</li> </ul>
<p>Review Policies in line with Home-Start UK's Policy Schedule</p>	<ul style="list-style-type: none"> <li>• All mandatory governing policies are reviewed annually.</li> <li>• All other policies are reviewed 3 yearly</li> <li>• Take Trustee meeting minutes</li> <li>• Keep an active policy file</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing at trustee meetings and as instructed by Home-Start UK.</li> <li>• Active policy file now maintained online, instead of paper based file.</li> </ul>

<p>Maintain self-assessment to Quality Standards to Home-Start requirements &amp; audited every 3 years by HS-UK</p>	<ul style="list-style-type: none"> <li>• Ensure compliance with all Quality Standards annually.</li> <li>• Maintain quality standard audit records (our most recent was in 2017 and our score was 100%)</li> </ul>	<ul style="list-style-type: none"> <li>• Paused due to Covid-19, although we work to the same standards.</li> </ul>
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### **Case Study (Home-Start):**

The project was based on some similar work we have done with Syrian families. This work focuses on bridging the gaps children may have and enable them to make the most of their educational opportunities. We linked with Barnby Road Academy and they identified 5 families where the children were substantially behind their expected achievement level and this gap was expected to increase due the COVID pandemic and the children not accessing education during this time. School provided a booklet of work for each child linked to their specific learning needs which was shared via Zoom with a volunteer and parent present with the child.

- Mum and younger child (Child P) live in a household.
- Mum is separated from Dad and an older child lives with Dad in another household. Child P does visit and stay with Dad.
- There is historical domestic violence from Dad in the past and previous social care involvement and Mum continues to contact them with regards to concerns she has about Dad and his “manipulative influence” on the children. Mum has some mental health needs with low mood.
- Mum also believes Child P may have some learning needs such as ADHD which hinders his ability to focus and learn.
- School have begun the process of referring to the Small Steps Programme to assess his learning needs but they are also mindful that some of Child P’s behaviour may stem from his unsettled home life.

The organiser had a long conversation with mum regarding the project; how it will work, what it will entail and the expectations that are around it. Mum was very keen to be involved, she felt that she wants to help her child and tries to but she doesn’t always know what she is doing or how to motivate Child P *“I try to help but there’s lots going on in our lives and sometimes Child P doesn’t behave, this makes us fall out. I want him to learn” Mum 22<sup>nd</sup> July 2020*

Mum said when they do try and work it can end up with arguments and can be very stressful. On our score sheet for Being Involved in Your Child’s Learning mum scored herself as 3 (0 being the lowest and 5 the highest).

The family were matched with an experienced volunteer with an educational background, this felt appropriate due to the complex nature of the family and the possible learning needs of the child. As a part of the sessions mum had to be present to safeguard Child P and as a safeguard to our volunteers. However, the volunteer noted how mum was prompt, had everything ready and helped to keep Child P on track. At the end of session 1 the volunteer discussed with Mum how Child P had seemed tired and Mum said he hadn’t had any lunch. The volunteer suggested Child P eat before the

Zoom sessions to help his energy levels and concentration, Mum took this on board and Child P was fed before the rest of his sessions. At times the volunteer reported that Child P did lack some focus *“Needed lots of encouragement with the reading activities – struggled with rhyming pairs but got there in the end. M very supportive.” Volunteer R Diary sheet.* However, the volunteer was able to share some motivation strategies and role model encouragement to Mum, which she willingly took on board. All sessions were completed and all of the work was completed for school.

Following the session an Organiser spoke to Mum and the volunteer to evaluate the sessions and how successful they were. At rescoring Being Involved in Your Child’s Learning mum scored herself as 5 stating *“Child P was struggling at the start because of missing so much school and already being behind but he was like a different child at the end, he had improved in his learning and just seemed generally much better – it was brilliant. I think I learnt some things too – not numbers and that but how to help him in a better way, I’d definitely do it again.” Mum 8.09.2020*

**Newark and Sherwood Community Hub service level agreement 2020/2021**  
**Value: 12,000**

In broad terms, the **NSCH** agrees:

- To operate a Play Leadership Service Programme for all sections of the community who require play leadership support.
- To supply appropriate administration support where necessary, training and line management support to Play Leaders and registered play partners.

**NSDC** will provide informal support to the Play Support Group through appropriate Business Units to add value to the service offer provided.

Activity	Targets	Review of Progress
Providing free play opportunities for children in Newark and Sherwood including playschemes, playdays and play in the parks, using local park facilities.	<ul style="list-style-type: none"> <li>• Provide 3,000 children aged between 5-11 in Newark and Sherwood with free play opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly reviews with NSDC</li> <li>• Due to Covid 19 we have been unable to provide Play schemes, play days and play in the parks but we have delivered over 1,000 craft bags to isolated and vulnerable families, meals for 90 during the summer including to Emmaus Trust young people.</li> <li>• We also did 10 Street Play sessions, taking play to children’s homes and communities instead these sessions are obviously hard to judge numbers for but we gave out over 1000 Play bags to children on the street containing activities to do at home, these were themed to the play being delivered by The Joker and our Playworkers. Each Street play involved 2 outside Play providers,</li> </ul>

		2 Playworkers and 1 support worker to carry equipment and promote events
Promoting and supporting any children's play opportunities in Newark and Sherwood	<ul style="list-style-type: none"> <li>To support any other NSDC projects such as OVO cycle event, Traditions festival. Sconcefest, Events at the Castle etc</li> </ul>	<ul style="list-style-type: none"> <li>As all these events were cancelled we supported Homestart, Salvation Army and NSDC homeless team to support their communities as well as a Youth group in Rainworth, we also supported 3 schools who were supporting their vulnerable families at home(Newark (2) and Bilsthorpe)</li> </ul>
Providing volunteer opportunities with suitable supervision, ongoing training alongside qualified staff.	<ul style="list-style-type: none"> <li>To maintain a core of volunteers giving them an opportunity to support their local community, gain experience, build confidence.</li> </ul>	<ul style="list-style-type: none"> <li>Our volunteers made up craft bags and food bags for families in need and supported our Street play events.</li> <li>5 volunteers supported us on a regular basis with maybe 5 more on occasional basis.</li> </ul>
Providing paid work for up to 10 18-25yr olds in Play schemes, Play days, Play in Parks etc. on a sessional basis.	<ul style="list-style-type: none"> <li>To provide up to 10 young people aged 18-25 the opportunity to work with children, gain experience, build confidence to help further careers in teaching, sport etc.</li> </ul>	<ul style="list-style-type: none"> <li>We only employed 4 x 18-25 year olds this year due to Covid 19 restrictions.</li> <li>These workers initially helped fill bags but then supported all the Street Play sessions, handing out bags to children and supporting play at the 10 Street play sessions which were all 2 hours each</li> </ul>
Training for staff in Child protection and First aid plus ongoing Play Training	<ul style="list-style-type: none"> <li>To ensure sessional staff are suitably qualified for the workplace, increase knowledge, aid their development, ensure quality staff.</li> </ul>	<ul style="list-style-type: none"> <li>As above no formal staff training until end of financial year as not able to bring groups of people together as of yet.</li> <li>Other than Safeguarding which we always do online, our training is practical hands on so difficult to do online.</li> </ul>

### Case Study 1 (Newark and Sherwood Community Hub):

Due to Covid restrictions we decided we would design and deliver arts and craft boxes to various localities in the District with a VE Day theme in May 2020 to commemorate the 75<sup>th</sup> anniversary of the end of WW2 in Europe. A number of these boxes were distributed in Ollerton and we received this comment back from a lady, via Karen Wakefield, who was a Frontline worker and therefore her children were attending Forest View School during the first lockdown. She said " *I am told that you organised the V E Day packs, if so just wanted you to know how much I appreciated it. Between working and home schooling I had not had time to look and sort resources for this. Made my day that the boys could do these activities and learn so much really meant the world to me that the boys could be so involved in remembering this.*"

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## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **ANNUAL REPORT COMMUNITY CENTRES GENERAL FUND REVIEW 2020/21**

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

1.1 The purpose of this report is to provide the Committee with an overview of operational activities, compliance and assurance arrangements in place at the 4 General Fund Council owned community centre/village halls and to note the recommendations in the report to ensure that the operational management oversight of these assets is robust and meets the Council's assurance requirements.

#### **2.0 Background Information**

2.1 Members will be aware that the Council currently owns 4 community centres/village halls, as detailed in Appendix A, which are all managed through a leasehold relationship. Over the last 10 years the Council has transferred the freehold interest of 3 other community assets, Edwinstowe Village Hall, Millgate/Pelham Street Community Centre and Coddington Community Centre to either the local parish council or in the latter case a charitable trust. The asset transfers were completed in accordance with the Council's Asset Transfer Policy – Corporate Principles (adopted in December 2008) following approval by Policy and Finance.

2.2 This policy was adopted in order to guide any future considerations regarding the transfer of community assets. The policy further ensures that the Council is able to consistently consider requests or recommendations for the transfer of assets whilst being able to treat each case on its merits in order that the Council can fulfil its strategic priorities.

2.3 Of the 4 currently owned centres, 2 are subject to transfer negotiations following approval by Policy and Finance Committee to offer the freehold ownership to the respective Parish Councils of Rainworth and Fernwood, both of which have temporarily stalled due to the implications of Covid19, however, it is hoped that negotiations will resume and be concluded shortly in order that the transfers can be completed.

2.4 In 2019 the management of the 4 council owned community centres and village halls were audited as part of the Council's internal audit programme and an action plan was agreed to improve the governance of the management arrangements in place. The purpose of the audit was to 'provide assurance that there are adequate processes in place for ensuring compliance with lease and occupiers liabilities to protect the council and its assets'.

2.5 It was noted that each centre is run independently with its own management and governance arrangements, and each management organisation has a lease or tenancy with the Council which protects its assets. Furthermore, the community facilities are recognised as both an asset, 'a facility that can enable and facilitate a positive contribution to the delivery of the Council's Community Plan objective', and a liability to the Council, 'if each facility is not well managed and there is insufficient oversight of the management arrangements'. This oversight should include a mechanism for monitoring the facilities so that all checks and communications are documented in one place. This approach will provide assurance that the facilities are adding value to the overall service offer and that the current controls that are in place are suitable and sufficient to minimise risks to the Council.

- 2.6 Whilst there is an acceptance that the tenants are independent of the Council and should be allowed to manage the assets in an appropriate way, it is appropriate that there oversight from the Council through an agreed schedule of periodic checks to maintain compliance with legal and regulatory requirements which protects the interests of all parties
- 2.7 In response to the review undertaken by Internal Audit a robust approach to the management of health and safety, statutory compliance and operating assurances is now in place and a timetable of visits will be agreed with each centre and a summary of the discussion recorded and retained for audit and assurance purposes. This will extend to a set of performance measures agreed with each centre's management organisation which will be reviewed on a regular basis and reported to Homes and Community committee annually.
- 2.8 Maintenance of the centres, both reactive repairs and proactive improvement/replacement schemes will be managed co-ordinated and recorded by Corporate Property using a database which will enable greater visibility and transparency on building related matters. This will ensure that all necessary checks are undertaken in a timely manner and that records are maintained for assurance and reference purposes.
- 2.9 Unfortunately, due to the Pandemic, the 2020-2021 overall review can offer little meaningful information about income and usage as the centres were required to close for much of the year with permitted activity being limited in most instances. This has placed a significant strain on the finances of the centres which generally rely on income generation from user groups and hirers to cover operating costs. Fortunately for the centres, financial support was made available by the Council through various mechanism including Covid support grants in order to provide income to help maintain the solvency of the centres.

### **3.0 Proposals**

- 3.1 That committee notes the overview of operational activities, compliance and assurance arrangements currently in place at the 4 General Fund supported Council owned community centres/village halls and notes the recommendations in the report to ensure that the operational management oversight of these assets is robust and meets the Council's assurance requirements.

### **4.0 Equalities Implications**

- 4.1 There are no detrimental equalities implications associated with this report as all centres have an equalities statement that ensures that the facility is accessible to all sections of the community in accordance with its own governance documents. Compliance with the Equality Act 2010 in respect of the 9 protected characteristics will be part of the assurance process.

### **5.0 Digital Implications**

- 5.1 There are no significant digital implications in respect of this proposal. The gathering of assurance data will, wherever possible, be shared and stored electronically as is currently the situation in respect of statutory checks. Each of the centre leads will work closely with Council officers to ensure that there is a regular flow of information between the two organisations in accordance with the Council's digital agenda and local digital declaration.

## **6.0 Financial Implications FIN21-22/9741**

6.1 There are no additional financial implications arising as a result of this update report. The annual revenue budget for Neighbourhood Centres is sufficient to cover the costs associated with supporting the operational requirements of the centres to monitor compliance obligations.

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

7.1 The services delivered through partner organisations make a significant contribution to the Council's Community Plan 2020 - 2023 objectives primarily 'create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area' and 'improve the health and wellbeing of local residents' through access to each centre's programme of activities which contribute to improving physical, social and psychological wellbeing.

## **8.0 RECOMMENDATION(S)**

8.1 It is recommended to Homes and Communities Committee that:

- a) the report and Appendix A are noted; and
- b) The annual review for 2021/2022 be presented to Committee in 2022.

### **Reason for Recommendation(s)**

To enable the Council to monitor the annual performance of its community centres/village halls to ensure that there is suitable and sufficient assurance checks in place to reduce risks to the council and to protect the Council's assets and reputation whilst enabling the facilities to make a positive contribution to the delivery of the Council's Community Plan 2020 - 2023.

### **Background Papers**

Nil

For further information please contact Andy Hardy – Health Improvement and Community Relations Manager on Ext 5708

Suzanne Shead  
Director – Housing, Health and Wellbeing

### Overview of Current Community Centres and Village Halls

<b>Centre</b>	Bridge Community Centre
<b>Year Built</b>	1978
<b>Management Body</b>	Bridge Community Association
<b>Status</b>	Charitable Trust Reg No. 509315
<b>Purpose</b>	Education/training/advancement of health or saving of lives/religious activities/arts/culture/heritage/science/amateur sport/economic community development/employment – provides human resources/buildings/facilities/open space
<b>Lease Details</b>	99 years from 5/12/79
<b>Overall Summary</b>	<p>In the last year we have seen a drop from being able to confidently pay all our own bills through the rental of our hall to 36 registered groups and an average footfall of 850 people per week to 0 income and footfall.</p> <p>The gap in lockdowns did help slightly but our biggest groups where we see main income could not restart only 5 groups were able to run and 3 of those were community ventures so are not charged and run off donations. Thankfully, our utility bills showed a reduction due to a decrease in usage and grants were made available which have saved us from certain closure.</p> <p>We hope to reintroduce our community groups and rented groups over the next 2 months and be back to “normal” by August 2022.</p>

<b>Centre</b>	Fernwood Village Hall
<b>Year Built</b>	2008
<b>Management Body</b>	Fernwood Parish Council
<b>Status</b>	Parish Council
<b>Purpose</b>	Village hall provision to provide a place for local community groups to meet and engage in various community based activities.
<b>Lease Details</b>	40 years from 22/09/08
<b>Overall Summary</b>	<p>The legal work between Newark and Sherwood District Council and Fernwood Parish Council has commenced and terms for the transfer of the freehold of the building are under negotiation. This has been very slow though and the Parish Council would appreciate NSDC’s assistance with completing the transaction over the next few months.</p> <p>The hall was closed due to National lockdown and restrictions for long periods but opened in a Covid secure manner as soon as was permitted. The government grant scheme has helped us get through this period and we have taken the opportunity to do lots of decorating and improving the energy efficiency of the hall with better loft installation. Our regular hirers that have returned have been great, following our risk assessment and Covid 19 special conditions to keep everyone using the building as</p>

	<p>safe as possible during the pandemic. ACRE guidance has really helped us with this.</p> <p>During the lockdown we used the down time to decorate the hall and make some improvements such as improving the loft installation and installing bike racks to help with our new Environmental Policy for the hall.</p> <p>The Parish Council’s strategic plan includes taking ownership of the village hall and developing this as a community hub of the Parish. We are looking into extending/adapting the hall to better meet the needs of the community and use the space more effectively. This will include consultation with the community and users of the hall.</p> <p>We thank colleagues at NSDC for all their support’.</p>
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<b>Centre</b>	Rainworth Village Hall
<b>Year Built</b>	1936
<b>Management Body</b>	Rainworth Village Hall Management Committee via Rainworth PC
<b>Status</b>	Registered Charity No. 1092122
<b>Purpose</b>	General charitable purposes/arts/culture/heritage/science/amateur sport – provides buildings/facilities/open space/services
<b>Lease Details</b>	99 years from 11/09/92
<b>Overall Summary</b>	<p>Use of the village hall was decimated during the last financial year due to the impacts of Covid, a majority of the hall’s staff members were furloughed and a limited staffing resource retained to keep the hall functioning and compliant with health and safety requirements during the periods of lockdown.</p> <p>When the hall was able to re-open for limited group use it did so in a Covid secure way with approved safe systems of work in place following a Covid risk assessment. Due to the type of bookings that the hall attracts income levels were severely impacted and without grant support from Gov’t Covid grants, and financial support from Newark and Sherwood District Council and Rainworth Parish Council the hall would have closed.</p> <p>Although some costs were made during the periods of lockdown and closure other costs escalated in terms of putting in place additional measures such as cleaning and PPE and upgrades to meet the compliance requirements. Progress with the proposed transfer was pause during the pandemic and needs to be revisited when the current situation improves to a point where the hall can resume its community purpose.</p>

<b>Centre</b>	Hawtonville Community Centre
<b>Year Built</b>	1982
<b>Management Body</b>	Reach Learning Disability and Company Limited by Guarantee
<b>Status</b>	Registered Charity No. 1076318 and Registration No. 3724275
<b>Purpose</b>	Support and services to people with learning disabilities and their families to achieve a good life in their community by providing care support within a 50 mile radius of Southwell.
<b>Lease Details</b>	15 years from 1 April 2021
<b>Overall Summary</b>	<p>Due to COVID external hires were limited for this period. Our Day Service provision ceased between 23<sup>rd</sup> March – September 2020, however, we risk assessed individuals where placements with family/carers were at risk of breaking down and/or had no internet access so could not access our alternative delivery were allowed to access the centre as part of an alternative delivery plan.</p> <p>From September onwards we have gradually increased capacity and liaised with external hirers to work in line with the latest Government road map, hiring the centre after the 12<sup>th</sup> April again to the two regular bookings. We now have had some interest in new hires and have some bookings in place for 2021.</p> <p>Our first-floor hire will cease in June as Reach Care are moving to larger premises and Reach Learning Disability will expand its office accommodation and use the first floor offices. To mitigate for the reduction in oncome from the hire of the first floor offices wider community use will be encouraged and new groups attracted particularly in relation to children’s birthday parties and small community events.</p> <p>Operating costs have remained largely the same, if not increased due to the amount of cleaning products required as well as additional PPE, however, the grant support received from N&amp;SDC was gratefully received.</p> <p>During COVID and lockdown we worked with a local baker and offered the use of the centre as the local community pick up point for families of school children who would ordinary be in receipt of a free school meal.</p>

## HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

### HOUSING SERVICE COMPLIANCE END OF YEAR OUT TURN 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 March 2021.

#### **2.0 Background Information**

2.1 This report gives a summary of the performance of the housing compliance function at the end of March 2021 which provides assurance that homes are safe and services are of a high standard and meet legal and regulatory requirements as a landlord.

2.2 This report provides Members with an opportunity to comment on the performance set out in this report.

#### **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 the following:

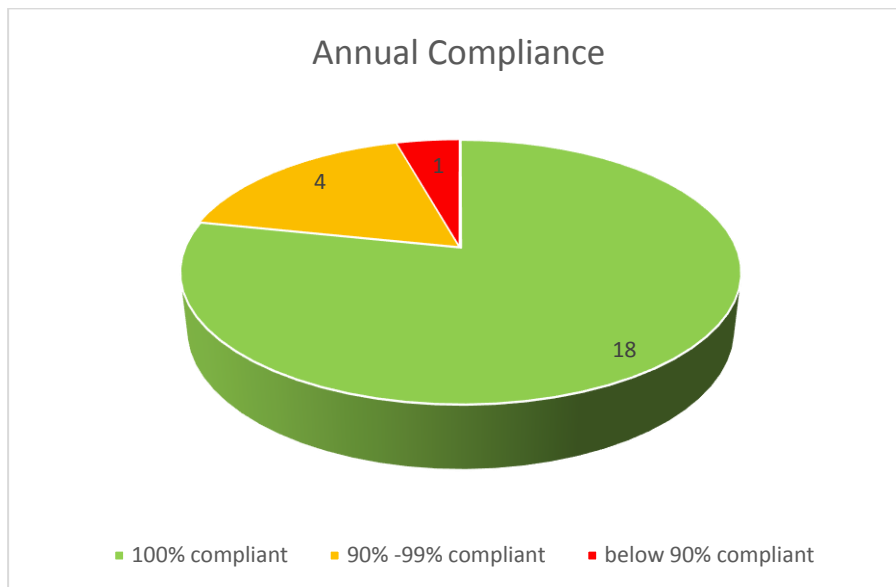
- A summary of the Council's housing stock;
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water

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 in 3.4, the 22 areas that are reported upon plus one new area (Gladstone House Air Conditioning\*) , are broken down as follows:

<b>Month</b>	<b>Compliant (Green)</b>	<b>90% -99% compliant (Amber)</b>	<b>Below 90% compliant (RED)</b>
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area
December 2020	17 Areas	3 Areas	2 Areas
March 2021	18 Areas*	4 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 0.13% out of compliance with 7 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 2020. 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 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 31<sup>st</sup> March 2021.

3.7 Within the red segment, the report highlights access problems due to the pandemic, affecting our performance on undertaking the servicing of hoists. Efforts are being made to access the outstanding properties. These residents have medical certification confirming the requirement for self-isolating. We are also in discussions with Occupational Therapy about access and the equipment use to manage risk. These properties have now been reintroduced into the servicing programme following the government's decision to end the shielding process from 31<sup>st</sup> March 2021.

#### 4.0 **Equalities Implications**

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services to achieve compliance based on the tenants circumstances.



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

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

6.1 The performance of the housing service contributes to creating more and better quality homes through our roles as landlord, developer and planning authority.

## **7.0 Comments of Director**

7.1 It's essential that the Committee receives quality, timely information to enable it to oversee the Council's management of tenants' homes and services and the health and safety of our residents.

7.2 As this report reflects our end of year position, it is worth noting the excellent performance throughout a year with significant challenges for service delivery.

7.3 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.

7.4 For 2021/22, Members will see a revised layout and content.

## **8.0 RECOMMENDATION(S)**

**That the Committee notes the performance of the housing service compliance functions.**

### **Reason for Recommendation(s)**

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.

### **Background Papers**

Nil

Suzanne Shead  
Director – Housing, Health & Wellbeing

### **Appendix 1- Compliance performance**

## Newark & Sherwood District Council Compliance Reporting

For the month of March 2021 (Housing Services Compliance Performance)

Prepared by Mark Plant

### 1) Asset Base

Total no. of individual dwellings / properties being managed	5532
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.	336
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
<b>Social &amp; affordable housing</b>	
General Needs (Social rented)	2931
Shared Ownership	0
Housing for older people	2576
Supported housing	92
<b>Affordable (non-social) housing</b>	
Market Rented	0
Affordable Rented	334
Leasehold (Leaseholder owns 100% of equity)	159
Other – Wellow Green and Seven Hills	39
<b>Non-Housing</b>	
Offices and commercial premises	18
Garages & car parking spaces	430
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	0	0	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. Our new programme of more stringent Type 3 FRA's commenced in March 2021 which will continue through until the end of 2021. 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 and progress will be reported via this quarterly report to Committee.

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Alarm Testing (including emergency lighting)	6780	540	540	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% 
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**Comments:**



This item relates to the sprinkler system at 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 <i>(626 completed this year)</i>	0	113	0	100% 	100% 

**Comments:**



Although there is no statutory requirement to carry out domestic asbestos surveys it is considered good practice to do so. 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 in 2020-21 because of the COVID-19 lockdown. We completed this year's target early but continued to carry out asbestos surveys for the remainder of the financial year making the total asbestos surveys carried out in the year 626.

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

**Comments:**



All the asbestos in the communal blocks was checked in August and September 2020 and the programme was completed early. Going forward from April 2021 the re-inspection programme for high/medium risk asbestos found and not replaced, is taking place as part of the Type 3 Fire Risk Assessments and will be more widely spread throughout the year.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding *	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5196	270	263	7	99.87% 	97.41% 



**Comments**



All outstanding properties have now gone through the no access process and are with the legal team but additional attempts are still being made to gain access in the meantime.



It is expected that the Out Of Compliance should drop over the next few months as we come out of the lockdown and as the courts begin to catch up with their backlog of cases. We had 6 cases awaiting a hearing at the end of March this has now gone up to 7 cases in mid-May the courts are starting to get through their backlog but it will take some time. Again, in the meantime we continue to attempt access and chase the court for hearing dates.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Solid Fuel	24	2	2		91.67% 	91.67% 



						
<b>Comments:</b> There are two out of compliance properties where we have been working with colleagues in our tenancy and estates team to gain access.						

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Oil Servicing	205	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
LPG Gas Servicing	3	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	718	0	0	0	100% 	100% 
Certificate Audit	387	326	119	207		
<b>Comments:</b> An audit of all electrical certification found 387 certificates missing from our system. These were added to the contractors programme and additional resources supplied to aid in getting these completed as soon as possible. At the end of April there were 136 still outstanding The remaining properties from the certificate audit have been added to this year's programme and are being treated as urgent by the contractor.						



Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Non-domestic Testing	130	0	0	0	100% 	100% 
<b>Comments:</b> 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	2	1			



						
Comments: The outstanding PAT test is booked in and to be carried out in April 2021						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	120	11	11	0	100% 	100% 



Comments:  
All testing up to date for 20/21

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 for 20/21

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 complete for 20/21.



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Stair lift Servicing	95	10	9	1	98.95% 	90.00% 

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 resident is self-isolating. We are also in discussions with the Occupational Therapist about access and the equipment use. Now that the lockdown has been eased and the shielding removed every efforts are being made to access the outstanding property.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Hoist Servicing	36	12	8	4	88.89% 	66.67% 



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 properties. These residents are self-isolating. We are also in discussions with Occupational Therapists about access and the equipment use. Now that the lockdown has been eased and the shielding removed every efforts are being made to access the outstanding properties. We are working with Tenancy Team and the Occupational Therapist to gain access to the out of compliance properties but there are a number of tenants that will still not let us have access until they have had their second vaccination.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Ductwork	1	0	0	0	100% 	100% 

Comments:  
This relates to Gladstone House commercial boiler. Inspection carried out by H&S officer as part of Fire Risk Assessment

Gladstone House	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Bacteria Testing Potable Water	1	0	0	0	100% 	100% 

Comments:  
A dip test of the tank has been completed and no issues were found with the quality of the water.

Gladstone House	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Air Conditioning	1	0	0	0	100% 	100% 

Comments:  
All compliant

## HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

### HOUSING SERVICES YEAR END PERFORMANCE 2020/21

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

1.1 To provide the Homes and Communities Committee with an overview of performance and satisfaction with the Council's housing services for 2020/21 year end.

#### **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.

2.3 Members 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.

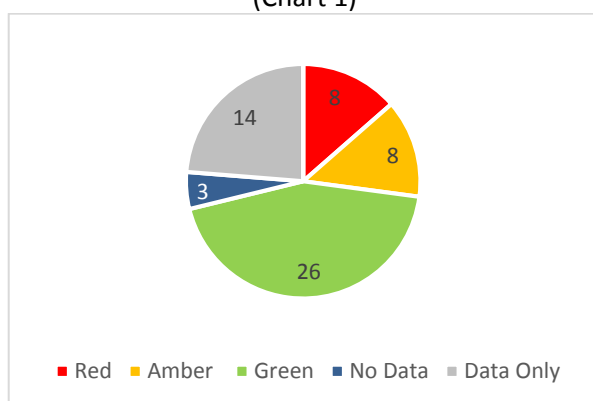
3.2 The first two elements are presented within this report, and overall compliance is reported separately to this Committee.

3.3 Of the 58 quarterly PIs due in Q4, 41 are targeted and 14 are data only indicators.

3.4 The charts below show the movement of the Indicators since Q3 20/21. The number of indicators which are on or exceeding their target (Green Status) in Quarter 4 is 20, which is a decline when compared to the Q3 figure of 26. The number of indicators in Amber status has risen from 8 in quarter 3 to 15 in Q4 while PIs performing well below their target dropped from 8 to 6. (Chart 1, Chart 2)

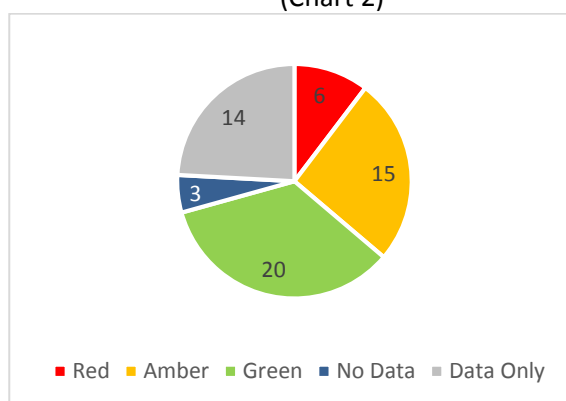
**Quarter 3 2020/21**

(Chart 1)



**Quarter 4 2020/21**

(Chart 2)





There are 3 PIs which have no data recorded at the present time:

- **Customer Satisfaction with Customer Access Services:** This Indicator has recently transferred over to the Customer Services team due to a restructure. The indicator will be reported from Q1 of 21-22.
- **% of issues actioned within 4 weeks of walkabout:** No walkabouts have taken place due to the pandemic
- **% of general needs tenants under occupying and in arrears:** No longer able to collect due to introduction of Universal Credit (i.e. cannot identify this payment method in our systems). This PI will be deleted.

3.5 Details of the indicators performing below target (Red status) are detailed in table 1 below.

**Table 1 - Performance indicators in Red Status**

Indicator Name	20/21 Year End Value	2020/21 Annual Target	Latest note	Direction of Travel
Average time (days) to re-let Council properties	31.8 days	16.0	This is a cumulative figure throughout the year and the pandemic has significantly affected performance despite improvements in the latter half of the year. The lettings standard pilot may have an impact going forward but we will aim to remain top quartile performers in this area.	Improving
Customer satisfaction with ASB	71.0%	90.0%	The number of reports of ASB remain consistent during 20/21 despite the Pandemic situation. However, satisfaction with ASB has remained under target albeit, with a slight improvement from the result of 69% in Q3. This will be a focus for improvement over the next year and a revised target to reflect the progress required.	Improving
Former tenant arrears as a % of annual rent debit	1.01%	0.88%	Target of 0.88% - this has not been achieved for some time. This target has been impacted by both UC (paying in arrears and tenants leaving with debt) and imposed restrictions on possession proceedings that mean arrears are higher before termination.	Improving
Number of properties without a valid Gas Servicing certificate	7	0	Our aim is always 100% compliance. Due to the pandemic and tenants self-isolating, achieving target has not been possible though we have made changes to our gas services to assist with reducing non-access e.g. intermittent timers and we will monitor the impact over the next few years. The team review outstanding gas services weekly and the Business Manager has detailed information around steps being taken to secure access to ensure these tenancies remain a priority.	Declining
Average "End to End" time for all reactive repairs (CALENDAR days)	29.00	6.16	This figure has been significantly affected by Covid, however when split down, the targets were met over the year – Priority 1 – Emergency – 1 day (24 hour) target – Average time was 0.88 days Priority 2 – Routine – 49 days (6 weeks) target – Average time was 19.55 days	Declining

Indicator Name	20/21 Year End Value	2020/21 Annual Target	Latest note	Direction of Travel
			Priority 3 – Planned – 182 days (6 Months) – Average time was 66 days. This is excellent performance and has produced better efficiencies for the team and for tenants receiving the service.	

### 3.6 Annual Indicators

There are 11 Indicators which are collected annually, 3 of the annually monitored indicators are shown in Table 2 and the remaining 8 annual PIs monitor the Annual Tenant satisfaction Survey (STAR). The STAR survey was carried out during March 2021 and the results for the survey are shown in paragraph 4.0.

**Table 2 - Annually Monitored Indicators**

Indicator name	20/21 Annual result	Latest Note
Change in NSDC stock size	0.45%	Stock position as at March 2020 was 5,520 units, position as at end of March 2021 is 5,545 including temporary accommodation – giving a net increase of 25 units
Average energy efficiency rating of dwellings (SAP Rating)	C	The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives. Average rating/target is a C
Number of properties delivered through the HRA Development Programme	27	There are also a further 72 properties under construction, 40 of which (the Housing with Care scheme Broadleaves at Boughton, will be completed in June 2021. 44 homes are also due to start on site this summer. We have a target of 70 homes being completed in 21/22 financial year.

### 4.0 Tenant Satisfaction

4.1 Customer satisfaction for key housing services is collated monthly via an independent external contractor and undertaken annually via the STAR survey.

#### 4.2 Annual Tenant satisfaction survey results

Table 3 demonstrates the 2020-21 the Annual STAR Tenant satisfaction survey headline performance. The Committee will note there is no data for 19-20 due to the onset of Covid-19 so the 2020-21 data is compared against 2018-19. A separate report will be brought to the next Homes and Communities Committee to share analysis of these findings in more detail.

**Table 3 – STAR survey results 20-21**

STAR Indicator	18/19 Result	20/21 Result
% of tenants who felt staff were easy to deal with (STAR)	82.0%	87.1%
% of tenants satisfied with the quality of their home (STAR)	89.8%	85.1%

STAR Indicator	18/19 Result	20/21 Result
% of tenants satisfied with the responsive repairs service (STAR)	83.6%	80.2%
% of tenants satisfied with supported housing services (STAR)	74.6%	87.5%
% of tenants satisfied with landlord / overall service (STAR)	88.8%	87.5%
% of tenants satisfied with the neighbourhood (STAR)	86.7%	90.0%
% of tenants satisfied that their views are being taken into account (STAR)	79.7%	81.8%
Tenant satisfaction with Repairs service (STAR)	87.0%	86.9%

4.4 These results are again very pleasing considering the challenges faced by our tenants over the year and the Directorate's ability to provide services through lockdown and within tighter restrictions. Satisfaction with neighbourhood and an increase in tenant's satisfaction that views are being taken into account is particularly pleasing as there have been a number of consultations undertaken over the year using our digital platform.

#### 4.5 **Year End Tenant satisfaction Results**

Overall satisfaction for 2020-21 is 93%, this should give the committee reassurance that bringing the service back in house has not adversely affected the customer experience, in fact achieving a 2 point increase on 2019/20.

4.6 The results for 2020-21 are compared against the previous year end figures (2019/20) which are included in Table 4. Headline performance is demonstrated as below: -

- 6 service areas are performing above their target and have achieved a green RAG rating;
- 2 service areas are below their annual target but have improved from 2019/2020 therefore have achieved an amber rating and;
- 2 service areas are falling below their target and have achieved a red RAG rating.

4.7 Members are requested to note that for the two amber rated service areas, satisfaction with the Repairs service has increased 3 points since 2019/20. This may reflect the changes made to simplify the repairs priorities that was introduced in the summer of last year. Satisfaction with CAS had also increased by 3 points compared with the previous year end figures.

**Table 4 - Satisfaction Scores for year end 2020/21**

Service	2019/20 %	2020/21 %	Target
Overall	91	93	
Adapts (Major)	99	98	90
Adapts (Minor)	98	97	90
ASB	78	71	90

Service	2019/20 %	2020/21 %	Target
CAS	87	90	95
Gas Servicing	95	96	95
Generic	88	78	90
Legionella	97	97	90
Lettings	91	93	90
Major works	84	94	90
Repairs	91	94	95
Right to Buy	100	96	90

4.8 Performance is excellent considering the challenging conditions for delivering some of these services, especially those which have required teams to be in our tenants' homes. Targets will be reviewed to ensure they remain challenging but attainable for the Directorate.

4.9 Figures shown are 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.

4.10 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.

#### **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 (FIN21-22/1487)**

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

#### **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.

#### **9.0 RECOMMENDATIONS**

9.1 **That the Committee notes the excellent end of year performance of the housing service.**

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

**Reason for Recommendations**

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  
Natalie Cook, Transformation Manager ext 5275

Deborah Johnson  
Assistant Director – Transformation & Communications

**HOMES & COMMUNITIES COMMITTEE**  
**7 JUNE 2021**

**HOUSING SERVICES CUSTOMER JOURNEY FEEDBACK**

**1.0 Purpose of Report**

- 1.1 To inform Members of the customer journey insight project outcomes in relation to housing services.
- 1.2 To advise Members of the planned actions to improve services and the customer experience in light of this insight.

**2.0 Background Information**

- 2.1 Housing services has surveyed customers for many years in the form of the annual STAR (Survey of Tenants and Residents) and internal transactional surveys. Since 2016, this has been outsourced to Viewpoint.
- 2.2 The STAR replaced the former STATUS survey. Much like the residents survey, it aims to establish how satisfied Council tenants and leaseholders are with a range of measures relating to their Council home, tenancy, leasehold services and neighbourhood. Unlike STATUS, it is not mandatory to run the STAR survey annually, but there is value in running this survey on a regular frequency to identify key areas for improvement as this also includes customers who may not have contacted us for services within the previous 12 months.
- 2.3 Housing services has a range of standard transactional surveys for key services including repairs, gas servicing, lettings, ASB, Right to Buy, adaptations and major works.
- 2.4 As part of the consultation undertaken to bring housing services back into the Council, tenants were consulted on what services or improvements mattered most to them, the top three areas were Repairs and Maintenance, dealing with ASB and Value for Money. The Council has already brought the Grounds Maintenance Service back in house from 1<sup>st</sup> April 2021, as part of this commitment to improve services and deliver value for money. Our repairs categories have been extended so more repairs get addressed quicker and the priorities have been simplified to make the allocation of jobs more efficient and easier for the tenants to understand.
- 2.5 To complement the above feedback, a customer insight project was launched to understand how tenants felt about our services and identify key themes for improvement areas in relation to lettings / voids, repairs, ASB, rents, resident involvement and value for money. This work was also undertaken by Viewpoint on our behalf.

2.6 Details were provided to Viewpoint of tenants who had experienced the services within the previous two years and the numbers of those surveyed were as follows;

- Lettings / Voids - 200 surveys completed
- Repairs – 350 surveys completed
- Rents – 350 surveys completed
- Value for Money – 353 surveys completed
- Tenant Involvement – 580 surveys completed
- ASB – 30 surveys completed

### **3.0 Proposals**

3.1 This report takes account of the findings and outcomes of the transactional surveys and the customer insight journey project and, in consultation with Business Managers, makes a number of proposals which aim to drive service improvements and increase customer satisfaction with those services. The latest STAR survey results were not available at the time of writing this report, but will be presented in a dedicated report to the Homes and Communities Committee in September.

#### **3.2 Lettings / Voids**

3.2.1 Satisfaction with lettings has remained consistently high and for the most recent financial year 20/21, 93% of tenants were satisfied with the service.

3.2.2 Whilst taking into account that any improvements may show little movement on overall satisfaction levels, the feedback from 200 customers as part of the customer journey project gives some insight into areas for development; most notably perhaps that 19.5% said they did not find the bidding process helpful or supportive, 13.5% had issues with the speed of the process, 13% mentioned decoration, 18.5% mentioned a variety of quality issues and 10.5% mentioned certain major works not being carried out prior to moving in.

3.2.3 In prompt response to this, change has been implemented so that any property due for programmed major works within 12 months of the property being re let e.g. rewires and kitchen and bathroom replacement will have this work done at the void stage. This will ensure tenants do not have to delay decorating or have to redecorate following such works as well as endure the upheaval and disruption caused by major works.

3.2.4 In terms of the speed of the process, some of the comments related to how quickly tenants are expected to move after the sign up stage. Discussions with the Housing Choice Officers has revealed that whilst the process works well for the majority of customers, it can be difficult finding a balance as some customers get frustrated by the length of time they have to wait to move following a successful bid on a property which requires major works before it can be relet; others like to have the time to plan for a move. The point at which to advertise and let will form part of a Housing Choice review.

3.2.5 Much of the other improvement feedback, including decoration is being considered as part of a pilot of an enhanced lettable standard, approved at SLT on 18<sup>th</sup> May 2021. Findings and recommendations will be reported to a future Committee.

3.2.6 Moving forward, a future development, post Covid restrictions is whether to start the viewing and sign up process before properties are ready to let, i.e. during the tenancy termination period or as soon as the property becomes void, which would allow new tenants to have a greater notice period. To complement this, the team have created a new post of Leaving Well Officer which will ensure that the property is in good order before transferring, minimise recharges and support the tenant to leave well. Hopefully this will also improve the void times and enable any major works to be ordered before the property becomes empty.

### 3.3 Repairs

3.3.1 Satisfaction with repairs has remained consistently high at on or above 90% for many years. As a result of the transactional survey feedback and Covid creating an opportunity to review and streamline the service, a decision was approved by Homes and Communities Committee during the previous financial year to move to a three repairs priority system from six. This is less confusing for the customer and gives more flexibility for the service provision. Early indications show satisfaction remains high.

3.3.2 Out of 350 respondents surveyed for the customer journey insight project, almost 90% were happy with the ease of reporting repairs. Improvement feedback ranged between 7% and 9% of customers; i.e. customers were confused by the repairs priorities and timescales (6.9%), repairs waiting times (8.9%) and communication / being kept updated / text reminders (8.3%). 13.4% gave negative feedback in terms of the repair being done first time; the team are doing a lot of work to ensure that we achieve high “right first visit” repairs through reviewing the stock levels, van stock, the materials required and quality of the original diagnosis.

3.3.3 Given that changes have already been made to repairs priorities, there are no proposals to carry out any additional improvements to the service outside of this year’s business plan, though more efficiencies will be achieved by improving our housing IT system and how it engages with tenants waiting for repairs.

### 3.4 Rents

3.4.1 The feedback on rents was overall positive with almost 90% of customers saying they were satisfied with the options available to pay their rent. What this has raised however, is whether we provide more options than is necessary and whether the impact of removing expensive options such as PayPoint, would deliver a saving for the Council, but have little impact on customer satisfaction. It is worth noting that the majority of customers using the more expensive methods are older tenants. The team are liaising with Revenues and Benefits to look at simplifying payment methods.

3.4.2 There was some improvement feedback relating to the provision and frequency of rent statements, with 22.9% of customers citing this as a waste of money and not required. As a social landlord we are obligated to provide four quarterly rent statements per year, but not necessarily in a hard copy. Being aware of this feedback will enable the service to promote online access to paperless statements as part of the transition to greater provision of online and digital services.



3.4.3 There was also some qualitative feedback in relation to new tenants having to sign up and move quickly and on occasion being liable for rent on two properties whilst still in a notice period. The Income Management team are now being notified of new tenant details immediately after viewing and sign up by Tenancy Officers, as opposed to when their details appear on the housing system, enabling the team to provide advice to new tenants much earlier regarding any potential benefit which can be claimed in the event of dual rent liability. It is hoped this will close the gap for those tenants.

### 3.5 Value for Money

3.5.1 There were over 350 customers surveyed regarding value for money. Unsurprisingly most (45.9%) valued the repairs service above all others. 87.2% of tenants felt that their rent provided value for money, however a small minority (8.4%) felt that the rent was too high for the size of the property. This is an interesting perception because the Council's social rent is lower than other registered providers both in the East Midlands and nationally.

3.5.2 This has highlighted that the housing service could benefit from publishing information relating to rents and what tenants receive for their rent in our annual tenant report and social media communications throughout the year. A document will also be created to show the "value" of a secure tenancy.

### 3.6 Tenant Involvement

3.6.1 Out of 580 customers surveyed, 36% have given feedback during the previous year. This is encouraging to know that a large proportion of customers have been able to let us know how we are doing and hopefully see value in this. Of these, 66% came from surveys, 16% came from complaints and 10% from compliments.

3.6.2 Interestingly 21.6% had an expectation that they would hear back from us regarding their feedback, prompting us to think about whether we should do more to let customers know how much we appreciate their feedback and how this has helped to improve services. Again, this is something we will include in the annual tenant report and social media communications. We may also opt to contact these customers directly, even if it was a sample of customers where their feedback has directly driven a service improvement.

3.6.3 It is pleasing that 54% of customers expressed an interest in being involved in shaping services and with their permission, their details have been shared with Tenant Engagement colleagues to begin to contact these customers to establish how and in what form they would like to be involved.

### 3.7 ASB

3.7.1 Numbers for ASB cases and therefore customers surveyed are relatively low, both for transactional surveys and the customer journey project. Just 30 customers were surveyed as part of the latter. However, there were strong alignments of themes in both surveys.

3.7.2 Customers indicated they are dissatisfied with the level of support and are also unhappy with the length of time taken to resolve an issue and how long issues persist before action is taken. Of those surveyed, 50% of cases involved the Police.

3.7.3 It has been recognised that an improvement that could result in improvement across our ASB response (particularly where there is multi agency involvement) would be setting out and managing expectations from the outset, in particular setting out the action the Council is able to take and provide regular updates and call backs where requested. This is the standard process, but it appears from the feedback there is room for improvement operationally and perhaps an opportunity to refresh training for all Tenancy Officers. As ASB was one of the key service areas highlighted for improvement on bringing housing services back into the Council, this feedback and the process will be fully reviewed in consultation with involved tenants next financial year.

### 3.8 Notable Business Plan Actions to Improve the Customer Journey and Satisfaction

3.8.1 Resource within Tenancy and Estates have been increased by 1 x Senior Housing Officer and 3 x Tenancy Officers. This enables the team to undertake “Getting to Know You” visits which is essentially a proactive Tenancy Audit Programme, which will enable us to understand more about the tenants in our homes, get early warning of property and tenancy failures as well as better understanding the current and future needs of our tenants.

3.8.2 Walkabouts have resumed on 12<sup>th</sup> April since Covid restrictions allowed. Tenancy and Estates is working with Environmental Services and Street Scene to create a holistic approach to managing the public realm and providing a programme of walkabouts / days of action to achieve a seamless approach to Council owned and maintained land.

3.8.3 In 2022/23 there will be a review of the Decent Homes standard at a national level and future local consultation piece.

3.8.4 Work is underway to create more synergy between repairs and investment, whereby repeat and high value repairs are reviewed and added to the investment programme where appropriate to give better value for money.

3.8.5 In relation to gas repairs and servicing, there are three separate services, two of which are outsourced to external contractors. It will be proposed via SLT to amalgamate heating repairs, servicing and renewal into one seamless service to deliver value for money savings and improve the service for customers.

3.8.6 In relation to customer feedback and complaints, there will be an exercise involve tenants looking at kitchen and bathroom replacement programme.

### 4.0 Equalities Implications

4.1 During any potential review of rent payment options, consideration will be given to whether the removal of certain methods will adversely impact certain tenants.

4.2 As part of the digital transformation and provision of online services, consideration will be given to whether tenants without access to online services will be adversely impacted. 59.7% (209) of tenants surveyed stated an online statement would not meet their needs and just over half of those said that was because they did not go online.

## **5.0 Digital Implications**

5.1 There are none specifically arising from this report as the proposal to provide online rent statements as a long term aim will feed into the wider digital transformation of services project.

5.2 There is significant improvements that can be achieved across all services through improvements with Housing ICT and the Directorate are working with ICT, having created a high level plan of system improvements.

## **6.0 Financial Implications – FIN21-22/5888**

6.1 There are no direct financial implications resulting from this report. Where expenditure is required, it is anticipated this will be secured from the efficiency savings pot to improve services.

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

7.1 This report supports two objectives in the Community Plan - Create more and better quality homes through our roles as landlord, developer and planning authority and to reduce crime and anti-social behaviour, and increase feelings of safety in our communities.

## **8.0 Comments of Director**

8.1 This paper was presented to SLT on 18<sup>th</sup> May 2021 who support all recommendations and ask for regular updates on progress against related actions to be reported to this Committee and tenant forums.

8.2 This data will be presented to our involved tenants once STAR feedback is available as well as being published in our Tenant Annual Report.

## **9.0**

### **RECOMMENDATIONS:**

**Members note the contents of this report and notes the;**

- 1. Overall positive responses to housing services provided by the Council.**
- 2. Identified work streams and proposals highlighted within section 3, which will form an action plan for regular monitoring and reporting until implementation.**

### **Reason for Recommendations**

To act up feedback and take positive steps to improve the customer journey and customer experience with housing services and maintain the high levels of satisfaction and improve this where possible.

**Background Papers**

Nil

For further information please contact Nicola Priest, Project Research officer on 01636 655526.

**Suzanne Shead**  
**Director of Housing, Health and Wellbeing**

## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **ANNUAL TENANCY AUDIT PROCESS: “GETTING TO KNOW YOU” VISITS**

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

- 1.1 To provide the Committee with information on the planned implementation of a rolling programme of tenancy audits across all Council tenancies.
- 1.2 For Members to support the programme with tenants within the communities in which they serve.

#### **2.0 Background Information**

- 2.1 There are existing processes in place in which tenancy audits are carried out as part of the management of tenancies. As a landlord, we need a regular mechanism for the Council to check, update and maintain the data we hold on the tenants living in our housing stock.
- 2.2 Current and proposed Government guidance including the Social Housing Charter, places the focus on landlords to ensure the safety of tenants and to promote their right to recourse should we fail to keep them safe or listen to their views; we can only do this if we know them, how best to communicate with them and how their accommodation meets their needs.
- 2.3 Our approach to making sure our tenant data is regularly updated is through “getting to know you” visits. This annual home visit will allow us to:
  - Ensure the accommodation is suitable for the household e.g. if there was an emergency, that safe evacuation can happen;
  - Maintain sustainable tenancies and proactive tenancy management;
  - Identify any support needs within the household;
  - How they would like us to communicate and consult with them;
  - Ensure the property is being maintained in accordance with the Tenancy Agreement;
  - Identify Tenancy Fraud – usually subletting or unauthorised occupation through checking occupant details;
  - Check for any outstanding repairs and that the property is safe and secure;
  - Ensure appropriate levels of occupation;
  - Provide the opportunity to improve tenant profile information to support better tailoring of services; and
  - Engage proactively with our tenants, let them know their views are important to us and their satisfaction with us as their landlord is our priority.

### **3.0 Implementation**

- 3.1 Our current stock levels are 5543 properties; split between general needs 2948 and 2625 supported accommodation.
- 3.2 Housing with Care facilities: Gladstone, Vale View, Armstrong Gardens and Broadleaves will be excluded from this programme as all tenants living in this accommodation receive regular visits and support alongside annual reviews which include the completion of a Personal Emergency Evacuation Plan (PEEP) that is enacted in the event of a fire.
- 3.3 A two year programme will be formulated to ensure all households as detailed in 3.1 are visited.
- 3.4 Visits will mainly be carried out by our Tenancy & Estates colleagues and where other front line colleagues are carrying out their normal duties, i.e Income Management and visiting tenants it is envisaged a Tenancy Audit is carried out and captured on our Housing System Capita, to prevent duplication.
- 3.5 The programme will be managed as a portfolio by a Senior Housing Officer and progress and trends/findings will be shared with Homes and Communities Committee.

### **4.0 Equalities Implications**

- 4.1 The Council has made a commitment to ensuring that it complies with the requirements of the Equalities Act 2010; undertaking this programme will improve the data we hold on tenants therefore identifying anyone with 'protected characteristics' under the legislation thus allowing services to be tailored as appropriate.

### **5.0 Digital Implications**

- 5.1 The Council has made a commitment to encourage the use of our digital services; undertaking this programme will improve the data we hold on tenants therefore identifying anyone who prefers this method of communication or requires further support to become digitally engaged.

### **6.0 Financial Implications**

- 6.1 Staffing levels within Tenancy and Estates are almost up to establishment so no additional resources are required.
- 6.2 It is possible that this proactive approach may find previously unreported repairs and issues within households that need to be addressed. Again, this will be managed within existing resources.

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

7.1 This activity supports these objectives:

- Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area
- Improve the health and wellbeing of local residents

## **8.0 Comments of Director(s) and/or Housing Advisory Group**

8.1 This is an essential activity to improve the maturity of our tenant data and will serve a number of purposes as outlined in the report, including helping to combat issues of property condition so early intervention can be instigated when a tenancy is showing signs of failing and the tenant needs support.

## **9.0 RECOMMENDATION that:**

- a) **the Committee note the planned implementation of a rolling programme of tenancy audit visits across all Council tenancies; and that,**
- b) **Members support the programme within their communities.**

### **Reason for Recommendation**

**To update the Committee on the planned implementation of a rolling programme of tenancy audit visits across all Council tenancies**

### **Background Papers**

Nil

For further information please contact Julie Davidson (Business Manager – Housing & Estates Management).

Suzanne Shead  
Director – Housing, Health and Wellbeing

## HOMES & COMMUNITIES COMMITTEE

7 JUNE 2021

### HOMES & COMMUNITIES REVENUE AND CAPITAL FINANCIAL OUTTURN REPORT TO 31 MARCH 2021

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

1.1 To present to Members the 2020/21 financial outturn position on the Homes & Communities Committee'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**

2.1 The financial outturn position to 31 March 2021 for the Homes & Communities Committee's GF revenue services is a favourable variance of £0.068m. The main reasons for this variance are in **Appendix A** attached.

2.2 The financial outturn position to 31 March 2021 for the HRA before appropriations to reserves is a favourable variance of £2.174m. The main reasons for this variance are below:

<b>Main reasons for variances</b>	<b>2020/21 (£m)</b>
A number of posts remaining vacant throughout the financial year	(0.716)
Net efficiencies generated from bringing housing management services back into the council	(0.691)
Additional rental income compared with budget	(0.522)
Lower than anticipated recharge to General Fund in relation to vacant posts	(0.143)
Favourable variance on utilities, postage, telephones and training	(0.099)
Reduced spend on responsive repairs due to Covid-19	(0.057)
Other variances	(0.051)
<b>Total: Services</b>	<b>(2.279)</b>
Additional interest expenditure compared with budget	0.119
Other variances	(0.015)
<b>Total: Overall (before appropriations to reserves)</b>	<b>(2.174)</b>

2.3 The £2.174m shown in the table above has been appropriated into HRA reserves with £0.705m being transferred into Earmarked Reserves (this includes the £0.691m generated through the efficiencies made in year and £0.014m received in year through a community donation by EEM). The remaining £1.469m has been transferred into the Major Repairs Reserve to fund future capital expenditure.



- 2.4 The financial outturn position to 31 March 2021 for the Homes & Communities Committee's GF capital programme is a favourable variance of £1.805m, of which £1.167m requires reprofiling to 2021/22. Further details are in **Appendix B** attached.

	<b>Budget Approved as per P&amp;F 21.01.21</b>	<b>Revised budget post- P&amp;F</b>	<b>2020/21 Outturn</b>	<b>Variance</b>
General Fund	1.681	1.693	1.167	(0.526)
General Fund REFCUS *	1.942	1.942	0.663	(1.279)
<b>Total</b>	<b>3.623</b>	<b>3.635</b>	<b>1.830</b>	<b>(1.805)</b>

\*REFCUS relates to Revenue Expenditure funded from Capital under Statute i.e. expenditure on non-Council-owned assets e.g. disabled facilities grants.

- 2.5 The financial outturn position to 31 March 2021 for the HRA's capital programme is a favourable variance of £6.491m, of which £5.702m requires reprofiling to 2021/22. The difference of £0.789m mainly relates to the Investment Programme, for which there is an annual budget. Budgets only require reprofiling either where new statutory obligations will require additional spend, such as fire safety, or where work is in progress against contracts the council has entered into. Further details are in **Appendix C** attached.

	<b>Budget Approved as per P&amp;F 21.01.21</b>	<b>Revised budget post- P&amp;F</b>	<b>2020/21 Outturn</b>	<b>Variance</b>
HRA	21.419	21.597	15.106	(6.491)
HRA REFCUS *	0.105	0.105	0.105	0.000
<b>Total</b>	<b>21.524</b>	<b>21.702</b>	<b>15.211</b>	<b>(6.491)</b>

\*REFCUS relates to Revenue Expenditure funded from Capital under Statute i.e. expenditure on non-Council-owned assets e.g. disabled facilities grants.

### **3.0 Financial Implications (FIN21-22/7952)**

- 3.1 The financial implications will all be contained within the report to Policy & Finance Committee on 24 June.

### **4.0 RECOMMENDATION**

**That the contents of this report be noted.**

#### **Reason for Recommendation**

**To inform Members of the financial outturn position for the Homes & Communities Committee as at 31 March 2021.**

#### **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: Homes & Communities Committee - as at 31st March 2021 (2020/21)**

Favourable variances are bracketed and in red - (1,234). Unfavourable variances are in black - 1,234. All amounts in £.

Cost Centre	Cost Centre Name	2020-21 Revised Budget	2020-21 Outturn	2020-21 Variance	Comments
A10204	MISCELLANEOUS HOUSING (GF)	19,298	19,282	(17)	Other small variances
A10212	PRIVATE SECTOR SPEECH CALL	(78,000)	(51,539)	26,462	Other small variances
A10213	HOUSING OPTIONS	427,860	374,642	(53,218)	Housing Options: reduced recharge costs and additional grant income
A10215	STRATEGIC HSG (WAS COMMUNITY)	101,189	88,701	(12,489)	Strategic Housing: vacant posts
A10217	SYRIAN VP RESETTLEMENT SCHEME	4,867	4,612	(255)	Other small variances
A10218	HAWTONVILLE DEVELOPMENT FUND	0	18	18	Other small variances
A10804	PAYMENTS & RECEIPTS	1,980	(19,651)	(21,631)	Other small variances
A10809	CUSTOMER SERVICES	565,756	545,808	(19,948)	Customer Services: vacant posts
A10810	COMMUNICATIONS	197,356	199,893	2,537	Other small variances
A10814	LICENSING ADMIN	(66,014)	(28,434)	37,580	Licensing Admin: reduced income due to COVID-19
A10816	COMMUNITY SAFETY	33,821	34,683	862	Other small variances
A10823	ANTI-SOCIAL BEHAVIOUR	70,625	62,593	(8,031)	Other small variances
A10826	DOMESTIC VIOLENCE	44,139	42,605	(1,534)	Other small variances
A10834	SOUTHWELL LIBRARY SERVICE	1,650	1,600	(50)	Other small variances
A11126	CCTV	183,546	176,264	(7,282)	Other small variances
A11607	ENERGY AND HOME SUPPORT	78,365	72,636	(5,729)	Other small variances
A11921	GRANTS AND CONCESSIONS	355,464	347,289	(8,175)	Other small variances
A11922	COMMISSIONING CONTRIBUTIONS	93,434	94,560	1,126	Other small variances
A11923	EMERGENCY PLANNING	38,655	39,507	852	Other small variances
A11928	FLOODING - NOVEMBER 2019	0	12	12	Other small variances
A11929	FLOODING - FEBRUARY 2020	4	(34)	(39)	Other small variances
A11932	COMMUNITY LOTTERY	5,506	5,556	50	Other small variances
A11934	FLOODING - JANUARY 2021	5,858	7,099	1,242	Other small variances
A11936	COVID COSTS - HCC	30,763	30,763	0	
A15013	IS NON STOCK RECHARGES	0	(380)	(380)	Other small variances
C54011	ANTI SOCIAL BEHAVIOUR FUNDS	100	100	0	
C54013	PARTNERSHIP POST FUNDING	13,239	13,239	0	
C54014	NCC CDRP FUNDING	9,061	9,061	0	
C54015	VULNERABLE PEOPLE	972	972	0	
C54018	BASSETLAW RESIDENT CHAMPIONS	1,550	1,550	0	
C54056	PRIVATE SECTOR SPEECH CALL	62,410	62,410	0	
C54461	SANCTUARY (PREV DV FORUM)	1,000	1,000	0	
C54469	COMPLIANCE & ENFORCEMENT GRANT	1,351	1,351	0	
<b>Total</b>	<b>HOMES &amp; COMMUNITIES</b>	<b>2,205,804</b>	<b>2,137,767</b>	<b>(68,038)</b>	

General Fund - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 21.01.21)	Revised Budget including Variations for Approval	Outturn	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
TA2210	Purchase of Alms Houses	M Cook	704,000	709,000	708,710	-290	Complete	09.12.20 purchase underway. 31.03.21 purchase complete and works carried out. additional spend required re Stamp Duty Land Tax.
TA3097	Yorke Drive Regeneration and Community Facility	C Clarkson	130,000	130,000	0	-130,000	Reprofile £130,000	10.08.20 Heads of terms and consultants appointment to deliver enabling works agreed. 09.12.20 start on site Jun 2021. 31.03.21 Enabling works have taken longer than expected.
TA3286	Information Technology Investment	D Richardson	576,330	576,330	395,830	-180,500	Reprofile £180,500	09.12.20 laptops/desktop replacement complete. Telephony replacement programme underway, going live on 16 Dec. Website project moved to new hosted platform. Awaiting invoices.
TF2000	CCTV Replacement Programme	A Batty	150,500	157,000	16,500	-140,500	Reprofile £140,500	09.12.20 working with Wellend on tender, will be complete by end of March. 31.03.21 additional camera purchased following additional grant received from the Safer Neighbourhoods grant in Feb/Mar 21. Full original budget of £140,500 needs to be rolled forward to allow exiting units to be replaced as planned.
TF3221	Southwell Flood Mitigation	A Batty	453,421	453,421	0	-453,421	Reprofile £453,421	09.12.20 waiting for an invoice from NCC.
TF3228	Homeless Hostel	K Shutt / M Cook	120,000	120,000	46,410	-73,590	Reprofile £73,590	07.08.20 need to reprofile budget. went out 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	20,318	-13,682	Complete	24.09.20 Safer Neighbourhoods Funding 16.10.20 Discussions taking place around types of storage. 09.12.20 work progressing. Will claim back from grant fund once spent. 31.03.21 This scheme has been completed. The original budget included some spent at Chatham Court and as this is our asset and sits in the HRA, the spend has been reallocated to the correct code (S95206).
TF6011	Private Sector Disabled Facilities Grants	A Batty	761,782	761,782	341,762	-420,021	21/22 budget already set up	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. 09.12.20 behind on programme due to COVID as rely on referrals which have come through slower to date. Projecting to spend > £500k. additional funding recently announced of £137k with agreement to roll forward any unspent grant. 31.03.21 grant remaining from 20/21 is available to use in 21/22. budget doesn't require roll forward as original budget 21/22 is already set up. If more grant is received in 21/22 than expected, may look to increase the budget later in the year if practical.
TF6012	Discretionary Disabled Facilities Grants	A Batty	140,000	140,000	58,670	-81,330	21/22 budget already set up	

Project	Capital Description	Project Manager	Revised Budget 20-21 (Following P&F 21.01.21)	Revised Budget including Variations for Approval	Outturn	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
TF6020	Flood Grants - 2020 - 2022	A Batty	250,000	250,000	70,099	-179,901	Reprofile £179,901	<b>14.09.20</b> Grants offer from DEFRA up to £5k per household for flood mitigation. Expected around 100 households. Will review budget each quarter. <b>16.10.20</b> Applications are starting to come through and inspections are taking place. <b>09.12.20</b> currently administering grants. made payments to 9 households so far.
TF6807	Warm Homes on Prescription	H Richmond	179,939	179,939	58,220	-121,720	21/22 budget already set up	<b>12.08.20</b> 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	H Richmond	123,130	123,130	113,841	-9,289	Reprofile £9,289	<b>12.08.20</b> 44 Gas connections completed and home surveys delayed due to COVID but have recommenced in August. Invoices expected following completion of work. <b>18.12.20</b> additional funding agreed. Budget increased to reflect. First instalment of funding due any time, to be handed over soon after receipt
<b>Homes &amp; Communities Committee</b>			<b>3,623,103</b>	<b>3,634,603</b>	<b>1,830,359</b>	<b>-1,804,244</b>	<b>1,167,201</b>	

HRA - Spend against budget - Estimated in year

Project	Capital Description	Project Manager	Revised Budget 2021 as per P&F 21.01.21	Revised Budget including Variations for Approval	Outturn to date	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
<b>PROPERTY INVESTMENT PROGRAMME</b>								
S91100	ROOF REPLACEMENTS	A Hayward	0	0	0	0		
S91115	Roof Replacement Works	A Hayward	200,000	263,830	304,160	40,330	complete	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. 09.12.20 one site complete in Farndon, William Bailey will be finished this week and site in bilsthorpe is ongoing. 31.03.21 Overall roofing works spend within budget.
S91116	Flat Roof Replacement Wrk	A Hayward	200,000	200,000	94,954	(105,046)	Reprofile £64,710	04.08.20 47 flat roof replacements completed to date. 09.12.20 work will pick up on this scheme in the new year.
S711	<b>ROOF REPLACEMENTS</b>		<b>400,000</b>	<b>463,830</b>	<b>399,114</b>	<b>(64,716)</b>		
S91200	KITCHEN & BATHROOM CONVERSIONS	A Tutty	0	0	0	0		
S91218	Kit & Bathrooms	A Tutty	1,500,000	1,436,170	720,834	(715,336)	Reprofile £715,330	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. 31.03.21 full budget was not required, but commitments outstanding from 20/21 to be carried out in new year.
S712	<b>KITCHEN &amp; BATHROOM CONVERSIONS</b>		<b>1,500,000</b>	<b>1,436,170</b>	<b>720,834</b>	<b>(715,336)</b>		
S91300	EXTERNAL FABRIC	G Bruce	100,000	100,000	0	(100,000)	complete	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	198,502	(1,498)	complete	04.08.20 contract awarded. Start work mid August. 13.10.20 started on site, first valuation received. 09.12.20 one valuation paid to date, others in dispute.
S713	<b>EXTERNAL FABRIC</b>		<b>300,000</b>	<b>300,000</b>	<b>198,502</b>	<b>(101,498)</b>		
S91400	DOORS & WINDOWS	D Bamford	0	0	0	0		
S91412	Doors & Windows Works	D Bamford	170,000	170,000	75,246	(94,754)	Reprofile £94,000	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. 09.12.20 completed 40 jobs. 51 in progress. 31.03.21 works had to be stalled due to lockdowns resulting in problems obtaining materials.
S714	<b>DOORS &amp; WINDOWS</b>		<b>170,000</b>	<b>170,000</b>	<b>75,246</b>	<b>(94,754)</b>		
S91500	OTHER STRUCTURAL	G Bruce	41,000	41,000	5,424	(35,576)	Reprofile £9,000	13.10.20 works being carried out across the district.
S91511	Walls Re-Rendering	G Bruce	0	0	9,179	9,179	complete	
S91534	Gutter Repairs	A Hayward	50,000	50,000	45,276	(4,724)	complete	15.10.20 work completed.
S715	<b>OTHER STRUCTURAL</b>		<b>91,000</b>	<b>91,000</b>	<b>59,879</b>	<b>(31,121)</b>		

Project	Capital Description	Project Manager	Revised Budget 2021 as per P&F 21.01.21	Revised Budget including Variations for Approval	Outturn to date	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
S93100	ELECTRICAL	A Hayward	0	0	0	0		
S93115	Rewires	A Hayward	600,000	600,000	295,404	(304,596)	Reprofile £300,000	04.08.20 8 rewires following start in July. Expected to spend full budget. 15.10.20 74 rewires completed to date. 09.12.20 125 rewires complete to date. 31.03.21 Contractors couldn't follow normal work methods to work safely with tenants in the property. Works on voids were able to continue.
<b>S731</b>	<b>ELECTRICAL</b>		<b>600,000</b>	<b>600,000</b>	<b>295,404</b>	<b>(304,596)</b>		
S93500	HEATING	D Bamford	0	0	0	0		
S93510	Heating/Boilers	D Bamford	550,000	550,000	357,259	(192,741)	Reprofile £138,000	04.08.20 147 properties currently with the contractor. 13.10.20 176 ordered and currently 66 completed replacement boilers with 6 on hold. 09.12.20 completed 95 replacements 86 in progress. 31.03.21 Contractors couldn't follow normal work methods to work safely with tenants in the property. emergency works continued.
<b>S735</b>	<b>HEATING</b>		<b>550,000</b>	<b>550,000</b>	<b>357,259</b>	<b>(192,741)</b>		
S93600	ENERGY EFFICIENCY	D Bamford	0	0	0	0		
S93624	EE Boilers	D Bamford	150,000	150,000	16,378	(133,622)	complete	13.10.20 replacements are on programme. 31.03.21 Contractors couldn't follow normal work methods to work safely with tenants in the property. emergency works continued.
<b>S736</b>	<b>ENERGY EFFICIENCY</b>		<b>150,000</b>	<b>150,000</b>	<b>16,378</b>	<b>(133,622)</b>		
S95100	GARAGE FORECOURTS	A Hayward	0	0	0	0		
S95109	Garages	A Hayward	34,000	34,000	33,773	(227)	complete	15.10.20 tendered and contractor chosen to replace garage doors (25) 09.12.20 started this week, due for completion before christmas.
S95115	Resurfacing Works	A Hayward	75,000	75,000	74,956	(44)	complete	04.08.20 scheme complete
<b>S751</b>	<b>GARAGE FORECOURTS</b>		<b>109,000</b>	<b>109,000</b>	<b>108,729</b>	<b>(271)</b>		
S95200	ENVIRONMENTAL WORKS	M Carman	116,099	116,099	0	(116,099)	Reprofile £116,090	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	191,084	(58,916)	Complete	04.08.20 Identified sites as part of the new build programme to satisfy planning conditions - Collingham and Cauntton sites..
S95206	Chatham Court Target Hardending - Safer Neigh	J Davidson/A Batty	68,901	68,901	66,639	(2,262)	Reprofile £2,260	24.09.20 Safer Neighbourhoods Funding 31.03.21 additional spend here is covered by additional grant. Equivalent reduction on general fund bicycle storage scheme due to some costs relating to Chatham Court.
S95207	Vineway Gated Access	M Carman	5,000	5,000	0	(5,000)	moved to revenue	31.03.21 outturn was below the £15k deminimis limit

Project	Capital Description	Project Manager	Revised Budget 2021 as per P&F 21.01.21	Revised Budget including Variations for Approval	Outturn to date	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
S95208	Roewood Lane Sewerage Treatment Station	M Carman	10,000	10,000	0	(10,000)	Reprofile £10,000	31.03.21 outturn was below the £15k deminimis limit
S95250	Communal Lighting	M Carman	20,000	20,000	0	(20,000)	moved to revenue	13.10.20 Three street lights identified for replacements. 31.03.21 outturn was below the £15k deminimis limit
S95252	Flood Defence Systems	D Bamford	10,000	10,000	0	(10,000)	budget available in 21/22	31.03.21 there is an annual budget allocation for flood defence, no commitments in 20/21 requiring a budget reprofile.
S95254	Estate Remodelling	G Bruce	65,000	65,000	17,824	(47,176)	Complete	13.10.20 fencing works across the district.
<b>S752</b>	<b>ENVIRONMENTAL WORKS</b>		<b>545,000</b>	<b>545,000</b>	<b>275,546</b>	<b>(269,454)</b>		
S97100	ASBESTOS	A Hayward	0	0	0	0		
S97115	Asbestos Surveys	A Hayward	30,000	30,000	0	(30,000)	Reprofile £13,000	04.08.20 surveys continued through lockdown due to essential services 15.10.20 surveys are progressing. 09.12.20 Due to review with compliance team.
S97116	Asbestos Removal	A Hayward	20,000	20,000	0	(20,000)	Reprofile £8,000	04.08.20 removals started in May. 15.10.20 ongoing.
<b>S771</b>	<b>ASBESTOS</b>		<b>50,000</b>	<b>50,000</b>	<b>0</b>	<b>(50,000)</b>		
S97200	FIRE SAFETY	J Knowles	50,000	50,000	0	(50,000)	Reprofile £36,870	
S97218	Fire Risk Assessments	J Knowles	150,000	150,000	0	(150,000)	Reprofile £150,000	04.08.20 works completed on receipt of risk assessment reports. 13.10.20 out to tender at the moment, due back late Oct. 31.03.21 Risk assessments have been carried out, spend will occur in the new year and expect to spend more than next years budget.
<b>S772</b>	<b>FIRE SAFETY</b>		<b>200,000</b>	<b>200,000</b>	<b>0</b>	<b>(200,000)</b>		
S97300	DDA IMPROVEMENTS	L Powell	17,531	17,531	17,531	0	complete	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. 09.12.20 work planned for this year complete.
<b>S773</b>	<b>DDA IMPROVEMENTS</b>		<b>17,531</b>	<b>17,531</b>	<b>17,531</b>	<b>0</b>		
S97400	DISABLED ADAPTATIONS	L Powell	0	0	0	0		
S97416	Major Adaptations	L Powell	425,000	425,000	382,856	(42,144)	Reprofile £42,000	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. 09.12.20 161 referrals completed 108. 31.03.21 commitments made within 20/21 will occur in 21/22.
S97417	Minor Adaptations	L Powell	30,000	30,000	26,975	(3,025)	Reprofile £3,000	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. 09.12.20 179 referrals, completed 157. 31.03.21 commitments made within 20/21 will occur in 21/22.



Project	Capital Description	Project Manager	Revised Budget 2021 as per P&F 21.01.21	Revised Budget including Variations for Approval	Outturn to date	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
S97418	Adaptation Stair Lift/Ho	L Powell	47,469	47,469	44,263	(3,206)	Reprofile £3,000	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. 09.12.20 11 Stairlifts and 6 Hoists put in so far. 31.03.21 commitments made within 20/21 will occur in 21/22.
<b>S774</b>	<b>DISABLED ADAPTATIONS</b>		<b>502,469</b>	<b>502,469</b>	<b>454,094</b>	<b>(48,375)</b>		
S97500	LEGIONELLA	D Bamford	30,000	30,000	0	(30,000)	moved to revenue	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. 31.03.21 spend on surveys only and under deminis limit.
<b>S791</b>	<b>UNALLOCATED FUNDING</b>		<b>30,000</b>	<b>30,000</b>	<b>0</b>	<b>(30,000)</b>		
S99100	PROPERTY INVESTMENT CONTINGENCY	M Carman	50,000	50,000	0	(50,000)	budget available in 21/22	31.03.21 Contingency budgeted for every year.
S99102	Housing Capital Fees	M Carman	378,800	378,800	214,564	(164,236)	complete	31.03.21 fees dependant on spend incurred to manage the investment programme within the revenue budget.
<b>S791</b>	<b>UNALLOCATED FUNDING</b>		<b>428,800</b>	<b>428,800</b>	<b>214,564</b>	<b>(214,236)</b>		
	<b>PROPERTY INVESTMENT</b>		<b>5,643,800</b>	<b>5,643,800</b>	<b>3,193,081</b>	<b>(2,450,719)</b>	<b>1,705,260</b>	
<b>AFFORDABLE HOUSING</b>								
SA1030	HRA Site Development	K Shutt	0	0	0	0		
SA1031	Site Acquisition (Inc RTB)	K Shutt / J Sanderson	780,000	780,000	221,400	(558,600)	Reprofile £558,600	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. 08.12.20 Northgate site transfer completed on 4.12.20 work to start on hording w/e 11.12.20. other acquisitions to take place in the latter months of the financial year reprofile remaining budget. 31.03.21 other sites did not progress in time to aquire before the year end.
SA1033	Estate Regeneration	C Clarkson	1,085,430	1,085,430	394,102	(691,328)	Reprofile £691,328	10.08.20 Heads of terms and consultants appointment to deliver enabling works agreed. Continued work to around funding. 31.03.21 some delays in enabling works to be progressed in 21/22.
SA1034	Former ASRA Properties	C Clarkson	1,074,579	1,074,579	1,080,469	5,890	complete	10.08.20 due to delays additional consultation underway with PA tenants with a view to complete Q3.
SA1035	Land at 17 Northgate S106 donated asset	K Shutt	0	178,121	178,121	0	complete	31.03.21 donated asset, under S106 agreement. Cost shown represents market valuation at time of agreement and is only to correctly account for the transfer.
SA1047	New Build Contingency	K Shutt	109,802	109,802	0	(109,802)	Reprofile £109,800	31.03.21 contingency for the full build programme, and will be added to or moved from as required for phase 4 and 5.

Project	Capital Description	Project Manager	Revised Budget 2021 as per P&F 21.01.21	Revised Budget including Variations for Approval	Outturn to date	Variance	Scheme Complete / Reprofile Budget	Comments - Spend to date
SA1048	Boughton Extra Care	K Shutt	6,567,605	6,567,605	5,954,226	(613,379)	Reprofile £613,379	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. 08.12.20 will be ready and fit out for being passed to T&E for June. 31.03.21 BP PC will happen in June now and will include fit out. Ground works had to pause in March, restarted with a new company in April so externals are behind, but scheme overall will not be delayed.
SA1053	Phase 2 Cluster 3 - Hawtonville	K Shutt	152,307	152,307	115,021	(37,286)	complete	10.08.20 three sites, retention due in September, final site retention won't be due until 2021/22. 08.12.20 Practical was in reached in June. Retention is being held for 12 months.
SA1060	Phase 3	K Shutt	0	0	23,555	23,555	complete	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	1,069,158	1,069,158	1,057,660	(11,498)	complete	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	1,634,308	1,634,308	1,656,993	22,685	complete	10.08.20 progressing - 4 sites, 9 units started on site in May/June. Due for completion between March/April 2021.
SA1063	Phase 3 - Cluster 3	K Shutt	1,870,000	1,870,000	681,487	(1,188,513)	Reprofile £1,188,512	31.03.21 Started on site November 2020.
SA1064	Phase 3 - Cluster 4	K Shutt	706,000	706,000	236,544	(469,456)	Reprofile £423,220	08.12.20 expecting to Start on the first site in Jan 21. 31.03.21 had to redesign and resubmit planning which delayed going on site.
SA1070	Phase 4	K Shutt	0	160,000	148,735	(11,265)	Reprofile £11,265	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. 14.01.21 50 units progressing 31.03.21 spend re sites that will progress in 21/22. Budget from SA1071 moved to cover expenditure.
SA1071	Phase 4 Cluster 1 Fire Station	K Shutt	700,000	540,000	249,139	(290,861)	Reprofile £290,861	08.12.20 First cluster of phase 3 due for start on site in Jan 21. 31.03.21 started on site in January 21 as planned.
SA1080	Phase 5	K Shutt	0	0	0	0		10.08.20 Land acquisitions will ensure delivery of phase 5.
SA3001	Ollerton Local Office Refurbishment & Repurpos	J Baker	50,000	50,000	20,390	(29,610)	Reprofile £29,610	
SC2000	Careline Analogue to Digital	S Hartley-Hill	80,540	80,540	0	(80,540)	Reprofile £80,540	
	<b>SUB TOTAL AFFORDABLE HOUSING</b>		<b>15,879,729</b>	<b>16,057,849</b>	<b>12,017,840</b>	<b>(4,040,009)</b>	<b>3,997,115</b>	
	<b>TOTAL HOUSING REVENUE ACCOUNT</b>		<b>21,523,529</b>	<b>21,701,649</b>	<b>15,210,921</b>	<b>(6,490,728)</b>	<b>5,702,375</b>	

## 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: Green Homes Grant Local Authority Delivery Phase 2 (LAD2)**

#### **Appropriate Committee:**

Homes and Communities Committee  
Policy and Finance Committee

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

Due to the tight timescales involved and the need to consider if it the project was feasible and the Council could participate and accept the grant funding there has not been time to report to the relevant committees. To receive funding the Council must sign & return award letter/grant form by 15th April 2021.

#### **Background Information**

On 5<sup>th</sup> March 2021, the Council received an email from the Midlands Energy Hub regarding the government allocation of grant to the Council under the Green Homes Grant Local Authority Delivery Phase 2. Initially it was felt that the timescales were too difficult to achieve and the Council did not have the resources to deliver the programme. However, discussions with our neighbour authority Gedling, raised the prospect of working in partnership with EON to deliver our programmes.

In initial discussions with EON, a draft proposal was put together which meant the Council would now be able to deliver the programme and spend the grant allocation.

EON are consider our preferred partner due to their previous experience in this field; the fact that they are working with at least 2 other local authorities (Gedling & Rushmore) in the region to deliver this programme and the Council has successful worked with them on our Warmer Homes Initiative in 2020/21.

#### **Bid Summary and Proposal**

The draft proposal is to work in partnership with EON bring 73 properties up to a C rating EPC as listed below:

- 53 owner occupied properties (with E or D rated EPC's) benefit from a mix of either cladding installation or the installation of solar PVs of which a 100% grant is receivable at a cost of £567,853 and;
- 20 of the councils own stock at D EPC rating have solar PV's installed with 66.66% grant at £91,765 funding and 33.33% (approx. £40,000) from the HRA Energy Efficient budget.

All households will be assessed to ensure they meet the grant's household financial eligibility criteria of earning not more than £30,000 per annum.

### **Financial Implications (FIN21-22/2872)**

The grant awarded of £724,850 will need to be split as follows:

<b>Fund</b>	<b>Value £</b>	<b>Detail</b>
General Fund	65,236.50	9% allowed for managing the project
General Fund	567,853.50	Grant for the works carried out at privately owned properties
Housing Revenue Account	91,760	In order to increase the energy efficiency budget within the Capital Investment Programme
<b>Total</b>	<b>724,850.00</b>	

The £65,236.50 for managing the scheme will require an associated revenue budget within the general fund.

The £567,853.50 will need a corresponding General Fund Capital budget to be added to 2021/22 to pay for the works carried out on the privately owned properties.

The HRA Capital Investment Programme currently has an existing budget of £150,000 for works required in 2021/22. The £91,760 grant will be added to this budget, allowing more properties to be upgraded from an energy rating of EPC D to EPC C. £10,687.50 will be separately identified for survey work and is 100% funded, leaving £81,078 to contribute 66.66% to the cost of the PV's being installed, and the remaining 33.33% coming from the existing £150,000 budget.

There is some flexibility within the conditions of the grant in terms of the above allocation if required, but this grant covers all additional costs to be incurred by the Council.

### **Risks**

1. A reputational risk if the grant is not fully spent and needs to be returned. This will be monitored closely by the Council's Home Energy Officer.
2. That the works are not carried out to satisfactory standard and residents complain. Only eligible contractors will be utilised and it is intended these will come from the Dynamic Purchasing Systems through the Midland Hub run by Nottingham City Council.

### **Deadlines**

- To receive funding the Council must sign & return award letter by 15th April 2021
- Proposals finalised and submitted by no later than 12 noon on the 24th of May 2021
- Majority works completed by end September 2021 and fully completed by 31st December 2021.

### **Decision**

- a) the Director of Housing, Health and Wellbeing be given delegated authority to accept the Grant offer from the Midlands Energy Hub**
- b) £91,760 of the Grant awarded be initially allocated to the HRA Capital Investment Programme to support the current Energy Efficiency budget and the current budget of £150,000 be increased by the same value to £214,760;**
- c) A general fund Capital budget be set up for £567,853.50 for the works estimated to be carried out to the Privately owned**
- d) To set up a revenue budget of £65,236.50 (9% of £724,850 total costs), of which £2,750 will be an upfront payment for managing and administering the programme.**
- e) Enter contract procedure rules exemption to enter into a contract with EON for the reasons listed in the report. Please see attached Contract Procedure Rules Exemption Form in Appendix 1.**

### **Reason for Decision**

### **Members Consulted:**

Councillor D Lloyd Leader of the Council

Councillor P Peacock Opposition Spokesperson of Policy and Finance Committee

Councillor T Wendels Chairman of Homes and Communities Committee

Councillor Mrs K Arnold Opposition Spokesperson of Homes and Communities Committee

Signed

Date

**Appendix 1**

**Contract Procedure Rules Exemption Form**

## Contract Procedure Rules Exemption Form (CPRE)

*Refer to Rule 4 of the Council's Contract Procedure Rules before completing this form (see below)*

**CPRE Number: 2021-002**

**Date Raised: 20/04/2021**

### NATURE OF PROPOSED EXPENDITURE

It is proposed to develop and submit a Green Homes Grant Local Authority Delivery Phase 2 (LAD2) bid that, if successful, will enable approximately 75 low income households in poorly insulated homes to benefit from major energy efficiency improvement measures (either solid wall insulation or solar PV).

### ESTIMATED LIFETIME VALUE OF THE CONTRACT £722,100

#### REASON WHY COMPETITIVE TENDERING IS NOT VIABLE

(Any application for exemption is required to demonstrate valid reasons for not going through an open competition process together with a risk assessment).

On 5th March 2021, the Council received an email from the Midlands Energy Hub regarding the Government's allocation of grant funding to the Council under the Green Homes Grant Local Authority Delivery Phase 2. Initially it was felt that the timescales were too difficult to achieve and the Council did not have the resources to deliver the programme. However, discussions with two neighbouring authorities (Gedling and Rushcliffe) raised the prospect of working in partnership with EON to deliver our programme.

Following initial discussions with EON, a draft proposal has been drawn up which means the Council could potentially now deliver an effective programme of support and ensure the grant allocation is invested in a way that effectively targets and benefits some of our worst private sector housing stock. Fully developed proposals must be submitted by no later than 24th May 2021 and strict funding criteria and project reporting arrangements must be adhered to.

EON is our preferred delivery partner due to their previous experience/track record in this field; the fact that they are working with at least 2 other neighbouring local authorities (Gedling & Rushcliffe) to deliver similar programmes and the Council has successfully worked with them on the Nottinghamshire-wide Warm Homes Hub/First Time Gas Central Heating scheme so plans to build on the existing infrastructure and relationships.

Detailed knowledge of external wall insulation and solar PV (and their associated costings) are required in order to write an effective bid, as well as a comprehensive understanding of the LAD 2 criteria. E-ON's Strategic Funding Manager has agreed to work with the Council's Energy & Home Support Officer to write the bid as E-on has direct experience of writing successful LAD proposals and managing their effective delivery.

**PREFERRED CONTRACTOR(S)/SUPPLIER(S) TO BE USED**

We are proposing to contract with E-on to deliver and manage the Council’s LAD 2 scheme. E-on will be responsible for ensuring delivery targets are met within the funding timeframes set out by the Midlands Energy Hub, and for ensuring their installers meet the required standards. In addition, E-on has offered to bring other added value services to the scheme at no additional cost, e.g. triaging residents who do not meet the LAD 2 criteria to other relevant support schemes. To our knowledge, this is not available from competitors. Also, E-on has agreed to work with the Council to produce tailored information for residents, such as typical savings occupiers can expect to gain from the energy efficiency measures proposed for their home. E-on has also agreed to provide full support to residents throughout the pre and post installation phase.

**Risk Assessment:**

The risk of going through an open competition process is that (a) we do not get the support we need to write and submit a successful funding proposal within the tight timeframe specified and (b) we could miss the opportunity of contracting with a known, trusted partner that has the experience and capacity to provide the project management support that the Council currently does not have in house.

<b>Contract Officer</b>	<b>Helen Richmond</b>	<b>Date</b> 20/04/21
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**AUTHORISATIONS:** *(refer to Rules 4.3 & 4.5 below as appropriate)*

<b>Director</b>	.....	<b>Date</b> .....
<b>Section 151 Officer</b>	.....	<b>Date</b> .....
<b>Chief Executive</b>	.....	<b>Date</b> .....

**Note: A copy of the authorised Exemption Form must be forwarded to the Business Manager – Financial Services for recording and monitoring purposes**



#### **4. EXEMPTIONS**

**4.1 The Contract Procedure Rules must be followed. This is to ensure open and transparent competition and protect the Council from any undue risk of challenges of anti-competitive behaviour.**

**4.2 Where the total lifetime value of a proposed contract is likely to exceed the EU threshold, a Chief Officer has no delegated powers and no exemption can be applied for.**

**4.3 For Supplies and/or Services contracts where the total lifetime value is below the EU threshold, an exemption to all or part of the requirements under section 9.1.1 may be granted with the written approval of the Council's Section 151 Officer. For Works contracts with an estimated total value below the EU threshold, an exemption to all or part of the requirements under section 9.1.1 may be granted with the written approval of the Council's Chief Executive and the Section 151 Officer. Any application for exemption is required to demonstrate valid reasons for not going through an open competition process together with a risk assessment.**

**4.4 Any contract entered into through collaboration with other Local Authorities or other public bodies, where a competitive process has been followed that complies with the Contract Procedure Rules of the leading organisation, will be deemed to comply with these Contract Procedure Rules and no exemption is required. However, advice must be sought from the Procurement Manager.**

**4.5 Where an exemption is necessary because of an unforeseeable emergency involving immediate risk to persons, property or serious disruption to Council services, approval must be sought from the Section 151 Officer, or in the event of his absence the Deputy Section 151 Officer or in his absence, the Chief Executive or the relevant Business Unit Manager. Where this situation arises a report must be sent to the next Policy & Finance Committee to support the action taken.**

**4.6 All exemptions, and the reasons for them, must be recorded using the Contract Procedure Rules Exemption form which is available from the Council's Procurement Manager. Exemptions shall be detailed by the Contract Officer and signed by the relevant Director and Section 151 Officer and a copy sent to the Procurement Manager for subsequent recording and monitoring.**

**4.7 The use of e-procurement technology does not negate the requirement to comply with all elements of these Contract Procedure Rules, particularly those relating to competition and Value for Money.**

**4.8 Competitive tenders are not required in any of the following circumstances:**

(i) EU contracts or framework agreements may be modified without a new procurement procedure only in clearly defined situations as provided for under Regulation 72 of the Public Contracts Regulations 2015.

(ii) The work to be executed or goods or materials to be supplied or the services to be provided constitute an extension of an existing below EU threshold contract provided that such an extension has received approval by the Section 151 Officer. The Procurement Manager must be consulted and must be satisfied that the extension is in accordance with procurement legislation.

(iii) The work to be executed or the goods or materials to be supplied consists of repairs to or the supply of parts to existing proprietary machinery or plant by the manufacturers or their agents. The Procurement Manager must be consulted and be satisfied that Value for Money is being achieved.

(iv) The estimated expenditure is less than £10,000 provided that the appropriate Chief Officer shall take reasonable steps to secure the order at the most competitive price.

(v) The purchase is by or at public auction, including online auction facilities (e.g. eBay) and the total value of the procurement is below the prevailing EU threshold.