



Tuesday, 21 January 2020

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 29 January 2020 in the Council Chamber, Council Offices, Foster Avenue, Beeston NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact Legal Services at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	L A Ball BEM	H E Skinner
	B C Carr (Vice-Chair)	E Williamson
	T A Cullen (Chair)	J C Goold
	E Kerry	J P T Parker
	H G Khaled MBE	S A Bagshaw
	J W McGrath	T Hallam
	J M Owen	

A G E N D A

1. APOLOGIES

To receive any apologies and notification of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 1 - 4)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 27 November 2019.

4. HOUSING STRATEGY 2020 - 2024 (Pages 5 - 6)

To consult with committee about the themes and format of the new Housing Strategy and a timetable for production.
5. HOUSING DELIVERY PLAN UPDATE (Pages 7 - 18)

To update committee on the work to deliver the Housing Delivery Plan (HDP) and to seek approval to the commissioning of feasibility work for the remaining Phase 1 sites.
6. EMPTY HOMES STRATEGY (Pages 19 - 44)

To request the approval of a revised Empty Homes Strategy.
7. MOBILITY SCOOTER POLICY (Pages 45 - 62)

This Policy sets out the guidelines for the storage and charging of tenant's mobility scooters in Council owned properties.
8. MANAGEMENT OF COMMUNAL AREAS POLICY (Pages 63 - 78)

To seek Committee approval for a new policy that provides guidance on how the Council will manage its communal areas within its housing blocks and schemes.
9. GAS AND ELECTRICAL POLICIES (Pages 79 - 100)

To seek approval for updated Gas and Electrical Policies.
10. HOUSEMARK AND SURVEY OF TENANTS AND RESIDENTS UPDATE (Pages 101 - 104)

To inform the Committee about how the information provided through the HouseMark annual report and STAR survey has been used.
11. RENT PAYMENT METHODS (Pages 105 - 116)

To inform the group of additional payment options available to Broxtowe Borough Council.

12. HOUSING REPAIRS REVIEW

To inform the Housing Committee of the findings of the review of the Housing Repairs Service and request that members approve the recommendations outlined in appendix 3. This report is circulated separately with the agenda.

13. BUSINESS PLANS AND FINANCIAL ESTIMATES 2020/21 - 2022/23 (Pages 117 - 164)

To consider proposals for business plans; detailed revenue budget estimates for 2020/21; capital programme for 2020/21 to 2022/23; and proposed fees and charges for 2020/21 in respect of the Council's priority areas.

14. WORK PROGRAMME (Pages 165 - 166)

To consider items for inclusion in the Work Programme for future meetings.

15. EXCLUSION OF PUBLIC AND PRESS

The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press 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 paragraphs 1 and 2 of Schedule 12A of the Act.

16. AIDS AND ADAPTIONS (Pages 167 - 170)

17. FENCE REPLACEMENT (Pages 171 - 172)

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HOUSING COMMITTEE

WEDNESDAY, 27 NOVEMBER 2019

Present: Councillor T A Cullen Chair

Councillors: S A Bagshaw
S Carr (substitute)
J L Fletcher (substitute)
C Goold
T Hallam
E Kerry
H G Khaled MBE
J W McGrath
P Roberts-Thomson (substitute)
J M Owen
H E Skinner
E Williamson

Apologies for absence were received from Councillors L A Ball BEM, B C Carr and J P T Parker.

29. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

30. **MINUTES**

The minutes of the meeting held on 18 September 2019 were confirmed and signed as a correct record.

31. **HOUSING DELIVERY PLAN UPDATE**

The Committee was updated on the acquisition of former right to buy properties. Three new sites had been earmarked for new build development on Council owned land with other HRA owned sites to be developed in the Borough. A more detailed update on these sites would be provided at the January meeting of the Housing Committee.

The following motion was moved by Councillor E Kerry and seconded by Councillor L Fletcher:

‘That the opposition be consulted along with the Chair of Housing.’

The motion, on being put to the meeting, was lost.

RESOLVED unanimously that:

- 1) A consultation exercise be undertaken in January 2020 for the sites without planning permission identified in appendix 2, to seek local resident's views,**
- 2) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, to agree the mix of the new housing for these 2 sites,**
- 3) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, for the Council to submit planning applications for the development of new rented housing on these 2 sites.**
- 4) A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, for all key approvals relating to the assessment of tender returns for the main construction consultants, including qualitative criteria, and the subsequent award of these contracts.**

32. HOUSING NEIGHBOURHOOD STRATEGY 2019 - 2022

The Committee received an update on the new Strategy and how it would tackle neighbourhood issues, including the establishment of 'Priority Neighbourhoods'. Engagement with residents was a strategy focus. It was confirmed that Councillors would be invited to Council organised events.

As more data is obtained, action plans would be developed with annual updates to the Housing Committee. Councillors discussed the report and requested the Strategy be reviewed frequently. As decisions are often needed immediately, Officers would lead on this and update the Committee when necessary.

RESOLVED that the Housing Neighbourhood Strategy 2019-20 be approved.

33. REVIEW OF ALLOCATIONS POLICY

The Housing Committee approved the new Allocations Policy in 2018 and the Policy came into effect in November 2018. It outlines the method in which housing applicants on the waiting list are assessed, who is eligible, how they are prioritised and how properties are allocated. The Committee had approved for the policy to be reviewed on an annual basis and therefore this is the first annual review.

The report was discussed. Councillors highlighted that many Independent Living units were vacant. It was confirmed that the issue was being considered and would be brought to this Committee shortly. The wording in the report was considered to be unclear. As a result, it was agreed that it would be amended.

RESOLVED that the proposed changes to the Council's Allocations Policy be approved with additional wording:

'Properties that are designated as Independent Living will only be allocated to applicants over the age of 60 or applicants with a degree of disability or those meeting the suitable criteria'.

34. INTRODUCTORY TENANCIES UPDATE

The Committee noted the report.

35. LIFELINE SERVICE UPDATE

The Committee was updated on the Lifeline Service. The aim is to increase, maintain and improve the independence of customers to remain living within their own home.

The Lifeline Service has 920 customers, of these 94% (864) are private residents and 6% (56) are council tenants in general needs accommodation. A review identified that there are opportunities to grow the Lifeline service by marketing it to new customers and expanding the range of services on offer. It was proposed that the service be available to those with mental health issues. It was agreed to put this on the Work Programme as soon as the necessary information is obtained.

36. HOUSING ENGAGEMENT STRATEGY UPDATE

In June 2019 the Housing Committee had approved a new Housing Engagement Strategy. It reflected the increased focus on informal methods of engagement. There had recently been several community events held. Resident Involvement Groups were being reviewed. Good progress was being made but it was conceded that resident satisfaction is difficult to measure.

37. PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN PROGRESS - HOUSING

The Committee noted the report on the progress against outcome targets identified in the Housing Business Plan.

38. WORK PROGRAMME

It was proposed that Independent Living be added. It was requested that items be added to the Work Programme if they were relevant to the Committee. It was confirmed that the schedule of meetings would be discussed at the Council meeting in December. The Work Programme could then be planned.

RESOLVED that the Work Programme be approved.

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Report of the Chief Executive

HOUSING STRATEGY 2020 - 2024

1. Purpose of report

To consult with committee about the themes and format of the new Housing Strategy and a timetable for production.

2. Background

The current strategy ends in 2020. A new strategy is required for 2020 -2024.

3. Detail

It is proposed that the strategy is based on the priorities in the Corporate Plan:

- Build more houses, more quickly on under used or derelict land
- Invest to ensure our homes are safe and more energy efficient
- Prevent homelessness and help people to be financially secure and independent

Under these headings the strategy will address current housing issues, such as:

- Welfare Reform, including Universal Credit
- Grenfell Response, including fire safety
- Increase in homelessness
- Lack of funding for external support agencies
- Issues identified in the Social Housing Green Paper

The strategy will also incorporate wider Council priorities, such as:

- Environmental considerations
- Health, including mental health
- Community Safety
- Business Growth

Following the format of the Engagement Strategy and the Neighbourhood Strategy approved last year, the Housing Strategy will contain a detailed action plan for year one of the strategy and a high level action plan for years two to four. It is likely to be an 8-12 page document, detailed enough to set out the housing departments vision and priorities but short enough for employees and other agencies to be encouraged to engage.

A proposed approach and timetable is included in the appendix.

Recommendation

The Committee is asked to NOTE on the proposed themes and format.

Background papers

Nil

APPENDIX

Stage	Deadline
Establish initial ideas for inclusion: <ul style="list-style-type: none"> • Review Housing Strategy 2015 – 2020 to identify what has been achieved if any further actions need to be included in the new strategy • Review recently commissioned reports – including HQN Review of Retirement Living, Social and Affordable Needs Study and Stock Condition Survey • Incorporate actions from other strategies and plans – including Housing Delivery Plan, Engagement Strategy and Neighbourhood Strategy • Use results of Survey of Tenants and Residents (STAR) • Meet with Chair and Vice-Chair of Housing Committee • Desktop review of good practice 	February 2020
Consultation on initial ideas for inclusion: <ul style="list-style-type: none"> • Residents – through an online survey and Resident Involvement Group • Housing Employees – consultation meetings for all Housing employees • Other Employees – share ideas with relevant Heads of Service • Members – share ideas with members of the Housing Committee • Stakeholders – partner agencies, registered providers and other Nottinghamshire authorities 	Early March 2020
Review consultation responses	End March 2020
Produce draft	Early April 2020
Produce final document	End April 2020
Submit report for Housing Committee	Early May 2020
Housing Committee meeting	3 June 2020

Report of the Deputy Chief Executive

HOUSING DELIVERY PLAN UPDATE

1. Purpose of report

To update committee on the work to deliver the Housing Delivery Plan (HDP) and to seek approval to the commissioning of feasibility work for the remaining Phase 1 sites.

2. Background and detail

The Housing Delivery Plan was approved by Housing Committee and the Finance and Resources Committee in June and July 2019 respectively. The following workstreams have commenced to deliver Phase 1 of the Housing Delivery Plan:

- Acquisition of former right to buy (RTB) properties - 3 properties have been purchased and a further 4 are in the process of being purchased, with several others in the pipeline.
- New Build Development on Council owned land – 3 sites have been earmarked for the 2019/20 HRA development programme and work is progressing to deliver them. An update on these sites is contained in appendix 1.
- New Build Development on Council owned land - other sites – Phase 1 of the Housing Delivery Plan identified several other HRA owned sites to be developed in the Borough. It is recommended that the Council submit planning applications to redevelop these sites, subject to further feasibility work and following a consultation event with local residents later in the year. A summary of these sites are included in appendix 2.

3. Financial Implications

The 2019/20 capital programme includes £1,604,200 to progress the Housing Delivery Plan schemes 2.1 to 2.2 above. The housing capital receipts available to assist with the financing of the work streams within the phases of the Housing Delivery Plan totalled £4,467,440 at 31 December 2019. These will be enhanced by further receipts from the future sale of council houses.

Recommendation

The Committee is asked to RESOLVE that:

- 1) **A consultation exercise be undertaken in 2020 for the sites without planning permission identified in appendix 2, to seek local resident's views,**
- 2) **A delegation be made to the Deputy Chief Executive, following consultation with the chair of housing, to agree the mix of the new housing for the sites identified in appendix 2,**
- 3) **A delegation be made to the Deputy Chief Executive, following consultation with the Chair of Housing, for the Council to submit planning applications for the development of new rented housing on the sites identified in appendix 2,**
- 4) **A delegation be made to the Deputy Chief Executive, following consultation with the Chair of Housing, for all key approvals relating to the assessment of tender returns for the main construction consultants, including qualitative criteria and the subsequent award of these contracts.**

Background papers

Nil

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Housing Delivery Plan Update Phase 1 New Build Sites (2019 – 2020)

New Build Delivery 2019/20

The following sites have been identified for initial development in 2019/20

1. Willoughby Street, Beeston,
2. 51 Ilkeston Road, Bramcote (known as Fishpond Cottage),
3. Oakfield Road Garage site, Stapleford.

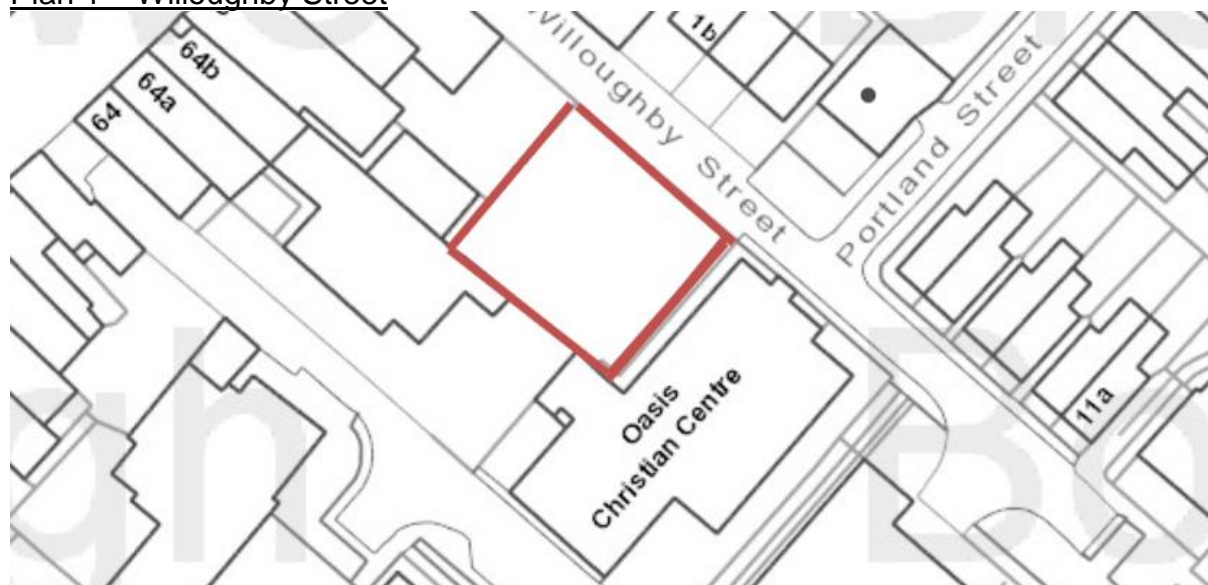
1) Willoughby Street, Beeston

A development of two dementia friendly bungalows for rent will begin in early 2020 at Willoughby Street, Beeston. The scheme has been funded by the Nottinghamshire Better Care Fund. The two bungalows will form part of the Council's stock.

Projected Development Programme

Building regulation approval	December 2019
Tender building contract	December 2019 to January 2020
Let building contract	March 2020
Construction work begins	March 2020

Plan 1 – Willoughby Street



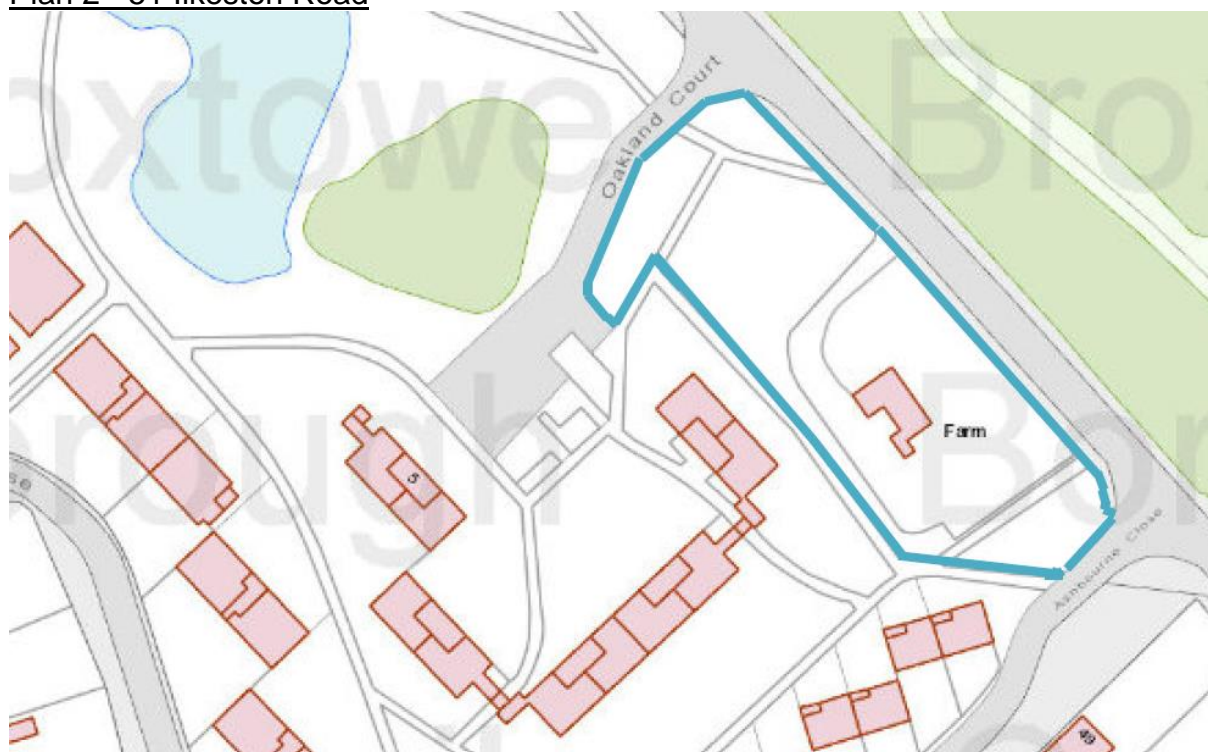
2) 51 Ilkeston Road, Bramcote (known as Fishpond Cottage)

51 Ilkeston Road is a Council owned detached property that is currently vacant. It is on a large plot adjacent to Ilkeston Road that is not allocated as open space in the local plan. The site is also next to a large area of open space surrounding a pond that would all be retained. Local residents have been written to and advised that the Council is looking to redevelop the site. The Council would like to build houses on the land as family housing remains the most pressing housing need across the district.

Projected Development Programme

Consultants appointed (architects, employers agent, engineers)	January 2020
Surveys undertaken	November 2019 to January 2020
Resident consultation exercise	February/March 2020
Planning application to be submitted	March/April 2020

Plan 2 - 51 Ilkeston Road



3) Oakfield Road, Stapleford

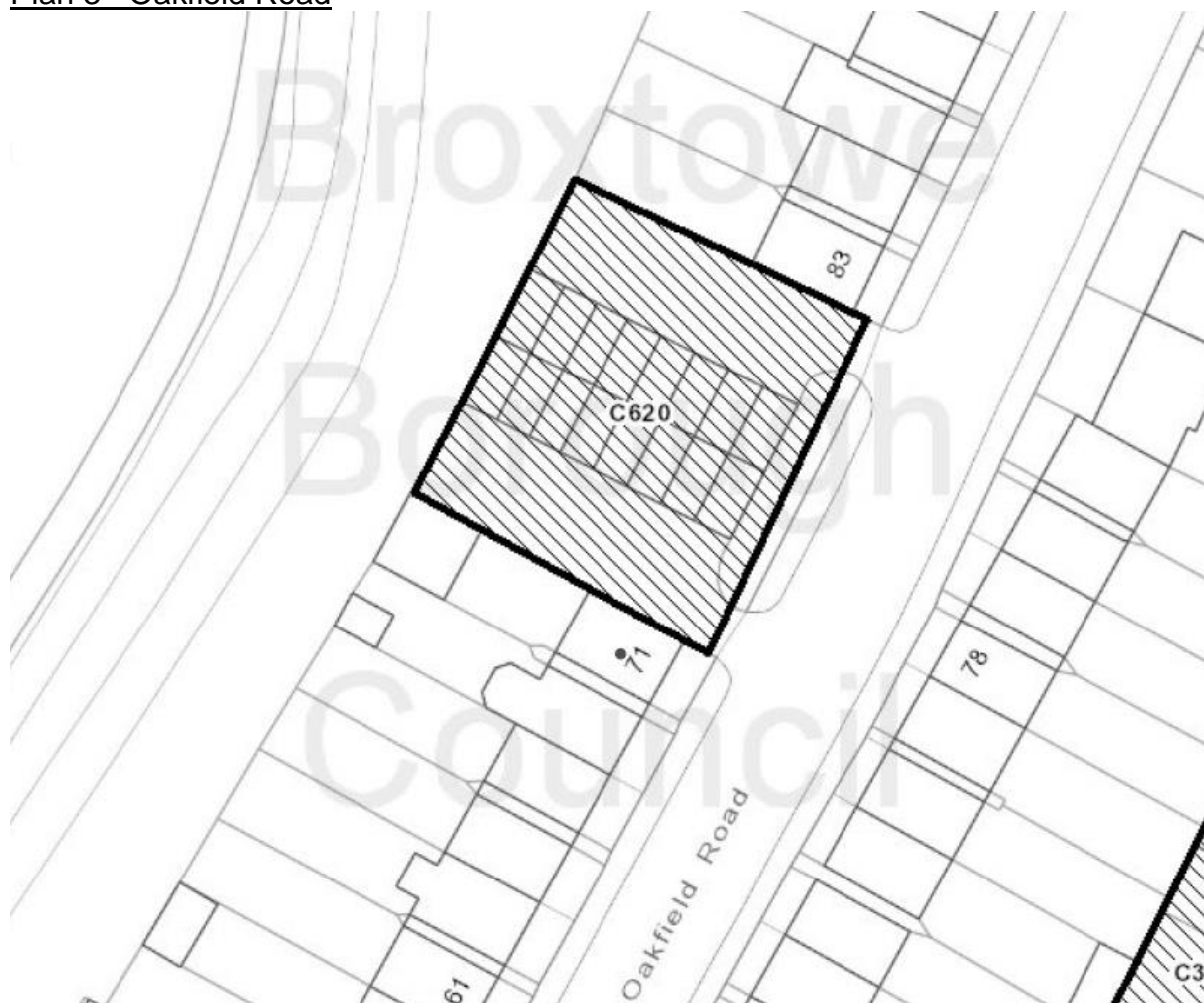
The Council owns circa 838 garages, located throughout the borough with 312 in Stapleford. The site at Oakfield Road currently comprises of 16 garages of which 3 are currently void. The garages are not in good condition and require maintenance and modernisation work.

The Council would like to build flats on the site for rent to ex-service personnel. A full parking survey will be undertaken before a planning application is submitted to ensure that the proposal does not have a significant impact on existing street parking. The garage tenants and immediate neighbours have been written to and advised that the Council is looking to redevelop the site. The housing department will work with the garage tenants affected to try and find them alternative garages over the coming months.

Projected Development Programme

Consultants appointed (architects, employers agent, engineers)	December 2019 to January 2020
Surveys undertaken	November 2019 to January 2020
Resident consultation exercise	February 2020
Planning application to be submitted	February/March 2020

Plan 3 - Oakfield Road



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Housing Delivery Plan Update Phase 1 New Build Sites (2020/21)

The Council owns over 800 garages, located throughout the borough with over 300 in Chilwell and over 350 in Watnall. All of the garage sites identified require regular maintenance and major modernisation work. Not all Council garages are used to house cars with many acting as storage units. However, a full parking survey will be undertaken before any planning applications are submitted to ensure that the proposals do not have a significant impact on existing street parking. The garage tenants and immediate neighbours have been written to and advised that the Council is looking at the feasibility of developing these sites for affordable housing. The housing department will work with the garage tenants affected to try and find them alternative garages over the coming year.

The redevelopment of these sites for affordable houses will provide several benefits. These include enhancing the environment of the area by the creation of a new development and removing areas which can attract anti-social behaviour. Developing Council owned land ensures we maintain control of the development delivery and timescale and provide much needed affordable housing.

Projected Development Programme

Consultants appointed (architects, employers agent, engineers) to undertake feasibility exercise	January 2020
Surveys undertaken	January to March 2020
Resident consultation exercises	April/May 2020
Planning applications to be submitted	Summer 2020

The following sites have been identified for potential developments in 2020/21 as per Phase 1 of the approved housing delivery plan;

1. Felton Close, Chilwell,
2. Firbank Court, Chilwell,
3. Gayrigg Court, Chilwell,
4. Barn Croft, Chilwell,
5. Chilton Drive (South), Watnall,
6. Chilton Drive, (West) Watnall,
7. Selside Court, Chilwell (replacement site for the Ghost House Lane garages that cannot be re-developed).

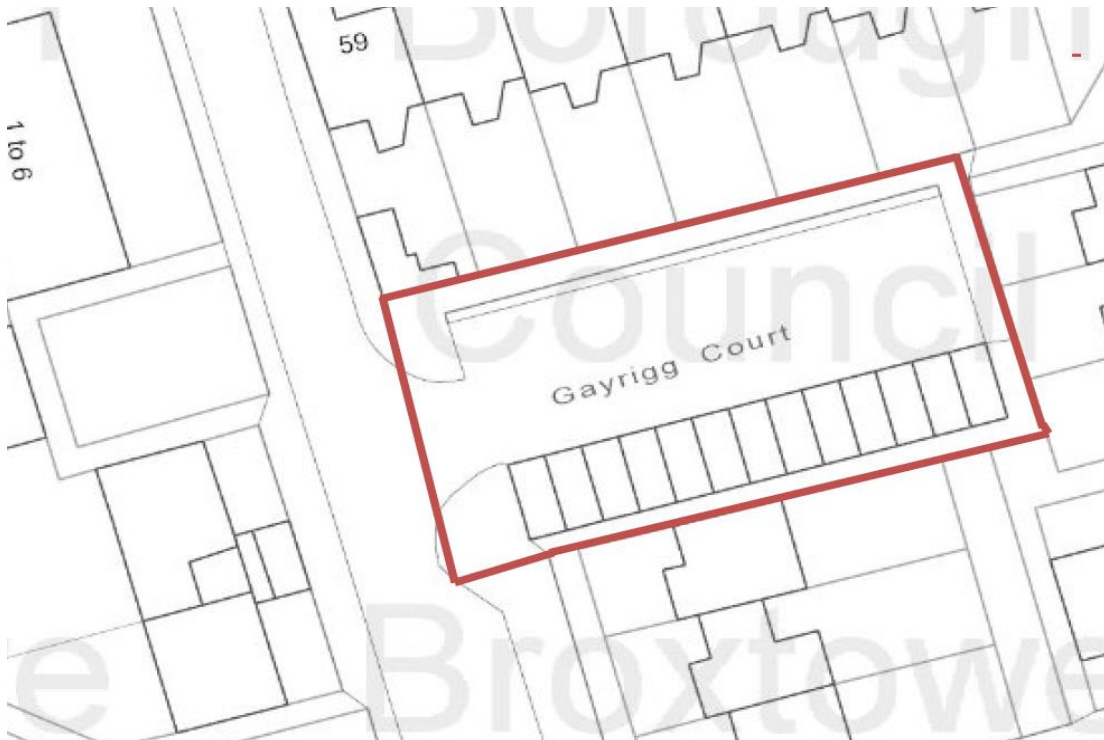
- 1) Felton Close, Chilwell - current use 8 garages and open space



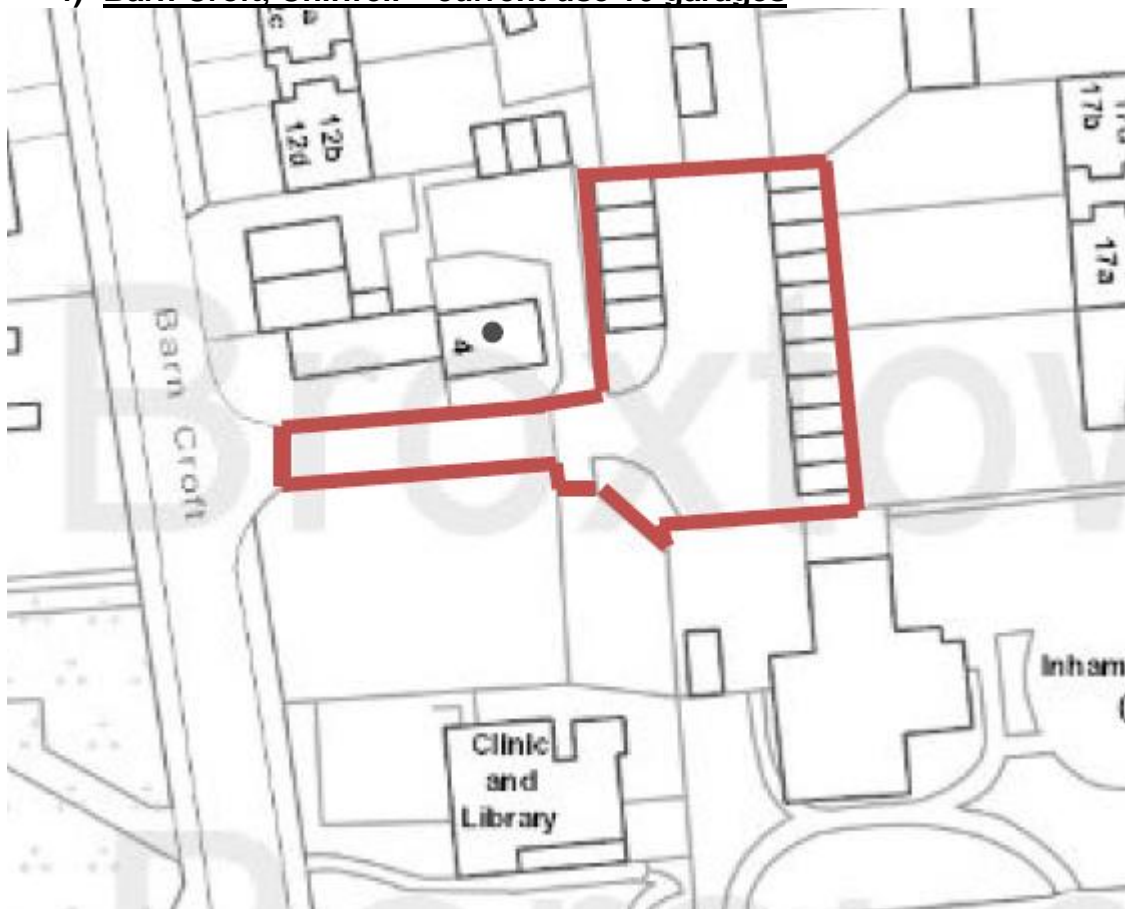
- 2) Firbank Court, Chilwell – current use 10 garages and a number of parking spaces



- 3) Gayrigg Court, Chilwell - current use 13 garages and a number of parking spaces



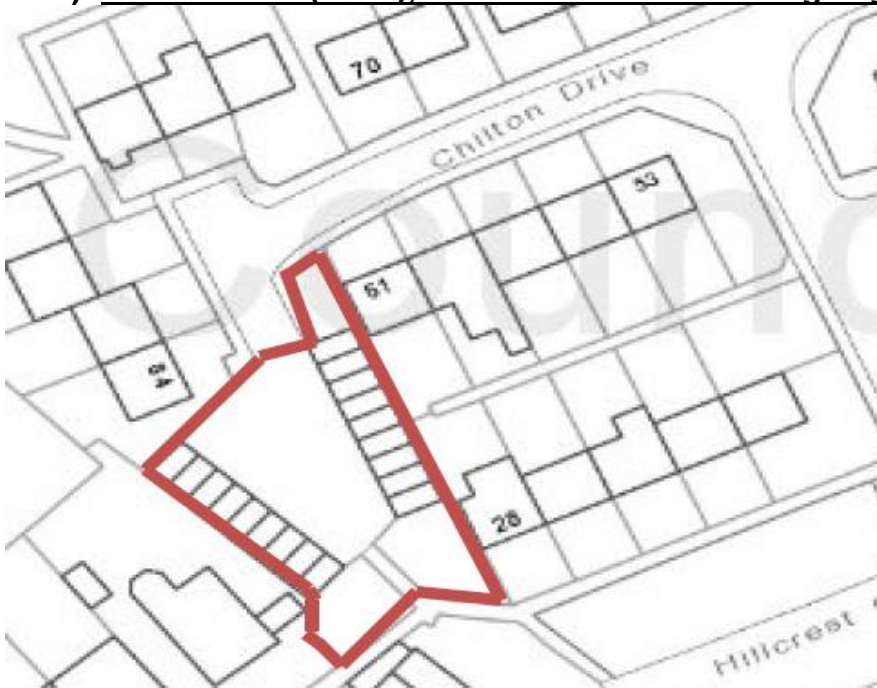
- 4) Barn Croft, Chilwell – current use 16 garages



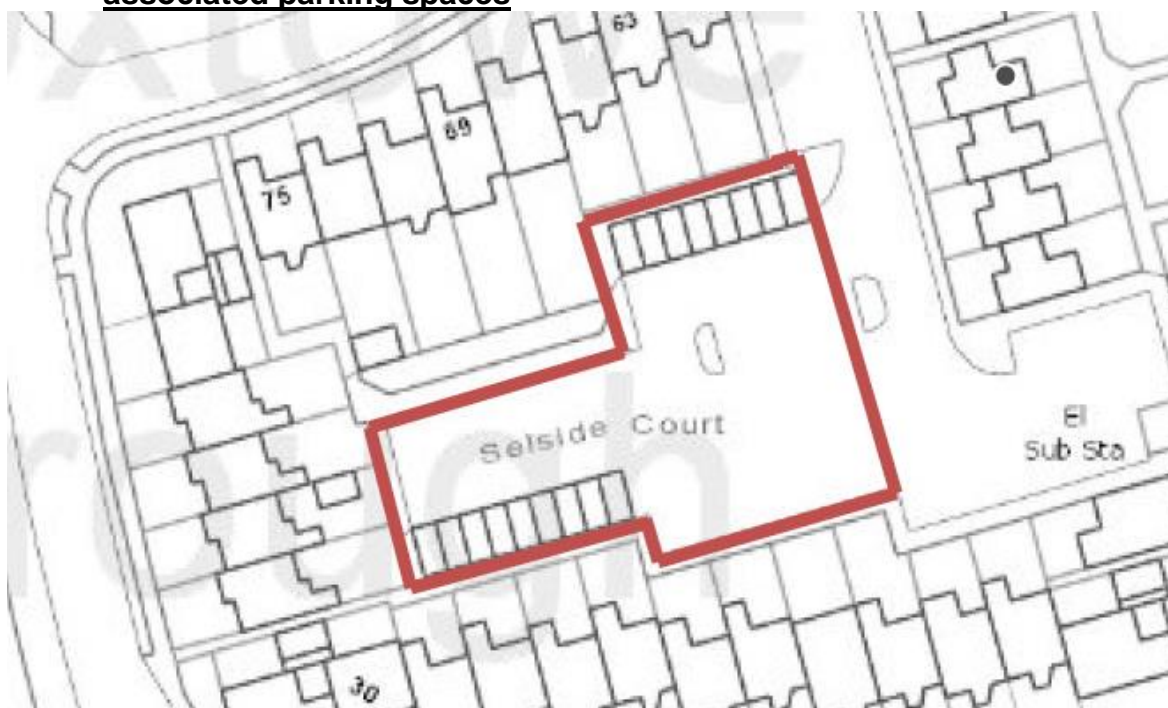
5) Chilton Drive (South), Watnall – current use 10 garages and a number of parking spaces



6) Chilton Drive (West), Watnall – current use 18 garages



7) **Selside Court, Chilwell - replacement site – current use 17 garages and associated parking spaces**



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Report of the Chief Executive

EMPTY HOMES STRATEGY 2020-24

1. Purpose of report

To request the approval of a revised Empty Homes Strategy.

2. Detail

Dwellings can be left empty for a number of reasons. These include sale of the property, the occupant being in hospital or other care facility, second homes, holiday homes, etc. However, if dwellings are left empty for a considerable length of time, they can be a source of many problems. They can lead to increased fly-tipping, vandalism and other anti-social behaviour, potential squatting, as well as having a negative impact on property values and amenity in the immediate neighbourhood. They are also a wasted resource, not only in terms of the living accommodation which is lost but in terms of the financial loss to the owner.

Broxtowe Borough Council recognises the importance of bringing empty homes back into use and the attached document sets out the practical way the Authority intends to do this, set in the strategic context. The Strategy aims to build on the work done and progress made as a result of the implementation of the Empty Homes Strategy 2010-2013.

The Empty Homes Strategy is attached as appendix 1. An Equality Impact Assessment is attached as appendix 2.

Recommendation

The Committee is asked to RESOLVE that the Empty Homes Strategy 2020/24 be approved.

Background papers

Nil

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Broxtowe
Borough
COUNCIL

Empty Homes Strategy 2020 – 2024

Housing Committee 29th January 2020

Contents

	Introduction
Chapter 1	Achievements
Chapter 2	Aims and objectives
Chapter 3	Strategic context
Chapter 4	Statistics
Chapter 5	Approach
Chapter 6	Raising awareness within the community
Appendix 1	Action plan
Appendix 2	Priority scoring matrix

Introduction

Empty homes can be a source of many problems. They can lead to increased fly-tipping, vandalism and other anti-social behaviour, potential squatting, as well as having a negative impact on property values and amenity in the immediate neighbourhood. They are also a wasted resource, not only in terms of the living accommodation which is lost, but in terms of the financial loss to the owner.

Broxtowe Borough Council recognises the importance of bringing empty homes back into use and this document sets out the practical way the authority intends to do this, set in the strategic context.

The strategy aims to build on the work done and progress made as a result of the implementation of the original Empty Homes Strategy in 2010 and future revisions. Some of the achievements are summarised in Chapter 1.

1. Achievements

Since the introduction of the Empty Homes Strategy in 2010, Broxtowe Borough Council has achieved the following:

Brought 411 long term empty dwellings back into use

Established ownership details of all known long term empty dwellings

Produced a database of known long-term empty dwellings, including ownership details, matrix score, etc

Produced a procedural guide for dealing with empty dwellings

Applied a matrix scoring system to all long-term empty dwellings to provide information for a “worst first” approach to dealing with them

Produced a list of contacts and agencies to assist in tracing owners

Produced a web-based empty dwelling referral form for use by the public

Organised Private Sector Landlords’ Forums each year

Organised displays in the reception area of the Beeston Council Offices, highlighting the issue of empty homes

Regularly updated the Council’s website to provide up to date information on empty dwellings

2. Aims and Objectives

2.1 Overall aim

The overall aim of this strategy is to return long-term empty dwellings in the private sector back into use in the most appropriate way and in the shortest possible time.

2.2 Key objectives

The four key objectives are:

1. Maintain accurate and timely information on the number, type and location of empty dwellings within the borough.
2. Prioritise all long-term empty dwellings for action.
3. Work in partnership with others to achieve the overall aim.
4. Raise awareness of the issues of empty dwellings.

2.3 Key tasks

In working towards the overall aim, a series of key tasks have been formulated to meet the key objectives. These are as follows:

2.3.1 Objective 1

Maintain accurate and timely information on the number, type, and location of empty dwellings within the district.

Tasks

- (i) Maintain the database of long-term empty dwellings, including ownership details and score via a matrix score system (see Appendix 1).
- (ii) Analyse estate agents' and auctioneers' data to find long term empty dwellings.
- (iii) Access Council Tax data to identify long term empty dwellings.

2.3.2 Objective 2

Prioritise all long-term empty dwellings for action.

Tasks

- (i) Continue to use the scoring matrix (Appendix 1) to rate all long-term empty dwellings to provide information for action predominantly on a “worst first” basis.
- (ii) Engage in concentrated activity to target the 5 properties with the highest matrix scores

2.3.3 Objective 3

Work in partnership with others to achieve the overall aim.

Tasks

- (i) Co-organise the South Nottinghamshire private sector landlords’ forum each year.
- (ii) Liaise with the Housing Division to identify properties which may be eligible for purchase using the “Acquisitions Policy”.
- (iii) Liaise with Council Tax section to check and update records on properties known as empty to ensure the correct rate of Council Tax is being charged.
- (iii) Maintain empty homes reporting tool on the Council’s website
- (iv) Provide advice and assistance to those wishing to purchase or dispose of empty dwellings
- (v) Prepare bespoke action plans in respect of individual properties
- (vi) Explore opportunities to bring empty flats over shops back into use
- (vii) Advise owners of empty dwellings of the potential for the Council to manage them on their behalf.

2.3.4 Objective 4

Raise awareness of the issues of empty dwellings.

Tasks

- (i) Run at least one awareness raising campaign each year to coincide, where possible, with National Empty Homes week
- (ii) Provide, and regularly update, relevant information on the Council’s website.

3. Strategic Context

3.1 Nationally

3.1.1 Empty dwellings in England

The problems posed by the number of empty dwellings are a national issue. Government figures (Ministry of Housing Communities and Local Government Live Tables) show that in 2018, the total number of empty dwellings across England was 634,453. This figure includes empty dwellings in the private sector as well as the public sector (housing association, local authority, or properties owned by the government.) In the East Midlands, the total number stood at 55,755. In Broxtowe, there were 1,258 empty dwellings.

In 2018 the level of long-term empty dwellings (empty for over six months) in England was 216,186. In Broxtowe that year, there were 479 such properties.

The overall level of empty dwellings fluctuates year on year, but there has been a gradual increase in recent years. However, there has been an overall decreasing trend in the period 2004-2018.

3.1.2 Other central government action

The government has given local authorities, owners and developers many tools to help bring empty dwellings back into use. In recent years:

- All local authorities have been encouraged to publish an empty homes strategy;
- VAT has been reduced to 5% for work on properties empty for two years or more and 0% for work on properties empty for over ten years;
- Streamlining of Compulsory Purchase Order (CPO) procedures has been introduced.
- Empty homes brought back into use qualify the host local authority for the New Homes Bonus which was introduced in April 2011. The Government is match funding the Council Tax on long-term empty properties brought back into use for the following six years, using the national average in each band, with an additional amount being provided for those brought back into use as new affordable homes.

3.1.3 Housing Act 2004

This introduced Empty Dwelling Management Orders, the first power specifically targeting privately owned, empty property. Local authorities are now, in effect, empowered to take over most of the rights and responsibilities of the owner of an empty dwelling and to refurbish and rent the property without becoming the titled owner.

3.2 Locally

3.2.1 Broxtowe Borough Council Corporate Plan 2020-2024

A consistent priority in Broxtowe Borough Council's previous Corporate Plans has been a commitment to the provision of good quality housing. This is set to continue with the draft Corporate Plan 2020-2024 having as one of its priorities "Housing – A good quality home for everyone".

3.2.2 Broxtowe Borough Council Housing Strategy 2015-2020

This strategy has five key themes:

- Developing people to provide the best possible service
- Developing homes to meet the needs of our residents
- Developing communities to achieve their potential
- Developing partnerships to deliver improvements
- Developing services to an excellent standard

Bringing empty dwellings back into use clearly impacts on three of the five key themes.

3.2.4 Other local initiatives

Broxtowe Borough Council has introduced a practice of charging 150% council tax on domestic properties which have been empty for longer than two years. This is another incentive to owners of empty dwellings to bring them back into use in a timely manner.

The Council has also introduced an Acquisitions Policy with the aim of increasing Council owned social housing in Broxtowe. This can include consideration of empty dwellings that meet the criteria.

4. Statistics

Figures produced by the Ministry of Housing Communities and Local Government show a recent increase in the number of empty dwellings.

Table 1 - Empty dwellings in England (all sectors)

Year	2015	2016	2017	2018
Total empty	600,179	589,766	605,891	634,453
Long term empty	203,596	200,145	205,293	216,186

Locally, the picture in Broxtowe is very similar.

Table 2 – Empty dwellings in Broxtowe (all sectors)

Year	2015	2016	2017	2018
Total empty	1,245	1,209	1,250	1,258
Long term empty	496	439	452	479

(“Long term empty” is a term applied to dwellings which have been unoccupied and substantially unfurnished for over 6 months)

5. Approach

5.1 Starting point

The starting point of the action on an empty dwelling will be to work with the property owner where possible. Each empty property is different and there are many reasons why they become empty. These reasons can be sensitive and it is important to be understanding of all different situations. However, it is also important to be committed to the principles of the strategy and recognise that an empty property is a blight on a neighbourhood and a wasted resource. Owners should know that whilst the Council would prefer to work with them, enforcement action is always an option. By owning a property, they have a responsibility for it and must act accordingly.

5.2 Resources and action plan

The implementation of this strategy will be undertaken by a designated officer within the Private Sector Housing Section, in the Directorate of the Chief Executive Officer. Management will rest with the Senior Private Sector Housing Officer.

Implementation will take place within existing resources.

The Action Plan for working towards the overall aim is included at Appendix 2.

5.3 Three step strategy

The strategy follows three simple steps:

1. Identify

Identify empty dwellings for action, based on a scoring matrix (Appendix 1) taking into account such factors as length of time empty, nuisance caused, condition of the building and land. (Although the matrix score will be the principal guide to the order in which properties are dealt with, there may be exceptions based on local circumstances). Establish ownership, make contact and decide on further action.

2. Encourage

Work with the owner offering advice and assistance, including funding options if available, with the intention of bringing the property back into use through voluntary action on the owner's part.

3. Enforce

Where all other negotiation has failed, the Council will seek to take the appropriate enforcement action to ensure the dwelling is in a decent condition and is brought back into occupation.

Further details on these three steps are given below.

5.3.1 Identify

The first step is identifying where the empty dwelling is and who owns it. This is not always as straightforward as it sounds – a rundown property may appear empty, but is actually someone's home, whereas a tidy house with curtains up may have been empty for years. The most useful way the Council has of gathering information about empty dwellings is through council tax records. Permission to use this information was introduced in the Local Government Act 2003 which allowed local authorities, for the first time, to use council tax information for: 'identifying vacant dwellings and taking steps to bring vacant dwellings back into use.' The Council is also contacted by members of the public who report individual properties which they are aware of. This provides valuable information and helps to build up a detailed picture of the situation in Broxtowe.

Other than council tax records, officers also liaise with Environmental Health, Planning, and Building Control, talk to neighbours, carry out Land Registry searches and check with the Probate Office. Once the owner is identified, the Council will contact them and try to work with them in bringing the dwelling back into use. The reasons why people leave property empty can vary enormously. Sometimes there are sensitive issues, for example a property where the owner has gone into residential care and has expectations of returning, or where a property is the subject of probate or a legal dispute.

With other properties the reasons are less sensitive and less understandable, such as a property just left empty as the owner, who lives elsewhere, sees it as a long-term investment and does not want the perceived problems of renting it out.

5.3.2 Encourage

Whatever the situation, the Council will contact the owner, talking to them directly where possible, and outline the options for their empty dwelling, providing information that may assist them in deciding what to do.

The options for owners are to rent the dwelling out, sell the dwelling or to live in it themselves. How quickly they are able to do any of this will generally depend on the condition of the dwelling, as well as the desire on their part. The Council will advise and forward relevant information.

Certain questions will need to be answered at this stage:

- Does the dwelling require any building work to make it habitable? If so, does the owner intend to fund it direct or are they seeking finance privately?
- If the owner wants to rent the dwelling out, do they intend to do so privately or through a Leasing Scheme? What schemes are available?
- Would they be interested in letting to students?
- Are they aware of the current VAT rates for developing empty dwellings? The Council will send a VAT information sheet outlining reduced VAT rates for works to empty dwellings and provide a statement that the property has been empty to Customs & Excise if needed.
- Do they want to sell the dwelling? The Council can offer guidance on looking for estate and letting agents locally.
- Have the dwelling and / or associated property been the subject of any complaints? It may be necessary to take action against an owner if there are issues such as build up of rubbish, vermin, 'nuisance' to adjoining properties or if the condition of the property is affecting local amenity.
- Is the owner an established landlord? Are they interested in joining any local landlord accreditation scheme?

5.3.3 Enforce

Enforcement action will be considered where a dwelling has been empty for at least one year and where it is considered that the dwelling is unlikely to be brought back into use unless such action is taken. This will be taken forward by the Private Sector Housing Section in consultation with officers from Environmental Health, Planning, Legal and other sections as needed. Enforcement action through the Empty Homes Strategy is designed to ensure the re-occupation and/or refurbishment of an empty dwelling. This could be on top of other

action taken for issues like rubbish, vermin or other nuisance, or action taken through Planning or other sections.

Enforcement action will be considered against individual property and group properties (i.e. those with more than one unit of accommodation in them).

The Lead Officer will carry out an enforcement feasibility study designed to show which enforcement option is most suitable for that particular case. Weighting will be given to each case based on whether there is a history of nuisance or anti-social activity and the potential housing that could be provided from the empty property. Once the type of action is agreed, it will be pursued. When enforcement action is successfully taken against the owner of a property, the aim will be to ensure that the dwelling is brought back into use as quickly as possible, through whatever means the form of enforcement dictates.

Enforcement policy

There is a need to carry out enforcement functions in a consistent, practical and equitable manner. In compliance with the corporate Enforcement Policy, the Council's approach will aim to be open, helpful, proportional, and consistent.

Before progressing with formal action, the Council will ensure that owners are fully advised and given an opportunity and sufficient time to take measures of their own to bring properties back into use.

Various available enforcement options are outlined below:

Compulsory Purchase Order (CPO)

Compulsory Purchase of a dwelling carried out under Section 17 of the 1985 Housing Act (as amended). This allows local authorities to acquire property for either 'quantitative or qualitative gain'. A CPO is the final solution to a problem empty property as it removes ownership from the current owner. Once the CPO is approved, the Council would arrange the sale of the property, preferably to a Housing Association partner, to develop as affordable housing. If this is not financially viable, the property will be sold on the open market subject to covenants ensuring the refurbishment and reoccupation of the property.

Empty Dwelling Management Order (EDMO)

This is a power which was introduced as part of the Housing Act 2004. It involves the local authority taking over management of a dwelling, carrying out works if applicable and then renting the dwelling out. Management costs and any refurbishment costs can be reclaimed from the rental income – with any balance going to the owner.

Enforced Sale

Enforced Sale can be used for those properties that have charges raised against them following statutory improvement works where the property remains empty and is causing a significant nuisance to the surrounding area. The debt is marked as a caution on the land registry certificate at HM Land Registry and the local authority serves a Law of Property Act 1925 section 103 notice on the owner. The property is sold at auction and the cost of statutory works undertaken in default by the local authority, administration costs, and Land Registry fees for the Enforced Sale can be recovered from the sale. Enforced Sale can also be used to recover personal debts, such as council tax, by the local authority applying to the County Court to award an interim charging order. If the Court gives a favourable judgement, the local authority can apply for a final charging order and order the sale of the property.

Town and Country Planning Act 1990, Section 215

Where a property is having a detrimental impact on the amenity of an area, a notice under Section 215 of the Town and Country Planning Act 1990 may be served requiring the owner to address the unsightly external appearance. Where an owner fails to comply with such a notice, the Council may undertake the works in default and make a charge against the property.

Not only can the use of Section 215 notices improve the amenity of an area, but they can also be used for the basis of an enforced sale.

Local Government (Miscellaneous Provisions) Act 1982, Section 29

This allows the local authority to secure an empty property against unauthorised access or to prevent it from becoming a danger to public health. While not a long term solution to empty properties, it is a useful short term measure to deal with immediate issues.

Building Act 1984, Ss.77 and 78

This applies to dangerous or dilapidated buildings and requires the owner to make the property safe or enable the local authority to take emergency action to make it safe.

Prevention of Damage by Pests Act 1949 Ss 2-7

Requires the owner to take steps to clear the land of vermin and/or requires the owner to remove waste likely to attract vermin or gives the local authority the power to do so.

Environmental Protection Act 1990 Ss 79-81

Requires the owner to abate the nuisance or prevent its recurrence or gives the local authority the power to do so.

Building Act 1984 S.79

Requires the owner to address the property adversely affecting the amenity of the area through its disrepair.

Housing Act 2004

Under the provisions of the Housing Act 2004, where a dwelling has category 1 hazards present, the local authority must take action. One of the options is to serve notice to carry out works to remediate the hazards. Failure on the part of the owner to comply with the notice allows the authority to undertake the works in default and recover the expenses. While this may not be the first choice of action, it is an option which is available.

Housing Act 1985

The Housing Act 1985 gives the local authority the power to place a demolition order on a dwelling where category 1 hazards exist, under the provisions of the Housing Health and Safety Rating System, and demolition is considered to be the most satisfactory course of action. The owner of the dwelling is responsible for its demolition and then retains ownership of the land.

Where a number of dwellings within the same area are considered suitable for demolition, the local authority can declare a Clearance Area. This results in purchase and demolition of the properties by the local authority which then owns the land.

6. Raising awareness within the community

6.1 The role of councillors

Councillors are a link with the community and their ability to publicise the issue of empty homes is invaluable. With their political and civic links, councillors can promote partnerships within the community, and thus play a major role in maintaining a high profile for the Empty Homes Strategy.

6.2 Landlords' forum

Professional and private landlords are key players in ensuring private sector properties are reoccupied. They are also likely to provide a major part of the market in the purchase of empty dwellings returned for sale, while also providing information regarding market conditions. Their active engagement will therefore be encouraged through the Council's private rented sector services.

6.3 Links with other local authorities and national bodies

The sharing of information and ideas regarding the problems associated with empty dwellings is beneficial to the country as a whole. It is essential that Broxtowe be kept informed and updated regarding the development of any successful empty property initiatives that are put into effect by other local authorities and national bodies. To this end Broxtowe's Private Sector Housing Officers will continue their association with agencies and groups such as the Nottinghamshire Housing Working Group, and DASH Services (Decent and Safe Homes)

Appendix 1 – Priority scoring matrix

Empty dwelling rating system

(Maximum score 18)

		Score
Are any openings boarded up?	None	0
	Up to 33% of openings	1
	Up to 66% of openings	2
	Over 66% of openings	3
Is dwelling in disrepair?	No	0
	Slight	1
	Serious	2
	Severe	3
Is land overgrown?	No	0
	Slight	1
	Serious	2
	Severe	3
Is there fly-tipping?	No	0
	Small amount	1
	Large amount	2
	Statutory nuisance	3
Evidence of statutory nuisance (premises) or anti-social behaviour?	No nuisance	0
	Anti-social behaviour	1
	Nuisance to adjacent property	2
	Both statutory nuisance and anti-social behaviour	3
Length of time empty	Less than 1 year	0
	1 – 3 years	1
	3 – 5 years	2
	5+ years	3

Appendix 2 - Action Plan

Overall aim - The overall aim of this strategy is to return long-term empty dwellings in the private sector back into use in the most appropriate way and in the shortest possible time.

Tasks	Section Responsible	Target Date
Bring 35 long term empty dwellings back into use.	Private Sector Housing	Annually

Objective 1 - Maintain accurate and timely information on the number, type and location of empty dwellings within the district.

Tasks	Section Responsible	Target Date
Maintain a database of known long-term empty dwellings, including ownership details, matrix score, etc.	Private Sector Housing	Ongoing
Analyse estate agents' and auctioneers' data to find long term empty dwellings	Private Sector Housing	Ongoing
Access Council Tax data to identify long term empty dwellings	Private Sector Housing	Ongoing

Objective 2 - Prioritise all long-term empty dwellings for action.

Tasks	Section Responsible	Target Date
Continue to apply the scoring matrix to all long term empty dwellings in order to prioritise action	Private Sector Housing	Ongoing
Engage in concentrated activity to target the 5 properties with the highest matrix scores	Private Sector Housing	April 2021

Objective 3 – Work in partnership with others to achieve the overall aim

Tasks	Section Responsible	Target Date
Contribute to the South Notts Private Sector Landlords' Forum each year	Private Sector Housing	Ongoing
Liaise with the Housing Division to identify properties which may be eligible for purchase using the "Acquisitions Policy".	Private Sector Housing	Ongoing
Liaise with Council Tax section to check and update records on properties known as empty to ensure the correct rate of Council Tax is being charged.	Private Sector Housing	Ongoing
Maintain empty homes reporting tool on the Council's website	Private Sector Housing	Ongoing
Provide advice and assistance to those wishing to purchase or dispose of empty dwellings	Private Sector Housing	Ongoing
Prepare bespoke action plans in respect of individual properties	Private Sector Housing	Ongoing
Explore opportunities to bring empty flats over shops back into use	Private Sector Housing	Ongoing
Advise owners of empty dwellings of the potential for the Council to manage them on their behalf	Private Sector Housing	Ongoing

Objective 4 – Raise awareness of the issues of empty homes.

Tasks	Section Responsible	Target Date
Run at least one awareness raising campaign each year to coincide, where possible, with National Empty Homes week	Private Sector Housing	National Empty Homes Week each year
Provide, and regularly update, relevant information on the Council's website	Private Sector Housing	Quarterly

Contacts

Broxtowe Borough Council
Public Protection Division
Private Sector Housing Section
Council Offices
Foster Avenue
Beeston
Nottingham
NG9 1AB

Telephone: 0115 917 7777

e-mail: health@broxtowe.gov.uk

Website: www.broxtowe.gov.uk

If you need this leaflet in other formats or languages, please contact us on
0115 917 7777

This document is available in large print upon request

Equality Impact Assessment

APPENDIX 2

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

Public bodies are required in it to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- foster good relations between people who share a protected characteristic and people who do not share it.

The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation.

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to advance equality of opportunity involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they considered the aims of the Equality Duty. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.


Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Chief Executive's	Lead officer responsible for EIA	David Gell
Name of the policy or function to be assessed:	Empty Homes Strategy		
Names of the officers undertaking the assessment:	David Gell		
Is this a new or an existing policy or function?	Revision of existing		
<p>1. What are the aims and objectives of the policy or function? The overall aim of the strategy is to return long-term empty dwellings in the private sector back into use in the most appropriate way and in the shortest possible time. The four key objectives are:</p> <ul style="list-style-type: none"> • Maintain accurate and timely information on the number, type and location of empty dwellings within the borough. • Prioritise all long-term empty dwellings for action • Work in partnership with others to achieve the overall aim • Raise awareness of the issues of empty dwellings 			
<p>2. What outcomes do you want to achieve from the policy or function? A reduction in the number of empty dwellings in the borough</p>			
<p>3. Who is intended to benefit from the policy or function? Residents and businesses in the borough</p>			
<p>4. Who are the main stakeholders in relation to the policy or function? Owners of empty dwellings; potential owners of dwellings which are currently empty; direct and near-by neighbours of empty dwellings; estate agents; auctioneers; Broxtowe BC staff.</p>			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? None</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? None</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact? None undertaken</p>			
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p> <p>The policy does not adversely affect any particular group.</p>			

<ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>No</p>
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>Yes</p>
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>Yes. Those affected by local authority enforcement who do not have English as a first language. However, where this is the case, arrangements will be put in place to ensure translation and interpreter facilities are made available.</p>
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>No</p>
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality? <p>None</p>

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?
Age: No further action required
Disability: No further action required
Gender: No further action required
Gender Reassignment: No further action required
Marriage and Civil Partnership: No further action required
Pregnancy and Maternity: No further action required
Race: No further action required
Religion and Belief: No further action required
Sexual Orientation: No further action required

<p>Head of Service:</p> <p>I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.</p> <p style="text-align: right;"></p> <p>Signature of Head of Service:</p>

Report of the Chief Executive

MOBILITY SCOOTER POLICY

1. Purpose of report

To seek Committee approval for a new policy that provides guidance on how the Council will manage mobility scooters in general needs and independent living schemes.

2. Background

The Council has terms in its tenancy agreement that relate to the management and storage of items in communal areas. Since the Grenfell Tower fire, the Council has reviewed its Policy arrangements, fire risk assessments and discussed potential hazards and areas of particular concern with its partners at Nottinghamshire Fire and Rescue Service.

The policy aims to balance the needs of tenants to keep mobility scooters with the duty to maintain a safe environment for tenants particularly related to potential fire risks.

3. Detail

The policy outlines the following areas:

- How a tenant can request permission to keep a mobility scooter.
- Confirmation of where a tenant may be able to store a mobility scooter and the conditions which need to be met to charge a mobility scooter.
- The insurance that is required to store a mobility scooter on Council property.
- Confirms the tenant's responsibilities for storing and charging a mobility scooter on Council property.

The policy is attached as appendix 1.

4. Equality Impact Assessment

As this is a new policy an equality impact assessment is included in appendix 2 of this report.

Recommendation

The Committee is asked to RESOLVE that the Mobility Scooter Policy be approved.

Background papers

Nil

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Mobility Scooter Policy

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1.0 Scope

This Policy sets out the guidelines for the storage and charging of tenant's mobility scooters in Council owned properties. This policy applies to all tenants and leaseholders of Broxtowe Borough Council.

2.0 Purpose

Broxtowe Borough Council recognises that the use of a mobility scooter can enhance the quality of life for many older or less mobile tenants, who otherwise may be limited in their ability to access common facilities provided in the premises and also access external facilities in the wider community.

Whilst we do not have a legal obligation to provide scooter storage there is a need to identify storage and charging solutions that support the safe use of mobility scooters whilst recognising that different solutions may be necessary in terms of building design, financial considerations and building use.

The policy aims to balance the needs of tenants to keep mobility scooters with the duty to maintain a safe environment for tenants particularly related to potential fire risks.

3.0 Aims and Objectives

The aim of this policy is to set out Broxtowe Borough Councils approach to managing the storage and charging of mobility scooters in council owned properties. The aims of the policy are:

- To ensure a consistent approach is taken to granting permission to keep a scooter on Council property.
- To protect and preserve the health and safety of all residents living within our accommodation, as well as staff and visitors.
- To ensure the inclusion of mobility scooter storage is considered at all new build properties where appropriate.
- To ensure all new and existing tenants are aware before they purchase or lease a mobility scooter they must seek permission from the Council to ensure there is adequate storage and charging facilities available. This may also involve obtaining separate permission through the alterations and improvements policy.
- To encourage all residents to purchase adequate scooter insurance, have their scooter serviced annually and keep them in good working order.
- To make tenants aware of their responsibilities with regard to storage and use of mobility scooters.
- To ensure tenants are aware that they will be held liable for any injury or damage caused to the building or communal area as a result of incorrect storage or use of their scooter.

3.1 Defining mobility scooters

Mobility scooters are defined as an “invalid carriage” under the Use of Invalid Carriages on the Highways Regulations 1988 in which they are divided into three categories:

Class 1 Vehicles

Manually operated wheelchairs not electrically powered.

Class 2 Vehicles

Powered wheelchairs and mobility scooters for pedestrian routes and indoor use, that are limited to a maximum speed of 4mph. Class 2 vehicles are not allowed on the public highway.

Class 3 Vehicles

Powered vehicles and mobility scooters that are designed to travel up to 8mph and are used on roads/highways. Class 3 vehicles are not classed as motor vehicles but they are required to be licensed with the DVLA for road use and cannot be operated by anyone below the age of 14.

For the purpose of this policy, Class 1 vehicles are excluded.

4.0 Regulatory Code and Legal Framework

This Policy is set within the context of relevant legislation such as:

- Housing Act 1985
- The Housing Act 1989
- Equality Act 2010
- The Regulatory Reform Order (Fire) 2005
- Local Government Act 2000
- Human Rights Act 1998

4.1 Legislation

The Council is committed to meeting its duties under the Equality Act 2010. There is need to promote independence of residents and ensure equal access. Understanding and responding to the diverse individual needs of our tenants is fundamental. However, there will be a need to impose restrictions due to lack of storage facilities or potential breaches in health and safety regulations.

The regulatory Reform Order (Fire) 2005 imposes obligations on the Council as the responsible person for the common parts of the buildings to ensure that the emergency routes and exits are clear at all times in order to safeguard the safety of residents. If a communal hallway forms part of a designated means of escape from

the building in the event of a fire, it should be kept clear and unobstructed at all times.

This is supported by the tenancy agreement which states in Section 4 Your Obligations:

Vehicles:

Not to park any van (over 5.5 metres long), mobility scooter, caravan, motor home, boat, trailer, lorry, or similar vehicle anywhere at the Property, the Building or on the Estate without first getting our written consent.

Health and Safety:

To protect your and other residents' safety and security by:

- complying with any health and safety or fire instructions relating to the Building and/or Communal Areas;

That the members of your household or your visitors will not obstruct or keep or leave rubbish, dangerous materials or belongings which could constitute a health or fire safety risk in the Property or on any Communal Areas and/or on the Estate.

5.0 Policy Outline

5.1 Requesting permission to keep a mobility scooter

Permission to keep a mobility scooter must be made in writing and all tenants will need written permission to have a scooter stored within their property or a designated storage area.

Prospective tenants who have a mobility scooter will not automatically be given permission to keep it at their new property. They will need to seek permission upon their occupation by completing an application form to store/charge a mobility scooter.

If a tenant's request requires any additional provisions a separate permission request will need to be made in accordance with the alterations and improvement procedure.

We will not give permission to charge a mobility scooter using a temporary extension lead.

The number of requests to store/charge a mobility scooter at Independent Living Schemes will be recorded. The information can then be used to form part of the assessment to decide if designated storage area should be considered under a scheme improvement.

5.2 Storage and Charging

The charging of mobility scooters in communal areas, unless they are designated as scooter storage areas, is prohibited.

Charging:

Any electrical circuit used for charging a mobility scooter must have a consumer unit which is RCD protected. The electrical socket must be suitable for the charging to take place and conform to the with manufacturers instructions.

We will not give permission to run power to external sheds/units as the use of temporary extension leads and adaptors for charging mobility scooters should be avoided. (Section 7.3 RC59 Risk Control – Fire safety when charging electric vehicles.)

Storing/Charging inside a property with permission:

If no communal recharging facility is available a resident may be able to store and charge a small scooter inside their property but this is dependent on the property layout. The Council will consider the following factors in making a decision:

- How will the scooter get to the property?
- Is the door wide enough for a Scooter?
- Is the door level access?
- Is adequate storage space available within the property?
- Is there potential for the escape route to become impassable if the mobility scooter was involved in a fire?
- Designated storage space available?

To enable charging inside a resident's property, the consumer unit must be RCD protected. Any request to upgrade the consumer unit would be made in accordance with the alterations and improvement procedure and would specify for the work to be undertaken by a suitably qualified electrician and any work will be at the tenant's expense and be paid in advance.

To enable storage/charging within a property smoke detection may need to be upgraded to accommodate where a scooter is being stored and where the battery is being charged. Any permission granted to upgrade the smoke detection would specify for the work must be undertaken by the Councils nominated contractor and will be at the tenant's expense and paid in advance.

Permission will not unreasonably be refused if the tenant can store and charge the scooter within their property without hindering safe escape from the property.

If a tenant wishes to alter their property to provide safe storage, then permission must be requested in writing. Permission will be considered in accordance with the alterations and improvement procedure and any work will be at the tenant's expense and paid in advance.

In a manufactured scooter store unit:

This may be an option for residents in ground floor properties. Tenants must request separate permission in accordance with the alterations and improvements procedure in advance of purchasing any storage unit being positioned on Council land. Permission will not be given to run power to external sheds/units. If required, scooter batteries could be charged within the tenants own property.

It is recommended that any mobility scooter storage solution is sited at least 6m away from the building to reduce fire risk. (National Fire Chiefs Council (NFCC) Mobility Scooter Guidance for Residential Buildings)

Designated scooter storage/charging area:

In schemes with a designated charging facility, storage space will be limited and available on a first come first served basis. The Independent Living Coordinator will manage permission requests and priority will be given if a request is made on medical grounds with an Occupational Therapist recommendation or if the tenant is in receipt of the mobility element of Personal Independence Payment (PIP) or Disability Living Allowance (DLA). It will be the responsibility of the tenant to provide the Council with sufficient evidence to support their request for a space.

5.3 Insurance and Liability

Broxtowe Borough Council requires insurance to cover scooters that are being stored and charged on Council property.

The insurance must include public liability insurance against accidents and or other injury, to third parties or themselves as well as damage to the internal or external parts of the property, including those parts allocated for storage of scooters. Tenants who apply for permission should expect to produce their insurance certificate for inspection by the Council.

The Council does not accept liability for any losses or damage to a mobility scooter, whether it is on Council property or not.

5.4 Tenant responsibility in accordance with the policy

All tenants who bring a mobility scooter onto Council property must abide by the conditions of this policy and the terms of the tenancy agreement. Tenants must also ensure any visitors bringing a mobility scooter onto Council property also abide by the conditions of this policy.

All scooters must have an up to date Portable Appliance Test (PAT) certificate which must be supplied to the Council on an annual basis.

Tenants are responsible for ensuring that their scooter is in good working order and serviced regularly. Documentary evidence of this may be requested.

Independent Living Coordinators and Housing Officers may undertake periodic inspections. If tenants are found to have breached the conditions of this policy, then permission to keep a scooter may be withdrawn. The council will inform the tenant in writing giving 28 days' notice to remove the scooter from the property.

The council's Tenancy Agreement requires tenants to obtain written permission to keep a mobility scooter. Where there is a breach of the agreement the council will take appropriate action.

Where a scooter is stored or charged on council premises without permission, or outside the terms of permission granted, the council reserves the right to remove the scooter to ensure health and safety and may recharge the tenant for any removal costs. A risk assessment would be carried out to determine if removal of the scooter was required immediately. If a scooter is removed it would be stored for up to one month as confirmed in the managing communal areas procedure.

The Council recommends tenants go on a training course before purchasing a mobility scooter, especially if the user is not used to driving. We would recommend that all mobility scooter users undergo training on the usage and control of the scooter they are purchasing whether a Class 2 or Class 3 scooter.

Scooters must be driven safely and in a responsible manner within the building and grounds taking due care and consideration for other people and surroundings. All Scooters must be set to the lowest speed setting whilst driven in a communal area.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Tenancy Agreement
- Alterations and Improvements procedure
- Managing Communal Areas policy
- Managing communal areas procedure
- Aids & Adaptations policy
- Mobility scooter guidance notes for tenants

7.0 Review

The Mobility Scooter Policy will be reviewed every three years or sooner if there is a change in guidance or legislation.

8.0 Appendices

9.0 Document History and Approval

Date	Version	Committee Name
January 2020	1.0	Housing Committee

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Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Clare Brooker
Name of the policy or function to be assessed:		Mobility Scooter Policy	
Names of the officers undertaking the assessment:		Clare Brooker	
Is this a new or an existing policy or function?		New policy for existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The policy outlines how the Council will manage storage of mobility scooters in general needs and independent living schemes.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To bring clarity and structure to the management of mobility scooters in Council owned properties.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants and leaseholders and their visitors in the relevant accommodation.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Tenants • Leaseholders • Their visitors • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants apply for housing, equality data is collected. It is also kept on record following their housing and is also recorded in an Iplan for tenants living in independent living schemes.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records.</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the</p>			

<p>nature of the impact?</p> <p>None completed. The policy provides clarity over an existing function that is outlined more generally in tenancy agreements and other documentation.</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</p> <p>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p>
<ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>It primarily affects tenants or leaseholders who want to apply for permission to store and mobility scooter in a council owned property. This can be justified.</p>
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>Yes</p>
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>None</p>
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality? <p>None</p>

<p>9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?</p>
<p>Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group.</p>
<p>Disability: This policy is intended to have a positive benefit to those with a physical disability. However, there could be an issue if no suitable solution for storing/charging a mobility scooter is available and a disabled resident is unable to have permission to store a scooter.</p>
<p>Gender: It is not anticipated that the Council will need to take any further action in</p>

order to enable access for this group.
Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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Report of the Chief Executive

MANAGEMENT OF COMMUNAL AREAS POLICY

1. Purpose of report

To seek Committee approval for a new policy that provides guidance on how the Council will manage its communal areas within its housing blocks and schemes.

2. Background

The Council has terms in its tenancy agreement that relate to the management of communal areas. Since the Grenfell Tower fire, the Council has reviewed its Policy arrangements, fire risk assessments and discussed potential hazards and areas of particular concern with its partners at Nottinghamshire Fire and Rescue Service.

The storage, decoration and other such personalisation or personal usage of communal areas in Council blocks and schemes will be prohibited. The Council understands that residents, particularly during the festive period, like to decorate their homes and surrounds during the festive period and the policy does make allowances for such eventualities.

3. Detail

The policy outlines the following areas

- The control of enclosed communal areas and areas that immediately surround
- How the Council manages Independent Living Scheme rooms
- How communal gardens, parking areas and other surrounding areas are managed
- How communal areas are monitored
- The actions the Council takes upon finding non-permissible items
- How communication is managed with residents

The Policy is attached as appendix 1. An Equality Impact Assessment is attached as appendix 2.

Recommendation

The Committee is asked to RESOLVE that the Management of Communal Areas Policy be approved.

Background papers

Nil

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Management of Communal Areas Policy

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1.0 Scope

The Management of Communal Areas Policy sets out the approach that Broxtowe Borough Council takes to manage enclosed communal areas and the areas that immediately surround blocks of flats.

The policy applies to both tenants of the Council and also leaseholders and anyone that visits or lives with a tenant or leaseholder.

The policy also applies to tenants in General Housing properties as well as those in Independent Living Accommodation.

For the purpose of the policy, a communal area includes;

- Communal entrances
- Communal landings
- Communal lounges (Independent Living only)
- Communal kitchen (Independent Living only)
- Communal bathroom (Independent Living only)
- Any shared stairwell, balcony or access path
- Communal gardens
- Communal parking areas
- Bin stores
- Drying areas
- Any cupboard area or loft that is located in a communal area

2.0 Purpose

The Council makes it clear when it rents or sells a property what land the tenant or owner is responsible for. In properties such as flats, communal facilities are often present and the upkeep, cleanliness, safety and sensible use are important for the safety and enjoyment of all residents that live in the surrounds.

The policy provides a framework for how communal areas will be managed and what is expected from residents.

3.0 Aims and Objectives

The aims and objectives of the policy are

- To ensure the health and safety of tenants, leaseholders, staff and visitors when in a communal area.
- To ensure that all repairs and maintenance can be carried out on the communal areas
- To allow communal areas to be used in the best possible way for the benefit of all tenants, leaseholders, staff and visitors.

- To explain what measures the Council may take to monitor or control communal areas.
- To ensure that communal areas can be safely evacuated in the event of an emergency
- To give clear advice to residents to minimise the risks of items causing and obstruction to access routes in the event of an emergency
- To allow for the cleaning staff, where present, to carry out their job effectively, which in turn supports the upkeep of the communal areas

4.0 Regulatory Code and Legal Framework

Regulatory Reform (Fire Safety) Order 2005

The Housing Act 2004 (Housing, Health and Safety Rating System)

The Housing Act 1985

The Housing Act 1996

Building Regulations 2000, 2010

Health and Safety at Work Act 1974

Torts (Interference with Goods) 1977

Local Government (Miscellaneous Provisions) Act 1982

Anti Social Behaviour Crime and Policing Act 2014

Miscellaneous Provisions Act 1994

Commonhold and Leasehold Reform Act 2002

Furniture and Furnishings (Fire Safety) Regulations 1988

5.0 Policy Outline

5.1 Control of enclosed communal areas and areas that immediately surround

The Council is committed to ensuring that the health and safety of everyone that lives in, works in or visits any Council property. As a landlord, the Council has a responsibility to ensure internal/enclosed communal areas are kept clear and accessible so that residents can exit the building as quickly and as safely as possible

in the event of an emergency. This will also allow the emergency services as easy and uninhibited access to the property or person in question as possible if and when required.

To achieve this, the Council will ask residents to keep internal/enclosed communal areas and the areas immediately surrounding entrances and exits clear of obstruction and/or items that may cause fire to be accelerated. The Council will operate a zero tolerance approach when it comes to enforcing this.

Tenancy and leasehold agreements that residents hold make clear the land that is let or sold as part of the home and therefore land that is not let with the home should not be used for additional storage. There is therefore an expectation that the anyone living in Council or leasehold properties will keep communal areas clear. This also includes any roof spaces as applicable.

This approach is intended to reduce risks and hazards associated with fire, to allow the Council to maintain communal areas where required and to ensure that residents homes are safe and enjoyable places to live.

The list of non-permissible items includes;

- Potential ignition sources such as storage of cardboard
- Combustible materials such as garden furniture, artificial plants, plastic ornaments
- Electrical items, including battery operated lights
- Prams, buggies and bicycles
- Washing lines, wall mounted or strung wall to wall
- Items which may result in escape routes being narrowed such as, items of furniture, ornaments
- Any items on windowsills including plants
- Mobility Scooters where an appropriate storage facility does not exist

Permissible Items

There are certain items or instances where items are permissible within the communal area, these are limited to the following.

- Door mat, located outside a front door that leads to an exit, not greater than 80cm x 50cm and 50mm thick (subject to escape routes being kept clear)
- Notice boards installed, managed and maintained by BBC
- Pictures/wall art (ILS corridors only) provided by BBC

5.2 Communal Lounges or any other communal room within an Independent Living Scheme

The Council has a number of Independent Living Schemes with rooms within them that are for the usage of all residents that are within the scheme. The Council is responsible for the upkeep of these areas as well as the fixtures and fittings. Tenants own items should not be stored in these areas and the non-permissible list and other statements contained in 5.1 apply here.

Permissible Items

- Festive lights (ILS communal lounges only) subject to installation and testing by BBC
- Festive decorations (ILS communal lounges only) subject to installation and monitoring by BBC
- Soft furnishings (ILS communal lounges only) which must be compliant to the Furniture and Furnishings (Fire Safety) Regulations 1988. No furniture to be gifted or donated for storage in communal lounges
- Electrical items (ILS communal lounges) which have been tested in compliance with BBCs portable appliance testing scheme
- Mobility Scooters – subject to the conditions outlined in the Mobility Scooter Policy

5.3 Communal gardens, paths, parking areas and other surrounds

Outside areas should also be kept clear of personal items as this is land that is not let or sold with the property. Other items, such as wheelie bins, should be stored in the appropriate bin storage areas or in areas that are not likely to cause an obstruction or nuisance to residents.

Council car parks are for the use of residents and their visitors only and operate on a first come first served basis. Residents should park responsibly in the parking areas for the benefit of the enjoyment of all residents. The tenancy agreement advises tenants on appropriate usage of parking areas.

Barbeques or other fires on communal garden areas are prohibited

Smoking in enclosed communal areas is prohibited by law. When residents are smoking or vaping in communal areas, they should be respectful to other residents and maintain reasonable distance between doors and windows to avoid nuisance to other residents.

5.4 Checking communal areas and communal area inspections

It is part of the role of all employees of the Council to be vigilant regarding the risks relating to any issue of repairs and maintenance within Council managed properties.

Communal areas will be inspected regularly by members of the Housing Team to ensure that they are safe and enjoyable environments for people to live. They may also be inspected as part of inspections that are arranged with residents, such as Estate Inspections.

The Council's appropriate designated officer will also inspect communal areas for the purpose of carrying out Fire Safety Risk Assessments.

5.5 Taking action when items found in communal areas

If items are found in communal areas and it is considered to be a contravention of this policy, the Council will take action to remedy. The Council will consider the following before taking any action.

- Whether the item is of immediate health and safety risk to residents and visitors
- Whether the item poses a risk, but this risk is not reasonably considered immediate, but requires remedy to reduce the overall risk to residents and visitors
- Whether ownership can be reasonably determined and whether further investigations are necessary
- The risk to the Council of removing an item without the knowledge or express permission of the property owner

If items are considered to be of immediate risk, such as items that present risk of explosion or would present a significant acceleration of fire, immediate removal and removal without notice to the item owner will be considered. The Council will store the item where the item is considered to be of significant value and whilst enquiries take place to identify the item owner.

Items that will be considered to pose an immediate risk include

- Motorbikes/scooters
- Lawnmowers and other gardening equipment containing petrol and other fuels
- Hazardous chemicals, gas containers, flammable liquids and Barbeques

The Management of Communal Areas Procedure will outline the step by step actions taken depending on the different circumstances that may arise. The tenancy agreement includes a condition that residents must not keep items which would constitute a health or fire safety risk in communal areas. Enforcement action will be considered to address a persistent or serious breach of tenancy.

5.6 Communication

It is essential to communicate with residents the importance of keeping communal areas free from obstructions and hazards. Regular communication will take place with residents using a range of approaches including newsletters, leaflets and social media.

Broxtowe Borough Council will also support national campaigns such as Home Safety Week to emphasise the importance of this issue.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the following Council documents:

- Management of Communal Areas Procedure
- Storage and Clearance of Belongings Procedure
- Mobility Scooter Policy
- Tenancy Agreement
- Leasehold Agreement

7.0 Review

This Policy will be reviewed every 3 years unless there are significant changes in legislation.

8.0 Document History and Approval

Date	Version	Committee Name
28/1/20	1.0	Housing Committee

Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Richard Smith
Name of the policy or function to be assessed:		Management of Communal Areas Policy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		New policy for existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The policy outlines how the Council will manage communal areas within flats and schemes.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To bring clarity and structure to the management of communal areas</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants and leaseholders and their visitors in the relevant accommodation</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Tenants • Leaseholders • Their visitors • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants apply for housing, equality data is collected. It is also kept on record following their housing.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None completed for the review of the policy. The policy provides clarity over an</p>			

existing function and that is outlined more generally in tenancy agreements and other documentation

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

- **Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?**

It primarily affects tenants, who need to be over 18 to be eligible, unless specific exclusions apply. This can be justified.

- **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

Yes

- **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

None

- **Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?**

The policy should not contribute positively or negatively in this area.

- **What further evidence is needed to understand the impact on equality?**

None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group. The eligibility criteria for housing is defined in legislation. Statutory agencies assist those under 18.

Disability: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Gender: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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Report of the Chief Executive

GAS AND ELECTRICAL POLICIES

1. Purpose of report

To seek approval for updated Gas and Electrical Policies.

2. Background

In November 2018 Housing Committee approved new Gas and Electrical Policies. The policies stated that they would be reviewed annually.

3. Detail

The Gas Policy sets out how Broxtowe Borough Council will manage its gas servicing requirements and ensures we comply with the regulatory framework. The Policy sets out how access to undertake annual servicing will be achieved.

The Electrical Policy identifies how electrical installations will be tested to meet current statutory requirements.

Both policies have been reviewed by Morgan Lambert, our external auditors for gas and electrical work.

The key change to the policies since approval of both policies at Housing Committee in 2018 is the removal of procedural elements from the policy documents. These are now contained in separate documents in line with the standard format of all of Housing policies.

Both policies and an Equalities Impact Assessment are included in the appendix.

4. Financial implications

The requirements of both policies can be met within existing budgets.

Recommendation

The Committee is asked to RESOLVE the Gas and Electrical Policies

Background papers

Nil

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GAS SAFETY & SERVICING POLICY



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1.0 Scope

This policy details how Broxtowe Borough Council's Housing Repairs department will manage and enforce gas safety and servicing of every relevant gas appliance situated in a council owned residential property.

This policy relates to Council-owned homes, communal areas and temporary accommodation. The Council is not responsible for the gas appliances in individual leasehold properties but is responsible for any gas appliances in communal areas. Whilst the Council is not responsible for leasehold properties, it may offer a chargeable service for such properties upon request.

2.0 Purpose

Broxtowe Borough Council is committed to achieving the highest safety standards for its tenants and properties and to achieve full compliance with relevant legislation.

3.0 Aims and Objectives

- The aim of this policy is to ensure the safety of people in Council-owned homes in relation to gas fired appliances.
- The Council aims to have valid Gas Safety Certificates for 100% of properties with gas appliances or gas pipework.
- The Council aims to protect the health and welfare of all tenants, visitors, staff, contractors and the general public so far as is reasonably practicable. This will be achieved this by compliance with the Gas Safety (Installation and Use) Regulations 1998 and any subsequent amendments.
- The Council will aim to check all relevant gas appliances and flues for safety every 12 months and will hold a valid Landlords Gas Safety Record (LGSR) for each property or communal area. This is to confirm the property is safe and the appliances work in accordance with the manufacturer's instructions.
- The council will also complete servicing works to all relevant gas appliances and document this on the LGSR.

4.0 Regulatory Code and Legal Framework

The following legislation will be applicable and will be followed throughout this policy:

- The Health and Safety At Work Act 1974
- The Housing Act 1985 – Revised 2004.
- The Landlord and Tenant Act 1985 and 1995.
- Gas Safety (Installation and Use) Regulations 1998.

5.0 Gas Servicing Policy – General Principles

- Broxtowe Borough Council is aware of its legal obligations as a landlord to ensures all gas appliances owned by the Council. The Gas Safety Policy ensures the Council adheres to its legal requirements.
- The Housing Repairs Team will carry out a service to relevant gas appliances in conjunction with the gas safety check and promptly complete all required repairs and keep copies of work done to rectify defects identified by the safety check.
- If a property has no gas appliances but has a gas meter and gas pipework, it will have a gas safety check in accordance with this policy.
- Where a property has had the gas meter capped, this property will be subjected to a gas safety inspection annually to ensure that the circumstances have not changed. A full service and safety check will be carried out where necessary.
- The gas servicing programme will run over a 10-month cycle to allow for the robust access procedure to be followed for any properties where there are problems gaining access. Any newly installed appliances will be checked for safety and serviced within 12 months in accordance with the above cycle.
- Gas safety checks and servicing will be carried out by a prior appointment with the resident. This appointment will initially be through a telephone call and letter.
- Where residents are not available during usual working hours, a service will be offered early evening or on a Saturday morning.

- The council will make all reasonable attempts to gain access to complete a gas safety check. If a resident fails to provide access to undertake the necessary checks, the 'Gas servicing and gaining entry' procedure has been followed and the required evidence is available, the case will be referred to the Legal team who will consider issuing a warrant or an injunction to gain access. Legal action will only be taken as a last resort.
- This policy will have an annual review undertaken by Officers and Residents.

6.0 Roles and Responsibilities

- The Chief Executive retains the overall responsibility for the implementation of this policy.
- The Head of Housing is responsible for:
 - ensuring that adequate resources are made available to enable the objectives of this policy to be met.
 - the associated procedures; this includes responsibility for monitoring, review; policy development and ensuring risks associated with Gas are managed safely and effectively.
- The Housing Repairs and Compliance Manager (HRCM) is responsible for operational delivery of and compliance with this policy, staff awareness and training, and communication to customers. The HRCM will take the lead on contract management for the main service areas involving gas safety and annual servicing.
- The Senior Maintenance Officer (Gas) will take day-to-day responsibility for implementing this policy.

7.0 Related Policies, Procedures and Guidelines

- Repairs Policy;
- Risk Assessments and Method Statements;
- Gas Servicing and Gaining Access Procedure;
- Customers With Additional Support Needs Policy
- Tenancy Agreement

8.0 Document History

Date	Version	Amendments made by
Oct 2019	1.1	Housing Repairs Manager
Dec 2019	1.2	Reformatted by Research Officer

ELECTRICAL SAFETY POLICY



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1.0 Scope

Broxtowe Borough Council is committed to achieving the highest safety standards for its tenants and properties.

This policy relates to Council-owned homes, communal areas and temporary accommodation. The Council is not responsible for the electrical installations in individual leasehold properties but is responsible for any electrical equipment in communal areas. Whilst we are not responsible for leasehold properties, we may offer a chargeable service for such properties upon request.

2.0 Purpose

The purpose of this policy is to set out specific guidance to ensure the safety of fixed electrical installations and portable equipment (where applicable) in properties we own and manage.

3.0 Aims and Objectives

This policy details how Broxtowe Borough Council's Housing Repairs department will manage and enforce electrical safety within every Council-owned residential property.

Installations in dwellings owned and managed are to be installed, maintained and serviced to required standards and inspected at appropriate intervals to minimise the risk of electrocution, fire, damage to property, injury or death. Installations in communal areas of properties owned and managed by the Housing Team are to be installed, maintained and serviced to required standards and inspected at appropriate intervals to minimize the risk of electrocution, fire damage to property, injury or death.

4.0 Regulatory Code and Legal Framework

The following legislation and guidance will be applicable and will be followed throughout this policy:

- The Housing Acts, 1985, 1988 and 2004
- Health and Safety at Work Act 1974.
- Occupiers Liability Act 1957 and Occupiers Liability Act 1984
- Health and Safety at Work Regulations 1999.
- The Electrical Equipment (Safety) Regulations 2016.

- The Construction (Design and Management) Regulations 2015.
- Regulatory Reform (Fire Safety) Order (England and Wales) Defective Premises Act 1972
- Building regulations (including Part P requirements)
- Current edition of the IET Requirements for Electrical Installations (BS7671)
- Right to Repairs Scheme (introduced 1994)
- Electricity at Work Regulations 1989.
- IET Guidance Note 3 – Inspection and Testing
- Control of Asbestos Regulations 2012

In particular, we are committed to complying with the current edition of the Wiring Regulations. All wiring installations must be designed, constructed, inspected, tested and certified to meet the requirements of BS7671.

5.0 Electrical Servicing Policy – General Principles

- Broxtowe Borough Council is aware of its legal obligations as a landlord and ensures all electrical installations owned by the Council are maintained to all legislative requirements. The Electrical Safety Policy ensures the Council adheres to their legal requirements.
- This policy covers the repair, upgrading, testing and inspection of all electrical installations. All electrical repairs, upgrades and renewals will be categorized to ensure that the correct levels of priority are given. We will take specific account of any vulnerability, or health and safety requirements during the prioritization process for these works. The policy also covers all electrical equipment owned by the Council.
- An electrical installation is made up of all the fixed electrical wiring and equipment that is supplied from the point of the electricity meter and beyond.
- Electrical systems will be repaired, renewed, upgraded and tested in accordance with the industry guidance and manufacturers' recommendations.
 - Typical installations and systems covered include:
 - Domestic electrical installations
 - Communal landlord installations
 - Emergency lighting systems
 - Fixed fire alarm and smoke detector installations
 - Door entry systems
 - Electric heating systems, including ground source and air source heat pumps
 - Portable equipment owned by the organization

- Photovoltaic units
- Lighting columns

Please note that the above list is not exhaustive

- It is recommended that an electrical installation in a domestic property is inspected and tested at least every 5 years. Resulting in the creation of a DEICR.
- All new installations shall be provided with an Electrical Installation Certificate complete with a schedule of inspections and test results. The documents shall be suitably completed and in full compliance with BS 7671, IET Guidance Note 3 – and all current amendments. All new installations will be added to the asset Management list.

6.0 Monitoring and Review

In order to ensure full compliance, monitoring will be undertaken regularly through the use of a compliance register, documenting all assets and their relevant testing timescales. The Strategy and Performance Team will review the register regularly and a summary will be provided to the Management Team.

Appropriate information will be recorded on our core IT system, Capita Open Housing. Original electrical installation and inspection certificates must be provided to the Qualified Supervisor (Senior Maintenance Officer – Electrical), who will arrange for their review and electronic storage on the relevant IT system, with the originals being stored in a fire-proof lockable cabinet.

Quality of work is to be assessed in four ways:

- Assessment of a 5% of works by the Senior Maintenance Officer (Electrical).
- Assessment of 5% of works by a nominated independent consultant throughout the year.
- Self-assessment and quality assurance by sub-contractors.
- Tenant feedback and satisfaction surveys.

All installation and inspection reports and certificates will be reviewed and checked by the Senior Maintenance Officer (Electrical) to ensure compliance. Refer to separate guidance following audit regarding findings regarding this issue.

External contractors will be expected to have their own internal audit procedures in place. However, the Qualified Supervisor will also undertake monitored post and progress inspections of completed and current contractor works to the same stringent procedures as with the in-house team. Concerns identified as part of this process will be referred to the contractor and monitored accordingly.

There will be an annual review of this policy by Officers and residents.

7.0 Roles and Responsibilities

- The Chief Executive retains the overall responsibility for the implementation of this policy.
- The Head of Housing is responsible for :
 - ensuring that adequate resources are made available to enable the objectives of this policy to be met.
 - the associated procedures; this includes responsibility for monitoring, review; policy development and ensuring risks associated with Gas are managed safely and effectively.
- The Housing Repairs and Compliance Manager (HRCM) is responsible for operational delivery of and compliance with this policy, staff awareness and training, and communication to customers. The HRM will take the lead on contract management for the main service areas involving gas safety and annual servicing.

Any contractor undertaking electrical installation work must be registered by an UKAS Accredited Competent Person Scheme Operator or other accredited body. Individual engineers working on electrical installations must be trained, competent and hold industry recognized qualifications.

In order to ensure electrical works carried out by our in-house team meet the standards expected, we will continue obtain accreditations through UKAS Accredited Competent Person Scheme Operators or other accredited bodies. Additional to this, a comprehensive quality control regime will be followed allowing us demonstrate safety through pre monitored, and post inspections. This will also include quality control of equipment and tools needed to undertake such work.

8.0 Related Policies, Procedures and Guidelines

- Repairs Policy;
- Risk Assessments and Method Statements;
- Electrical Gaining Access Procedure;
- Electrical Servicing Procedure;

- Customers With Additional Support Needs Policy
- Tenancy Agreement

9.0 Appendices

Appendix A – Electrical Safety First Best Practice Guide 4 (Issue 3)

10.0 Document History

Date	Version	Amendments made by
Nov 2019	1.1	Housing Repairs Manager
Dec 2019	1.2	Reformatted by Research Officer

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Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Howard Turney
Name of the policy or function to be assessed:		Gas and Electrical Policy Review	
Names of the officers undertaking the assessment:		Howard Turney	
Is this a new or an existing policy or function?		Existing policy (being reviewed)	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Gas and Electrical Policies set out how Broxtowe will manage and maintain its housing gas and electrical installation.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The policies ensure that Broxtowe Borough Council meets its regulatory requirements and provides accommodation that is safe.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants who have gas or electrical installations within their homes</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Tenants • Housing operatives 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>We hold irrelevant information relating to the equality strands.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>We hold relevant information relating to the equality strands.</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None completed for the review of the policy. The review has been undertaken by an external auditor to ensure the policy is reflective of current statutory requirements.</p>			
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</p>			

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:
<ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>No.</p>
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>Yes, the policy can be accessed by all</p>
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>Some vulnerable tenants may take longer to provide access for their servicing appointment. Individual requirements are taken into account by the team.</p>
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so how? <p>No impact is expected</p>
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality? <p>None</p>

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?
Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Disability: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Gender: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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Report of the Chief Executive

HOUSEMARK AND SURVEY OF TENANTS AND RESIDENTS (STAR) UPDATE

1. Purpose of report

To inform the Committee about how the information provided through the HouseMark annual report and STAR survey has been used.

2. Background

HouseMark is the provider of benchmarking services in the housing sector. The Housing department use HouseMark as a source of good practice, to benchmark performance on a quarterly basis and to network and share ideas through performance club meetings.

3. Detail

The annual report provides a more detailed analysis than the quarterly benchmarking which compares performance only. In the annual report housing management, responsive repairs, void works, major works and cyclical maintenance are benchmarked for costs, operational performance and satisfaction.

To obtain the satisfaction rates included in the annual report every housing providers must complete a survey of tenants and residents every two years. At Broxtowe Borough Council this was completed between July 2019 and September 2019. 1123 surveys were completed; this is 24% response rate. This is a significant improvement from 2017 when only 365 surveys were completed.

The Council's performance is compared with our peer group of 30 similar landlords. Further information is provided in appendix 1.

An action plan was produced to address any areas of concern. A copy is included in appendix 2.

Recommendation

The Committee is asked to NOTE the summary of the Council's performance and the action plan.

Background papers

Nil

APPENDIX 1

HouseMark use quartiles to express how well organisations are performance compared to their peers. Broxtowe Borough Council achieved top quartile performance in the following areas:

- Total cost per properties for responsive repairs & void works - £594.20
- Average cost of a void repair - £1371.35
- Staff turnover – 2.7%
- Overheads as a % of turnover – 5.76%
- Former tenant rent arrears - 0.43%
- Satisfaction that their views are being listened to and acted upon - 70.8%

The STAR survey measures six key indicators of satisfaction:

Measure	Performance	Quartile
Satisfaction that their views are being listened to and acted upon	70.8%	1
Satisfaction with repairs and maintenance	84%	2
Satisfaction with the overall quality of home	88.6%	2
Satisfaction with the service provided	86.2%	2
Satisfaction that rent provides value for money	84.8%	2
Satisfaction with neighbourhood as a place to live	84.2%	3

The satisfaction rate for the attitude of Repairs operatives was 90.3%. This was supported by many positive comments on the work of this team.

There has been an improvement in performance for both of the indicators used to measure performance in the management of current tenants. These indicators place Broxtowe Borough Council in quartile 2 for Income management:

- Rent collected - 100.76%. Last year this was 98.94%.
- Current tenant arrears - 2.66%. Last year this was 2.95%.

Tenants in Independent Living were generally very satisfied and rated the service higher than tenants within General Needs accommodation. 87.6% of Independent Living tenants were satisfied with their neighbourhood as a place to live.

APPENDIX 2

Issue	Action	Person Responsible	Due Date/ Complete
Repairs			
Satisfaction with repairs and maintenance is quartile 2. Aim to achieve top quartile performance in next survey	Review qualitative responses to provide details of issues that need to be addressed as part of the Repairs Review	Leasehold and Performance Manager	Complete
Satisfaction with repairs and maintenance is very low from Leaseholders (42.6%)	Review qualitative responses to provide details of issues that need to be addressed as part of the Repairs Review	Leasehold and Performance Manager	Complete
Lowest satisfaction rate for Repairs is: 'Time taken before work started' (75.2%)	As part of Repairs Review consider how tenants are kept informed of progress and how the Council communicates about repairs priorities	Commercial Manager	Complete
	Improve information provided to tenants about repairs priorities	Engagement Manager	March 2020
Second lowest satisfaction rate for Repairs is: 'Being able to make an appointment' (82.6%)	As part of Repairs Review consider alternative ways for appointments to be offered and arranged	Commercial Manager	Complete
	Consider introduction of customer portal to allow customer to make their own appointments	Housing Repairs and Compliance Manager/ Engagement Manager	TBC
Income			
Improvement in current arrears collection but performance is quartile 2. Aim to achieve top quartile performance in next survey.	Amend and introduce new Income collection procedures	Income and Housing Manager	Complete
Satisfaction rate for advice and	Complete further survey of tenants who have	Income and	March 2020

support regarding rent was low for General Needs (69.4%)	used the Financial Inclusion Service to identify areas for improvement	Housing Manager	
Independent Living			
39 Independent Living tenants stated that they were very dissatisfied with their I-Plan review	Where permission has been given, contact tenants to discuss	Income and Housing Manager	Complete
101 Independent Living tenants did not answer the question about activities run at their scheme	Complete targeted survey to find out views regarding the activities run at Independent Living scheme	Engagement Manager	March 2020
Tenancy and Estates			
Difference between satisfaction rates of General Needs (76.2%) and Independent Living (87.6%) in regards to neighbourhood as place to live.	Review qualitative responses to provide details of issues that need to be addressed within the Neighbourhood Strategy	Housing Operations Manager	Complete
Difference between satisfaction rates of General Needs (71.6%) and Independent Living (81.9%) in regards appearance and surroundings of your neighbourhood	Review qualitative responses to provide details of issues that need to be addressed within the Neighbourhood Strategy	Housing Operations Manager	Complete
Low satisfaction rates for security, appearance and cleanliness of block	Analysis of responses by areas and blocks to identify if any 'hotspot' areas	Housing Operations Manager	March 2020
Leaseholders			
Satisfaction levels for Leaseholders are lower than satisfaction levels for Tenant	Complete further analysis to identify improvements required and add to Leaseholder Service Improvement Action Plan	Leasehold and Performance Manager	Complete

Report of the Chief Executive

RENT PAYMENT METHODS

1. Purpose of report

To inform the group of additional payment options available to Broxtowe Borough Council.

2. Background

Broxtowe Borough Councils Income Collection Policy was approved by the Housing Committee on 18 September 2019. One of the aims and objectives of the policy is to provide a range of options for tenants to pay their rent.

3. Detail

Tenants are currently able to pay their rent via direct debit, standing order, cash or by bank card (online or over the telephone). Whilst payments made online and via standing order are the most popular method they do not meet all tenants' requirements.

An alternative payment option is being considered, which will enable tenants to pay their rent via a card at a network of local shops, which offer extended opening hours. Meetings have been held with two existing suppliers about the services they are able to offer.

Further information about the current payment options and service available are available at appendix 1.

An equality impact assessment is included as appendix 2.

4. Financial Implications

This project and associated budget will be included within the 2020/21 Housing Business Plan. Any new service will be procured through a procurement framework which will include both quality and cost elements.

Recommendation

The Committee is asked to NOTE the progress being made to offer an increased number of payment methods.

Background papers

Nil

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APPENDIX 1

Broxtowe Borough Council Payment Methods

The Income Collection Policy was approved by the Housing Committee on 18 September 2019. One of the aims and objectives of the policy was to provide a range of options for tenants to pay their rent.

Tenants are currently able to pay their rent via direct debit, standing order or by bank card (online or over the telephone) The only cash payment option currently available is at the kiosk in Foster Avenue offices, in Beeston.

The table below shows the payment methods used by tenants to pay their house and garage rents during the past three years. It shows that payment by standing order and online are consistently the most popular ways to pay rent and have increased year on year.

	Method of Payment	Value	No. of Trans	%
1 April 2018 – 31 March 2019	Bank Standing Order/Universal Credit	£4,832,998.58	38,618	61
	BBC website	£1,124,862.90	8,815	13.5
	Kiosk Cash & Card	£617,712.37	5,877	9
	By phone with staff	£699,361.88	4,885	8
	Automated Telephone Payment	£575,264.38	4,887	8
	Cheque	£51,925.25	358	0.5
1 April 2017 – 31 March 2018	Bank Standing Order/Universal Credit	£4,611,897.57	37,569	59
	BBC website	£1,078,989.84	8,325	13
	Kiosk Cash & Card	£738,967.34	7,105	11.2
	Automated Telephone Payment	£611,196.60	5,262	8.3
	By phone with staff	£674,752.98	4,987	8
	Cheque	£60,124.64	388	0.5
1 April 2016 – 31 March 2017	Bank Standing Order/Universal Credit	£4,340,485.27	36,128	57
	BBC website	£1,098,735.72	8,382	13.3
	Kiosk Cash & Card	£817,668.09	8,048	12.7
	Automated Telephone Payment	£627,807.35	5,396	8.5
	By phone with staff	£643,879.02	4,766	7.5

However, we are aware that online and direct debit/standing order payment options do not suit all tenants. Indeed, those tenants who are more financially excluded, often rely on cash payments as this can help with budgeting. In addition some tenants do not have access to banking facilities that support payment by DD and standing order or are unable to pay online.

The Payment Kiosk at Foster Avenue offices is currently the only cash payment option and is well used, being the preferred payment method for approximately 9% of rental payments.

The Payment Kiosk does have its limitations being based in Beeston and only being open during Council opening hours.

Alternative Payment Methods

Meetings have been held with two potential suppliers who would be able to offer bill payment services to Broxtowe Borough Council. A summary of their services is available below:

Supplier 1

- Nationwide company working with more than 500 housing associations and local authorities.
- They offer automated payment solutions to over a third of UK local authorities.

Supplier 2

- Nationwide company working with more than 300 clients from housing providers, local government, utility companies, retailers and mobile phone providers.

Both suppliers can offer the following;

- A network of shops, post offices, supermarkets providing tenants with the opportunity to make rental payments
- Extended opening times. For example in;
 - Eastwood; Martin McColl's would be able to take payments up to 10pm (including weekends)
 - Kimberly; Kimberly News is open until 7pm nightly
 - Stapleford; Sainsbury's Local could take payments until 11pm and
 - Beeston; Co-op is open until 11pm.
- Greater flexibility for customers

- Ability for customers to make multiple payments in one location such as TV Licence, utility bills, mobile phone top up payments etc.
- They offer an app which would enable our tenants to pay their rent from a smart phone.
- Direct Debit solution which would enable Direct Debits to be collected on any day of the month.

The table below shows the coverage of payment locations for four areas across the Borough:

Cash Payment Locations within a 2 mile radius:	Supplier 1	Supplier 2
Beeston	46	32
Stapleford	30	26
Eastwood	34	30
Kimberly	33	25

By opting for an external payment method supplier we would be able to offer a wider range of payment options than we currently have available.

Procurement

Procurement for a new payment billing supplier will be undertaken using a procurement framework. The competition will include both quality and cost elements.

Subject to Committee approvals, a new billing supplier could be in place with effect from September 2020.

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Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Clare Brooker
Name of the policy or function to be assessed:		Rent Payment Methods Report	
Names of the officers undertaking the assessment:		Clare Brooker	
Is this a new or an existing policy or function?		New report for an existing function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The report outlines the additional payment options available to Broxtowe Borough Council.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To have informed the group of the additional payment options available.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Applicants • Tenants • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>Council records contain information on payment methods and preferred payment method.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records.</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p>			

None completed. The report provides information regarding additional service which could be used to expand an existing function.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

- **Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?**

It primary affects tenants who pay their rent direct to Broxtowe Borough Council. This can be justified.

- **Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?**

Having more ways to pay and access council services will have a positive impact for all equality groups.

Increased cash payment options will provide an increased benefit to any tenant who is limited by our current payment options but this benefit will be accessed equally across all equality groups.

- **Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?**

None

- **Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?**

The policy should not contribute positively or negatively in this area.

- **What further evidence is needed to understand the impact on equality?**

None

9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?

Age: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Disability: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Gender: It is not anticipated that the Council will need to take any further action in

order to enable access for this group.
Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.
Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

Signature of Head of Service:

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Joint Report of the Chief Executive and the Deputy Chief Executive

BUSINESS PLANS AND FINANCIAL ESTIMATES 2020/21 - 2022/23

1. Purpose of report

To consider proposals for business plans; detailed revenue budget estimates for 2020/21; capital programme for 2020/21 to 2022/23; and proposed fees and charges for 2020/21 in respect of the Council's priority areas.

2. Detail

As part of the Council's performance management framework, the business and financial plans for the five corporate priority areas identified within the Corporate Plan 2019-2023 are brought together in one report so that the linkages between service priorities, spending proposals and targets are clear.

Under the Constitution, financial and business planning is reported to the Committee which has primary responsibility for oversight of the relevant corporate priority area and related services, in this case Housing.

The proposed Housing Business Plan is provided as a separate attachment to this report. The revenue and capital budget proposals for the corporate priority and relevant service areas, together with the proposed fees and charges, are provided in appendices 2a to 2c.

Following consideration by the respective Committees, a summary of the estimates, including any changes recommended, will be presented to the Finance and Resources Committee on 13 February 2020 for consideration and recommendation to Full Council on 4 March 2020.

Recommendations

- 1. The Committee is asked to RESOLVE that the Housing Business Plan be approved.**
- 2. The Committee is asked to RECOMMEND that the Finance and Resources Committee recommends to Council that the following be approved:**
 - a) The detailed revenue budget estimates for 2020/21 (base) including any revenue development submissions.**
 - b) The capital programme for 2020/21 to 2022/23**
 - c) The fees and charges for 2020/21.**

Background papers

Nil

APPENDIX 1**Introduction**

The Council's business and financial planning framework is one of identifying key service and spending pressures and prioritising resources accordingly, taking into account national and local priorities.

The targeted outcomes from these key issues and the anticipated impact on service performance are set out in Business Plans. These plans are combined with financial information, including proposals for reducing business costs and increasing income, to form the Business Plans for each priority area.

This report considers the detail in respect of the Business Plan covering the priority area of Housing. The financial consequences of the Business Plan, together with the expenditure and income from maintaining existing services, are set out in the revenue budget proposals, the capital programme and the proposed fees and charges which follow the plan.

Within the Housing Business Plan, attached to this report, there are some key tasks which can be met from existing resources or which relate to policy preparation. These are not included in the key spending proposals detailed in the appendices. Any planned activities which will have a financial implication either by increasing costs or reducing income are identified, along with the financial impact in section 5 of the Business Plan.

There are also several key tasks where it is not appropriate to make financial provision at this stage. These include areas that are subject to external funding bids, partnership arrangements or where insufficient information exists at the present time. In addition, there are a number of capital schemes within the programme which are deemed to be 'awaiting funding' pending receipt of the necessary resources to complete them. These schemes will be brought forward for approval once a potential funding source has been identified.

All of these items will be the subject of further reports throughout 2020/21 as further information and resources become available. This will ensure that the business and financial planning framework is a fluid process.

Business planning

As part of the Council's performance management framework, it is the responsibility of this Committee to consider the Housing Business Plan prior to recommendations being made to Council. The purpose of the business plan is twofold. Firstly, it establishes the linkage between the Council's high-level objectives and the strategies and aims of the respective services. Secondly, it outlines the services' proposals for meeting those aims and objectives.

This report deals with the Housing Business Plan and associated budgets covering this priority area. The Council's corporate objectives and aims, as included in the Corporate Plan 2019-2023, are shown at appendix 1a to provide the framework for consideration of the plans.

Financial background

The revenue and capital budget proposals for the corporate priority, together with proposed fees and charges, are shown in appendices 2a to 2c.

The revenue budgets show the 2019/20 revised estimate as of December 2019 and the 2020/21 base estimate for the areas encompassed by the relevant business plans. The 2020/21 base estimate figures generally reflect the same level of service as in the current year with a few exceptions.

The following are included in the 2020/21 base figures in this report:

- a) Allowance for certain inflationary pressures including the anticipated April 2019 pay award and cost of utilities. These allowances are guided by the best indications available at the time.
- b) Anticipated additional income within the General Fund and the Housing Revenue Account (HRA) arising from the review of fees and charges.
- c) The revenue effects of the 2020/21 capital programme including the cost of any new borrowing to support the capital programme.
- d) Any revenue developments.

A classification of revenue expenditure is included at appendix 1b for the guidance of members.

APPENDIX 1A

FRAMEWORK FOR BUSINESS PLANNING

The Council's Corporate Plan 2019-2023 is subject to annual review to ensure that it continues to reflect the aims and objectives of the Council.

Vision

The Council's Vision for Broxtowe is “**greener, safer, healthier Broxtowe, where everyone prospers**”.

Priorities

The Council's updated priorities have been updated have been developed within the context of national, regional and countywide plans and priorities with the aim being to align these with our own aspirations wherever possible.

The Council's priorities are **Housing, Business Growth, Environment, Health and, Community Safety**.

Underpinning the above and all of the Council's work is a series of values which the Council has adopted, namely:

Going the extra mile: *a strong, caring focus on the needs of communities*

Ready for change: *innovation and readiness for change*

Employees: *valuing our employees and enabling the active involvement of everyone*

Always improving: *continuous improvement and delivering value for money*

Transparent: *integrity and professional competence*.

Objectives

Each priority area is underpinned by its strategic objectives. Each strategic objective has targeted outcomes against which progress can be monitored.

The priorities and objectives for **Housing** are 'a good quality home for everyone':

- Build more houses, more quickly on under used or derelict land
- Invest to ensure our homes are safe and more energy efficient
- Prevent homelessness and help people to be financially secure and independent.

The priorities and objectives for **Business Growth** are 'New and growing businesses providing more jobs for people in Broxtowe and improved town centres':

- Complete the redevelopment of Beeston Town centre
- Undertake regeneration schemes in Eastwood, Kimberley and Stapleford
- Support skills development apprenticeships, training opportunities and wellbeing in our workforce.

The priorities and objectives for **Environment** are ‘The environment in Broxtowe will be protected and enhanced for future generations’:

- Develop plans to reduce our carbon emissions to zero and start implementing
- Invest in our parks and open spaces
- Increase recycling and composting.

The priorities and objectives for **Health** are ‘People in Broxtowe enjoy longer, active and healthy lives’:

- Promote active and healthy lifestyles in every area of Broxtowe
- Come up with plans to renew our leisure facilities in Broxtowe Borough Council
- Support people to live well with dementia and support those who are lonely or have mental health problems.

The priorities and objectives for **Community Safety** are ‘Broxtowe will be a place where people feel safe and secure in their communities’:

- Reduce anti-social behaviour in Broxtowe
- Work with partners to reduce domestic violence and support survivors
- Work with partners to reduce knife crime.

APPENDIX 1B

REVENUE BUDGET 2020/21

CLASSIFICATION OF EXPENDITURE

The classification of expenditure shown in the revenue estimates is based on the CIPFA Standard Accounting Classification. The following statement shows the type of expenditure charged to each heading:

EMPLOYEE EXPENSES	Salaries and Wages National Insurance Pensions
PREMISES RELATED EXPENSES	Repairs, Alterations and Maintenance of Buildings, Fixed Plant and Grounds Energy Costs Rents National Non-Domestic Rates Water Charges Fixtures and Fittings Cleaning & Domestic Supplies
TRANSPORT RELATED EXPENSES	Direct Transport Costs Recharge of Pooled Transport Costs Travelling Allowances
SUPPLIES AND SERVICES	Equipment, Furniture and Materials Clothing, Uniforms and Laundry Printing, Stationery and General Office Expenses Postages Telephones Insurances Grants and Subscriptions Miscellaneous Expenses
THIRD PARTY PAYMENTS	Other Local Authorities Private Contractors Charges from Trading Services
TRANSFER PAYMENTS	Housing and Council Tax Benefits
CENTRAL, DEPARTMENTAL AND TECHNICAL SUPPORT SERVICES	Administrative Buildings Expenses Central Departmental Support Departmental Administration
CAPITAL FINANCING COSTS	Operating Lease Charges Asset Register Charges

APPENDIX 2A

<u>HOUSING REVENUE ACCOUNT</u>		
	<u>2019/20</u>	<u>2020/21</u>
	<u>Revised Budget (at December 2019)</u>	<u>Base Budget</u>
Repairs & Maintenance	3,537,021	3,479,710
Supervision & Management	2,524,913	2,736,230
Special Services	1,672,637	2,024,690
Rents, Rates, Taxes & Other Charges	68,100	109,490
Depreciation & Impairment of Fixed Assets	3,905,420	4,166,200
Increased/Decrease in Impairment of Debtors	160,000	110,000
Contingency	30,000	30,000
Total Expenditure	11,898,091	12,656,320
Dwelling Rents (Gross)	(14,929,730)	(15,226,170)
Non-dwelling Rents (Gross)	(314,800)	(301,810)
Tenants' Charges for Services & Facilities	(704,580)	(741,640)
Leaseholders' Charges for Services & Facilities	(64,300)	(79,980)
Other Charges for Services & Facilities	(81,040)	(85,690)
Contributions Towards Expenditure	0	0
Total Income	(16,094,450)	(16,435,290)
Net Cost of Services	(4,196,359)	(3,778,970)
HRA services' share of Corporate and Democratic Core	441,650	391,620
HRA share of interest payable and similar charges including amortisation of premiums and discounts	2,456,200	2,488,690
HRA Investment Income	(239,400)	(171,650)
(Surplus)/Deficit for the Year on the HRA Income and Expenditure Statement	(1,537,909)	(1,070,310)
Capital expenditure funded by the HRA	1,814,105	1,813,100
(Increase)/Decrease in the HRA Balance	276,196	742,790
HRA Opening Balance	(4,002,975)	(3,726,779)
HRA Closing Balance	(3,726,779)	(2,983,989)

The change in the 2020/21 base budget for the decrease in the HRA balance when compared with the 2019/20 revised estimate is primarily a consequence of the following items:

<u>Description</u>	Change £
Changes in employee's costs including: - <ul style="list-style-type: none"> • An estimated pay award of 2%, plus increments where due. • Increase in Housing Repairs Operatives pay mainly due to enhancements and allowances previously not budgeted. 	57,980 55,360
Reduction in Premises Related Expenditure: - <ul style="list-style-type: none"> • Budgets relating to major pathwork at Independent Living Centres (£80k) and Asbestos Survey and Removal Work associated with Housing properties (£100k) has been reclassified as Capital Expenditure in accordance with accounting practices. 	(180,000)
Increase in costs associated with providing Transport to Housing	23,000
Overall net increase in Repairs and Maintenance Expenditure relating to the following key budgets: - <ul style="list-style-type: none"> • Direct Materials (purchased directly from suppliers) • Stores Purchases (purchased from the Council's Stores) • Increase in Sub-contractor expenditure • Reduction in Contingency 	(84,280) 163,910 217,940 (150,000)
Other increases in premises costs: - <ul style="list-style-type: none"> • Lift Maintenance • Increase in Utilities • Additional laundry costs 	21,000 32,500 16,000
Following reductions in budgets relating to Supplies and Services: - <ul style="list-style-type: none"> • Reduction in Legal Expenses. Matter expected to be resolved during 2019/20. • Reduction in waste disposal costs based upon mid-year 19/20 forecast for the year. Other disposal costs are being met by contractors 	(35,740) (58,010)
Following additions in the budget relating to Supplies and Services: - <ul style="list-style-type: none"> • Additional costs relating to software maintenance. The charges to services for software licences are now attributed based upon licences actually held by that service rather than on number of devices. • Increase in postages • Increase in telephone charges (based upon revised allocation) 	69,290 7,560 15,150

Increase in Grounds Maintenance charges. These charges include amounts for maintaining HRA non-residential land, land at Independent Living Accommodation sites and maintaining elderly resident's gardens. The basis for the charge was updated as part of closing the 2017/18 accounts. The budget requires update on the same basis	122,140
Reassessment of charges from the HRA to the General Fund. Increase in income to the HRA	(22,660)
Reassessment of charges, an increase from the General Fund to the HRA primarily relating to additional charges from Customer Services (£71k), Property Administration (£41k), ICT Services (£37k) and Accountancy (£25k) Other smaller variances (£15k).	189,000
Insurance Premium for Tenants Insurance previously within the General Fund (offset by income charges below)	48,000
Other minor movements	(2,081)
Total increase in Service Expenditure (Repairs and Maintenance, Supervision and Management and Special Services)	506,059

Rent, Rates, Taxes and Other charges	
<ul style="list-style-type: none"> Increase in Council Tax charges. These are incurred by the Council when properties are void. Increase in water charges at Independent Living Accommodation NDR charges 	28,000 8,090 5,300
Total increase in Rent, Rates, Taxes and Other Charges	41,390

A increased estimate for Depreciation and Impairment of Fixed Assets in 2020/21 resulting from revaluation of HRA stock.	260,780
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An reduction in provision for debts relating to void repairs	(50,000)
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An increase in Housing Rent income based upon: - <ul style="list-style-type: none"> Projected Opening Stock of 4406 properties plus 10 purchased properties, plus 2 new build less 24 estimated Right to Buy sales = Projected Closing Stock 4394 properties Impact of rent increase based upon CPI (1.7%) +1% = 2.7% Projected impact of moving to Target Rent upon change of tenancy 	(230,420) (66,020)
A reduction in garage rent income based upon: - <ul style="list-style-type: none"> Projected Opening Stock 843 garages less 67 demolitions = 	

Projected Closing Stock 776 <ul style="list-style-type: none"> • Increase of charges of 2.7% from April 2020 based on the September 2018 CPI (1.7%) + 1% = 2.7%. • Overall reduction of garage rent income. 	13,000
Insurance charges for Tenants Home Insurance. This has been moved from the General Fund to the HRA as most of administration is undertaken by HRA staff	(55,000)
Reduction in recharge income for Void Repairs. Reduced accounts being recharged.	15,000
Increase in Leaseholder Charges based upon number of leaseholders.	(16,000)
Other minor movements	(1,400)
Total increase in Income	(340,840)
Reduction in Democratic Core and Corporate Administration Costs	(50,030)
Increase in HRA share of interest payable and similar charges including amortisation of premiums and discounts	32,490
A decrease in HRA share of investment income received by the Council	67,750
A reduction in HRA capital expenditure to be financed by direct revenue contributions from the HRA.	(1,005)

Supplementary Comments to the Housing Revenue Account Budget

- 1) Special Services includes all costs associated with providing Independent Living Accommodation. These services are shared with tenants within Independent Living sites. Special Services also includes the costs of providing Grounds Maintenance service to Elderly Tenants within the general housing stock..
- 2) The Homelessness Function is a General Fund as opposed to a HRA responsibility. Instead of accumulating costs in the HRA and recharging 79% to the General Fund, the budget has been allocated in its entirety to the General Fund.
- 3) For the 20/21 budget work has been undertaken to simplify the recharge basis. Central Support Charges have been updated based upon information available with the same basis being used for both the General Fund and HRA. For 20/21 there has been limited recharging of services between within the HRA. Where services with the HRA are deemed as being 'front-line' these

have not been recharged within except where it is necessary to do so. This has had an impact on the allocation of charges between Repairs and Maintenance, Supervision and Management and Special Services.

- 4) A further review of the allocation of costs between the three main headings will be undertaken against the Service Expenditure Reporting Code of Practice (SERCOP) as part of refining the process in preparation for the 2021/22 budget process.

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APPENDIX 2A

Housing Portfolio - GF Revenue Budgets by Cost Centre

	2019/20 Revised Budget (as at December 2019) £	2020/21 Base Budget (as at December 2019) £
Hostel Accommodation	(4,731)	(10,280)
Hostel Management	27,055	0
Homelessness (GF)	326,184	411,910
Housing Strategy	20,889	73,680
Registered Social Landlords	7,022	0
Housing Advice	3,851	0
Lifeline and Miscellaneous Housing (GF)	(4,581)	(74,040)
	375,689	401,270

Housing Portfolio - GF Revenue Budgets by Detail Code

	2019/20 Revised Budget (as at December 2019) £	2020/21 Base Budget (as at December 2019) £
Employees	26,800	301,180
Premises	61,570	71,860
Transport	400	400
Supplies & Services	353,820	413,364
Central Support Recharges	395,949	52,120
Income	(462,850)	(437,654)
	375,689	401,270

The change in the 2020/21 base budget for the total net expenditure when compared with the 2019/20 revised estimate is primarily a consequence of the following items

	Change (£)
Hostel Accommodation <ul style="list-style-type: none"> An increase in running costs of hostel accommodation. Increase in rent receivable assuming full occupancy 	9,450 (15,000)
Hostel Management <ul style="list-style-type: none"> No Central Support Recharges will be made to this area from 2020/21. 	(27,055)
Homelessness <ul style="list-style-type: none"> Employee costs were accumulated within the HRA with 79% being recharged to the General Fund. Homelessness is a General Fund function and therefore all pay costs are now being accounted directly in the General Fund. This represents the recharge from the HRA in respect of the Homelessness pay which is no longer required. This represents an increase in recharge from the HRA for supervision of the Homelessness function plus other recharge adjustments Income will be received from the Home Office in respect of the secondment of the Homelessness Manager. 	274,400 (160,240) 34,080 (60,570)
Housing Strategy <ul style="list-style-type: none"> No Central Support Recharges will be made to this area from 2020/21. There will be a direct re-charge to this area from the Housing Revenue account from 2020/21 to reflect the level of work undertaken by employees. 	(20,900) 73,700
Registered Social Landlords <ul style="list-style-type: none"> This function is to be discontinued in 20/21 therefore no further costs have been allocated. 	7,000
Housing Advice <ul style="list-style-type: none"> No Central Support Recharges will be made to this area from 2020/21. 	3,850
Lifeline and Miscellaneous Housing (GF) <ul style="list-style-type: none"> A greater emphasis upon recycling existing equipment where possible rather than the purchase of new items. An assessment of staff costs plus central support costs involved with the Lifeline Scheme has been undertaken. This has resulted in a net reduction in costs to the scheme Additional income is anticipated from the introduction of the "Lifeline Plus" service 	(15,000) (44,830) (10,000)

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2020/21	2021/22				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1.	<u>GENERAL FUND HOUSING</u>	Ongoing		£	£	£		£	£	£
	Disabled Facilities Grants			2,390,550	796,850	796,850	796,850	0	0	0
	Grants			2,390,550	796,850	796,850	796,850	0	0	0
	TOTAL - GENERAL FUND HOUSING			2,390,550	796,850	796,850	796,850	0	0	0
2.	<u>HOUSING REVENUE ACCOUNT</u>	Ongoing								
	Heating Replacements/Energy Efficiency Works			3,000,000	1,000,000	1,000,000	1,000,000	0	0	0
	Works			180,000	60,000	60,000	60,000	0	0	0
	Capital Salaries			3,180,000	1,060,000	1,060,000	1,060,000	0	0	0
3.	Aids and adaptations - Disabled Persons	Ongoing								
	Works			1,155,000	385,000	385,000	385,000	0	0	0
	Capital Salaries			120,000	40,000	40,000	40,000	0	0	0
				1,275,000	425,000	425,000	425,000	0	0	0
4.	Housing Modernisation Programme	Ongoing								
	Works			6,000,000	2,000,000	2,000,000	2,000,000	0	0	0
	Capital Salaries			360,000	120,000	120,000	120,000	0	0	0
				6,360,000	2,120,000	2,120,000	2,120,000	0	0	0
5.	Major Relets	Ongoing								
	Works			420,000	140,000	140,000	140,000	0	0	0
	Capital Salaries Provision			30,000	10,000	10,000	10,000	0	0	0
				450,000	150,000	150,000	150,000	0	0	0
6.	Window and Door Replacement	Ongoing								
	Works			900,000	300,000	300,000	300,000	0	0	0
	Capital Salaries Provision			54,000	18,000	18,000	18,000	0	0	0
				954,000	318,000	318,000	318,000	0	0	0
	Housing Revenue Account Carried Forward			12,219,000	4,073,000	4,073,000	4,073,000	0	0	0

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2020/21	2021/22				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	Housing Revenue Account Brought Forward			£ 12,219,000	£ 4,073,000	£ 4,073,000	4,073,000	£ 0	£ 0	£ 0
7.	External Pre-Paint Repairs, Soffit and Fascia Renewal and Redecoration Programme Works Provision Capital Salaries Provision	Ongoing		1350,000 81,000 1,431,000	500,000 30,000 530,000	450,000 27,000 477,000	400,000 24,000 424,000	0 0 0	0 0 0	0 0 0
8.	Electrical Periodic Improvement Works Works Provision Capital Salaries Provision	Ongoing		900,000 54,000 954,000	300,000 18,000 318,000	300,000 18,000 318,000	300,000 18,000 318,000	0 0 0	0 0 0	0 0 0
9.	External Works-Paths, Pavings & Hard Standings Works Provision Capital Salaries Provision	Ongoing		600,000 36,000 636,000	210,000 12,600 222,600	210,000 12,600 222,600	180,000 10,800 190,800	0 0 0	0 0 0	0 0 0
10.	Fire Safety Assessment and Remedial Work Works Provision Capital Salaries Provision	Ongoing		1,050,000 63,000 1,113,000	350,000 21,000 371,000	350,000 21,000 371,000	350,000 21,000 371,000	0 0 0	0 0 0	0 0 0
	Housing Revenue Account Carried Forward			16,353,000	5,514,600	5,461,600	5,376,800	0	0	0

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2019/20	2020/21				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	Housing Revenue Account Brought Forward			£ 16,353,000	£ 5,514,600	£ 5,461,600	5,376,800	£ 0	£ 0	£ 0
11.	Structural Remedial Repairs Works Provision Capital Salaries Provision	Ongoing		250,000	100,000	75,000	75,000	0	0	0
				25,500	5,000	3,750	3,750	0	0	0
				262,500	105,000	78,750	78,750	0	0	0
12.	Asbestos Surveys and Remedial Works Works Provision Capital Salaries Provision	Ongoing		300,000	100,000	100,000	100,000	0	0	0
				18,000	6,000	6,000	6,000	0	0	0
				318,000	106,000	106,000	106,000	0	0	0
13.	Acquisition of Properties Works Provision Capital Salaries Provision	Ongoing		4,050,000	1,350,000	1,350,000	1,350,000	0	0	0
				450,000	150,000	150,000	150,000	0	0	0
				4,500,000	1,500,000	1,500,000	1,500,000	0	0	0
14.	New Build – Oakfield Road Works Fees	July 20	Mar 21	440,000	440,000	0	0	0	0	0
				60,000	60,000	0	0	0	0	0
				500,000	500,000	0	0	0	0	0
	Housing Revenue Account Carried Forward			21,933,500	7,725,600	7,146,350	7,061,550	0	0	0

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2019/20	2020/21				
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	Housing Revenue Account Brought Forward			£ 21,933,500	£ 7,725,600	£ 7,146,350	7,061,550	£ 0	£ 0	£ 0
15.	New Build – Fishpond Cottage Works Fees	July 20	Aug 21	1,034,000	517,000	517,000	0	0	0	0
				166,000	83,000	83,000	0	0	0	0
				1,200,000	600,000	600,000	0	0	0	0
16.	New Build – Chilwell/Watnall Garage Sites Works Fees	Nov 20	Nov 21	2,400,000	800,000	1,600,000	0	0	0	0
				300,000	100,000	200,000	0	0	0	0
				2,700,000	900,000	1,800,000	0	0	0	0
17.	Garage Refurbishment Works Capital Salaries	Ongoing		690,000	230,000	230,000	230,000	0	0	0
				41,400	13,800	13,800	13,800	0	0	0
				731,400	243,800	243,800	243,800	0	0	0
18.	<u>Contingency Sum</u> Works Capital Salaries	Ongoing		81,000	27,000	27,000	27,000	0	0	0
				2,700	900	900	900	0	0	0
				83,700	27,900	27,900	27,900	0	0	0
	TOTAL HOUSING REVENUE ACCOUNT			26,648,600	9,497,300	9,818,050	7,333,250	0	0	0
	HOUSING TOTAL			29,039,150	10,294,150	10,614,900	8,130,100	0	0	0

HOUSING CAPITAL PROGRAMME 2020/21Scheme
Number**GENERAL FUND HOUSING**1. Disabled Facilities Grants (£747,300)

This budget is to provide grants to improve facilities for disabled people living in private sector dwellings. The budget provided by Nottinghamshire County Council through the Better Care Fund.

HOUSING REVENUE ACCOUNT2. Gas Heating Replacement and Energy Efficiency Works (£1,060,000)

This budget is to continue the programme of replacing obsolete gas central heating systems with new energy efficient systems that will provide whole house heating. It will also improve insulation to dwellings with solid walls or micro cavities. It is anticipated that the new systems and insulation will significantly lower CO2 emissions and result in lower energy bills.

3. Aids and Adaptations – Disabled Persons (£425,000)

This budget is to enable the continuation of the Council's programme to adapt Council dwellings to meet the needs of people with disabilities.

4. Housing Modernisation Programme (£2,120,000)

This project is to progress the programme of work to deliver the Broxtowe Standard identified by tenants in the housing option appraisal process to provide good quality homes in accordance with the Housing Strategy. Work is also required to ensure any newly identified needs in relation to the decent homes standards are met.

5. Major Relets (£150,000)

This budget is for extensive work to void properties that are in a serious state of disrepair in order to bring them to a suitable standard to be re-let as quickly as possible. The work can comprise of door replacements, bathroom and kitchen replacements, extensive plastering and other repairs.

6. Window and Door Replacement (£318,000)

The expenditure forms part of a programme targeting old external doors and any failing double-glazed windows. This will allow the Council to continue fitting high security composite doors and frames. Both items are high on the residents' list of priorities and help with the commitment to community safety.

7. External Pre-Paint Repairs, Soffit and Fascia Renewal and Redecoration Programme (£530,000)

This budget will enable the renewed programme of external painting and pre-paint repairs to the housing stock to continue on a rolling basis. The programme will target external components including soffits (including asbestos removal), fascias, fencing, gates, outhouses etc. that have deteriorated and are in need of repair.

8. External Periodic Improvement Works (£318,000)

This budget will assist with compliance with the Institute of Electrical Engineers (IEE) Wiring Regulations. This includes the regular testing of all fixed installations within the Council's housing stock (including communal areas). This will incorporate the replacement of consumer units in accordance with amendment 3 of the IEE's Wiring Regulations concerning fire safety. The opportunity will be taken to ensure that the smoke detectors are hard wired.

9. External Works – Paths, Paving and Hard Standings (£222,600)

As well as owning its own housing stock, the Council also owns paths, paving and hard standings that service some of the stock. These areas have fixed useful lives beyond which they require either replacement or refurbishment. Surveys have been undertaken of the condition of these areas and this budget will enable the resulting required work to be undertaken.

10. Fire Safety Assessment and Remedial Work (£371,000)

The introduction of the Regulatory Reform (Fire Safety) Order 2005 included a mandatory requirement for housing providers to carry out a fire risk assessment on the communal areas of flats within the housing stock and rectify any deficiencies. Fire risk assessments of the Council's general housing stock have been completed and are reviewed periodically. Fire risk assessments of the Retirement Living stock have been completed and are reviewed annually. The reviews have required the commissioning of a specialist company to conduct in depth sample surveys of the communal areas.

This budget will enable fire safety assessment work to continue and resulting remedial work to be undertaken.

11. Structural Remedial Repairs (£105,000)

Work undertaken to survey and maintain the Council's housing stock has identified some specific issues causing structural decay that require remediation in advance of additional improvement work. For example, issues relating to rising damp in some properties have been highlighted that require attention to prevent further deterioration and structural problems,

This budget is intended to address such structural issues and ensure that the Council's housing stock continues to meet both the Decent Homes and Broxtowe Standard.

12. Asbestos Surveys and Remedial Works (£106,000)

Legislation now places a greater responsibility upon property owners for the management, detection and removal of asbestos. This is intended to promote safety for both the occupiers of properties and any staff, contractors or other stakeholders that may be affected by this.

This budget will enable further asbestos surveys to be undertaken in the Council's housing stock along with any accompanying work that may be considered necessary. As well as seeking to ensure the safety of employees and contractors working on behalf of the Council as well as the safety of tenants, this work will help to mitigate against future claims that might otherwise be brought against the Council.

13. Acquisition of Properties (£1,500,000)

One of the work streams within the Housing Delivery Plan approved by the Housing Committee on 5 June 2019 is the acquisition of existing properties in accordance with identified need. This can include former right to buy properties where the Council has "first right of refusal" if a property comes onto the market. This budget is intended to meet the cost of such acquisitions throughout the year.

14. New Build – Oakfield Road (£500,000)

This scheme would see the building of four flats for ex-service personnel at Oakfield Road in Stapleford. Whilst an initial flood risk assessment of the proposed site has been undertaken, a consultation event will take place before a planning application is submitted.

15. New Build – Fishpond Cottage (£600,000)

This scheme would see the demolition of an existing Council property in Bramcote with the construction of up to eight general needs properties on the site. Ecological surveys have been produced and a consultation exercise will take place before the submission of a planning application. This will be a major scheme covering two financial years with additional expenditure of £600,000 anticipated in 2021/22.

16. New Build – Chilwell/Watnall Garage Sites (£900,000)

This scheme relates to one of the work streams in the Housing Delivery Plan and would see a number of garages in Chilwell and Watnall demolished and replaced with up to eighteen homes. Parking assessments and traffic surveys will be undertaken before the public consultation and submission of the planning application. This is a major scheme and it is anticipated further expenditure of £1,800,000 will be incurred in 2021/22.

17. Garage Refurbishment (£243,800)

The Council owns over 800 garages that are rented out to Council tenants and private residents. Garage rents increased in recent years. During a consultation with garage tenants before the rents were increased, a commitment was given to use some of the extra revenue generated to improve the condition of the garages. Whilst some

garages have been improved recently and some are highlighted for possible redevelopment, it

is estimated that over 600 garages require improvement. This budget will enable a garage refurbishment programme to commence.

18. Contingency sum (£27,900)

This budget is intended to meet the cost of Housing Revenue Account unforeseen capital items that need to be addressed during the financial year.

HOUSING – REVIEW OF FEES, CHARGES AND ALLOWANCES		
	Present 2019/20 £	Proposed 2020/21 £
Lifeline		
Charge per week	3.62	3.72
		CPI plus 1% (= 2.7%)
Guest Room		
Room per night	20.00	20.00
Communal Lounge Hire		
Per hour	(between £13.00 and £25 dependent on facilities and seating capacity)	no change
Temporary Accommodation (Daily Charge)		
50 Nether Street	17.50	17.50
52/54/56 Nether Street	17.50	17.50
Knapp Avenue	17.50	17.50
Plowmans Court	17.50	17.50
Right to Buy Administration		
Provision of Historical Information	25.75	25.75
Management Charge		
<i>These figures are based on actual charges to tenants (48 weeks).</i>		
Sheltered housing scheme – type A	11.11	11.11
Sheltered housing scheme – type B	9.47	9.47
Decorating Allowances		
<i>Up to a maximum as indicated.</i>		
Electrical Rewire 1/2 Bed Flat	125.00	125.00
Electrical Rewire 2 Bed House	150.00	150.00
Electrical Rewire 3 Bed House	180.00	180.00
Electrical Rewire 4 Bed House	210.00	210.00
Partial Rewire/Decoration 1/2 Bed Flat	up to 100.00	up to 100.00
Partial Rewire/Decoration 2 Bed House	up to 120.00	up to 120.00
Partial Rewire/Decoration 3 Bed House	up to 150.00	up to 150.00

Partial Rewire/Decoration 4 Bed House	up to 170.00	up to 170.00
Heating Installation where back boiler removed	up to 40.00	up to 40.00
Plastering Repairs (per room depending upon extent of damage)	between 15.00-40.00	between 15.00-40.00
Resident Involvement grants and allowances		CPI plus 1%
Maximum start up grant for local tenant/leaseholder groups	159.75	159.75
Maximum training grant for tenants to attend approved courses	106.50	106.50
Maximum one off grant to local tenant/leaseholder groups for purchase of equipment	159.75	159.75
Maximum on-going grants for local tenant/leaseholder groups to match local fund raising £ for £ approved items	266.26	266.26
Travelling allowance rates for attendance at meetings, training sessions, seminars and conferences	Applicable Casual car user allowances	Applicable Casual car user allowances

HOUSING BUSINESS PLAN 2020–2023

This Business Plan details the projects and activity undertaken in support of the Broxtowe Borough Council Corporate Plan priority of **HOUSING**.

The Corporate Plan prioritises local community needs and resources are directed towards the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

The Business Plan covers a three-year period but will be revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures is undertaken quarterly by the Housing Committee. The Policy and Performance Committee also receives a high level report of progress against Corporate Plan priorities on a quarterly basis.

The Council's Vision for Broxtowe is 'a greener, safer, healthier Broxtowe where everyone prospers'.

The Council's Values are:

- **Going the extra mile: a strong, caring focus on the needs of communities**
- **Ready for change: innovation and readiness for change**
- **Employees: valuing our employees and enabling the active involvement of everyone**
- **Always improving: continuous improvement and delivering value for money**
- **Transparent: integrity and professional competence**

The Council's Priorities and Objectives for HOUSING are 'a good quality home for everyone':

- **Build more houses, more quickly on under used or derelict land.**
- **Invest to ensure our homes are safe and more energy efficient.**
- **Prevent homelessness and help people to be financially secure and independent.**

1. PUBLISHED STRATEGY AND POLICY DOCUMENTS SUPPORTING THE DELIVERY OF PRIORITIES AND OBJECTIVES

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Corporate Plan	The Council's overarching plan for its priorities, targets and objectives. The plan sets out priorities to achieve the vision for 'A greener, safer, healthier Broxtowe where everyone prospers' with focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.	April 2024	Chief Executive
Business Strategy	Deigned to ensure that the Council is: <ul style="list-style-type: none"> • Lean and fit in its assets, systems and processes • Customer focused in all its activities • Commercially minded and financially viable • Making best use of technology. 	Updated annually	Deputy Chief Executive
Medium Term Financial Strategy	The Council's key financial planning document. In detailing the financial implications of the Corporate Plan, the MTFS provides a reference point for corporate decision-making and helps to ensure that the Council can optimise the balance between its financial resources and the delivery of its priorities. The MTFS informs the annual budget-setting process, ensuring that each year's budget is considered within the context of the Council's ongoing sustainability over the entirety of the planning period.	Updated annually	Deputy Chief Executive Head of Finance Services
Commercial Strategy	Promote and support a change in organisational culture towards a more business-like approach to the delivery of services. Overall, commercialism will enable departments to adopt a business-like approach with the focus firmly on delivering the best services possible for residents and businesses within the Borough whilst at the same time maximising income generation.	April 2020	Deputy Chief Executive Commercial Manager

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Capital Strategy	An overarching summary document which encompasses all capital and treasury activity including the capital programme, financing planning, accounting policies and asset management.	Updated annually	Deputy Chief Executive Head of Finance Services
Housing Strategy 2020 - 2023	Provides the plan for the future direction of the housing service	April 2023	Head of Housing
Housing Revenue Account Business Plan	Summary of analysis of stock condition, current and future finances, priorities for action and targets for improvement	June 2020	Head of Finance Services
Homelessness Strategy 2017-2021	Plan for existing and future needs of homeless in Broxtowe. With a focus on homelessness prevention	October 2021	Homeless Manager
Engagement Strategy	Provides details of methods, level and standards of consult and engage our tenants	April 2022	Engagement Manager
Empty Homes Strategy 2014-19	Sets out the Council's approach to bringing long term empty private dwellings back into use	December 2019	Chief Environmental Health Officer
Health and Wellbeing Strategy for Nottinghamshire 2018-2022	Sets out the priorities for the Health and Wellbeing Board for Nottinghamshire to improve the health and wellbeing of its residents	December 2022	Housing Services and Strategy Manager
Broxtowe Corporate Anti-Social Behaviour Policy	Provides details on how the Council will tackle anti-social behaviour (ASB)	July 2020	Head of Public Protection
Housing Allocations Policy	Provides details on how the Council will allocate properties	November 2021	Housing Operations Manager

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Tenure Policy	Sets out the tenancies that will be offered by the Council	June 2021	Housing Operations Manager
Rent Collection Policy	States the clear guidelines which officers will work towards when recovering rent arrears	September 2021	Income and Housing Manager
Broxtowe Core Strategy	Strategic level planning document	2028	Head of Neighbourhoods and Prosperity
Broxtowe Disabled Facilities Grants Policy	Details the Council's approach to dealing with Disabled Facilities Grants	2020	Head of Public Protection
House Building Delivery Plan	Sets out how the Council will build or acquire more housing to add to the HRA housing stock	2029 (annual refresh)	Housing Delivery Manager
Neighbourhood Strategy	Set out how we will manage our neighbourhoods	2022	Head of Housing

A full list of Housing related policies will be available internally and on the Council's website as appropriate.

2. SERVICE LEVEL OBJECTIVES LINKED TO CORPORATE OBJECTIVES

Build more houses, more quickly on under used or derelict land (Ho1)

Service Areas covered by Plan	Service Objectives
Planning and Development Services	
Development Control	Pre-application advice and process applications for planning permission
Planning Policy	Production of Core Strategy Monitoring of land information through SHLAA Making better use of statutory powers to bring forward housing development, including Compulsory Purchase
Housing Strategy and Performance	
Housing Strategy	Monitor demand for affordable housing in different areas of the Borough Monitor progress of the Housing Strategy 2015-2020
Performance	Monitor performance of Business Plan
Housing Operations	
Allocations	Provide information on waiting list demand Increase access to accommodation Enable people to access accommodation that meets their needs
Estates and Capital Works	
Estates and Capital Works	Undertake major refurbishment works Carry out upgrades to central heating provision, energy efficiency, structural remedial works Provide a project management service to other Directorates Identification of potential development land for housing development

Service Areas covered by Plan	Service Objectives
Private Sector Housing	
Private Sector Housing	Identifying empty private sector houses and bringing them back into occupation

Invest to ensure our homes are safe and more energy efficient (Ho2)

Service Areas covered by this Plan	Service Objectives
Housing Operations	
Tenancy Management	Effectively manage ASB cases to enable residents to have a quiet enjoyment of their homes Ensure estates are safe, clean and maintained to a high standard
Homelessness and Housing Advice	Focus on prevention of homelessness Liaise with private landlords to secure tenancies in the private sector Effective management of temporary accommodation Deliver the Council's Homelessness Strategy
Allocations	Allocate properties in accordance with Housing Allocations Policy Assess tenants needs prior to tenancy commencement to achieve sustainable tenancies
Independent Living	
Independent Living	Support tenants to live independently in their home Help create sustainable tenancies through pro-active work Help vulnerable tenants to maintain their tenancies Effectively manage ASB cases to enable residents to have a quiet enjoyment of their homes Reduce social isolation and promote health and wellbeing

Service Areas covered by this Plan	Service Objectives
Housing Repairs	
Repairs	<p>Provide an efficient and effective service of reactive maintenance in response to tenant requests</p> <p>Ensure compliancy with the Gas Safety (Installation and Use) Regulations</p> <p>Complete an effective system of inspections including post inspections</p> <p>Provide a high standard of inspections for electrical testing, legionella and lift servicing</p>
Housing Strategy and Performance	
Strategy	<p>Develop strategies and policies to achieve an excellent housing service</p> <p>Complete research to ensure that decisions made by Housing Services are based on accurate information</p> <p>Monitor progress of the Housing Strategy 2015-2020</p> <p>Administration of Right to Buy</p>
Performance	<p>Monitor performance and make recommendations for improvements</p> <p>Monitor performance of Business Plan</p>
Leaseholder Services	<p>Effectively co-ordinate and manage leases ensuring an effective service is delivered</p> <p>Provide opportunities for leaseholders to input into service delivery through consultation and events</p> <p>Ensure legal compliance</p>
Resident Involvement	<p>Increase the opportunities for residents to get involved</p> <p>Develop methods to publicise involvement and promote awareness</p> <p>Provision of tailored training to enable residents to be effectively involved</p> <p>Monitor scrutiny of services by residents</p>
Estates and Capital Works	
Capital Programme	Implement Capital Investment Programme including safety and energy efficiency measures

Service Areas covered by this Plan	Service Objectives
Community Safety	
Tackle Crime and Anti-Social Behaviour	Work with Housing Team and Police to reduce crime and anti-social behaviour in housing areas
Private Sector Housing	
Private Sector Housing	Ensure that dwellings in the private sector are free of hazards which pose a risk to the occupants Licence appropriate Houses in Multiple Occupation and ensure they are properly managed

Prevent homelessness and help people to be financially secure and independent (Ho3)	
Income	
Income	Billing, Collection and Recovery of Council Housing and Garage rents Support tenants to sustain their tenancy by providing financial inclusion advice
Private Sector Housing	
Private Sector Housing	Facilitate adaptations to the homes of disabled people in the private sector
Enhanced Housing Options	
Homelessness and Housing Advice	Liaise with private landlords to secure tenancies in the private sector
Housing Operations	
Tenancy Management	Help create sustainable tenancies through pro-active work Help tenants with additional support needs including mental health issues to maintain their tenancies Promote tenancy sustainment through decreasing instances of possession action and encouraging responsible awareness of tenancy liabilities for tenants through increased engagement

3. MEASURES OF PERFORMANCE AND SERVICE DATA

Context – Baseline Service Data

Pentana Code	Service Data Description	Actual 2016/17	Actual 2017/18	Actual 2018/19	Comments including benchmarking data
HSData_01	Homelessness applications received	28	48	426	Homelessness applications have increased in response to new practice of taking an application and agreeing an action plan with a client that is homeless or threatened with homelessness. Some of these appointments would have been dealt with as advice and assistance in the past.
HSData_02	Homelessness acceptances	12	16	24	Acceptances are increasing as it is more difficult to prevent homelessness because of the decline in options available, particularly in the voluntary sector.
HSData_03	Housing advice interviews undertaken	1,188	1,062	545	This figure is associated with the applications increase. Fewer interviews are classed as advice if they involve a client that is homeless/threatened with homelessness, as this would bring about a homeless application.
HSData_05	Lifeline customers	998	952	819	November 2019: 920 customers, reduction in 2018/19 due to cleansing of the database records
HSData_07	ASB cases	106	158	192	Increase in number of cases due to a change in recording, all cases are now included rather than just those where the complainant wishes to engage.
HSData_08	Properties sold under Right to Buy	20	39	37	
HSData_09	Flats sold on a lease under Right to Buy	5	4	10	

Pentana Code	Service Data Description	Actual 2016/17	Actual 2017/18	Actual 2018/19	Comments including benchmarking data
HSDData_11	Housing applications received	1,209	1,731	903	Change in recording in 2018/19 to reflect the number of new applications made within the last year, previous years have included all active applications on the waiting list.
HSDData_12	Tenancies allocated	343	323	279	Reduction due in part to the reduction in housing turnover
HSDData_13	Repair requests	16,257	15,533	15,333	
HSDData_24	Evictions for ASB	2	0	1	
HSDData_27	No. of General Needs Units	3,085	3,046	3,009	
HSDData_28	No. of Independent Living Units	1,412	1,412	1,411	
HSDData_29	No. of Leaseholders	281	285	295	
HSDData_30	No. of Council Garages	866	866	850	
HSDData_31	No. of 5-year HMO Licences issued annually	10	27	36	This will peak in 2019/20 due to change in legislation, and then again between 2022/23 and 2024/25 when the five year cycles are repeated
FRData_32	Evictions for rent arrears	13	13	15	
HSDData_25	Notices of Seeking Possession (NOSP) served for ASB	8	16	8	Reduction due in part to positive intervention work
FRData_36	Notices of Seeking Possession (NOSP) served for rent arrears	244	223	175	Improving tenancy sustainment due to greater team capacity and enhanced software functionality.

Critical Success Indicators (CSI)

Priority leaders should work corporately to **define the outcome objective** for each priority area and **identify an outcome indicator** or indicators which will be **Critical Success Indicators**. There will be a maximum of two CSI for each corporate priority.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2016/17	2017/18	2018/19	2019/20	2020/21	Future Years	
Critical Success Indicators (CSI)								
Net additional homes provided	NI154	297	324	301	430	430	430	Head of Neighbourhoods and Prosperity
Overall satisfaction with the service provided	HSTOP_01	85%	87%	95%	88%	89%	90%	Head of Housing (Top quartile performance is 90%)
Rent collected as a percentage of the rent owed	BV66a	98.3%	98.2%	99.9%	99%	99%	99%	Income and Housing Manager
Gas safety	HSTOP_02	100%	100%	99.9%	100%	100%	100%	Housing Repairs and Compliance Manager
New Council houses built or acquired	<<insert>>				23	23	23	Housing Delivery Manager
Homeless clients who will be owed main homeless duty who are prevented/relieved in the prevention or relief stages	HSLocal_36	-	-	-	85%	85%	85%	Housing Operations Manager

Performance Indicators

Priority leaders should identify two sets of performance indicators namely **Key Performance Indicators (KPI)** for reporting to GMT and Members and **Management Performance Indicators (MPI)** for use in business planning and performance monitoring at a service level.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2016/17	2017/18	2018/19	2019/20	2020/21	Future Years	
Key Performance Indicators (KPI)								
Supply of ready to develop housing sites	NI159	72%	78%	78%	100%	100%	100%	Head of Neighbourhoods and Prosperity
Numbers of homeless households housed outside of the Borough in temporary accommodation					0	0	0	Head of Housing
No. of affordable homes provided	NI155	20	8	TBC	85	85	85	Head of Neighbourhoods and Prosperity
Average Relet Time – General Needs	HSTOP_03	-	-	-	21 days	20 days	19 days	Housing Operations Manager
Average Relet Time – Independent Living	HSTOP_03a	-	-	-	42 days	42 days	42 days	Housing Operations Manager
Tenancy turnover	HSTOP_10	7.1%	7.2%	7.2%	7%	7%	7%	Housing Operations Manager
Reactive repairs - appointments kept	HSLocal_BM 05	93.0%	93%	97%	98%	98%	98%	Housing Repairs and Compliance Manager
Electrical compliancy	HSLocal_29	-	-	97%	100%	100%	100%	Housing Repairs and Compliance Manager

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2016/17	2017/18	2018/19	2019/20	2020/21	Future Years	
Private dwellings that are returned into occupation or demolished	HSLocal_11	38	54	34	35	35	35	Head of Public Protection
Housing Service Complaints responded to within timescale	HSLocal_21	-	-	91.6%	100%	100%	100%	Housing Services and Strategy Manager
No. of residential planning permissions granted	DSDData_19	-	1,098	TBC	1000	1000	1000	Head of Neighbourhoods and Prosperity
No. of 5-year HMO Licences issued annually	HSLocal_31	10	27	36	88	15	21/22 – 15 22/23 - 33	Senior Private Sector Housing Officer
Reduce carbon emission in Housing stock	TBC	-			--	300	TBC	Head of Property Services
Management Performance Indicators (MPI)								
ASB cases resolved using early intervention	HSLocal_26	-	-	94.3%	90%	90%	90%	Housing Operations Manager
Housing Applicants in Bands 1 and 2 housed within 12 weeks	HSLocal_20	-	-	42%	45%	45%	50%	Housing Operations Manager
Introductory tenancy visits completed within timescale	HSLocal_30	-	-	-	92%	92%	92%	Housing Operations Manager

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2016/17	2017/18	2018/19	2019/20	2020/21	Future Years	
Management Performance Indicators (MPI) (Continued)								
Current tenant arrears as a percentage of the annual rent debit	HSLocal_37	-	-	-	1.5%	1.5%	1.5%	Income and Housing Manager
Universal Credit claimants in more than 8 weeks of arrears	HSLocal_38	-	-	-	25%	25%	25%	Income and Housing Manager
Void Garages as % of let-able garages	HSLocal_32	-	-	-	15%	12%	10%	Housing Operations Manager
Legionella compliancy	HSLocal_33	-	-	-	100%	100%	100%	Housing Repairs and Compliance Manager
Homeless clients approaching the service are seen and a personalised action plan agreed within 5 days	HSLocal_35	-	-	-	100%	100%	100%	Housing Operations Manager
Introductory tenancies converted to Secure tenancies	TBC	-	-	-	-	90%	92%	Housing Operations Manager

4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2020/21 – 2022/23 INCLUDING COMMERCIAL ACTIVITIES

Priority leaders are asked to consider potential **commercial activities** in their priority areas when setting the key tasks and priorities for the next three years. In doing so priority leaders should consider:

- In which service areas could new commercial activities be undertaken?
- How much additional income could be generated from the new commercial activities?
- Would additional resources (employees, equipment, systems etc.) be needed to undertake the new commercial activities? If yes, outline these with estimates of costs.
- How will these new commercial activities link into the Council's Medium Term Financial Strategy, Capital Programme, Business Strategy and Commercial Strategy?
- Will the new commercial activities affect existing Revenue and Capital budgets? If yes, then remember to include the net income or costs to Section 5 'Link Key Tasks and Priorities for Improvement to the Financial Budgets'.
- Please identify new '**commercial activities**' in the comments column.

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
HS1922_02	Implement 10 year housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	Partnerships with Registered Housing Providers and external consultants	Housing Delivery Manager December 2029	Funding within the capital programme. Circa £4M capital receipts 2020/21: £1M (acquisitions)
HS1922_05	Complete stock condition survey– targeted surveys	Detailed information regarding particular property types and areas identified in initial stock condition survey Provide up to date and accurate information about the condition of our housing stock	Possibly through Efficiency East Midlands and/or Northern Housing Consortium	Housing Repairs and Compliance Manager March 2021	Up to £50k from original £100k allocated

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
HS1922_04	Produce an Asset Management Strategy	Ensure effective management of assets Ensure safe and increasingly energy efficient assets	Partnership between Capital Works and Repairs	Housing Repairs and Compliance Manager December 2020	Will utilise the information provided through the stock condition survey
NEW	Implement recommendations from Housing Repairs Review	Maximise efficiency of the repairs service Consider commercial opportunities if available	Current external contractors	Housing Repairs and Compliance Manager March 2021	Recommendations from review could lead to potential efficiency savings Depending on approval of report budget may be required to implement new Schedule of Rates, Datastox improvements, new staffing resources
NEW	Implement Housing Strategy	Improve housing services	All partners and stakeholders	Head of Housing March 2023	
NEW	Implement Engagement Strategy	Increase understanding of the needs of our tenants and leaseholders Provide skills and employment support for tenants and leaseholders	Tenants and leaseholders EMTPF/Housing and Employment Forum	Housing Services and Strategy Manager March 2021	Actions to be achieved within existing engagement budget

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
NEW	Implement Neighbourhood Strategy	Improve our neighbourhoods	Tenants and leaseholders	Housing Operations Manager March 2021	Actions to be achieved within existing budgets for 2020/21. Additional budget will be required to fund activities in year 2 of the strategy.
NEW	Increase availability of general needs accommodation by de-designating and/or redeveloping unsuitable Independent Living accommodation	Most effective use of property owned by the Council to meet the needs of the borough	Tenants Applicants on the waiting list	Head of Housing Services and Strategy Manager Income and Housing Manager March 2021	Additional temporary staffing resource will be required to provide support to tenants Work to properties will be required Reduction in void rent loss expected
NEW	Introduce additional payment methods for customers	Reduce rent arrears by providing more convenient payment methods	Will be procured through framework	Income and Housing Manager December 2020	£15k set up cost and on-going transactions fees, but expected to reduce rent arrears and officer time
NEW	Produce a new Garage Strategy	Outline the Council's plan for the future of the garage stock, including sites for development and improvement	Tenants	Housing Services and Strategy Manager March 2021	Budget for 2021/22 will depend on actions included in strategy

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
NEW	Review of Broxtowe Standard as part of the Climate Change and Green Futures Programme	Clear understanding of the environmental features that could be included as part of modernisations	Tenants	Capital Works Manager March 2021	There will be a budget implications, this will be explored as part of review Will be produced alongside the Asset Management Strategy
NEW	Provide additional methods of communication between housing department and customers	Provide a wide range of methods for customers, including tenants, leaseholders and applicants on the waiting list to contact the department and receive information	Tenants Leaseholders Applicants on waiting list Lifeline customers	Housing Services and Strategy Manager March 2021	Initially can utilise existing functionality in Capita Open Housing and E-mail Me. Business Case to be produced for enhancements of Open Housing as part of upgrade to v18.
NEW	Review of Service Charges for Independent Living	Ensure the cost of providing Independent Living Service is fully understood	Consultation with all Independent Living tenants	Income and Housing Manager September 2020	
NEW	Review of Cleaning Service, including the possibility of cleaning voids in-house	More effective cleaning service Efficiency savings by completing in-house rather than by external contractor	Consultation with all Independent Living tenants Review of current contract	Housing Operations Manager December 2020	Additional resources such as vans will be needed Review will establish potential cost savings, such as void clearance costs
NEW	Review of first year of new Independent Living Service, including use of mobile working	Ensure that improvements have been fully implemented Review of new service	Consultation with all Independent Living tenants	Head of Housing December 2020	Potential to increase mobile working as part of the ICT replacement programme.

Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
NEW	'Lifeline Plus' rollout	Increase number of Lifeline customers Increase number of Lifeline customers who choose 'Lifeline Plus'	Lifeline customers	Income and Housing Manager March 2021	Increase in income circa £17,000 from increase in customers and new Lifeline Plus items
NEW	Income team to manage recharges and former tenant arrears	Reduce amount of recharges and former tenant arrears that are written off	Existing and former tenants	Income and Housing Manager March 2021	Bad debt provision should be reduced by circa £6000
NEW	Review the Disabled Facilities Grants Policy	Detail the Council's approach to dealing with Disabled Facilities Grants		Head of Public Protection March 2021	
NEW	Review controls for housing in multiple occupation	Ensure effective controls are in place	Landlords	Head of Public Protection March 2021	
NEW	Explore the potential to increase number of properties through provision of flats over shops	To increase the number of properties in the borough	Staff in planning department	Head of Planning March 2021	
NEW	Increase the amount of accommodation available for Homeless, including considering shared housing for younger people	Reduce use of B&B accommodation Ensure that homeless households are not placed outside of the borough	Homeless applicants	Head of Housing September 2020	

5. LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Priority leaders should ensure that key tasks and priorities (including commercial activities) that have a financial implication are included in the analysis below. * = budget implications are not known until further work completed

Revenue and Capital Budget Implications/Efficiencies Generated	Pentana Action Code	2020/21 Budget £	2021/22 Budget £	2022/23 Budget £
Budget Implications				
Increase in general needs accommodation (HRA)	TBC	TBC*	TBC*	TBC*
Stock Condition Survey (HRA - Capital)	HS1922_05	50,000	0	0
Additional payment methods (HRA)	TBC	15,000	(5,000)	(5,000)
New Broxtowe Standard (HRA - Capital)	TBC	20,000	20,000	20,000
Efficiencies Generated				
Repairs Review (including vehicle stock management etc...)	TBC	(TBC)*	(TBC)*	(TBC)*
Mobile working for Independent Living (HRA)	TBC	(5,000)	(5,000)	(5,000)
New business/increased income				
Lifeline Plus – increase in units and fees (GF)	TBC	(10,000)	(20,000)	(20,000)
Recharges and Former Tenant Arrears (HRA)	TBC	(6,000)	(7,000)	(8,000)
Reclaim of disabled facilities grants (subject to committee approval)	TBC	(10,000)	(10,000)	(10,000)
Rent from properties acquired under the Housing Delivery Plan (HRA)	HS1922_02	(40,000)	(40,000)	(40,000)
Increased income from relets at Formula Rent (HRA)	N/A	(66,000)	(130,000)	(190,000)
Any day lettings (HRA)	N/A	(9,000)	(9,000)	(9,000)
Net Change in Revenue Budgets		(0)	(0)	(0)

6. SUMMARY OF KEY RISKS

Priority leaders are to identify three strategic risks for the Business area and to determine whether these have been/or should be considered on the Council's Strategic Risk Register.

Key Strategic Risk	Is this already covered by an existing Strategic Risk?	What action can be taken/is required to mitigate/minimise the risk or threat
1. Failure to deliver the HRA Business Plan	Yes	Use information from Stock Condition Survey to inform a new Asset Management Strategy
2. Failure to mitigate the impact of the Government's welfare reform agenda	Yes	Income team structure and processes focussed on early intervention when tenants move to Universal Credit
3. Failure to maximise collection of income due to the Council	Yes	Actions in Business Plan include review of service charges for Independent Living; Lifeline Plus rollout; changes to recharge and former arrears collection
4. Skills shortage	Yes	Job evaluation review, pay and reward review

Also, the top five risks (strategic or operational) arising from the key tasks and priorities for improvement should be identified. Whilst, it will be expected that detailed risks will be considered as part of the project planning process for each key task, it is anticipated that there will be 'common themes' identified which should enable the key risks to be limited to the top five. An earlier example has been included for reference.

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
HS1922_02	Implement 10 year housing new build delivery plan	Level of building identified in the plan is not delivered	2,3,8,20	Housing Delivery Group established to monitor progress and address any issues

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
NEW	Implement recommendations from Housing Repairs Review	Unable to adapt service to meet recommendations due to lack of resources and expertise	2,8,10,20	
NEW	Increase availability of general needs accommodation by de-designating and/or redeveloping unsuitable Independent Living accommodation	Lack of resources to implement necessary changes Poor communication could have negative impact on project	2,9,18,20	Communications plan to be written
NEW	Review of Service Charges for Independent Living	Time needed to gather necessary information	2,9,18,20	
NEW	'Lifeline Plus' rollout	Take up of service and new products is not as expected	9	Marketing campaign, will review effectiveness and change if necessary
NEW	Insufficient accommodation	House building delivery plan	2,3	

List of Strategic Risks

- Risk 1 - Failure to maintain effective corporate performance management
- Risk 2 - Failure to obtain adequate resources to achieve service objectives
- Risk 3 - Failure to deliver the HRA Business Plan
- Risk 4 - Failure of strategic leisure initiatives
- Risk 5 - Failure of the Liberty Leisure Limited trading company
- Risk 6 - Failure to complete the re-development of Beeston town centre
- Risk 7 - Not complying with domestic or European legislation
- Risk 8 - Failure of Financial Management and/or budgetary control
- Risk 9 - Failure to maximise collection of income due to the Council
- Risk 10 - Failure of key ICT systems
- Risk 11 - Failure to implement private sector element of Housing Strategy in accordance with Government and Council expectations
- Risk 12 - Failure to engage with partners/community to implement the Broxtowe Borough Partnership Statement of Common Purpose
- Risk 13 - Failure to contribute effectively to dealing with crime and disorder
- Risk 14 - Failure to provide housing in accordance with the Local Development Framework
- Risk 15 - Natural disaster or deliberate act, which affects major part of the Authority
- Risk 16 - Failure to mitigate the impact of the Government's welfare reform agenda
- Risk 17 - Failure to maximise opportunities and recognise the risks in shared services arrangements
- Risk 18 - Corporate and/or political leadership adversely impacting upon service delivery
- Risk 19 - High levels of sickness
- Risk 20 - Lack of skills and/or capacity to meet increasing initiatives and expectations
- Risk 21 - Inability to attract or retain key individuals or groups of staff
- Risk 22 - Failure to comply with duty as a service provider and employer to groups such as children, the elderly, vulnerable adults etc.
- Risk 23 - Unauthorised access of data
- Risk 24 - High volumes of employee or client fraud

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Report of the Strategic Director

WORK PROGRAMME

1. Purpose of Report

To consider items for inclusion in the Work Programme for future meetings.

2. Background

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

3 June 2020	<ul style="list-style-type: none"> • Review of retirement living service and charging system • Housebuilding: update report • Stock condition survey • Asset Management Strategy • Independent living stock: options report • Reducing carbon emissions through the housing stock • Review of the Broxtowe standard for Housing • Update: Grenfell response • Garages Strategy • Homelessness • Mental health and wellbeing of Council tenants • Lifeline Plus update • Disabled Facilities Grant Policy • Promoting skills, training and work experience
2 September 2020	<ul style="list-style-type: none"> • Housebuilding: update report • Review of Income collection, financial inclusion and tenancy sustainment • Housing compliance • Community living network • Housing Strategy • Fuel Poverty
18 November 2020	<ul style="list-style-type: none"> • Housebuilding: update report • Update: Grenfell response • Allocations Policy annual review • Garage Strategy • Review of Cleaning Service • Neighbourhood Strategy update and key tasks for Year 2

Recommendation

The Committee is asked to CONSIDER the Work Programme and RESOLVE accordingly.

Background papers

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