



Monday, 24 August 2020

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 2 September 2020 in the Virtual Remote Teams Meeting, commencing at 7.00 pm.

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

Yours faithfully

Chief Executive

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

## 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 3 June 2020.

4. HOUSING STRATEGY (Pages 5 - 10)  
To seek committee approval for a new Housing Strategy
5. GARAGE STRATEGY (Pages 11 - 16)  
To seek committee approval for a new Garage Strategy.
6. SANCTUARY SCHEME (Pages 17 - 34)  
To seek Committee approval for a new policy that provides guidance on how the Council will manage requests for assistance through the Sanctuary Scheme.
7. ASSET MANAGEMENT STRATEGY (Pages 35 - 38)  
To consult with Housing Committee on the key themes to be included in the Asset Management Strategy.
8. QUESTIONS AND COMMENTS ON NOTING REPORTS
- 8.1 Noting reports (Pages 39 - 88)
- Performance Management – Review of Business Plan Progress – Housing
  - Housing Delivery Plan Update
  - Fuel Poverty
  - Compliancy
  - Community Living Network
  - Homelessness Services in Broxtowe
  - Income Collection, Financial Inclusion and Tenancy Sustainment Update
9. WORK PROGRAMME (Pages 89 - 90)  
To consider items for inclusion in the Work Programme for future meeting.

10. 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 2 of Schedule 12A of the Act.**

11. INDEPENDENT LIVING STOCK OPTIONS

(Pages 91 - 102)

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## HOUSING COMMITTEE

WEDNESDAY, 3 JUNE 2020

Present: Councillor T A Cullen, Chair

Councillors: S A Bagshaw  
L A Ball BEM  
B C Carr  
S Carr (ex-officio)  
J C Goold  
D Grindell  
R I Jackson (ex-officio)  
E Kerry  
H G Khaled MBE  
J W McGrath  
J M Owen  
J P T Parker  
H E Skinner  
E Williamson

1 DECLARATIONS OF INTEREST

There were no declarations of interest.

2 MINUTES

The minutes of the meeting held on 29 January 2020 were confirmed as a correct record

3 RECLAIM OF DISABLED FACILITIES GRANTS (DFG)

The Committee discussed the proposal to introduce a policy to reclaim Disabled Facilities Grants (DFGs) in certain circumstances. The Council has a statutory duty to provide Disabled Facilities Grants for private sector residential adaptations where the appropriate legislative conditions are met. The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of grant) General Consent 2008 allows local authorities to reclaim up to £10,000 of grant, where the amount of DFG given is over £5,000, and where the recipient (owner occupier) disposes, whether by sale, assignment, transfer or otherwise, of the premises in respect of which the grant was given within 10 years of the completion date.

It was queried who would manage the reclaim process and any rights to appeal.

The following amendment was proposed by Councillor E Kerry and seconded by Councillor L A Ball BEM:

Wording be added to the policy stating that reclaim decisions would be agreed after consultation with the Chair of this Committee. Appeals would be logged through a formal complaint to the Council and the Local Government Ombudsman if necessary.

The amendment was accepted.

**RESOLVED to adopt the proposed amendment to the current DFG Policy.**

4 HOUSING DELIVERY PLAN UPDATE

Members discussed the process of formal consultations during the pandemic and the possible change of use to council garages. It was confirmed that residents had been written to and 2 surveys had been undertaken with more to follow. Several questions had been raised but only 1 objection. Many garages were currently being used for storage purposes.

5 INDEPENDENT LIVING SERVICE CHARGE REVIEW

In 2017 HQN was appointed to undertake a review of the Council's Retirement Living Service (now known as the Independent Living Service). The report identified that the Housing Revenue Account (HRA) was subsidising the Independent Living Service by a significant amount. Up to date calculations confirm this to still be the case. Members discussed the option of a fixed or variable charging scheme.

The following amendment was proposed by Councillor T A Cullen and seconded by Councillor B C Carr:

A fixed charge be adopted with an agreed cap – the limit to be agreed at a future meeting.

The amendment was carried.

**RESOLVED that an Independent Living Service fixed charge will be agreed subject to an agreed cap on any increase in charges.**

6 STOCK CONDITION SURVEY

The last stock condition survey was completed in 2008 and members were informed that it was good practice to undertake a regular review of the condition of the housing stock and to inform programmes of work and any remodelling needed to financial projections going forward. In September 2019 Housing Committee approved the contract for a Stock Condition Survey to be completed. Members noted a report on the recent Stock Condition Survey.

7 MENTAL HEALTH AND WELLBEING OF TENANTS

Members were updated on the approach taken to support tenants.

8 GRENFELL RESPONSE UPDATE

The Committee was updated on actions which have been taken since the last report in September 2019 and work currently in progress and was informed that the internal officer working group has now progressed the actions identified in appendix 1 in anticipation of the likelihood that the Grenfell Inquiry will result in significant suggestions for improvement action on the part of all agencies, including local government.

9 FISHPOND COTTAGE, 51 ILKESTON ROAD, BRAMCOTE AND THE USE OF SURROUNDING LAND FOR REDEVELOPMENT

The Committee considered the options available and it was stated that Fishpond Cottage would not be suitable for social housing if it was redeveloped due to the design of the building. Costs associated with it would also be high.

It was confirmed that Option 2 should say possible demolition rather than proposed demolition. If this option was chosen, the amount of housing built on the site would be doubled.

**RESOLVED that a consultation exercise be undertaken to seek local residents' views on developing the site including the proposed demolition of Fishpond Cottage, following this event, a delegation be made to the Deputy Chief Executive, in consultation with the Chair of the Housing Committee, to submit a planning application.**

10 PERFORMANCE MANAGEMENT REVIEW OF BUSINESS PLAN - HOUSING - OUTTURN REPORT

Members considered the complaints process and were informed about changes to how these were coordinated. It was confirmed that while every known homeless person had been offered temporary accommodation due to the pandemic, some individuals had found the process too difficult. Alternative accommodation had been offered where necessary and outreach support offered. Only one individual had refused all measures of assistance which was the lowest in the County.

11 WORK PROGRAMME

The Committee considered the Work Programme and agreed that a Review of Payment Options, the Lifeline Service and Housing Repairs be considered at future meetings.

**RESOLVED that the Work Programme be approved.**

12 EXCLUSION OF PUBLIC AND PRESS

**RESOLVED 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, 2, and 3 of Schedule 12A of the Act.**

13 INDEPENDENT LIVING STOCK OPTIONS REVIEW

**RESOLVED to present reports to future meetings.**

14 AIDS AND ADAPTATIONS CASE

**RESOLVED that the aids and adaption works be approved.**



## Report of the Chief Executive

**HOUSING STRATEGY 2020 -2024**1. Purpose of report

To seek committee approval for a new Housing Strategy

2. Background

In January 2020, Housing Committee discussed the key themes to be included in the Housing Strategy 2020-2024. Committee agreed a timetable for the completion of the Strategy, including consultation.

3. Detail

Due to Covid-19, the initial plan for consultation was not possible. However a meeting was held with the Resident Involvement Group prior to lockdown and an online consultation was used. There were 51 responses to the online consultation from tenants, borough residents and employees. Overall the consultees agreed with the key themes that had been proposed.

The strategy is based on the Housing 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

Once approved the strategy will be designed in a variety of formats, including on our website so that it is accessible to our tenants, customers and partners.

The strategy contains an action plan for the first year of the strategy. The action plan will be refreshed each year considering any changes to guidance, legislation or priorities.

4. Financial implications

All actions contained within the first year action plan of Housing Strategy can be achieved within existing budgets. The action plans for subsequent years will be considered in line with budget planning.

**Recommendation**

**The Committee is asked to RESOLVE that the Housing Strategy 2020-2024 be approved.**

Background papers

Nil

# Broxtowe Borough Council

## Housing Strategy 2020 -2024

### Our Vision

As set out in the Corporate Plan, the aim for Housing at Broxtowe is:

*A good quality home for everyone*

For this to be achieved the Corporate Plan also has three priorities for housing:

- 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

### Why have a Housing Strategy?

The Housing Strategy brings together the priorities outlined in the Corporate Plan with the other strategies in Housing, including the Engagement Strategy, the Neighbourhood Strategy and the Garage Strategy. It is a central document to capture all of the key actions within the department. Naturally there is also overlap with some of the actions contained with the Housing Business Plan and the actions within the strategy reflect the Housing Committee work programme.

### What was achieved in the last Housing Strategy?

Broxtowe Borough Council's Housing Strategy 2015-2020 set out key outcomes to be achieved during the five year period, some achievements to highlight include:

#### Tenancy Sustainment and Financial Inclusion

A restructure of the housing service introduced new posts of Tenancy Sustainment Officer and Financial Inclusion Officer. Prior to this these services were not offered by the housing department and reliance was on external agencies to provide this support. Due to the reduction in funding available the department was finding it more difficult to provide tenants with the support they required. These posts addressed that gap. Both services have been very successful and provided essential support to tenants to enable them to sustain their tenancies and remain in their homes. Due to the demand for the Financial Inclusion Service a second officer was appointed in 2019.

#### Independent Living Service

The Retirement Living Service had not been reviewed for many years and the last strategy identified that some changes were required to ensure that the Council was offering the best possible service to our tenants living in our schemes. An external

review was commissioned and in 2018 following extensive consultation the service changed to the Independent Living Service. This created new roles of Independent Living Co-ordinators and also specialist roles of Lifeline Co-ordinator, Facilities Co-ordinator and Activities Co-ordinator. All tenants now have a specialised independence plan which ensures that they receive tailored support to meet their individual needs. The introduction of a new activities programme has been particularly successful, with positive feedback regularly received.

### Leaseholder Service

In 2015 there was not a dedicated officer responsible for the Leaseholder Service. The last strategy identified that this was required to be able to deliver an efficient and effective service. Following appointment of a Leaseholder Officer an action plan was produced to improve the service, particularly in regards to communication and the service charge process. Information regarding leaseholders was previously kept outside of the housing management system, which created some problems. Information regarding leaseholders is now kept and recorded within the housing management system which has led to further improvement for the service.

### Social and Affordable Housing Need Study

When the last strategy was written there was a lack of information regarding housing need in the borough. Waiting list data was used to predict demand, which does not provide a true picture of emerging need. To address this a social and affordable housing need study was commissioned in 2018. This provides essential information to base decisions around the type, size and location of affordable housing required. The information informs our Housing Delivery Plan, including the development of garage sites, and allows the department to provide robust information in response to planning application consultations.

### Housing Management System

The last strategy identified that the housing management system used to monitor tenancies and record repairs was outdated. Starting in 2017 a project was undertaken to upgrade the system. The current system has more functionality which allows tenancies, including rent arrears, to be monitored much more easily. The system also has a reporting portal which provides information for performance monitoring and day-to-day management of essential work of the department, such as gas servicing. This project also introduced tablets and mobile working for a number of roles leading to efficiency savings and better service for our tenants.

### Review of policies and procedures

In the last five years 16 new policies have been approved by Housing Committee ensuring that the work of the department is compliant with legislation and follows best practice. All procedures used by the department have been reviewed. This provides an essential framework for the housing service to be delivered.

## How the Housing Strategy has been developed

A discussion paper was presented to Housing Committee in January outlining the key themes to be included in the strategy and the proposed format.

A meeting was held with the Resident Involvement Group to discuss the proposed themes. Ideas provided by the group have been incorporated into the strategy, including:

- The length of time it takes to relet some properties and the lack of demand for Independent Living is concerning
- The department should consider the decoration of properties before they are let or increasing the decoration allowance offered
- First impressions matter, the department should look at communal areas as well as the interior of properties
- The department should support tenants with downsizing and offer incentives for this to free up larger properties

An online consultation was completed, seeking comments from tenants, borough residents and employees. Responses provided have been incorporated into the strategy, including:

- 'Customer involvement with complaints through providing a 'critical friend' response to complaint handling would add a customer perspective into the way complaints are being handled.'
- 'A particular focus should be the environmental considerations.'
- 'Invest in council properties to ensure they are safe, comfortable and energy efficient.'
- 'Welfare reform is a priority.'

## Housing Strategy Priorities

Building upon the consultation responses, current department priorities have been developed as actions under one of the three Corporate Plan priority headings.

The Housing Strategy covers a four year period and will be reviewed on an annual basis to ensure that the strategy continues to meet the Council's priorities.

The strategy will be supported by an annual action plan:

<b>Build more houses, more quickly on under used or derelict land</b>	
<b>Strategy Action</b>	<b>To be achieved in Year 1 of the Strategy</b>
Deliver the Housing Delivery Plan	Approval of phase 1 garage sites Development of Fishpond Cottage site
Continue to build dementia friendly accommodation	Handover of two dementia friendly bungalows at Willoughby Street

Build a provision of specialist accommodation	Handover of five flats for ex-services personnel at Oakfield Road
Consider energy efficient measures on all new build properties	Research into the experience of tenants who live in our properties with energy efficiency measures  Air Source Heat Pumps at Willoughby Street
Implement actions in the Garage Strategy	Identify phase 2 garage sites suitable for housing development

### **Invest to ensure our homes are safe and more energy efficient**

Strategy Action	To be achieved in Year 1 of the Strategy
Develop and deliver an Asset Management Strategy	Committee approval for a new Asset Management Strategy
Ensure fire safety is effectively managed and risks mitigated	Update Fire Risk Assessment procedures  Review the work of the compliancy team
Ensure complaints are responded to in a timely manner	Work with the Resident Involvement Group to consider how tenants can be involved in reviewing the outcomes of complaints
Ensure our properties are let at a high standard	Review the Voids Policy and lettable standard, including level of decoration allowance
Implement actions in the Neighbourhood Strategy	Identify priority neighbourhoods  Assess the condition of communal areas
Implement actions in the Engagement Strategy	Work with tenants to identify the areas in their communities that require improvements
Engage with the work of the Climate Change and Green Futures programme	Deliver actions identified in the Housing Improvement and Housing Delivery strands

### **Prevent homelessness and help people to be financially secure and independent**

Strategy Action	To be achieved in Year 1 of the Strategy
Complete stock options review and implement approved recommendations	Reports presented to Housing Committee for phases 1, 2 and 3.
Increase the number of family homes available	Pilot incentives for tenants to move from larger Council properties no longer required to smaller properties
Increase number of temporary accommodation units	Identify suitable properties within the Housing Revenue Account and use for temporary accommodation
Reduce the use of Bed and Breakfast accommodation	Council owned temporary accommodation to be increased

Maintain strong partnerships with organisations offering advice and assistance	Continue work with Broxtowe Women's Project Set up a mediation service with Broxtowe Youth Homelessness
Provide support through the financial inclusion service	Support people through transition to Universal Credit Support people with fuel debts to address fuel poverty
Implement actions in the Engagement Strategy	Consider traineeships and apprenticeships in the housing department

## Report of the Chief Executive

**GARAGE STRATEGY 2020 -2024**1. Purpose of report

To seek committee approval for a new Garage Strategy

2. Background

The Council owns 843 garages. Housing Committee has previously considered a number of reports regarding using underutilised garages sites for housing development. The Council was recently granted planning permission to build five flats on a garage site at Oakfield Road. The committee has also approved a modernisation programme for the Council's garage stock.

3. Detail

The new Garage Strategy confirms the Council's approach to the ongoing management and maintenance of garage sites.

'Build more houses, more quickly on under used or derelict land' is one of the priorities identified in the Corporate Plan it is therefore appropriate for the Council to consider whether garage site land could be used for housebuilding. At the end of June 2020, 30% of all Council garages were vacant due to lack of demand.

There are sites in the borough where there is demand and full occupancy. Some of these sites are in a poor state of repair and require improvements to ensure that they remain lettable and that high repairs and maintenance costs are not incurred.

4. Financial implications

The Council's Capital programme will fund both the development of new build sites and the garage improvement programme. Further reports will be brought to the relevant committees for approval.

**Recommendation**

**The Committee is asked to RESOLVE that the Garage Strategy 2020-2024 be approved.**

Background papers

Nil

## Broxtowe Borough Council

### Garage Strategy 2020-2024

#### Our Vision

The Council's Corporate Plan 2020 - 2024 sets out the vision of:

*A greener, safer, healthier Borough, where everyone prospers.*

In addition to this, the aim for Housing at Broxtowe is:

*A good quality home for everyone*

For this to be achieved the Corporate Plan has three priorities for housing:

- 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 Council's garage stock has an impact on the achievement of these priorities. Under used land can be used for new housing; poor quality sites can be eye-sores and attract anti-social behaviour and therefore have an impact on the wider community.

#### Why have a Garage Strategy?

A Garage Strategy is required to ensure that garages and surrounding land are managed effectively and efficiently, maximising rental income for the Council and where they are no longer required providing development opportunities for affordable housing.

All of the Council's garage stock was constructed more than 40 years ago, with the majority having been built more than 60 years ago. When originally built the garages were not designed to last over 60 years. Methods of construction have changed considerably, for example precast concrete panels and asbestos sheets are no longer used.

The garages were designed for cars, which are smaller than the average car today. Garages were originally offered for vehicle storage, whereas now the majority are used for storing other items. Car usage has changed considerable over the last few decades with many families have two cars and also people requiring parking for company vehicles and vans. The current provision of garages is not always the best solution to resolve parking issues.

#### How has the Garage Strategy been developed?

A working group was established to consider all of the garage sites. The group contains representatives from Repairs, Capital Works, Allocations, Strategy and



Development. This allows all views and ideas for the future of the sites to be considered.

Each site was assessed against the following criteria:

- Initial assessment of suitability for development
- Repairs expenditure required
- Income from garages
- Current void levels
- Waiting list demand

## **How will the Garage Strategy will be delivered?**

The Garage Strategy covers a four year period and will be reviewed on an annual basis to ensure that the strategy continues to meet the Council's priorities. There are four key considerations in regards to the future management and maintenance of the Council's garage stock:

### Deliver sites for development

'Build more houses, more quickly on under used or derelict land' is one of the priorities identified in the Corporate Plan it is therefore appropriate for the Council to consider whether garage site land could be used for housebuilding. As part of the working group assessment the potential for all sites was discussed. This initial assessment led to some sites being identified as possible sites for development and others being discounted.

### Improve sites where demand is high

Some of the Council's garage sites are fully occupied and in demand. These sites need to be the priority for investment. It is important that the process followed by the working group ensures that investment is not wasted on sites that may be used for future development. Therefore these two considerations are discussed at the same time by the working group to identify which solution is preferable. As part of this consideration the group reviews sites in close proximity to each other.

### Consider alternatives where the land is not suitable for development and the demand is low

A small number of sites will neither be suitable for development or have high enough demand to make them viable to invest money in improvement. For these sites the working group will consider alternatives, such as demolishing the garages to provide parking spaces

### Involve communities in decision making

Early consultation and involvement of local residents is essential. Both garage tenants and local housing tenants will be given an opportunity to discuss proposals

at the earliest opportunity. The Housing Performance Group, which includes tenant representatives will monitor the outcomes of the Garage Strategy.

The strategy will be supported by an annual action plan:

<b>Deliver sites for development</b>	
<b>Strategy Action</b>	<b>To be achieved in Year 1 of the Strategy</b>
Housing Delivery Manager to fully assess each site identified as suitable for development after initial assessment	Housing Delivery Manager to confirm sites that are not suitable for development so that other options can be considered
Housing mix pro forma to be completed for all sites identified by Housing Delivery Manager as suitable to consider housing need	To be completed for all phase 1 sites, review process prior to commencing for phase 2 sites
Positive promotion of former garage sites used for affordable housing	Press release and information on website about Oakfield Road
<b>Improve sites where the demand is high</b>	
<b>Strategy Action</b>	<b>To be achieved in Year 1 of the Strategy</b>
Working group to complete assessment each year to identify sites for inclusion the improvement programme	Meet in January 2021 to identify sites for inclusion in the 2021/22 improvement programme
Review rent on an annual basis to ensure that it is in line with inflation but also remains competitive	Review of rents charged by other local authorities
Monitor level of void garages as a performance indicator	Reduction in the number of void garages
Targeted marketing in areas where sites have been improved to ensure that demand remains and sites are fully occupied	Produce a marketing plan
<b>Consider alternatives where the land is not suitable for development and the demand is low</b>	
<b>Strategy Action</b>	<b>To be achieved in Year 1 of the Strategy</b>
Consider if garages should be demolished and parking spaces offered if lack of parking is an issue	Complete research, including feedback from employees and tenants about the areas where lack of parking is an issue
Consider provision of communal space or community gardens	Complete research, including feedback from employees and tenants about the areas where this may be beneficial
Consider if sites can be sold to provide an income to fund other developments	Consider when other options are not viable
<b>Involve communities in decision making</b>	
<b>Strategy Action</b>	<b>To be achieved in Year 1 of the Strategy</b>
For sites where land is not suitable for development and demand is low consult with	Consultation to be completed for all sites within this category

local tenants about ideas for alternative uses	
Produce reports to Housing Performance Group to monitor progress and impact of decisions made	Report for Housing Performance Group in 2020/21 Q4 to review progress
Complete consultation as early as possible with garage tenants when site is identified for development	Review process followed for Oakfield Road to see if improvements can be made
Support garage tenants and local housing tenants to understand the planning process	Inform garage tenants and local housing tenants when planning applications are submitted
Support tenants who need to move to rent another garage due to development	Review process followed for Oakfield Road to see if improvements can be made

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**Report of the Chief Executive**

**SANCTUARY SCHEME**

1. Purpose of report

To seek Committee approval for a new policy that provides guidance on how the Council will manage requests for assistance through the Sanctuary Scheme.

2. Background

The Sanctuary Scheme provides security improvements to allow survivors of domestic abuse to stay in their own homes.

The Council has offered a Sanctuary Scheme for a number of years and following the recruitment of the Domestic Abuse and Private Sector Coordinator, the coordination of the scheme has sat within the housing team.

3. Detail

This policy outlines

- How referrals to the sanctuary scheme are received and managed
- What factors are considered when a referral is received
- What works will be considered as part of the scheme and what works will not
- How referrers and survivors will be communicated with as part of the sanctuary scheme
- How works are carried out through the sanctuary scheme
- How works are carried out in different tenures through the sanctuary scheme.

An equality impact assessment is appendix 1. The Sanctuary Scheme policy is appendix 2.

**Recommendation**

**The Committee is asked to RESOLVE that the Sanctuary Scheme Policy be approved.**

Background papers

Nil

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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	Richard Smith
Name of the policy or function to be assessed:	Sanctuary Scheme 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><b>1. What are the aims and objectives of the policy or function?</b></p> <ul style="list-style-type: none"> <li>• How referrals to the sanctuary scheme are received and managed</li> <li>• What factors are considered when a referral is received</li> <li>• What works will be considered as part of the scheme and what works will not</li> <li>• How referrers and survivors will be communicated with as part of the sanctuary scheme</li> <li>• How works are carried out through the sanctuary scheme</li> </ul>			

<ul style="list-style-type: none"> <li>• How works are carried out in different tenures through the sanctuary scheme</li> </ul>
<p><b>2. What outcomes do you want to achieve from the policy or function?</b></p> <p>The purpose of the policy is to provide a framework for the Council's sanctuary scheme</p>
<p><b>3. Who is intended to benefit from the policy or function?</b></p> <p>Residents of the Borough that are experiencing domestic abuse will benefit from the policy as it could lead to improved outcomes for their housing situation</p>
<p><b>4. Who are the main stakeholders in relation to the policy or function?</b></p> <ul style="list-style-type: none"> <li>• All residents of the Borough</li> <li>• Housing staff</li> <li>• Referring/support agencies for survivors of domestic abuse</li> </ul>
<p><b>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</b></p> <p>When a referral is received, these are recorded, investigated and responded to and actioned accordingly.</p>
<p><b>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</b></p> <p>Information provided on Council records</p>

**7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?**

None. Government guidance advises that housing providers or Local Authorities should provide a sanctuary scheme to assist survivors of domestic abuse.

**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?**

The function should not affect groups or strands disproportionately.

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

The scheme applies to all tenures and residents, so there is no reason to believe that there will be any issues in this area.

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

Some tenures may find it more difficult to access because of ownership issues that surround the properties, but this should not affect groups or communities disproportionately.

<ul style="list-style-type: none"> <li>• <b>Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?</b></li> </ul> <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> <li>• <b>What further evidence is needed to understand the impact on equality?</b></li> </ul> <p>None</p>

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

**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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# Sanctuary Scheme Policy

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## **1.0 Scope**

The Sanctuary Scheme Policy sets out the approach that Broxtowe Borough Council takes when a referral for assistance from the sanctuary scheme is received.

The policy and the Sanctuary Scheme as a whole is designed to assist survivors of domestic abuse to stay in their homes.

The policy will apply to both Council tenants and tenanted properties but also properties in the private sector, including owner occupiers and those that belong to Registered Providers.

For the purpose of the policy, any works that are done under the Sanctuary Scheme are;

- An addition or enhancement to what was in place at the property before the referral was made
- Carried out using the Sanctuary procedure and following a referral for assistance from the scheme
- Will have been assessed by an appropriate officer as being suitable and appropriate

## **2.0 Purpose**

The Council works with survivors of domestic abuse to enable them to stay in their homes if they do not wish to move and to do so in a safe and sustainable way.

The Policy provides a framework for how requests will be processed and the steps that the Council should take when processing a request under the Sanctuary Scheme.

## **3.0 Aims and Objectives**

The aims and objectives of the policy are

- To outline how referrals are received for assistance from the Sanctuary Scheme and how they are made.
- To outline what factors are considered by the Council upon receiving a referral
- To outline what works can take place under the scheme and what works cannot
- To outline how the Council responds to referrers and survivors
- To outline how works are assessed and carried out

- To outline how other landlords may be consulted or worked in partnership with where required.

## **4.0 Regulatory Code and Legal Framework**

The Housing Act 1985

The Housing Act 1996

Electrical Equipment (Safety) Regulations 1994

Health and Safety at Work Act 1974

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

Domestic Abuse, Crime and Victims Act 2004

## **5.0 Policy Outline**

### **5.1 How referrals are made to or received by the Sanctuary Scheme**

The Council will accept a referral from any person or agency for assistance from the Sanctuary Scheme. However, referrals are normally received from one of the partner agencies for domestic abuse casework, such as Juno Women's Aid, Equation or similar.

The Council will request where possible that its referral processes and procedures are completed by the referrer so it can best consider the request without further information being requested.

The requests will be processed by the Housing Options Team, specifically the Housing Options Manager and the Domestic Abuse and Private Sector Coordinator to assess the referral, arrange works to be completed or communicate with the referrer or the survivor as appropriate.

The Council will assess whether further Housing Options advice is necessary when a referral is received, particularly where the risk is very high.

It may be necessary for further information to be requested from the referrer or the survivor to assist the Council with assessing the request.

The Council aims to communicate with the referrer and the survivor in a responsive, sensitive and timely manner throughout the process.

## **5.2 What factors will be considered by the Council when a referral is received**

The Council will consider the following when a referral is received

- The landlord and tenure of the property. It may be necessary to speak to other parties before completing works.
- The likely cost of the work and whether these are viable as opposed to other options
- Whether the works will draw further attention to the property
- Whether the works will change the structural nature and composition of the property
- Whether the works will leave the property potentially unsafe due to fire or other safety reasons
- Whether alternative solutions are preferable to those that are recommended or requested that reduce the risk equally
- Whether rehousing is more appropriate because of the risk level
- Whether temporary accommodation is more appropriate because of the risk level

## **5.3 What works will be considered as part of the scheme and what works will not**

The Council will routinely enable the following works as part of the Sanctuary Scheme. These works are regardless of tenure.

- Changes to locks and replacement keys
- Improvements to door security and letterboxes
- Improvements to window furniture such as window locks and keys where possible
- Alarms or lifelines
- Improvements to exterior lighting
- Improvements to fencing and gates
- Replacement doors

(this list is not exhaustive)

The following works will not be considered as part of the Sanctuary Scheme. Where works are not considered part of the scheme, alternative solutions will be discussed. (Section 5.5)

- Installation of safe rooms or panic rooms
- Installation of bars, boarding up of or blocking up of any window or exit
- Any other referral that is contrary to any building regulation, housing health and safety regulation or fire regulation

## **5.4 Communication and Liaison**

The Council will keep the referrer and the survivor updated with the outcomes of the referral and when works will take place or what other solutions are being or could be considered.

The Council will consider the wishes of the survivor and respect any preferences where possible regarding the gender of the member of staff the manages their referral and who contacts or visits them.

If works are refused and the referrer or survivor are not happy with the decision that has been made, an appeal can be made to the Housing Operations Manager to review the decision.

## **5.5 Alternative Solutions**

The Housing Options Team will discuss alternative solutions if the Sanctuary works cannot go ahead with the referrer and survivor as appropriate.

Alternative solutions could include a homeless application, a referral to refuge accommodation, an offer of temporary accommodation or assistance in finding alternative permanent accommodation. The Housing Options Team will assist survivors by offering their advice and assistance to access the most appropriate option, depending on the survivor's circumstances.

## **5.6 Carrying our works under the Sanctuary Scheme**

Following a referral being received that meets the criteria, the Council will arrange a visit to discuss the referral and assess the property as required. The Council has officers trained to make these assessments and recommendations so there is no need for a further referral to be made.

The Council will either use its own Housing Repairs team or use appropriate and approved contractors to carry out the works within its own properties or on properties that are within the private sector.

The Council will aim to process the works as quickly as possible due to the severity and sensitivity of the issue.

## 5.7 Works in non-Council owned properties

The Sanctuary Scheme extends to works in properties that are owned and managed by the Council and the Housing Revenue Account as well as properties within the private sector, such as owner occupied properties or within the private rented sector and also those that belong and are managed by Registered Providers.

When there is another landlord involved, such as a private landlord or Registered Provider, the Council will advise that a request for works has been received and to seek clarity on whether there are any objections to the works from the landlord. The Council will discuss with the landlord any objections that they have or whether they wish to carry out works themselves.

The Council will make all reasonable provisions to ensure the confidentiality of the client is maintained by not disclosing the details of the referral.

## 6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Repairs Policy
- Repairs procedures
- Sanctuary Scheme Procedure
- South Nottinghamshire Homelessness Strategy
- Domestic Abuse, Crime and Victims Act 2004

## 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
Sept 20	1.0	Housing Committee

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**Report of the Chief Executive**

**ASSET MANAGEMENT STRATEGY – KEY THEMES**

1. Purpose of report

To consult with Housing Committee on the key themes to be included in the Asset Management Strategy.

2. Background

In September 2019 Housing Committee approved the contract for a Stock Condition Survey to be completed. The results of the survey were presented to Housing Committee in June 2020. The Asset Management Strategy will build upon this work.

3. Detail

The Council has not previously had an Asset Management Strategy. The purpose of the strategy is to ensure effective management of the Housing Revenue Account assets. Through the strategy corporate priorities, such as increasing energy efficiency will also be addressed. A review of the Broxtowe Standard, which is a key action included in the Housing Business Plan, will also be undertaken as part of the strategy development.

Like other strategies that have recently been approved by Housing Committee the Asset Management Strategy will outline key actions and contain a detailed action plan for the first year of the strategy. However, the strategy is likely to be a lengthier and more detailed document compared to other strategies.

The formation of the strategy will take a number of months to complete, so the capital programme for 2021-22 will be based on the key themes included in this report. Once completed the strategy will drive the future improvement planning both a short term and a longer term plan. Success of the strategy will depend on the effect joint working between teams.

4. Financial implications

The information from the stock condition survey will inform the Council's 30 year business plan. Budgetary consideration will be a key part of the development of the strategy.

**Recommendation**

**The Committee is asked to RESOLVE to APPROVE the key themes to be developed and included in the Asset Management Strategy**

Background papers

Nil

<b>Implement recommendations from the stock condition survey</b>
<b>Strategy Action</b>
Review Capital Programme considering recommendations from the stock condition survey
Review the Council's approach to dealing with damp in our properties, adopt a zero tolerance approach to damp issues and work with tenants to implement solutions
Review expenditure on sub-contractors and consider areas where work could be completed as part of the Capital Programme to reduce costs
Complete further stock condition survey on all non-traditional property types, action any recommendations to extend property lifespan
Review the works that are completed in properties and our standards, including producing an updated Broxtowe Standard specification
Merge all survey data, with current data held in Housing Management System
<b>Ensure compliance with all regulations and legislation</b>
<b>Strategy Actions</b>
Embed new processes for Fire Risk Assessments
Consider the use of sprinkler systems in both Independent Living schemes and General Needs blocks
Review all compliancy work undertaken and the level of resource in the Compliance Team
Continue to procure contracts ensuring value for money, particularly considering where Capital Works and Repairs could jointly award contracts
Complete work to manage all compliance through the Housing Management System
Consider changes that may be required to gas boilers, in line with future changes to the gas network
<b>Improve the energy efficiency of our stock</b>
<b>Strategy Actions</b>
Replace electrical heating with more energy efficient models and remove all solid fuel heating from our properties
Analysis of benefits of Air-Source Heat Pumps and PV solar panels that have been fitted to new build schemes
Consider retro-fitting of energy efficient measures including Air-Source Heat Pumps
Consider fitting PV solar panels when completing roofing work
Review the need for increasing insulation, including loft insulation and the approach needed to address properties that are difficult to insulate



Identify all funding opportunities, and make bids for funding where suitable
Provide information for tenants to support them to use their homes in the most efficient way
<b>Improve our Neighbourhoods</b>
<b>Strategy Actions</b>
Consider how a window replacement programme can have a positive impact on the security of our neighbourhoods
Consider how the work we complete can benefit the wider community, such as bidding for funding which could also assist private residents
Complete work to support work the Neighbourhood Strategy to improve our blocks and estates
Review the approach to cleaning of our blocks and estates, consider the use of mobile cleaners for General Needs blocks
<b>Make the best use of our assets</b>
<b>Strategy Actions</b>
Implement actions from the Garage Strategy, in relation to improvement of garage stock and use of land on garage sites
Complete works to schemes to allow the changes approved as part of the Stock Options review to be implemented.
Develop new protocols and procedures to ensure that teams work effectively together

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## Report of the Chief Executive

**PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN  
PROGRESS – HOUSING**1. Purpose of Report

To report progress against outcome targets identified in the Housing Business Plan, linked to Corporate Plan priorities and objectives, and to provide an update as to the latest key performance indicators therein.

2. Background

The Corporate Plan 2020-2024 was approved by Council on 4 March 2020. Business Plans linked to the five corporate priority areas of Housing, Business Growth, Environment, Health and Community Safety are subsequently approved by the respective Committees each year.

3. Performance Management

As part of the Council's performance management framework, each Committee receives regular reports during the year which review progress against their respective Business Plans. This will include a detailed annual report where performance management is considered following the year-end.

This report is intended to provide this Committee with an overview of progress towards Corporate Plan priorities from the perspective of the Housing Business Plan. It provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 and the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in appendix 1.

The content of this report is based upon data required to demonstrate progress with the Business Plan. The Council is currently reviewing its corporate performance reporting arrangements, including the content of regular reports to Committees. Members are invited to comment upon the format, level and content of data provided for future reports.

**Recommendation**

**The Committee is asked to CONSIDER the progress made in achieving the Key Tasks and Actions in the Housing Business Plan 2020-23 and to NOTE performance in relation to the current CSI and KPI for 2020/21.**

Background papers

Nil

## APPENDIX 1

**PERFORMANCE MANAGEMENT**1. Background - Corporate Plan

The Corporate Plan for 2020-2024 was approved by Cabinet on 4 March 2020. This plan sets out the Council's priorities to achieve its vision to make "A Greener, Safer and Healthier Broxtowe where everyone prospers". Over the period, the Council will focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.

The Corporate Plan prioritises local community needs and resources are directed toward 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.

2. Business Plans

Business Plans linked to the five corporate priority areas, including Housing, were approved by the Full Council on 4 March 2020, following recommendations from the respective Committees in January/February 2020.

The Council's priority for Housing is "A good quality home for everyone". Its objectives are to:

- Build more houses, more quickly on under used or derelict land (Ho1)
- Invest to ensure our homes are safe and more energy efficient (Ho2)
- Prevent homelessness and help people to be financially secure and independent (Ho3)

The Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period and are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee. This will include a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, this Committee receives regular reports of progress against the Housing Business Plan. This report provides a summary of the progress made to date on key tasks and priorities for improvement in 2020/21 (as extracted from the Pentana Risk performance management system). It also provides the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI).






The Council monitors its performance using the Pentana Risk performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the Pentana Risk performance reports is as follows:







#### Action Status Key





Icon	Status	Description
	Completed	The action/task has been completed
	In Progress	The action/task is in progress and is currently expected to meet the due date
	Warning	The action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	The action/task has passed its due date
	Cancelled / Postponed	This action/task has been cancelled or postponed






#### Performance Indicator Key

Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only






## Housing Key Tasks and Priorities for Improvement 2020/21

Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_04	Produce an Asset Management Strategy	Ensure effective management of assets	<b>25%</b>	Dec-2019	An initial discussion paper is going to Committee in September. The Strategy is expected to be finalised at the end of the year. Delays in starting the Stock Condition Survey lead to this action being delayed.
Completed 	HS1922_05	Complete a stock condition survey	Provide up to date and accurate information about the condition of our housing stock	<b>100%</b>	Mar-2020	Stock Condition Survey is complete with findings presented to Housing Committee in June 2020.
In Progress 	HS2023_01	Implement recommendations from Housing Repairs Review	Maximise efficiency of the repairs service Consider commercial opportunities if available	<b>15%</b>	Mar-2021	Small changes have been made to the service since the review. Meetings have been programmed in with various teams to begin the process of implementing the recommendations, including closer working with Capital Works.  Some actions have been delayed due to Covid-19 and the impact this has had on the service.
In Progress 	HS2023_02	Implement Housing Strategy	Improve housing services	<b>90%</b>	Mar-2023	All milestones are complete. The Strategy is going to Committee in September.
In Progress 	HS2023_03	Implement Engagement Strategy	Increase understanding of the needs of our tenants and leaseholders Provide skills and employment support for tenants and leaseholders	<b>50%</b>	Mar-2021	The Engagement Plan for Year 2 has been finalised and actions are being undertaken.
In Progress 	HS2023_04	Implement Neighbourhood Strategy	Improve our neighbourhoods	<b>15%</b>	Mar-2021	Data analysis has commenced to identify priority neighbourhoods.  However, due to Covid-19, the Neighbourhood Strategy cannot currently be implemented in full. This is under constant review in line with Government guidance.




Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS2023_05	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. Additional temporary staffing resource will be required to provide support to tenants Work to properties will be required Reduction in void rent loss expected	<b>16%</b>	Mar-2021	Work is progressing following approval of the Stock Options Report by Housing Committee on 3 June 2020. A further report is to be presented to Housing Committee on 2 September 2020.
In Progress 	HS2023_06	Introduce additional payment methods for customers	Most effective use of property owned by the Council to meet the needs of the borough	<b>25%</b>	Dec-2020	Work is progressing to explore options and functionality on the Capita system for Direct Debit payments. Work is also progressing to implement new payment options. A progress report has previously been presented to Committee.
In Progress 	HS2023_07	Produce a new Garage Strategy	Outline the Council's plan for the future of the garage stock, including sites for development and improvement	<b>90%</b>	Mar-2021	The new Garage Strategy will be ready for Housing Committee on 2 September 2020.
In Progress 	HS2023_08	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	<b>10%</b>	Mar-2021	The Stock Survey has been completed. Additional surveys are being undertaken to develop the new Asset Management Plan. The new plan will incorporate energy efficiency measures appropriate to the properties when considering improvements. The new bungalows being built will benefit from air source heating.

Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS2023_09	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	<b>10%</b>	Mar-2021	Project to be scoped and started in September 2020. Early work has been undertaken to update customers contact details if missing and check/update on contact including email address.
In Progress 	HS2023_10	Review of Service Charges for Independent Living	Provide a wide range of methods for customers, including tenants, leaseholders and applicants on the waiting list to contact the department and receive information	<b>50%</b>	Sep-2020	Report was presented to Housing Committee on 3 June 2020. It was resolved that a fixed service charge will be applied at all Independent Living properties based on four new category types.
In Progress 	HS2023_11	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	<b>25%</b>	Dec-2020	Report to be presented to Housing Committee on 2 September 2020.
In Progress 	HS2023_12	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	<b>25%</b>	Dec-2020	An audit and a review of the Independent Living Plans has been completed.
Warning 	HS2023_13	'Lifeline Plus' rollout	Increase number of Lifeline customers Increase number of Lifeline customers who choose 'Lifeline Plus'	<b>0%</b>	Mar-2021	Covid-19 has had a significant impact on the Lifeline Service and the promotion of 'Lifeline Plus'. There has been more cancellations than usual and we have had to suspend new installations until we are able to safely provide the service for both customers and staff.




Status	Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS2023_1 4	Income team to manage recharges and former tenant arrears	Reduce amount of recharges and former tenant arrears that are written off	<b>50%</b>	Mar-2021	The Income Team are now managing the former Tenant Arrears process.
In Progress 	HS2023_1 5	Review the Disabled Facilities Grants Policy	Detail the Council's approach to dealing with Disabled Facilities Grants	<b>5%</b>	Mar-2021	Work is underway to consider/produce a countywide policy to ensure consistency across Nottinghamshire.
Warning 	HS2023_1 6	Review controls for housing in multiple occupation. Ensure effective controls are in place	Ensure effective controls are in place	<b>0%</b>	Mar-2021	Under the relevant Planning Legislation work is underway to invoke Article 4 to control the numbers of HMO properties in a specific area within Beeston.
Warning 	HS2023_1 7	Explore the potential to increase number of properties through provision of flats over shops	To increase the number of properties in the borough	<b>0%</b>	Mar-2021	A large number of the over shop premises are in private ownership. Consideration of the potential to provide properties above shops will be made towards the end of 2020.
In Progress 	HS2023_1 8	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	<b>33%</b>	Sep-2020	Consideration has been given to the use of licences and Private Sector stock to increase the amount of accommodation available for Homeless. Two HRA properties have been approved to be used as temporary accommodation to increase the amount of accommodation available. This is also being considered as part of the stock options reports.

## Housing Critical Success Indicators 2020/21

Status	Code/Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q1	2020/21 Target	Notes
Unknown 	HSTOP10_01 Overall Satisfaction	Quarterly	95.31%	88.98%	n/a	89%	Due to Covid-19, no satisfaction surveys have been sent out or conducted during Q1.
Red 	HSTOP10_02 Gas Safety	Monthly	99.99%	99.90%	99.68%	100%	The Covid-19 outbreak has had an impact on performance due to persons shielding or having concerns about safety. A detailed safe system of work has been developed and is being discussed with concerned residents to enable gas safety checks to be conducted.
Green 	HSLocal_36 Homeless clients who will be owed main homeless duty who are prevented/ relieved in the prevention or relief stages	Monthly	100%	100%	100%	100%	<p>The Housing Options Team prevented or relieved homelessness on 27 existing cases in June 2020. The outcomes are as follows:</p> <ul style="list-style-type: none"> <li>• Secured a social tenancy (9)</li> <li>• Secured privately rented accommodation (9)</li> <li>• Secured supported accommodation (8)</li> <li>• Negotiated to remain in current accommodation (1)</li> </ul> <p>One main duty case accepted in the quarter. They moved to a social tenancy shortly after</p>







**Housing Critical Success Indicators 2020/21 - continued**






Status	Code/Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q1	2020/21 Target	Notes
Amber 	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	99.89%	99.81%	94.91%	99.0%	<p>Gross arrears have increased when comparing the arrears outstanding to the end of May 2020 and June 2019. The figure for June 2019 (92.71%) is unfortunately not comparable as it included arrears brought forward and the definition now used excludes arrears brought forward (consistent with the figures reported to house mark).</p> <p>The arrears going up is not entirely unexpected due to the COVID-19 outbreak. The team have been reliant on phone calls as they are unable to visit regarding rent arrears, and have only been able to send a limited amount of letters. Court hearings and evictions have also been suspended.</p> <p>June 2020 was also a five-week month which will impact on the arrears as our monthly payers pay a regular amount each month which equates to 4 weeks rent during a 52-week year which means they will slightly underpay during 5 week months but will catch up during the rent free weeks as they pay 4 weeks rent every month of the year.</p> <p>There has been a change in rent free weeks this year (2020/21) so Quarter 1 2020/2021 has not had a rent free week but Quarter 1 2019/2020 benefitted from a rent free week.</p>




Data for the following PIs is collected annually and at this stage no information is available.

- HSLocal\_039 Number of new council houses built of acquired (NEW Indicator introduced April 2020)
- NI 154 Net Additional Home provided

## Housing Key Performance Indicators 2020/21

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q1	2020/21 Target	Notes
Green 	HSLocal_11_BV64 Private sector vacant dwellings that are returned into occupation or demolished	Quarterly	34	33	8	25	Above the target of 6 for Q1.
Red 	HSLocal_21 Housing Service Complaints responded to within timescale	Monthly	91.6%	89.0%	82.4%	100%	Housing received 17 complaints during Q1 which consisted of Housing Repairs (11); Housing Operations (4); Income (1); and Strategy (1). All complaints were acknowledged within timescale and 14 received a full response within the target days. One complaint was upheld (6%).
Amber 	HSLocal_29 Electrical compliancy	Monthly	97.3%	98.6%	98.2%	100%	Due to Covid-19 restrictions, little progress has been made with increasing compliance during Q1. Data migration issues have prevented the use of Capita as a monitoring tool for this area of work.
Green 	HSLocal_31 Five-year HMO Licences issued annually	Quarterly	36	70	2	15	The Covid-19 pandemic has impacted on the progress of issuing HMO licences.
Amber 	HSLocal_BM05 Reactive appointments made and kept	Monthly	96.7%	95.5%	97.4%	98%	The majority of appointments in Q1 were carried out by Housing Repairs were for emergencies and gas servicing (which are not included in this PI) due to lockdown. Repairs work recommenced in June. The team are working proactively to reduce the backlog of jobs reported over the lockdown period. 1,427 appointments were kept of 1,465 made.
Red 	HSLocal_40 Numbers of homeless households housed outside of the Borough in temporary accommodation	Monthly	-	-	19	0	New indicator for 2020. There has been an increase in numbers in temporary accommodation during the Covid-19 pandemic and the Government's "Everyone In"

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q1	2020/21 Target	Notes
							requirement. This has been actioned by the Housing Options Team. At the end of Q1 the team had a total of 23 homeless households placed in temporary accommodation. Working with other local authorities to provide housing.
Red 	HSTOP10_03a Average Relet Time - Independent Living	Monthly	-	57	106	42	Q1 figure has shown that performance is not within target. Only seven properties were let in the quarter. There is a backlog due to Covid-19 that is being worked through.
Red 	HSTOP10_03b Average Relet Time - General Needs	Monthly	-	26.7	46	21	The lockdown period and the restrictions on resources have had an impact on the figures and performance is not within target for Q1. There were no properties let in April. Two properties were let in May. The number of lets increased in June. With a backlog of voids the Q2 figure is likely to be compromised.
Green 	HSTOP10_10 Tenancy Turnover	Monthly	7.20	7.76	1.34	1.74	Performance is within target. The terminations have been a similar figure each month. There were 64 terminations in Q1, consisting of: <ul style="list-style-type: none"> <li>• Tenant passed away (27)</li> <li>• Relocated for family reasons (19)</li> <li>• Transfers (10)</li> <li>• Property unsuitable (5)</li> <li>• Fleeing domestic violence (2)</li> <li>• General relocation (1)</li> </ul>
Red 	NI 155 Affordable homes delivered (gross)	Yearly	43	16	-	85	
Green 	NI 159 Supply of ready to develop housing sites	Yearly	78%	100%	100%	100%	Needs met through Part 2 Local Plan Part adopted in October 2019.

Status	Code & Short Name	Frequency	2018/19 Achieved	2019/20 Achieved	2020/21 Q1	2020/21 Target	Notes
Unknown 	CPLocal_07 Reduce carbon emission in Housing stock	Yearly	-	-	-	-	New indicator for 2020
Data 	DSData_09 Planning Appeals received	Yearly	14	23	-	-	Data collected annually
Data 	DSData_19 Residential planning permissions granted	Yearly	-	466	-	-	Data collected annually

## 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).

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;

- 2.1 **Acquisition of former right to buy (RTB) properties** - 7 properties have been purchased by the Council since last year and a pipeline of further homes for purchase is being identified. Two new temporary posts are being recruited in legal and housing services (Legal Officer and Housing Acquisition Officer) in order to prioritise the acquisition of more properties.
- 2.2 **New Build Development on Council owned land** – 3 sites were identified for the 2019 - 20 HRA development programme and work has progressed to deliver them in 2019/20 and 2020/21. An update on these sites is contained in appendix 1.
- 2.3 **New Build Development on Council owned land - other sites circa 19 homes** – Phase 1 of the Housing Delivery Plan identified several other HRA owned sites to be developed in the Borough between 2020/21 and 2021/22. Work has been undertaken to produce viable schemes for these sites and two consultation events will be held in the Autumn with local residents. A summary of these sites are included in appendix 2.
- 2.4 **New Build Development on allocated housing sites** – The Council has the opportunity to work with a local house builder to build 35 new rented homes on an allocated housing site west of Coventry Lane, Bramcote. An outline planning application has recently been submitted for approximately 180 homes on the site. This application includes surplus land owned by the Council behind the Bramcote Crematorium. The sale of land behind the crematorium and the contract with the house builder to build the affordable housing, will be subject to approval by the relevant Council committee later this year.

3. Financial Implications

These are set out in detail in appendix 3.

**RECOMMENDATION****The Committee is asked to note the contents of this report**

Background papers: Housing Committee 5/6/2019 - Housing Delivery Plan  
Housing Committee 27/11/19 - Housing Delivery Plan Update  
Housing Committee 29/1/20 - Housing Delivery Plan Update  
Housing Committee 3/6/20 - Housing Delivery Plan Update

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## Housing Delivery Plan Update Phase 1 New Build Sites (2019 -2021)

### New Build Delivery 2019 - 2021

The following sites have been identified for initial development between 2019 and 2021

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

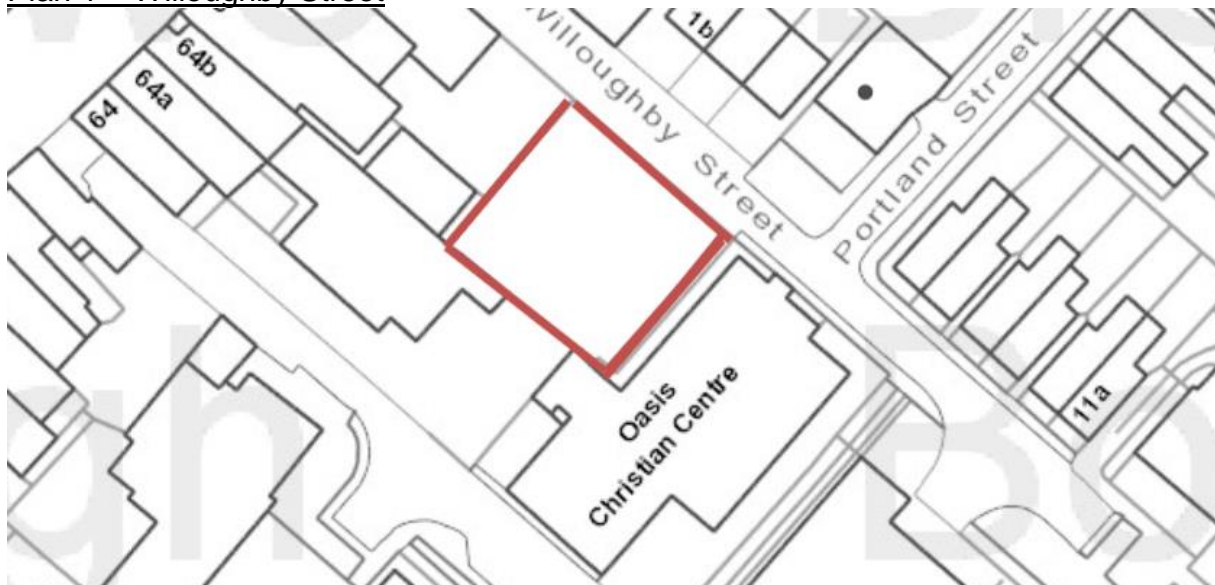
#### 1) Willoughby Street, Beeston

A development of two dementia friendly bungalows for rent has begun 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**

Completion	Late 2020/early 2021
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#### Plan 1 – Willoughby Street



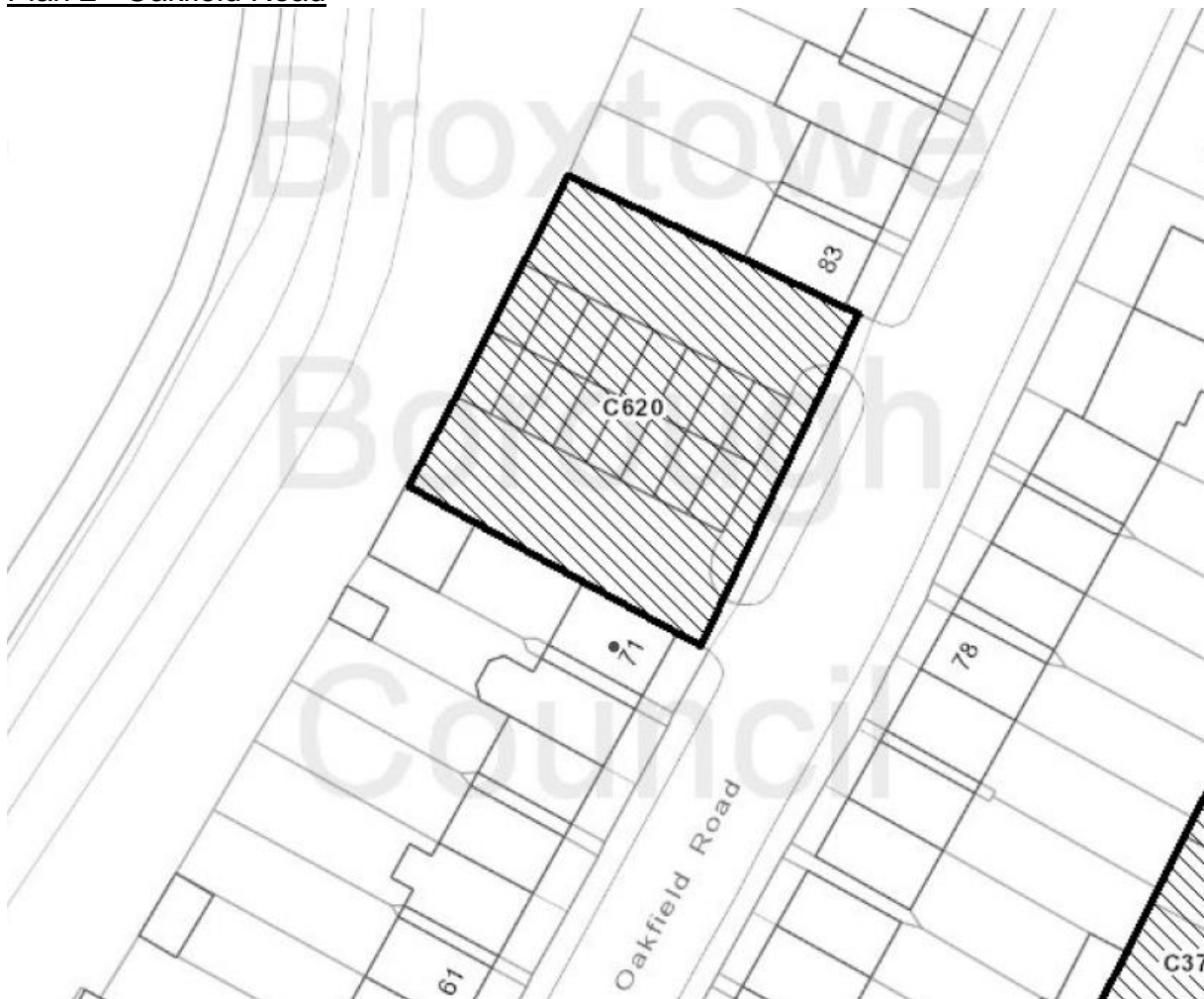
## 2) Oakfield Road, Stapleford

The Council has received planning permission to build 5 flats on the site for rent to ex-service personnel. The housing department is working with the garage tenants affected to try and find them alternative garages. The building works are currently out to tender and construction should begin later this year.

### Projected Development Programme

Tender exercise	August/September 2020
Begin construction work	October 2020

### Plan 2 - Oakfield Road



### 3) 51 Ilkeston Road, Bramcote (known as Fishpond/Farm 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 Council would like to build (mainly) houses on the land as family housing remains the most pressing housing need across the district. A consultation event with local residents is being undertaken in August 2020.

#### Projected Development Programme

Plans drawn up for consultation	July 2020
Resident consultation exercise	August 2020
Planning application to be submitted	September/October 2020

Plan 3 - 51 Ilkeston Road



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## Housing Delivery Plan Update Phase 1 New Build Sites (2020 - 2022)

The Council owns over 800 garages, located throughout the borough. 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

Feasibility exercise/draft plans	July 2020
Resident consultation exercises	September 2020
Planning applications to be submitted	Late Autumn 2020

The following 5 sites have been identified for potential developments between 2020 and 2022 as per Phase 1 of the approved housing delivery plan;

1. Felton Close, Chilwell,
2. Gayrigg Court, Chilwell,
3. Barn Croft, Chilwell,
4. Chilton Drive, (West) Watnall,
5. Selside Court, Chilwell.

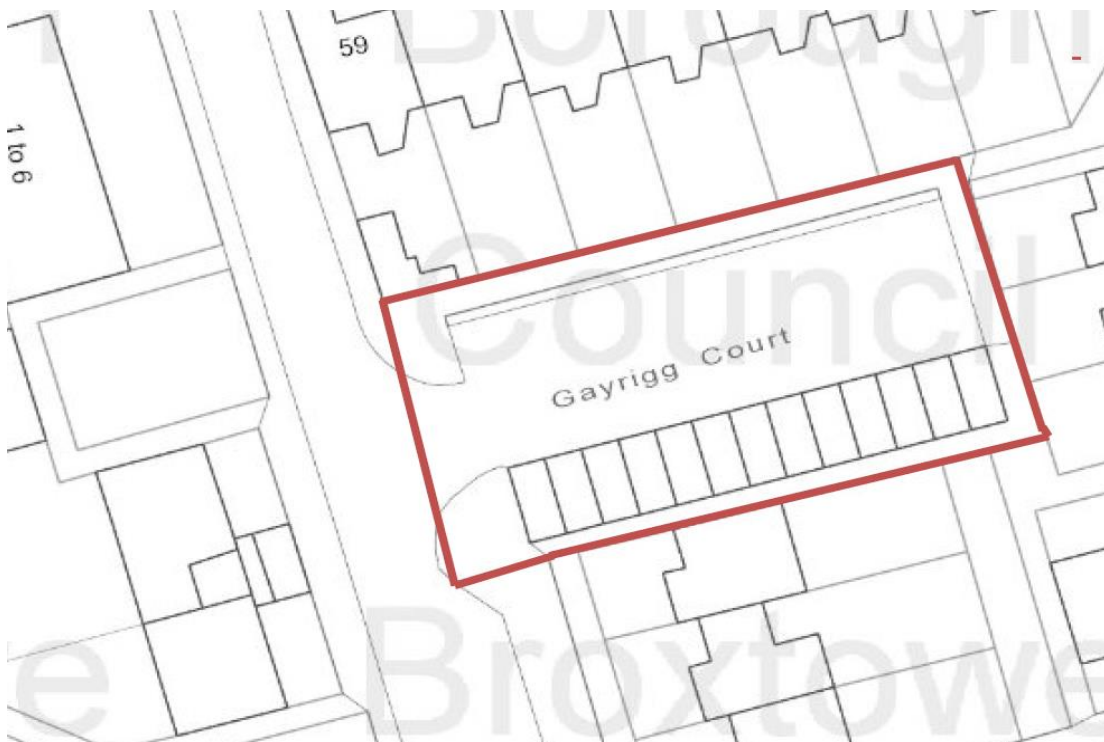
The following 2 sites are deemed too marginal for development due to the presence of services/sewers and mature trees overshadowing the site and it is suggested that these two sites are removed from the programme;

6. Chilton Drive (South), Watnall,
7. Firbank Court, Chilwell,

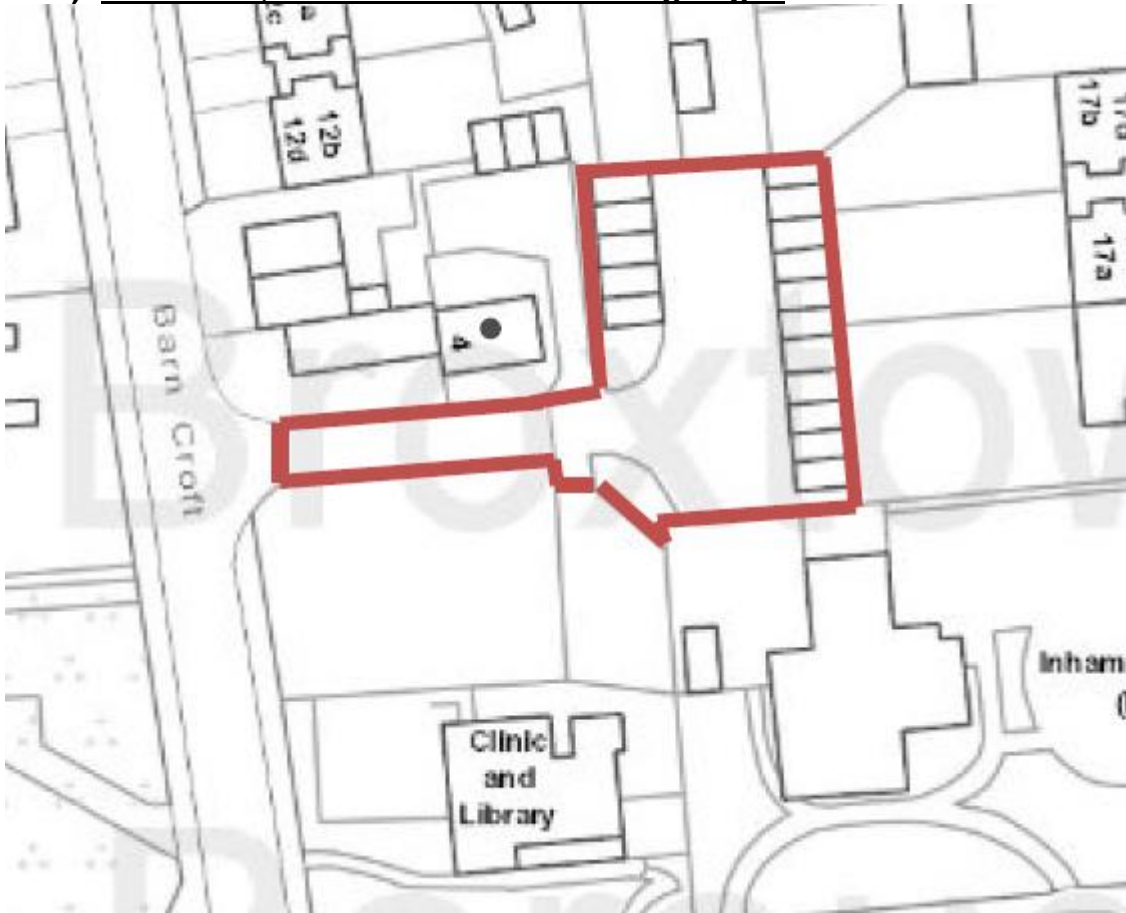
**1) Felton Close, Chilwell - current use 8 garages and open space**



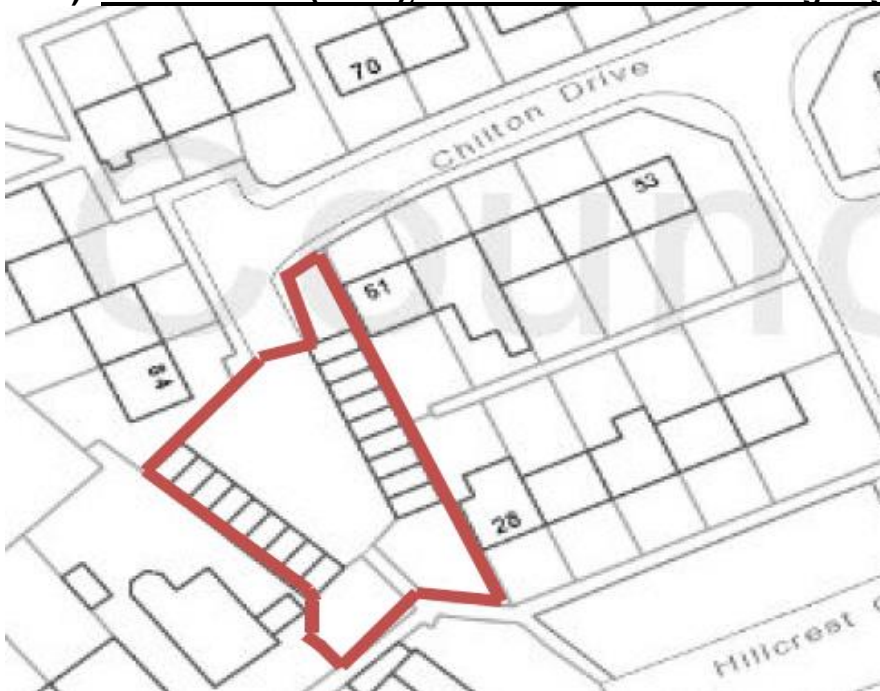
**2) Gayrigg Court, Chilwell - current use 13 garages and a number of parking spaces**



**3) Barn Croft, Chilwell – current use 16 garages**



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



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





## APPENDIX 3

Financial Implications2019/20

The 2019/20 capital programme included a number of Housing Delivery Plan schemes. The budget and actual expenditure for the year for these were as follows:

	Budget 2019/20 £	Actual 2019/20 £	Over(+) Under (-) £
Purchase of Completed Housing/ Former Right to Buy Properties	1,133,350	543,260	(590,090)
Dementia Friendly Bungalows (Willoughby Street, Beeston)	270,850	5,601	(265,249)
New Build Housing Feasibility Costs	200,000	35,170	(164,830)

The Purchase of Completed Housing/Former Right to Buy (RTB) Properties and New Build Housing Feasibility Costs schemes was financed by capital receipts from the sale of council houses under the RTB initiative. The Dementia Friendly Bungalows (Willoughby Street, Beeston) scheme is being financed by a grant from the Better Care Fund.

The Finance and Resources Committee on 9 July 2020 approved the carry forward of the underspends on the three schemes as shown above into 2020/21 to allow the schemes to be concluded.

2020/21

The 2020/21 capital programme (including the carry forwards from 2019/20 referred to above) includes the following Housing Delivery Plan schemes:

	Budget 2020/21 £
Purchase of Completed Housing/ Former Right to Buy Properties	2,090,100
Dementia Friendly Bungalows (Willoughby Street, Beeston)	265,250
New Build Housing Feasibility Costs	164,850
New Build – Oakfield Road	700,000
New Build – Fishpond Cottage	600,000
New Build – Chilwell/Watnall Garage Sites	900,000

Details of 2020/21 capital expenditure incurred to 31 August 2020 (including on the six schemes above) will be presented to Finance and Resources Committee on 8 October 2020.

Whilst the Dementia Friendly Bungalows (Willoughby Street, Beeston) scheme is being financed by a grant from the Better Care Fund, it is anticipated that the other five schemes will be financed by capital receipts from the sale of council houses under the RTB initiative. Available HRA capital receipts at 31 July 2020 totalled approximately £4,234,250. These will be enhanced by further receipts from the future sale of council houses.

## Report of the Chief Executive

**FUEL POVERTY**1. Purpose of report

To inform the committee of the work completed by the housing department to address fuel poverty.

2. Background

Officers in the housing department have previously attended training to help them identify people who may be in fuel poverty and to offer advice and assistance. Since the appointment of the Finance Inclusion Officers employees are able to refer tenants to this service to get support.

3. Detail

The Financial Inclusion Service, which has two full time Financial Inclusion Officers, supports tenants with payments for gas, electricity and water bills. They assist tenants with applications for grants and trust funds and can also help negotiate payment plans. Details of grants, schemes and payments that tenants are supported to access are included in the appendix.

Three case studies are also provided in the appendix, to demonstrate the impact of the work completed by the Financial Inclusion Officers to address fuel poverty.

4. Financial implications

All fuel poverty work is completed within existing budgets. The housing department assists tenants to access external grants and funding.

**Recommendation**

**The Committee is asked to NOTE the work of the housing department to address fuel poverty**

Background papers

Nil

## APPENDIX

**Grants, schemes and payments that tenants are supported to access**Severn Trent Grant

Severn Trent Trust fund helps to reduce or clear water arrears, which can be for both current and former addresses. The Severn Trent Big Difference Scheme is a discretionary fund that assesses a household income to establish how much they can afford to pay for their water charge. In some cases water charges can be reduced to only £5 per month. Severn Trent also offer a scheme for a reduce rate for those with medical conditions that require the use of more water. The Financial Inclusion Officer can help the tenant discuss this with Severn Trent and the household member who will be advised which scheme they should apply for.

The Financial Inclusion Officers assist tenants with these applications by completing the online application, as we are registered to the Severn Trent portal. They also assist tenants to register for the priority list, so in the event of water disruptions, the tenant is priority and is provided with bottle water from Severn Trent free of charge.

Energy Suppliers Trust Funds

Each energy supplier has their own trust fund to help their customers reduce or clear gas and electric debt. Each supplier has its own different criteria on who can apply and how many times. Every application has to be submitted using the energy grant portal by a professional providing money assistance, such as a Financial Inclusion Officer.

Each supplier has an emergency fund for those on pre meters. This has to be applied for by the Financial Inclusion Officer who will speak directly to the energy supplier to discuss a possible payment. This does not have to be paid back.

Warm Home Discount Scheme

Each year every energy supply offers the Warm Home Discount scheme. Tenants can complete the form themselves online, or can be assisted by a Financial Inclusion Officer. Each supplier has different criteria on who can apply but tenants who get the Guarantee Credit element of Pension Credit are eligible for all schemes.

Tenants can get £140 off their electricity bill. It is a one-off discount on their electricity bill, between September and March. In some cases the supplier will allow the tenant to get the discount on their gas bill instead, but this is not always possible.

The discount does not affect Cold Weather Payment or Winter Fuel Payment which the tenant may also be eligible for.

Cold weather payment

The Cold Weather Payment is a government payment when temperatures drop below zero for a sustained amount of time. Tenants on qualifying benefits can claim

£25 for each 7-day period of very cold weather between 1 November and 31 March. Cold Weather Payments do not affect other benefits.

### Winter Fuel Payment

Tenants born on or before 5 April 1954, may also be entitled to the winter fuel payment. The winter fuel payment is a tax-free payment of between £100 and £300 to help certain groups of people pay for their heating over winter.

### **Case Studies**

#### 1. Emergency credit for pre-payment meter

A tenant contacted the housing department as they had no gas or electricity and were unable to credit their pre-payment meter as they would not receive their next benefit payment for five days. The tenant had both mental and physical health conditions. The Financial Inclusion Officer telephoned their supplier to explain the situation. The supplier sent out a gas engineer on the same day to credit the gas meter with £80. They also provided the tenant with a code to credit the electric meter with £80 too. The tenant did not have to repay this amount back.

#### 2. Warm Home discount

A tenant was eligible for the Warm Home discount but needed support to complete the application. The Financial Inclusion Officer assisted the tenant to complete the application and checked regularly with the tenant until they were notified that the award had been made and the credit was made to the tenant's electric bill. The Financial Inclusion Officer also supported the tenant to change to a cheaper tariff, and therefore reduce their ongoing energy bills.

#### 3. Water Arrears

A tenant's water account had been passed to bailiffs, their arrears were over £1000. The tenant had poor literacy skills and was unable to read the information that had been sent by the water company without assistance. The Financial Inclusion Officer contacted the water company to explain this and discuss how the tenant could be assisted. The Financial Inclusion Officer applied to the Severn Trent Trust Fund, which cleared the arrears. The tenants was also accepted onto the Big Difference Scheme, which reduced his water charge to £5 per month. The Financial Inclusion Officer also ensured that the tenant was registered on the Severn Trent priority list and that they noted that any contact should be via telephone and not letter.

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## Report of the Chief Executive

**COMPLIANCY**1. Purpose of report

To inform the committee of the work completed by the housing department to ensure we comply with relevant legislation and keep our tenants safe.

2. Detail

There are a number of roles within the housing department that work to ensure compliancy, including three roles within the compliancy team, and Senior Maintenance Officers for both Gas and Electrical. A structure chart can be found in appendix 2.

The team work closely with the Health and Safety team to ensure that compliancy is achieved in all areas including:

- Gas
- Electrical
- Legionella
- Fire
- Leasehold properties

Further information is included in appendix 1.

3. Financial implications

All compliancy work to Council housing stock is paid from the Housing Revenue Account. Budgets are currently being reviewed in regards to compliancy. It is likely that an increase in budget, particularly for fire safety remedial works will be required in 2021/2022.

**Recommendation**

**The Committee is asked to NOTE the work completed by the housing department**

Background papers

Nil

**APPENDIX 1**Gas

The Senior Maintenance Officer (Gas) takes day-to-day responsibility for ensuring compliance with the Gas Safety (Installation and Use) Regulations 1998 and the Broxtowe Borough Council Gas Policy.

The housing repairs department manages and enforces gas safety and servicing of every relevant gas appliance situated in a council homes and communal areas. This includes properties used for temporary accommodation. The Council is not responsible for the gas appliances in individual leasehold properties.

The Council works to check all relevant gas appliances and flues for safety every 12 months and will hold a valid Landlords Gas Safety Record for each property and communal area. This is to confirm the property is safe and the appliances work in accordance with the manufacturer's instructions. This is a critical success indicator in the Housing Business Plan and is monitored on a daily basis by the Senior Maintenance Officer (Gas).

The process for completing a gas service begins 56 days prior to the due date. This is to allow sufficient time to complete if there are any issues in regards to gaining access to the property. Appointments are made through a telephone call, text, e-mail and letter.

The Council will make all reasonable attempts to gain access to complete a gas safety check. If a tenant fails to provide access to undertake the necessary checks, evidence of attempts and contact with the tenant will be compiled and 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.

An audit, by an external contractor is completed on a monthly basis.

Electrical

The Senior Maintenance Officer (Electrical) takes day-to-day responsibility for Electrical compliancy. There are a number of regulations which the Council must comply with, including:

- The Electrical Equipment (Safety) Regulations 2016.
- Building regulations (including Part P requirements)
- Current edition of the IET Requirements for Electrical Installations (BS7671)
- Electricity at Work Regulations 1989.
- IET Guidance Note 3 – Inspection and Testing

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.



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. Installations and systems covered include:

- Domestic electrical installations
- Communal landlord installations
- Emergency lighting systems
- Door entry systems
- Electric heating systems, including ground source and air source heat pumps
- Photovoltaic units
- Lighting columns on housing land

It is recommended that an electrical installation in a domestic property is inspected and tested at least every 5 years.

An audit, by an external company, is completed on a regular basis.

### Legionella

Legionnaires' disease is the name given to a group of infections caused by Legionella bacteria. Breathing in fine droplets of water contaminated by the bacteria causes the infection. The illness caused by these organisms can range from the potentially fatal pneumonia caused by Legionella pneumophila to the Flu like illness' Pontiac Fever and Lochgoilhead Fever.

The Council is required to consider the risks from Legionella bacteria that may affect either its employees or members of the public and take suitable precautions to protect them. Whereas the housing department has its own policies for managing gas and electrical compliancy, there is a corporate policy for Legionella for all departments to consistently manage this risk.

As an employer and as an organisation in control of premises the Council must:

- Identify and assess sources of risk
- Prepare a management plan for preventing or controlling the risk at each water system
- Implement a suitable management programme and appoint a person to be responsible, referred to as the 'responsible officer'
- Train all relevant employees
- Keep records and check that all actions have been effective

In the housing department the statutory monitoring checks are completed by the Facilities Co-ordinator who works in the compliancy team. They complete tasks such as weekly flushes, monthly temperature checks and quarterly shower cleaning. All checks are documented in the site Legionella logbook.

An audit, by an external contractor, is completed on a monthly basis.

## Fire

The Regulatory Reform (Fire Safety) Order 2005 and the Management of Health and Safety at Work Regulations 1999, as amended, require that the main focus of fire safety provision is to protect and save lives. This legislation requires the Council to carry out a suitable and sufficient fire risk assessment of activities to which employees, visitors and other persons, including tenants, are exposed to on all Council premises.

The fire risk assessment must take account of all potential sources of ignition during normal operating times and unsocial hours, all equipment, activities, means of detection, means of escape, fire fighting information and instructions for employees and tenants. Fire risk assessments must be reviewed on an annual basis for Independent Living and every three years for General Needs or if there are significant changes to activities or facilities and after a fire incident.

The Health, Safety and Emergency Planning Manager completes annual fire risk assessments for all Independent Living schemes. The Modernisations Manager completes fire risk assessments for General Needs blocks. The format of the fire risk assessment has recently been reviewed. In July 2020 a new more thorough assessment was introduced. Improved procedures for dealing with any remedial works required are also being developed.

The fire service visits schemes on an ad hoc basis to assess fire risk and mitigations that have been put in place.

## Leaseholders

When they purchase their property a leaseholder assumes responsibility for compliancy matters within their property. To mitigate risks the Council requires leaseholders to provide evidence of checks completed in their property.

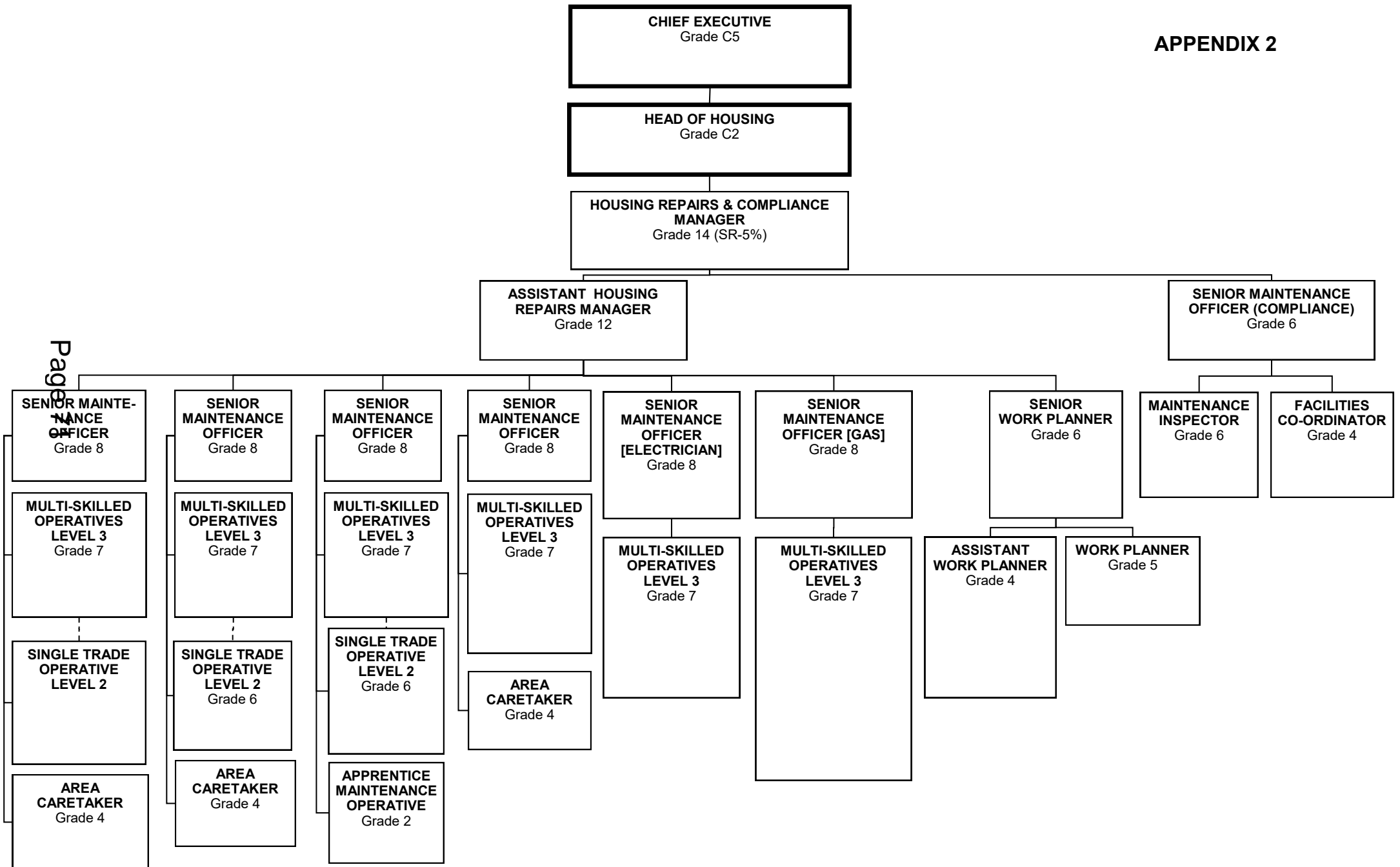
Leaseholder must also ask for permission to complete alterations in accordance with their lease. This ensures that any changes that are made to are safe, for example the type of door meets current fire safety standards. The Council also updates records regarding the changes.

In 2019 external inspections of leasehold properties were completed to identify any unauthorised alterations that had been completed. The Leasehold Officer regularly reminds Leaseholders through regular news bulletins about compliancy matters, including fire safety.

# CHIEF EXECUTIVE'S DEPARTMENT HOUSING REPAIRS



## APPENDIX 2



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## Report of the Chief Executive

**COMMUNITY LIVING NETWORK**1. Purpose of report

To update the Committee on the Council's recent partnership work with Nottinghamshire County Council and the Community Living Network.

2. Background

The Council aims to strengthen relationships with the County Council on matters that relate to health and social care to try and achieve the best outcomes for tenants.

The Community Living Network has provided an opportunity to further strengthen relationships and achieve mutually beneficial solutions and provide positive outcomes for vulnerable people.

3. Detail

The attached the appendix provides an overview of the Community Living Network and what benefits it has for the Council, the County Council and clients that are open to the service.

**Recommendation**

**The Committee is asked to NOTE the partnership work with Nottinghamshire County Council with regard to the Community Living Network.**

Background papers

Nil

## APPENDIX

**Community Living Network****What is the Community Living Network?**

The Community Living Network is a mechanism where a number of service users live in close proximity to each other. Each has their own home or flat and they are supported by a worker who provides a small amount of practical help to each member of the network. This can be for example, help in paying bills, organising correspondence, organising appointments and accessing the correct benefits. The worker aims to help bring members of the network together and help form a supportive relationship with each other.

**Benefits for Broxtowe Borough Council**

The accommodation that has been identified for usage as part of the network within the Allocations Policy is Independent Living accommodation. The Council has Independent Living accommodation that is classified as difficult to let, as there is very little interest in it. It has some units of this accommodation within the same Independent Living Scheme or within Schemes that are in close proximity, this makes it attractive for the networks purpose. It also assists in filling empty properties and thus helps the Council with rental income.

The relaxation of the “Local Connection” for Independent Living accommodation within the Allocations Policy also is advantageous. If the County is working with eligible and compatible clients that are in another Nottinghamshire Borough or District for example, they could be moved closer and benefit from the network.

The Council may have housed some of these clients in its accommodation anyway through an offer from the housing waiting list. As the clients have an element of vulnerability that surrounds tenancy sustainment as outlined above, it would have created a resource pressure on the Housing Officer, Tenancy Sustainment Officer, Financial Inclusion Officer or the Independent Living Coordinator to provide housing related support to bridge this gap. The Community Living Network and the workers within help the Council and relieve this pressure.

**Benefits for Nottinghamshire County Council and the clients**

Many of the clients are currently placed in community locations, such as living with family or living in shared accommodation. This accommodation is often not the most suitable for them but they have difficulty in accessing alternative accommodation because their needs are either not at the threshold for help through bespoke supported accommodation or too high to maintain independent tenancies such as private rented or social housing because of the lack of specialist support. The network allows them to be placed in self-contained accommodation with an element of support that they need.

The advantage of the network and working with a housing provider like Broxtowe Borough Council is that it enables clients to be placed in close proximity to each

other, whether this be on the same Independent Living Scheme or in Independent Living Schemes that are in close proximity to each other, to create efficiencies for the County Council has the support provider and also enable them to build relationships with each other.

Broxtowe Borough Council and Nottinghamshire County Council discuss each case before a placement is made, so Broxtowe Borough Council can ensure that the allocation of the property to the client is appropriate.

The Council has so far placed two people within its accommodation, both of these properties were in low demand and were difficult for the Council to let.

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## Report of the Chief Executive

**HOMELESSNESS SERVICES IN BROXTOWE**1. Purpose of report

To update the Committee on the Council's current and future approaches to managing and improving the services provided to clients threatened with homelessness and/or rough sleeping. It also outlines measures that have been taken in response to Coronavirus.

2. Background

The Housing Act 1996 Part 7 and the Homelessness Reduction Act provide the legal framework and duties that the Council uses to assess homeless clients.

The Council works with partners, both within Broxtowe but also organisations that work across the County, as well with other Council's to help deliver a number of services to clients that are homeless or threatened with homelessness. The Council also works in partnership to develop a variety of initiatives to support this vulnerable client group.

Since April 2020 and in response to the Coronavirus pandemic, the government launched an 'Everyone In' scheme to try to reduce rough sleeping by Council's accommodating this group, regardless of eligibility and circumstances. This scheme will continue until March 2021 and therefore the Council will not be making separate Christmas arrangements this year.

3. Detail

The attached Appendix outlines the following:

- A brief overview of the legislative framework
- The partnership work across the County to tackle homelessness and rough sleeping
- Work that has been done by the team to respond to the Coronavirus pandemic.
- The initiatives that are offered additionally in Broxtowe
- New initiatives being developed

**Recommendation**

**The Committee is asked to NOTE the approach being taken to address issues of homelessness and rough sleeping in Broxtowe.**

Background papers

Nil

**APPENDIX****Homelessness in Broxtowe**

The legislative framework for the provision of Homelessness Services within Broxtowe are outlined in statutory guidance, namely the Housing Act 1996 Part 7 and the Homeless Reduction Act 2017.

The Homeless Reduction Act introduced two new duties, the duty to prevent homelessness and the duty to relieve homelessness.

There were several new provisions introduced by the Homeless Reduction Act

- The duty to prevent and relieve homelessness
- Requirements to carry out an assessment and provide a personalised housing plan
- Public bodies now have a duty to refer people whom they know are threatened with homelessness
- Applicants have the right to request reviews of Council decisions at additional stages

The Council tackles these issues at both a county and local level. The approaches and prevention tools are outlined below.

**The County and Sub Regional Approach**

The Homeless Strategy document, shared by the South Nottinghamshire Partnership with Gedling Borough Council and Rushcliffe Borough Council, outlines some of the practical measures taken to address homelessness across the three areas.

Nottinghamshire County Council chair a strategic group called the Homelessness Executive. This includes representatives from the Ministry of Housing, Communities and Local Government, Health and Social Care, partner agencies dealing with rough sleeping and substance misuse as well as representatives from Districts and Borough's. Broxtowe Borough Council is represented on this group.

Broxtowe Borough Council is also part of County wide initiatives to assist with homelessness and rough sleeping. These include;

**Rough Sleeper Outreach Services**

These are currently offered by Framework Street Outreach. The services attempts to engage rough sleepers on the streets of Nottinghamshire, offering advice and assistance to try and encourage them to engage positively with services, whether this be the local authority or drug and alcohol services such as CGL.

Rough Sleeper Coordinator

The Rough Sleeper coordinator coordinates services that surround rough sleepers across the County and creates cohesive partnerships between all partners, providing some practical assistance where necessary.

Call Before You Serve

The “Call Before You Serve” scheme provides advice and liaison between private tenants, private landlords and local authorities to try to work with all concerned to prevent evictions and therefore homeless presentations to the Council.

Social Lettings Agency

To source accommodation throughout the County for homeless persons and act as the agent between the local authorities, clients and landlord.

Hospital Discharge Navigator

The Hospital Discharge Navigators aims to improve services and liaison between NHS colleagues and local authorities where clients in hospital are threatened with homelessness.

Prison Navigator

The Prison Navigator aims to improve services and liaison between colleagues in the Prison service and local authorities and improve accommodation options to certain prison leavers.

Mental Health Navigator

The Mental Health Navigator aims to improve services and liaison between colleagues in the health and social care services and local authorities. Particularly those suffering acute mental health problems and whom have had a hospital admission.

Landlord Liaison Officer

The Landlord Liaison Officer aims to source accommodation in the private sector that is likely to be affordable to clients, respecting Local Housing Allowance rates, to assist in easing pressure on waiting lists.

**Bespoke provisions at Broxtowe Borough Council**

Along with these County wide initiatives, the Council also has initiatives that it operates to assist in the prevention and relief of homelessness. These include;

Partnership with the Citizens Advice Bureau

The Council assists in the funding of the housing advice post and the provision of housing surgeries provided by the Citizens Advice Bureau. Having a close relationship with an independent advice service is important so clients can get independent advice when they wish to review decisions made by the Council for instance.

The Council also works in partnership with the Citizens Advice Bureau to provide a Homeless Prevention Fund. This fund offers a one off payment to assist prevent a client's homelessness or secure accommodation.

#### Deposit Guarantee Scheme

The Deposit Guarantee Scheme assists households who are homeless or threatened with homelessness to access private rented accommodation. It provides a written guarantee by Broxtowe Borough Council to the landlord that can be used to cover damage to the property or its contents, up to maximum value of one month's rent.

#### Partnership with Broxtowe Youth Homelessness

The Council currently provides a grant to the service each year to provide assistance to the under 25's who are homeless or threatened with homelessness. This includes providing education and awareness sessions in local schools.

The Council has also been piloting a Tenancy Training scheme with its partner contractors to provide some practical advice on how to maintain their accommodation and tenancy, such as decorating tips, energy tips and fire safety.

#### Domestic Abuse Services and the Sanctuary Scheme

The Housing Options Team have recently taken on domestic abuse coordination on behalf of the Council and has also taken over responsibility for the Sanctuary Scheme.

The Sanctuary Scheme provides security improvements and enhancements to enable survivors of domestic abuse to remain in their properties.

#### Tenancy Sustainment and Financial Inclusion Services

These services are predominantly part of our landlord services. However, they provide useful advice to new tenants or applicants that are going to be tenants in the near future. They also play a key role in preventing homelessness by sustaining tenancies.

#### Homelessness within the Coronavirus pandemic

In the period prior to the nationwide lockdown in late March, the Council identified rough sleepers at a potential high risk and vulnerable group and extended its

emergency provisions, normally only used in extreme weather, to the pandemic and accommodate any rough sleepers or those at risk of rough sleeping.

Since the lockdown period began, the government launched an initiative to all local authorities in England that was termed “Everyone In”. This essentially was advice to all Councils to rehouse people sleeping rough or in homeless shelters in self-contained accommodation that was not shared, such as hotel rooms or other temporary accommodation. Broxtowe Borough Council was already taking this approach in the weeks prior.

The Everyone In initiative has been very successful nationwide as has led to it being extended to March 2021. The government has made additional funding available to Council’s in terms of direct award funding or grants available to assist with the financial pressures that this presents.

Broxtowe Borough Council also assisted in providing food parcels to those rough sleeping, in partnership with the Coop, whilst clients were staying in hotel accommodation.

Broxtowe Borough Council has assisted in in excess of 30 people who were rough sleeping or at risk of rough sleeping since the lockdown period began. Most of the people assisted have been found permanent accommodation or a place in supported accommodation.

Since the lockdown started, the Council has also been part of a coordinated City and County approach to managing the issues of rough sleeping within Nottingham and Nottinghamshire. The Housing Sub Group, ensures communication between agencies, triaging of pressing issues, that pressures are managed and problems that are identified can be tackled and resolved.

### **New Initiatives**

#### **Increase in Temporary Accommodation Provision**

This year the Council has started to increase its own units of temporary accommodation that it has within the Borough.

The Council has traditionally had a small number of units at Knapp Avenue in Eastwood, Plowman Court in Stapleford and Nether Street in Beeston that it uses for temporary accommodation. These are a mixture of single units and accommodation suitable for families.

The Council uses hotel accommodation in emergencies and this usage has increased during the Coronavirus lockdown period. In the majority of cases, the Council looks to move the client to their own unit of accommodation as soon as possible whilst it is assessing their needs, priority or eligibility for assistance. Increasing our units allows us to do this quicker and easier and means that clients

who may have ties to the Borough, such as schooling, employment of other health or wellbeing needs can stay closer to home.

### Prevention and Resettlement Workers

In response to some of the issues identified in the Housing Sub-group, the County local authorities have agreed to reassign some of the Rough Sleeping Initiative (RSI) funding that was awarded to the County by the Ministry of Housing, Communities and Local Government as part of a joint bid to fund a number of Prevention and Resettlement workers working throughout the County.

The remit of the Prevention and Resettlement workers is to offer support with a range of matters that are important to ensuring that tenancies are sustained. These could be financial assistance, accessing support for health concerns, helping clients set up utilities, bills etc. The support would not just cover those at risk of rough sleeping or those that are in 'Priority Need' groups in accordance with the Legislation, but could also assist groups such as prison releases and helping those that may be living in non-secure accommodation, such as 'sofa-surfing', in finding and assisting them into more permanent and appropriate accommodation.

### Mediation

The Council is currently exploring the possibility of pursuing a trial partnership with Broxtowe Youth Homelessness and the Citizens Advice Bureau with a view to those services working in partnership to provide a mediation service on behalf of the Borough.

The results of this possible trial will be communicated with the Committee in the future.

### Rough Sleepers Action Group

This monthly meeting focusses on case specific examples of rough sleeping within Broxtowe and has all the relevant agencies invited. The aim is to share information between agencies surrounding those who are sleeping rough to help ensure better outcomes. These meetings are currently on hold because of the Coronavirus pandemic and are superseded by the County group outlined above.

### Living Well Live Better Brand

Working with the Communications Team, a brand based around health and living well is being produced. As homelessness is linked to health, wellbeing and staying well, the services provided by the Council's Housing Options Team are included within the scope of the brand.

## Report of the Chief Executive

**INCOME COLLECTION, FINANCIAL INCLUSION AND TENANCY SUSTAINMENT UPDATE**1. Purpose of report

To provide Committee with an update on Income Collection, Financial Inclusion and Tenancy Sustainment.

2. Background

There have been numerous changes to the Income Collection Team during the last 18 months.

3. Detail

The Income Team moved from Revenues and Benefits to Housing early in 2019. A new Income and Housing Manager joined the department in May 2019 along with several other new team members. The Income Collection Team also started using RentSense in June 2019 and a second Financial Inclusion Officer joined the team in October 2019.

The information in the appendix provides further information regarding the changes, the impact of the changes and plans for the future.

**Recommendation**

**The Committee is asked to NOTE Income Collection, Financial Inclusion and Tenancy Sustainment update.**

Background papers

Nil

## APPENDIX

Income Collection, Financial Inclusion and Tenancy Sustainment update**Income Collection Team Updates:**

During the last 18 months there have been many changes in the Income Collection Team. One of the biggest changes was the move from Revenues and Benefits into the Housing Department.

The move has been a huge success and has allowed the team to build close working relationships with their colleagues in the tenancy and estates teams. It is essential that the Income Collection Team and Tenancy and Estates team work closely together to support residents.

In May 2019 the Income and Housing Manager role was also introduced which has given the team support at a section manager level and has helped build stronger links with the Independent Living Service which are also managed as part of the role.

The Income Collection Team has more than doubled in size in the last 18 months as multiple posts were recruited to in early 2019. In June 2019 the team also started using RentSense. RentSense is a web based arrears management system. It uses a set of complex algorithms that analyse our tenants' transactional history, which is then coupled with a predictive analytical application that then predicts which of our tenants will and won't pay their rent. It then produces a list of tenants, in priority order, that need contacting that week regarding their rent.

Before the introduction of RentSense each arrears officer was attempting to look at every account regardless of payment frequency, payment date or an arrears agreement. This meant they spent a lot of time looking at cases which weren't a priority as a payment was going to be made. It also meant that many cases which needed action did not get reviewed as the caseload was too high to manage. RentSense has reduced the case load by predicting which tenants are going to pay but in turn highlights the cases which are actually a priority. This has allowed the officers to contact the right tenants at the right time, helping to drive down arrears.

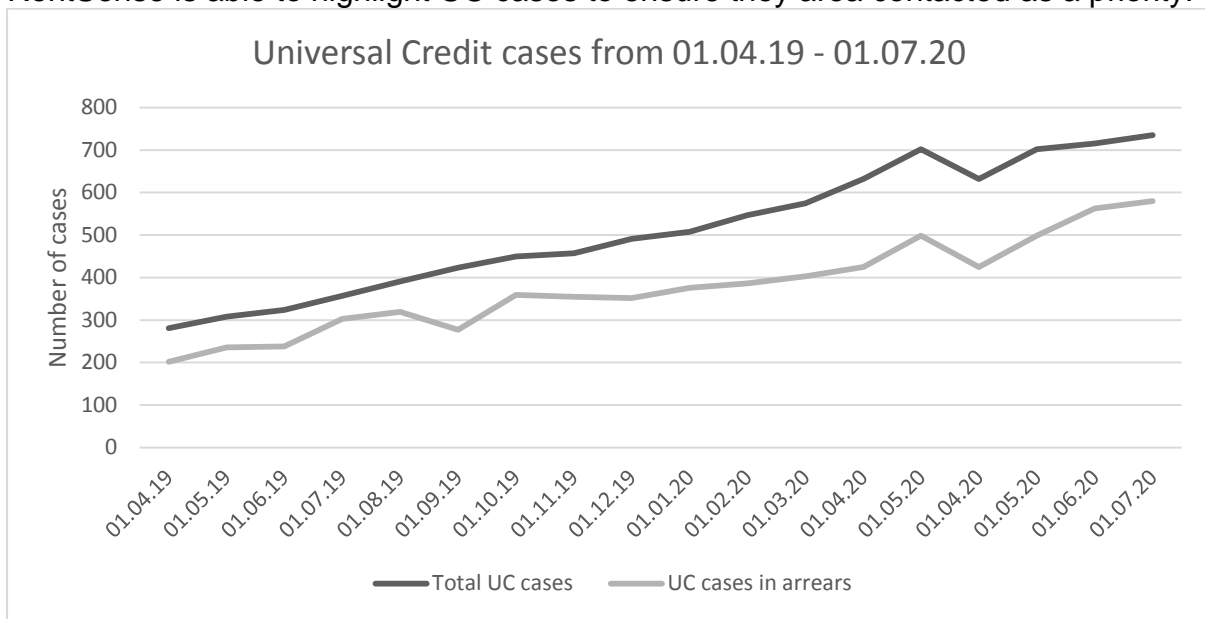
In May 2020 RentSense offered us a free trial of their ad-hoc text messaging product. The team have used the product to send 574 texts so far and a decision was made at the end of June to purchase the full Rent Text product.

The text module will enable us to send automated text based on RentSense rules. We can also design the system to send texts towards the end of each week to tenants who we have not managed to contact and ask them to contact us regarding their rent account. We can also send texts to remind people about payments due and automate texts for our Universal Credit Claimants. We will also still have access to the ad-hoc service we are currently using as part of the trial. The texts are GDPR compliant and we will be able to design the service to meet our needs.

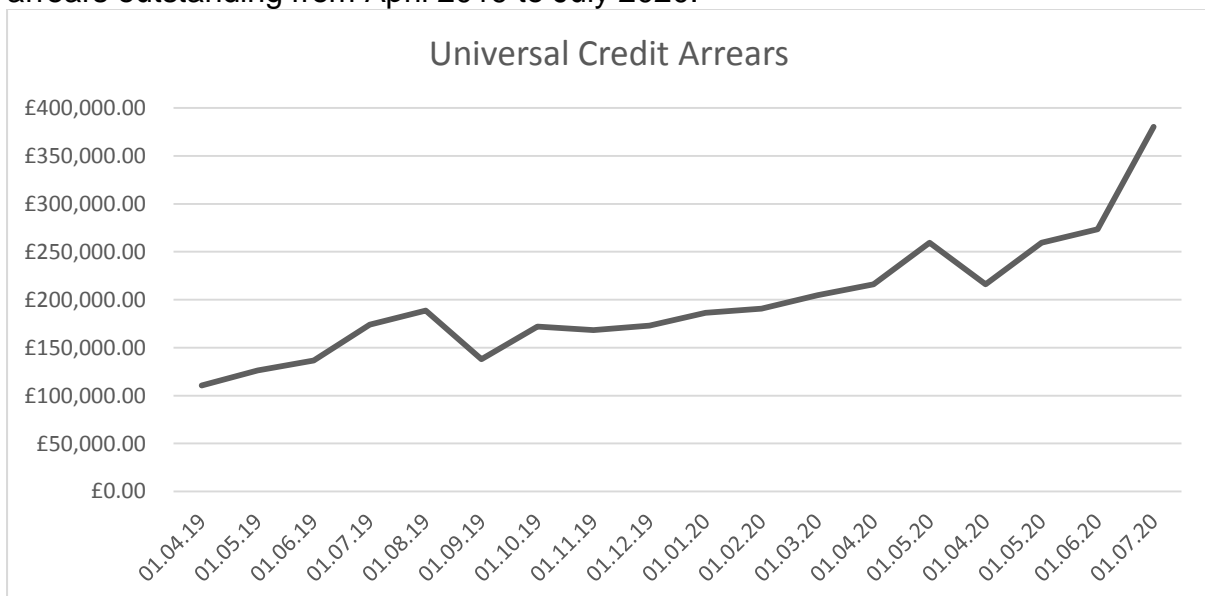
The number of Universal Credit cases has also increased steadily over the last 18 months. The graph below shows that the number of tenants receiving UC has



increased but also shows that the number of accounts in arrears has increased. RentSense is able to highlight UC cases to ensure they area contacted as a priority.

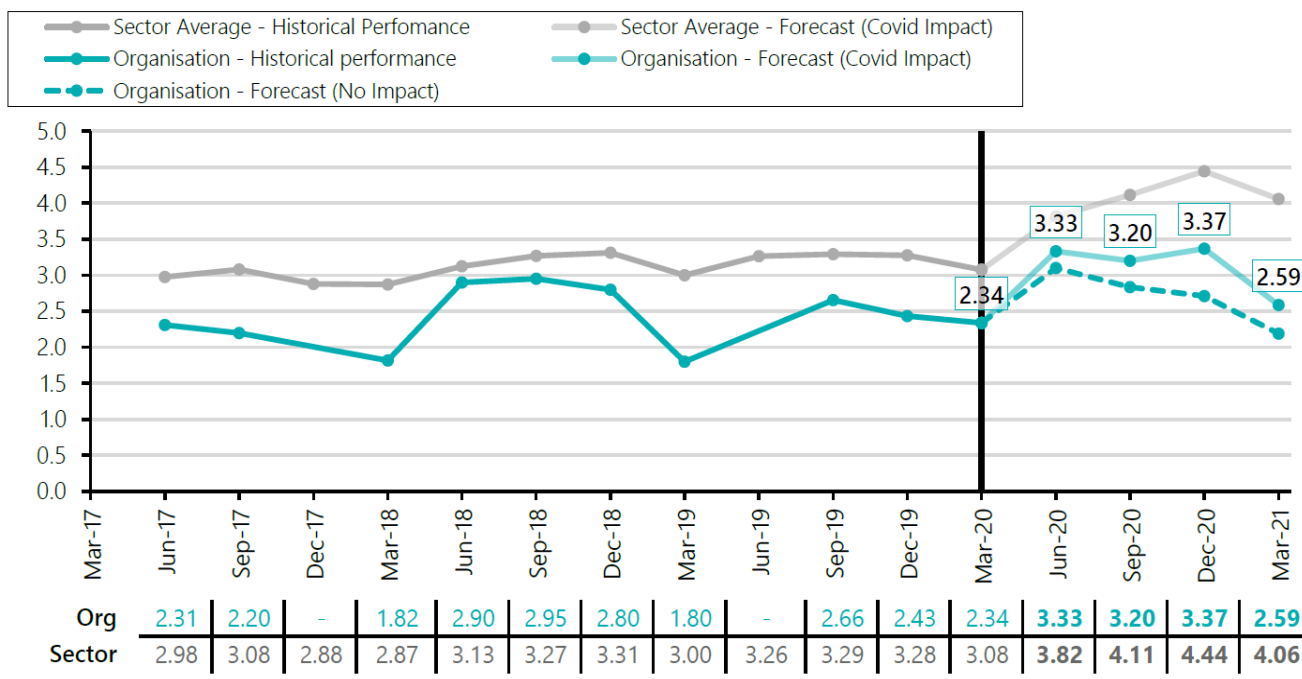


The value of Universal Credit arrears outstanding has also increased dramatically during the last few months due to Covid-19 as more tenants have experienced a change in circumstances or been unable to work. The graph below shows the UC arrears outstanding from April 2019 to July 2020:



The graph below has been provided by Housemark and predicts the % arrears outstanding for Broxtowe compared to other providers in the sector during 2020/2021 due to the impact of the covid-19 pandemic.

**Rent arrears of current tenants as % of rent due**



The changes have also had an impact on tenancy sustainment. In 2018/2019 15 evictions took place but in 2019/2020 only 5 took place which shows more tenancies are being sustained which has a positive impact on void costs and arrears.

**Financial Inclusion Updates:**

In October 2019 a second Financial Inclusion Officer joined the Income Collection Team. The service was created so that our tenants and applicants have access to a free advice service which has the aim of improving income and living standards. The service provides free, confidential and impartial advice. The service especially vital for our tenants during a time when many other advice agencies have lost or had a reduction in funding which either means a loss of service or increases the waiting time for advice.

The Officers are able to offer a home visiting option which is very rare for an advice service and is vital for our most vulnerable customers and for those who would likely not engage if accessing the service meant visiting the Council offices.

During the last 12 months the Broxtowe Financial Inclusion Service received 180 referrals. They had an average of 40 open cases a month with an average of 20 new referrals a month. They tend to close on average 17 cases a month which indicates that the amount of open cases is steadily rising. They helped tenants claim £35,000 worth of back dated benefit and helped tenants deal with £230,000 worth of debt.

Included below is an anonymous case study below which helped one tenant reduce their utility arrears from £2480 to £0.00 and reduced their weekly payments from £66 to £20 per week.

#### Case study- Gas, Electric and Water debts cleared in full

Tenant sought assistance for gas and electric debt of £1500, which was being deducted from welfare benefits at £55 week. In addition to water debt of £980, which was being deducted from welfare benefits at £11.00 per week. Financial inclusion officer contacted DWP to stop direct fuel payments for gas and electric and water deductions on ground of the tenant living in poverty. British Gas contacted to request a hold on accounts whilst financial statement produce in line with standard financial statement and application to British Gas Trust Fund. The British Gas Trust fund application was successful and cleared the full £1500 of arrears. The tenant was assisted to set up a new payment method which would not result in poverty, after British Gas completed energy consumption advice. The tenant is now on a payment card payment plan of £15 per week.

The FIO also contacted Seven Trent to stop direct payments from benefits due to poverty, and put a hold on the account whilst an application was made to the Seven Trent trust. The Seven Trent Trust fund cleared the full £980 of arrears and the application to the Big Difference scheme was also successful. This resulted in the tenant reducing their payments from £40 per month to £5.00 per month for their water charge.

#### **Tenancy Sustainment Update:**

The Tenancy Sustainment Officer within the Tenancy and Estates Management team has been in post since 2018. The role was created to primarily work with tenants within the general housing stock who have vulnerabilities and are struggling to maintain their tenancy because of these.

The Officer works with tenants with a variety of different vulnerabilities, apart from financial, who are managed by the Financial Inclusion service.

The Officer also concentrates on tenants who may fall outside other statutory agencies, such as social care or mental health services, and aims to bridge the gap that is created by not being open to or reaching the threshold for engagement with the statutory service and having no support at all within their tenancy, despite the vulnerabilities that they have.

As the Housing Officer, who has the role of managing tenancies day to day, has an enforcement aspect to their role and as these vulnerable tenants are often breaching their tenancy agreement, it can be difficult for the Housing Officer to provide support as well as taking or threatening to take enforcement action. This is where the Tenancy Sustainment Officer often has the best results. In the last financial year, the Tenancy Sustainment Officer worked with 53 different vulnerable people to assist them with their tenancies.

Case Study – vulnerable tenant moved to more appropriate housing and now receives appropriate support

Tenant was identified by Housing Repairs as being difficult to engage with and the Council was struggling to get access to service appliances within their home. Upon the officer visiting, they were found to have learning disabilities and was socially isolated. They were not accessing or engaging with support of any kind.

The tenant had limited mobility, which led to them falling regularly. They were also not able to look after themselves very well, with day to day matters like eating, using the toilet and using the shower. For instance, they were eating just packets of crisps for meals.

The Tenancy Sustainment Officer liaised with Adult Social Care to do a full assessment of the tenant and we also encouraged the tenant to engage with their GP and to assist with referrals that were required to access the support the tenant required.

The Officer arranged for hot meals to be delivered to them every day through a local support service.

The Officer also assisted the tenant in moving to a property that is within an Independent Living Scheme, so the tenant has more regular and tailored support from the Council more readily available and also has services such as the pull chord system, that assist with their mobility and falling, which was an issue whilst they were socially isolated.

The tenant was breaching their tenancy because of the property condition and not allowing access for Housing Repairs, it is therefore a difficult case for a Housing Officer because there are both support and enforcement issues. The role of the Tenancy Sustainment Officer in this case was therefore vital in this tenant receiving the help and support they needed.

**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.

18 November 2020	<ul style="list-style-type: none"> <li>• Performance Management –Review of Business Plan progress</li> <li>• Housebuilding: update report</li> <li>• Update: Grenfell response</li> <li>• Allocations, Gas and Electrical Policies annual review</li> <li>• Review of Cleaning Service</li> <li>• Neighbourhood Strategy update and key tasks for Year 2</li> <li>• Review of Payment Options</li> <li>• Review Housing Repairs</li> <li>• Stock Options</li> <li>• Void Management Policy</li> <li>• Cleaning review</li> </ul>
2 February 2021	<ul style="list-style-type: none"> <li>• Stock Options</li> <li>• Review of the Lifeline Service</li> </ul>
June 2021 (date to be confirmed)	<ul style="list-style-type: none"> <li>• Performance Management–Review of Business Plan outturn</li> </ul>

**Recommendation**

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

Background papers

Nil

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