



Tuesday, 18 May 2021

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 26 May 2021 in the Council Chamber, Council Offices, Foster Avenue, Beeston NG9 1AB, commencing at 7.00 pm.

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

Yours faithfully

Chief Executive

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

AGENDA

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 2 February 2021.

4. MINIMUM STANDARDS OF ENERGY EFFICIENCY IN THE PRIVATE RENTED SECTOR (Pages 5 - 22)

To advise Members of the requirements for minimum energy efficiency standards in the private rented sector and to seek approval of a proposed policy for the use of financial penalties for related enforcement.

5. GREEN HOMES GRANT (LOCAL AUTHORITY DELIVERY PHASE 2) (Pages 23 - 24)

To advise Committee of the Green Homes Grant (Local Authority Delivery Phase 2) and of the proposal which has been submitted to upgrade the energy efficiency of dwellings in the Council owned stock.

6. TENANCY MANAGEMENT POLICY (Pages 25 - 46)

To seek Committee approval for an updated Tenancy Management Policy.

7. CUSTOMERS WITH ADDITIONAL SUPPORT NEEDS POLICY (Pages 47 - 64)

To seek Committee approval for updated Customers with Additional Support Needs Policy.

8. REVIEW OF LEASEHOLD MANAGEMENT POLICY (Pages 65 - 82)

To seek Committee approval for the proposed amendments to the Leasehold Management Policy.

9. HOUSING ENGAGEMENT STRATEGY 2019 - 2022 YEAR 3 ACTION PLAN (Pages 83 - 86)

To seek Committee approval for the Year 3 Action Plan of the Housing Engagement Strategy 2019-2022.

10. PERFORMANCE MANAGEMENT REVIEW OF BUSINESS PLAN - HOUSING - OUTTURN REPORT 2020/21 (Pages 87 - 98)

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.

11. HOUSING DELIVERY PLAN UPDATE (Pages 99 - 106)
- To update Committee on the work to deliver the Housing Delivery Plan.
12. NEW BUILD OAKFIELD ROAD, STAPLEFORD CONTRACT - UPDATE (Pages 107 - 108)
- To update members on the contract with Vaughandale Construction Limited for the construction of 5 highly energy efficient flats for the Housing Revenue Account at Oakfield Road, Stapleford.
13. WORK PROGRAMME (Pages 109 - 110)
- To consider items for inclusion in the Work Programme for future meetings.
14. EXCLUSION OF PUBLIC AND PRESS
- The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.**
15. HOUSING DELIVERY PLAN UPDATE APPENDIX 4 (Pages 111 - 112)
16. INDEPENDENT LIVING STOCK OPTIONS (Pages 113 - 116)

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HOUSING COMMITTEE

TUESDAY, 2 FEBRUARY 2021

Present: Councillor T A Cullen, Chair

Councillors: S A Bagshaw
L A Ball BEM
S J Carr (Substitute)
J C Goold
D Grindell
E Kerry
J M Owen
P J Owen (Substitute)
J P T Parker
M Radulovic MBE (Substitute)
H E Skinner
E Williamson

Apologies for absence were received from Councillors B C Carr, H G Khaled MBE and J W McGrath

36 DECLARATIONS OF INTEREST

There were no declarations of interest.

37 MINUTES

The minutes of the meeting held on 18 November 2020 were approved as a correct record.

38 BUSINESS PLANS AND FINANCIAL ESTIMATES 2021/22 - 2023/24

Members considered the proposals for business plans, detailed revenue budget estimates for 2021/22, capital programme for 2021/22 to 2023/24 and proposed fees and charges for 2021/22 in respect of the Council's priority areas within Housing service area.

RESOLVED that the Housing Business Plan be approved and RECOMMENDED that the Finance and Resources Committee recommends to Council that the following be approved:

- a) **The detailed revenue budget estimates for 2021/22 (base) including any revenue development submissions.**
- b) **The capital programme for 2021/22 to 2023/24**
- c) **The fees and charges for 2021/22**

39 PRIVATE SECTOR HOUSING CIVIL PENALTIES POLICY

Members considered the Policy for the use of civil penalties for specified offences under the Housing Act 2004. The Civil Penalties Policy is designed to enable local housing authorities to impose a financial penalty as an alternative to prosecution for specified offences contained within the Housing Act 2004. In the majority of cases, the Council has no need to take formal action in relation to housing conditions as most matters are resolved informally however the proposed introduction of the use of civil penalties would allow a greater range of enforcement tools that could be considered and applied to the worst offenders when informal and formal actions have failed to achieve compliance.

RESOLVED that the Private Sector Housing Civil Penalties Policy be approved.

40 REVIEW OF HOUSING ACQUISITIONS POLICY

The Committee was updated with the proposed changes to the Housing Acquisitions Policy and the Council's approach to acquiring property and land. The policy will ensure that the Council fulfils its objectives set out in the Housing Delivery Plan to increase Council owned Social Housing within Broxtowe. A query was raised with the incurred fees by estate agents within the policy and this was confirmed as an error and would be amended.

RESOLVED that the proposed changes to the Council's Housing Acquisitions Policy be approved.

41 TEMPORARY ACCOMMODATION POLICY

The Committee discussed the outlined proposals of the new policy and how the Council will manage temporary accommodation provided to residents, specifically those who are homeless or at risk of homelessness. The policy also outlined the different accommodation that is provided and how it will be managed and maintained.

RESOLVED that the Temporary Accommodation Policy be approved.

42 NOTING REPORTS

The Committee NOTED the following reports.

- Lifeline Service Update
- Housemark Annual report
- Housing Delivery Plan Update

43 WORK PROGRAMME

The Committee considered the Work Programme.

RESOLVED that the Work Programme be approved.

44 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.

45 GREAT HOGGETT DRIVE, CHILWELL - RESULTS OF SECTION 105 CONSULTATION UNDERTAKEN IN 2020 AND PROPOSED DEVELOPMENT - APPENDIX

RESOLVED that following the section 105 consultation exercise the reduction in garden sizes to the rear of 17a/b/c/d and 15 a/b Great Hogget Drive, Chilwell by up to 11 metres be approved.

46 PROPOSED PURCHASE OF AFFORDABLE HOMES ON LAND WEST OF COVENTRY LANE BRAMCOTE

RESOLVED that the Council proceed with the purchase of the 35 rented homes and pursues the 18 shared ownership homes subject to approval by the Finance and Resources Committee and a delegation be made to the Deputy Chief Executive and Section 151 Officer following consultation with the Chair and Vice Chair of Finance and Resources and Chair and Vice Chair of the Housing Committee, for all key approvals relating to the purchase prices, acquisition, financing and construction of the homes, be approved.

47 INDEPENDENT LIVING STOCK OPTIONS

RESOLVED that:

- a) Consultation is completed for schemes listed in appendix 1, as contained within the report, be approved.
- b) An external options appraisal is completed for schemes listed in appendix 2, as contained within the report, be approved.

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Report of the Chief Executive

MINIMUM STANDARDS OF ENERGY EFFICIENCY IN THE PRIVATE RENTED SECTOR1. Purpose of report

To advise Members of the requirements for minimum energy efficiency standards in the private rented sector and to seek approval of a proposed policy for the use of financial penalties for related enforcement.

2. Detail

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 established the Minimum Energy Efficiency Standard (MEES) which set a minimum energy efficiency level for all domestic private rented properties in England and Wales that are required to have an Energy Performance Certificate (EPC).

When the regulations were first implemented in April 2018, private landlords could not let properties on new tenancies to new or existing tenants if the EPC rating was F or G (unless an exemption applied). From 1 April 2020 the prohibition on letting properties with an EPC rating of F and G will be extended to cover all relevant properties, even where there has been no change of tenancy. Landlords with properties assessed at EPC F and G must now improve the property rating to E or register an exemption if they want to continue to let it. If a property meets the criteria for any of the exemptions, landlords will be able to let it once they have registered the exemption on the national Private Rented Sector (PRS) Exemptions Register.

Lower-tier local authorities are responsible for enforcing the regulations which can ultimately result in a financial penalty being issued for non-compliance.

Further details of the requirements are provided in appendix 1. A framework for calculating the level of financial penalty, should this be necessary, is shown in appendix 2.

3. Equality Impact Assessment

As this is a change to policy / a new policy an equality impact assessment is included at appendix 3 to this report.

Recommendation

The Committee is asked to RESOLVE that the proposed policy in respect of enforcement of energy efficiency requirements in private rented sector dwellings be approved.

Background papers

Nil

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1.0 Background

The government's ambition is to improve the energy performance of privately rented properties as improving a home's energy efficiency helps the occupants keep warm, reduced their energy bills and provides better protection for their health and wellbeing. Those benefits are particularly important to households on lower incomes and in homes which are expensive to heat. This ambition clearly accords with the aim of Broxtowe Borough Council (the Council) to reduce the Borough's carbon emissions to net zero by 2027.

For example, the Department for Business Energy and Industrial Strategy (BEIS) energy cost analysis shows that those households in the private rented sector who live in F or G rated properties (A being the most energy efficient and G being the least energy efficient) face significantly higher energy costs of keeping warm than typical households, needing to pay on average over £600 per year more than E rated private rented properties and almost £1,000 per year more than the average home.

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (the Regulations) fulfil a duty placed upon the Secretary of State in the Energy Act 2011 to introduce Regulations to improve the energy efficiency of buildings in the domestic private rented sector. The Regulations are also referred to as the Minimum Energy Efficiency Standard Regulations (MEES Regulations). Some years later, BEIS published guidance for landlords and Local Authorities regarding the minimum level of energy efficiency required to let domestic property under the Regulations.

In summary:

Since 1 April 2020, landlords can no longer let or continue to let properties covered by the Regulations if they have an EPC rating below E, unless they have a valid exemption in place.

The Regulations only apply to those domestic properties which are legally required to have an EPC. This means properties required to have an EPC by virtue of the requirements of legislation which currently includes the following:

- a) The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007;
- b) The Building Regulations 2010;
- c) The Energy Performance of Buildings (England and Wales) Regulations 2012.

It is the landlord's responsibility to ensure they meet these requirements and have an EPC rated E (or better) as evidence that their property is legal to rent out (unless the property is exempt, see below).

A copy of the EPC certificate must be provided by landlords to all tenants at the property whose tenancies began on or after 1st October 2015 (required under the Deregulation Act 2015).

A domestic private rented sector property will be considered sub-standard if the EPC rating is F or G, unless an exemption applies. If there is an EPC in place which shows that the property is a band F or G, then it must not be let (unless an exemption applies); otherwise the landlord is liable to penalties.

It is also important to note however, that if a landlord lets a property in breach of the Regulations, the breach does not affect the validity or legality of the tenancy itself, so the rent continues to be payable.

2.0 Exemptions

Only appropriate, permissible and cost-effective improvements are required under the Regulations. Landlords will be eligible for an exemption from reaching the minimum standard where they can provide evidence that one of the following applies:

a) All relevant improvements made exemption

If the property is still below EPC E after improvements have been made up to the cost cap (£3,500 incl VAT), or there are none that can be made.

This exemption lasts 5 years. After that it will expire and the landlord must try again to improve the property's EPC rating to E. If it is still not possible, they may register a further exemption.

b) High cost exemption

If no improvement can be made because the cost of installing even the cheapest recommended measure would exceed £3,500 (including VAT).

This exemption lasts 5 years. After that it will expire and the landlord must try again to improve the property's EPC rating to E. If it is still not possible, they may register a further exemption.

c) Wall insulation exemption

If the only relevant improvements for the property are:

cavity wall insulation

external wall insulation

or internal wall insulation (for external walls)

AND

written expert advice has been obtained showing that these measures would negatively impact the fabric or structure of the property (or the building of which it is part).

This exemption lasts 5 years. After that it will expire and the landlord must try again to improve the property's EPC rating to E. If it is still not possible, they may register a further exemption.

d) Third party consent exemption

If the relevant improvements for the property need consent from another party, such as a tenant, superior landlord, mortgagee, freeholder or planning department, and despite the landlord's best efforts that consent cannot be obtained, or is given subject to conditions they could not reasonably comply with.

This exemption lasts:

5 years

or, where lack of tenant consent was the issue, until the current tenancy ends or is assigned to a new tenant

e) Property devaluation exemption

If the landlord has evidence showing that making energy efficiency improvements to their property would devalue it by more than 5%. In order to register this exemption, the landlord will need a report from an independent surveyor. This surveyor needs:

- to be on the Royal Institute of Chartered Surveyors (RICS) register of valuers
- to advise that the installation of the relevant improvement measures would reduce the market value of the property, or the building it forms part of, by more than 5%

This exemption lasts 5 years. After that it will expire and the landlord must try again to improve the property's EPC rating to E. If it is still not possible, they may register a further exemption.

f) Temporary exemption due to recently becoming a landlord

If the landlord has recently become a landlord under certain circumstances as defined, they will not be expected to take immediate action to improve their property to EPC E. They may claim a 6 month exemption from the date they became a landlord.

This exemption lasts 6 months from the date they became the landlord. After that it will expire and they must have either:

- i) improved the property to EPC E
- or ii) registered another valid exemption, if one applies

3.0 Enforcement and penalties

The Regulations are enforced by local authorities who have a range of powers to check and ensure compliance.

The Regulations mean that, since 1 April 2018, private landlords may not let domestic properties on new tenancies to new or existing tenants if the Energy Efficiency Certificate (EPC) rating is F or G (unless an exemption applies).

From 1 April 2020 the prohibition on letting F and G properties extended to all relevant properties, even where there has been no change in tenancy.

If a local authority believes a landlord has failed to fulfil their obligations under the Regulations, they can serve the landlord with a compliance notice. If a breach is confirmed, the landlord may receive a financial penalty.

3.1 Non-compliance with the Regulations

A local authority may check for different forms of non-compliance, including one or more of the following:

- from 1 April 2018, if a property is let in breach of the Regulations
- from 1 April 2020, if a property continues to be let in breach of the Regulations

- If any false or misleading information has been registered on the PRS Exemptions Register

3.2 Compliance notices

If a local authority believes a landlord may be in breach, they may serve a compliance notice requesting information to help them decide whether a breach has occurred. They may serve a compliance notice up to 12 months after a suspected breach occurred.

A compliance notice may request information on:

- the EPC that was valid for the time when the property was let
- the tenancy agreement used for letting the property
- information on energy efficiency improvements made
- any Energy Advice Report in relation to the property
- any other relevant document

3.3 Penalties

If a local authority confirms that a property is (or has been) let in breach of the Regulations, they may serve a financial penalty up to 18 months after the breach and/or publish details of the breach for at least 12 months. Local authorities can decide on the level of the penalty, up to maximum limits set by the Regulations.

The maximum penalties amounts apply per property and per breach of the Regulations. They are:

- up to £2,000 and/or publication penalty for renting out a non-compliant property for less than 3 months
- up to £4,000 and/or publication penalty for renting out a non-compliant property for 3 months or more
- up to £1,000 and/or publication for providing false or misleading information on the PRS Exemptions Register
- up to £2,000 and/or publication for failure to comply with a compliance notice

The maximum amount you can be fined per property is £5,000 in total.

4.0 Right of review and right of appeal

If a person served with a penalty notice does not agree with it, they may ask the local authority to review its decision. The local authority can withdraw the penalty notice if:

- new evidence shows a breach has not occurred

- a breach has occurred, but evidence shows the landlord took all reasonable steps to avoid the breach
- they decide that because of the circumstances of the case, it was not appropriate to issue a penalty

If a local authority decides to uphold a penalty notice, a landlord may appeal to the First-tier Tribunal if they think that:

- the penalty notice was based on an error of fact or an error of law
- the penalty notice does not comply with a requirement imposed by the Regulations
- it was inappropriate to serve a penalty notice on you in the particular circumstances

5.0 Adoption of a Policy

Given that there is a requirement for the Local Authority to enforce compliance with the Regulations it is appropriate for the Council to determine what penalties be applied for breaches of the Regulations.

The Regulations provide discretion for enforcing authorities in setting the level of financial penalties relevant to any breaches.

The proposed matrix for adoption by Broxtowe Borough Council is given in the policy document at Appendix 2.

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Policy in respect of enforcement of legal energy efficiency requirements in private rented sector dwellings (The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015)

1. In the first instance Broxtowe Borough Council (the Council) will advise landlords who rent properties with an EPC of F or G that they do not meet the minimum energy efficiency standard. The Council will offer advice how the standards can be met and request landlords to register an exemption if appropriate.

Landlords will be given an appropriate time to make the necessary changes but will be warned that if they continue to be in breach after the time given, an investigation will follow and formal enforcement action will be considered

Officers will take into account the circumstances of each individual case, and make reference to the Council's Enforcement Policy when deciding on any course of action. This may include the service of a Compliance Notice to seek further information.

2. The Council will check the National PRS Exemptions Register and if it believes a landlord has registered false or misleading information it will consider serving a financial and publication penalty.

3. If offences under these regulations are committed, the Council will, where appropriate and making reference to the Enforcement Policy, consider the service of a Penalty Notice. This policy provides guidance for officers on how to determine the appropriate penalty.

4. Under the provisions of regulation 39 of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, the Local Authority may publish some details of the landlord's breach on a publicly accessible part of the PRS Exemptions Register. The Council will place the full information allowed by the Regulations on the register at the appropriate time, for a period of 12 months.

Guidance for determining the level of a financial penalty.

The maximum level of penalty varies on the type of breach. Details are contained in Regulation 40.

Where the Local Authority decides to impose a financial penalty, they have the discretion to decide on the amount of the penalty, up to maximum limits set by the Regulations. The maximum penalties are as follows:

(a) Where the landlord has let a sub-standard property in breach of the Regulations for a period of less than 3 months, the Local Authority may impose a financial penalty of up to £2,000 and may impose the publication penalty.

(b) Where the landlord has let a sub-standard property in breach of the regulations for 3 months or more, the Local Authority may impose a financial penalty of up to £4,000 and may impose the publication penalty.

(c) Where the landlord has registered false or misleading information on the PRS Exemptions Register, the Local Authority may impose a financial penalty of up to £1,000 and may impose the publication penalty.

(d) Where the landlord has failed to comply with compliance notice, the Local Authority may impose a financial penalty of up to £2,000 and may impose the publication penalty.

Broxtowe Borough Council will use the following matrix as a guide to officers to determine the appropriate penalty.

	Low culpability	High culpability	Notes
Low Harm	25%	50%	% = Proportion of maximum penalty
High Harm	50%	100%	

Factors affecting culpability

High: Landlord has a previous history of non-compliance with housing related regulatory requirements and / or landlord has failed to comply with requests to comply with these regulations. Landlord has knowingly or recklessly providing incorrect information in relation to exemptions to these regulations.

Low: First offence under these regulations. No previous history of non-compliance with housing related regulatory requirements. Complex issues out of the landlord's control have led to non-compliance.

Factors affecting harm

High: Very low EPC score. Vulnerable tenants occupying property for an extended period of time since non-compliance.

Low: No vulnerable tenants. Higher EPC score close to minimum acceptable EPC score.

Tables to show penalty for each type of offence

a) Breach is less than 3 months: MAX = £2000

	Low culpability	High culpability
Low Harm	£500	£1000
High Harm	£1000	£2000

b) Breach is more than 3 months: MAX=£4000

	Low culpability	High culpability
Low Harm	£1000	£2000
High Harm	£2000	£4000

c) Providing false and misleading information: MAX=£1000

	Low culpability	High culpability
Low Harm	£250	£500
High Harm	£500	£1000

d) Failure to comply with a Compliance Notice: MAX=£2000

	Low culpability	High culpability
Low Harm	£500	£1000
High Harm	£1000	£2000

If two or more penalty notices comply, the combined maximum per property will be £5,000

Aggravating and Mitigating Factors

Officers may wish to adjust the penalty from that determined in the matrix if there are particular aggravating or mitigating factors.

Factors may come to light as part of the investigation for the offences or as part of mitigation put forward by a landlord, including at a review.

Officers will have regard to such factors and adjust the penalty accordingly. Any increase cannot result in a penalty greater than the maximum allowed.

Landlords will be advised of the reasons for any adjustment.

Any adjustment must be sanctioned by the appropriate Head of Service, or Director.

Appeals

Any appeal by a landlord which is received within the time specified in the Regulations will be considered by an officer at Head of Service level or above.

Equality Impact Assessment

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Chief Executive's	Lead officer responsible for EIA	David Gell
Name of the policy or function to be assessed:	Energy Efficiency Enforcement in the Private Rented Sector		
Names of the officers undertaking the assessment:	David Gell		
Is this a new or an existing policy or function?	New		
<p>1. What are the aims and objectives of the policy or function? The overall aim of the policy is to set out the Council's approach to the issuing of civil penalties in respect of energy efficiency issues in the private rented sector in accordance with the provisions of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015</p>			
<p>2. What outcomes do you want to achieve from the policy or function? A standardised approach to the issuing of civil penalties for relevant offences.</p>			
<p>3. Who is intended to benefit from the policy or function? Private sector tenants in the borough</p>			
<p>4. Who are the main stakeholders in relation to the policy or function? Private sector tenants, landlords of private sector dwellings, letting agents, Broxtowe BC officers.</p>			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands? In England generally, landlords are, on average, older and less ethnically diverse than the general population. Over half (59%) of landlords are aged 55 years or older. Not surprisingly, given the older age profile, a third (33%) of landlords are retired. The majority (89%) of landlords are White. (<i>English Private Landlord Survey 2018. Ministry of Housing Communities and Local Govt</i>)</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands? Households in non-white ethnic groups tend to more likely to be in private rented properties than white British households. This applies across socio-economic groups and regions. Non-white ethnic groups are also more likely to live in poor quality housing. (<i>UK Government, 2020, Ethnicity facts and figures, Published 18 December 2020</i>) Other protected groups, while not necessarily more likely to be in fuel poverty, have a higher-than-average risk of harm from living in a cold home including pregnant women, people with a long-term disability and older people. People within these groups are particularly likely to receive health and comfort benefits from the introduction of the policy.</p>			

<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None carried out</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways? In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group: The policy does not adversely affect any particular group.</p> <ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? No Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? Yes Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? Potentially, yes. Those affected by local authority enforcement who do not have English as a first language. However, where this is the case, arrangements will be put in place to ensure translation and interpreter facilities are made available. Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? No What further evidence is needed to understand the impact on equality? None

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

Religion and Belief: No further action required
Sexual Orientation: No further action required

Head of Service:

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

Signature of Head of Service:



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Report of the Chief Executive

GREEN HOMES GRANT (LOCAL AUTHORITY DELIVERY PHASE 2)Purpose of report

To advise Committee of the Green Homes Grant (Local Authority Delivery Phase 2) and of the proposal which has been submitted to upgrade the energy efficiency of dwellings in the Council owned stock.

Detail

On 25 February 2021, the government issued detailed guidance on Phase 2 of the Local Authority Delivery (LAD) Scheme to support English local authorities with the aim of saving householder's money, cutting carbon emissions and creating green jobs. This follows phase 1 and 1b where money was allocated following bidding rounds.

The LAD scheme aims to raise the energy efficiency of low-income and low EPC rated homes, including the worst quality off-gas grid homes, delivering progress towards reducing fuel poverty, the phasing out of high carbon fossil fuel heating and the UK's commitment to net zero by 2050. This accords with Broxtowe's commitment to become carbon neutral by 2027. Phase 2 comprises £300m that has been allocated through Local Energy Hubs for regional delivery commencing in 2021. The Midlands Energy Hub (MEH) has received £59.95m and Broxtowe's share is £724,850.

Work has been undertaken to look at ways of fully utilising the funding in Broxtowe. The timeframe is very tight with all works having to be completed by 31 December 2021. With this in mind, a scheme to use the funding to upgrade dwellings in the Council stock has been prepared. The scheme which we are looking to implement involves installing external wall insulation to 23 blocks of flats, some electric central heating upgrades, and some external wall insulation to a number of houses with solid walls.

Financial implications

The Green Homes Grant will pay for two thirds of the cost of works per dwelling, up to a maximum cost per job of £7,500. Therefore, the Green Homes Grant will contribute a maximum of £5,000 towards each job with the Council meeting the remaining cost from other resources. The 2021/22 capital programme already includes £1,060,000 for heating replacements and other energy efficiency works on the Council's housing stock. This funding will enhance the sum available and enable further work to be undertaken.

Recommendation

The Committee is asked to RECOMMEND that Finance and Resources Committee include an additional £724,850 in the 2021/22 capital programme for heating replacements and other energy efficiency works on the Council's housing stock funded from the Green Homes Grant (LAD Phase 2).

Background papers: Nil

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Report of the Chief Executive

TENANCY MANAGEMENT POLICY1. Purpose of report

To seek Committee approval for an updated Tenancy Management Policy.

2. Background

Housing Committee previously approved the Tenancy Management Policy in March 2017. The policy has been reviewed.

3. Detail

The purpose of the Policy is to outline the rights that each Broxtowe Borough Council tenant has in accordance with the relevant legislation relating to tenancy management. The policy provides a framework of how the Council will respond to and manage certain circumstances that tenants may encounter or requests that they may make over the course of their tenancy.

The Tenancy Management Policy is included in appendix 1, a summary table showing the changes made is included in appendix 2 and an Equalities Impact Assessment is included in appendix 3. The majority of the changes in the policy are due to the Council stopping use of fixed term tenancies.

4. Financial implications

All functions included in the updated Tenancy Management Policy can be achieved through existing budgets.

Recommendation

The Committee is asked to RESOLVE that the updated Tenancy Management Policy be approved.

Background papers

Nil

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Tenancy Management Policy

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1.0 Scope

The Tenancy Management Policy affects all Broxtowe Borough Council tenants and the tenancies that they have with the Council. Some of the provisions in the policy may not apply to all tenants during all periods of their tenancy, however, this will be made clear where this applies.

2.0 Purpose

The purpose of the policy is to outline the rights that each Broxtowe Borough Council tenant has in accordance with the relevant legislation relating to tenancy management.

The Tenancy Management Policy provides a framework of how the Council will respond to and manage certain circumstances that tenants may encounter or requests that they may make over the course of their tenancy.

3.0 Aims and Objectives

As a social housing provider, Broxtowe Borough Council will provide an effective and efficient tenancy management service that reflects best practice, complies with current legislation that relates to tenancies and recognises the rights of its tenants.

The Policy will outline the Council's approach to managing;

- Assignment
- Mutual Exchange
- Succession
- Tenancy Changes
- Lodgers
- Subletting
- Unauthorised Occupants
- Breaches of Tenancy Agreement
- Death of a Tenant
- Ending a Tenancy

4.0 Regulatory Code and Legal Framework

The rights and responsibilities of Secure Tenants are set out in the Housing Act 1985, as amended, and in the Council's Tenancy Agreement. The Housing 1996 Act established an Introductory Tenancy framework and The Localism Act 2011 outlined changes in succession rights.

5.0 Policy Outline

5.1 Assignment

An Assignment is where one tenant or party in a tenancy signs to transfer their rights to and interest in a tenancy to another person. Secure Tenants have the right to an Assignment. Introductory Tenants do not have this right.

Assignment of tenancy is prohibited in legislation. The Council will only consider assigning a tenancy in the scenario of a Mutual Exchange or if ordered by the Court in accordance with any matrimonial, family or other proceedings that may relate to the breakdown of a relationship between tenants or family members living at the property.

Assignment to a potential successor, to a person that is not currently part of the tenancy but who would have rights to the tenancy if a tenant was to die, where the above circumstances do not apply is managed as a Tenancy Change.

5.2 Mutual Exchange

A Mutual Exchange is where two or more tenants who live in separate dwellings swap with each other. A Mutual Exchange does not require a new tenancy to be created and is a move that does not require an allocation and letting. Mutual Exchanges are administered by a Deed of Assignment and no physical tenancy agreement is signed by the incoming or outgoing tenants.

Mutual Exchange is a right that is available to Secure Tenants. Introductory Tenants do not have the right to Mutual Exchange.

Broxtowe Borough Council tenants have the right to Mutual Exchange with other tenants from other social landlords. The Council will accept the incoming tenant from the other landlord on the receipt of a satisfactory reference. The incoming tenants will be granted a tenancy equivalent in rights to the tenancy that they held with their previous landlord.

The Council will consider each application for Mutual Exchange in line with legislation and permission may be withheld. The Council will withhold permission when the incoming tenant is not eligible for the property size or accommodation criteria (for example Independent Living), where the property is adapted and the adaptations are not required, and when the incoming tenant has rent arrears.

The right to Mutual Exchange is subject to written consent from the Council. When an application is received, the Council will make a decision and inform the tenant in writing within 42 days of the application being received.

If permission is to be withheld, the Council will serve a notice on the tenant explaining the reasons why within the 42 days.

The Council subscribes to Homeswapper, a national on-line system which assists tenants in finding a prospective Mutual Exchange.

5.3 Succession

A Succession is the process in which rights are transferred from one tenant to another when a tenant dies. There are a number of different circumstances and people who are or could be eligible for the tenancy when the tenant dies. These are described as Succession Rights.

A Succession does not involve signing a new tenancy agreement. All types of tenancies granted by Broxtowe Borough Council have the right to Succession. Introductory Tenants have more restricted Succession Rights than Secure Tenants. For Introductory Tenants, relatives of the deceased that are not a spouse, partner or civil partner or were not part of a joint tenancy at the point of death, do not have the right to succeed. For Secure Tenants, members of the extended family of the deceased that were resident for 12 months prior to the death of the tenant also have the right to succeed. Full details of those who may be able to succeed are outlined in the Succession Procedure.

A tenancy can only succeed once, and therefore further successions are prohibited. The Council will provide advice and assistance to those family members that are affected by this.

In the event of the death of a tenant, Broxtowe Borough Council will process a request for succession with sensitivity ensuring that the Council's decision is given as quickly as possible. In all cases, a full explanation will be provided to those where there is no right of succession or where the property may be unsuitable for them to occupy if they do have the right to succeed.

A joint tenant automatically succeeds should the other party in the joint tenancy die. The tenancy then transfers to a tenancy in the sole name of the surviving joint tenant and further Succession Rights do not apply. If there is more than one other party in the joint tenancy, the Council will allow the persons to decide themselves who takes on responsibility for the tenancy. In the case of none agreement, the Council will make the decision.

If there are multiple persons that have succession rights, the Council will allow the persons to decide themselves who takes on responsibility for the tenancy. In the case of none agreement, the Council will make the decision.

In certain circumstances, the property will be unsuitable for the successor's needs. This includes if the successor is not eligible for the property size and if the property is adapted, but the adaptation is not required. In cases such as this, the Council will request that the successor move home and will make reasonable attempts to source

alternative accommodation for them. The successor will receive a Secure Tenancy in their sole name in these circumstances so they will experience no reduction of tenancy rights. In cases where the tenant refuses reasonable alternatives in accommodation, the Council may seek possession to recover the property.

Where a tenant dies and there are no succession rights and a person is in occupation in the property. The Council will look to recover the property through an application to the Court. The Council will provide advice and assistance to those persons affected.

If either the property is unsuitable for the successor's needs or there are no succession rights the Council will need to make contact immediately to discuss the situation, however it is acknowledged that this will be a difficult time, therefore the Council will allow the occupier to remain living at the property for a minimum of 6 weeks, before contacting them again to discuss moving and begin the process of applying for another property.

These actions are taken to ensure fairness in allocation of properties, and the most effective use of the Council's housing stock to best meet the needs of the residents of the borough.

5.4 Tenancy Changes

A Tenancy Change is where a tenant is subject to a change in their circumstances and requires the Council to reflect them on their tenancy. A tenancy change request includes a person wishing to join a tenancy or a joint tenant requesting that the tenancy is put into a sole name.

Secure Tenants can request a Tenancy Change. Introductory Tenants do not have the right to request a Tenancy Change.

In the cases where a joint tenancy is requested, the Council requests that the occupant requesting to join the tenancy has been resident for at least 12 months. In cases of marriage or civil partnership, the Council does not enforce the 12 months occupation guidance. The person that is requesting to join the tenancy must meet the standard qualifying criteria to be a tenant of Council housing. A tenancy can be created in joint names involving more than one other party in certain exceptional circumstances.

A joint tenancy should only be created with partners, spouses or civil partners. A joint tenancy may be granted in other circumstances, however, these are at the discretion of Broxtowe Borough Council.

In cases of a joint tenancy being transferred in to a sole name, the person who is going to take on the tenancy must have been in habitual occupation at the property when the request was received and must be a party involved in the existing joint tenancy. The tenancy will be put into sole names if both parties are in agreement to the change. A new sole tenancy will be created in these circumstances and the joint tenancy will be terminated.

5.5 Lodgers

A lodger is a person that a tenant wishes to move in with them but has no legal interest in the tenancy or property. A lodger will also not have exclusive use of any part of the home or prohibit the tenant from having use of any part of the home.

No tenancy or tenancy rights are granted to the lodger by the Council. Any agreement that the lodger may have with the tenant in terms of financial contributions to the rent are not acknowledged by the Council. Any person that is a potential successor of the property is not defined as a lodger.

Broxtowe Borough Council Secure Tenants can take in a lodger. Introductory Tenants do not have this right.

The taking in of a lodger must not include any alterations to the fabric of the building such as the partitioning of part of the home that the lodger with then has exclusive use of. This will be classed as subletting.

The Housing department will update the Revenues and Benefits Section should an application for a lodger be received or it become aware that the tenant may have taken in a lodger.

5.6 Subletting

Subletting occurs when an existing tenant wishes to allow another person (a subtenant) to move into the property and have exclusive use of it or a section of it. The tenant is only able to enter the area let to the subtenant with the subtenants' prior permission.

Broxtowe Borough Council Secure tenants can apply to sublet part of their home to another person not named on the tenancy agreement. Introductory Tenants do not have this right. Part of a property can only be sublet with the written permission of the Council.

In cases where these requests are received, it will be necessary for the tenant to explain which rooms or parts of the property are going to be sublet, which parts the subletting tenant will have exclusive use of and what works are being requested to facilitate this. Any subletting will not be permitted if it results in overcrowding of the property.

No tenant will be allowed to sublet their entire home, this will be considered unlawful and a breach of their tenancy conditions. In these circumstances, legal action will be taken against the tenant to recover the property.

5.7 Unauthorised Occupants

Unauthorised or unlawful occupation of a Broxtowe Borough Council property is not permitted and the Council will take legal action to seek possession of the property through the Court in these circumstances. Unauthorised Occupants can sometimes be squatting in the property.

An Unauthorised Occupier can occur in a number of circumstances such as if one party of a joint tenancy terminates the tenancy. In circumstances such as these, the unauthorised occupier will be considered responsible for the use and occupation of the property and therefore will be charged a use and occupation charge by the Council. These payments are Mesne profits that the Council are claiming are owed. The Council will also provide advice and assistance with finding alternative accommodation.

In cases where squatters have gained access and are in occupation, the Council will request the assistance of Nottinghamshire Police to remove them from the property.

5.8 Breaches of the Tenancy Agreement

Broxtowe Borough Council will proactively investigate all breaches of tenancy. The Council's aim is to stop any identified tenancy breach by swiftly intervening and using all its available powers. It is always the Council's intention to support the tenant to sustain their tenancy, however in serious cases possession action will be taken to bring the tenancy to an end. Protection for the tenant will be available through internal review processes and the legal system.

Where the Council cannot manage the breach by itself it will work with its partners in a multi-agency approach.

5.9 Death of a Tenant

If a tenant dies and there is no request for a succession, the Council will seek to end the tenancy by asking the Next of Kin or Executor of the Estate to legally terminate the tenancy.

In cases where there is no known Executor or Next of Kin, the Council will serve a Notice on the Personal Representatives of the deceased and the Public Trustee to end the tenancy.

5.10 Ending a Tenancy

A tenancy can be brought to an end in different ways, depending on the tenancy type and the circumstances that lead to the tenancy termination.

In all cases, a tenant is required to give 4 weeks written notice to the Council if they wish to end their tenancy. If a tenant is transferring to another property within Broxtowe Borough Council stock, the Council will end the tenancy upon receipt of the keys.

If the Council wishes to terminate a tenancy it will serve the relevant Notice which has been signed by an Officer with appropriate delegation in the Constitution. The Council will give due consideration to the Equalities Act 2010 when serving Notices and preparing Possession Proceedings.

Where the Council wishes to bring an Introductory tenancy to an end it will provide an independent appeals processes which allows the tenant to contest the service of the Notice.

The Council will continue to provide advice and assistance to all tenants that are threatened with eviction, are evicted and/or that are made homeless as a result of any action taken by the Council.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Tenancy Management Procedures including:
 - Succession Procedure
 - Mutual Exchange Procedure
 - Termination of Tenancy Procedure
 - Death of a Tenant Procedure
 - Introductory Tenancies Procedure
 - Tenancy Change Procedure
 - None Tenanted Occupation Procedure
- Tenancy Agreement
- Tenure Policy
- Enforcement Policy
- Anti-Social Behaviour Policy
- Decant Policy
- Anti-Social Behaviour Procedure
- Rent Arrears Policy
- Rent Arrears Procedure

7.0 Review

This Policy should be reviewed every 3 years unless tenancy agreements require to be changed, tenancy types change or because of significant changes in legislation.

8.0 Document History and Approval

Date	Version	Committee Name
14/03/2017	1.0	Housing Committee
26/05/2021	2.0	Housing Committee

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Policy Section	Suggested Change	Reason for Change
3.0 Aims and Objectives	Remove 'Decant' from list of what the policy will outline	A separate, more detailed, Decant Policy has now been written, so Decant information will be removed from this policy
4.0 Regulatory Code and Legal Framework	Remove 'and introduced Fixed Term Flexible Tenancies.'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
5.1 Assignment	Remove 'and Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
5.2 Mutual Exchange	Remove 'and Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
	Remove 'Fixed Term Tenants are able to Mutual Exchange and will be granted an exchange on equivalent tenancy terms. However, if a tenant moves from another landlord and is a fixed term tenant, a new Fixed Term Tenancy will be granted by the Council.'	
	Remove 'The Council can withhold permission in certain circumstances such as the property being too extensive for the tenants needs or a property being adapted for a person with disabilities' and replace with 'The Council will consider each application for Mutual Exchange in line with legislation and permission may be withheld. The Council will withhold permission when the incoming tenant is not eligible for the property size or accommodation criteria (for example Independent Living), where the property is adapted and the adaptations are not required,	Amended for clarity on the situations where the Council will withhold permission

	and when the incoming tenant has rent arrears.'	
	Remove 'Further information is available in the Mutual Exchange Procedure.'	Removed for consistency, many parts of the policy are supported by procedures, these are outlined in section 6.0
5.3 Succession	Remove 'and Fixed Term' (x2)	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
	Add 'This includes if the successor is not eligible for the property size and if the property is adapted, but the adaptation is not required.'	Included for clarity on the reasons that a property would not be deemed suitable for a successor
	Add ' These actions are taken to ensure fairness in allocation of properties, and the most effective use of the Council's housing stock to best meet the needs of the residents of the borough.'	Included so that justification is clear.
	Add 'If either the property is unsuitable for the successor's needs or there are no succession rights the Council will need to make contact immediately to discuss the situation, however it is acknowledged that this will a difficult time, therefore the Council will allow the occupier to remain living at the property for a minimum	To confirm the Council's approach.

	of 6 weeks, before contacting them again to discuss moving and begin the process of applying for another property.'	
5.4 Tenancy Changes	Remove 'and Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
5.5 Lodgers	Remove 'and Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
5.6 Subletting	Remove 'and Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
5.7 Decants	<i>Remove section</i>	<i>A separate, more detailed, Decant Policy has now been written, so Decant information will be removed from this policy</i>
5.7 Unauthorised Occupants	Section renumbered following removal of '5.7 Decants'	
	Add 'These payments are Mesne profits that the Council are claiming are owed.'	Included for clarity, as recommended by Legal Services
5.8 Breaches of the Tenancy Agreement	Section renumbered following removal of '5.7 Decants'	
5.9 Death of a Tenant	Section renumbered following removal of '5.7 Decants'	

5.10 Ending a Tenancy	Section renumbered following removal of '5.7 Decants'	
	Remove 'or Fixed Term'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.
6.0 Related Policies, Procedures and Guidelines	Remove 'Fixed Term Tenancy procedure'	When the original policy was written the Council used Fixed Term Flexible Tenancies, these are no longer used.

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:		Tenancy Management Policy	
Names of the officers undertaking the assessment:		Richard Smith/Rachel Shaw	
Is this a new or an existing policy or function?		Updated policy outlining existing landlord and tenancy functions	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Tenancy Management Policy is a supporting document for the Council's Tenancy Agreement.</p> <p>Tenants of the Council have certain rights afforded to them as part of their tenancy. The aims of the policy are to outline these rights that relate to the management of the tenancy and provide some guidelines for how they are managed when they occur. These include Assignment, Mutual Exchange, Succession, Tenancy Changes, Lodgers, Subletting, Unauthorised Occupants, Breaches in Tenancy Agreement, Death of a Tenant and Ending of a Tenancy.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The Tenancy Management Policy will provide clarity for Officers and residents about how the Council will administer certain rights and responsibilities that tenants have. It will ensure that the Council is compliant with its responsibilities under relevant legislation.</p> <p>The Tenancy Management Policy will ensure that all tenants receive a consistent response to issues that may arise in respect of their tenancy agreements and will inform residents about how the Council will deal with requests that are made under the policy.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>The Tenancy Management Policy will apply to all tenants.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • All tenants • Those persons living with tenants • Family members of tenants 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p>			

The Council has around 4300 tenants who all have a tenancy agreement and will be covered by the Tenancy Management Policy. There are around a further 350 new tenancies granted each year that will also come under the remit of the Policy.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

All tenants of the Council will be covered by the Tenancy Management Policy. The Tenancy Management Policy will ensure that a consistent approach is taken to administering tenants' rights and will lead to a fair approach being taken for all tenants.

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

The contents of the Tenancy Management Policy provide guidance about how the Council will respond to the rights that tenants have in accordance with their respective agreements. The Policy does not prohibit or change any tenancy rights, and sets out the Council's statutory responsibilities to its tenants. As there are not changes, no stakeholder consultation has taken place.

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?**

All tenants have a tenancy agreement that provides them with the rights outlined in legislation. The policy sets out how the Council will respond to issues that arise under the tenancy. No communities or groups are affected in any different or adverse way.

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

The Policy applies to all tenants as all tenants have tenancy rights. Some of the tenancy rights will only be triggered in certain circumstances where the tenant's circumstances dictate.

Some groups, such as established tenants will have more rights than newer tenants this is reflective of the current legal and policy framework.

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

It is the responsibility of the Council as a landlord to ensure that we maximise access for all groups. This would include the following actions:

- Arrange to translate the new tenancy agreement for residents whose first language is not English
- Arrange appropriate additional support for residents who may not understand the agreement (e.g. support worker invited to the sign up meeting).

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

The Policy may raise awareness of tenancy rights amongst officers and residents. For example, a tenant may improve their housing situation by completing a mutual exchange which is highlighted as a right within the Tenancy Management Policy.

It ensures that a consistent approach will be taken and that the Council will exercise its duties within the current legal and policy framework.

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

Using existing performance monitoring frameworks, the Council will be able to establish whether there has been any negative or positive impact on residents and their ability to access services.

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

Age: It has been identified that there is a higher proportion of older residents in the borough than the national average. It is also acknowledged that young people, including those leaving care and teenage parents are likely to be vulnerable.

The rights of those tenants that are in existing tenancies remain unaffected and those who hold a Secure Tenancy are also unaffected.

New Introductory Tenants will not have the same rights as Secure Tenants; Introductory Tenancies will be offered to all new tenants, regardless of age.

Disability: The Housing Act 1996 identifies 'people with learning disabilities' and 'people with a mental, physical or sensory disability' as categories where people could be classed as vulnerable.

Regular visits will help to identify any additional support required by disabled tenants to help them to sustain their tenancy.

The deployment of existing resources in the Housing Management Teams, particularly the Tenancy Sustainment Officer, will help residents who may be affected by a disability and their ability to access services.

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

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

Marriage and Civil Partnership: The Tenancy Management Policy sets out that marriage and civil partnerships are viewed positively. The Policy confirms that a tenant in a civil partnership is treated in the same way as a married tenant and their rights are protected.

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

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.


Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

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:



Report of the Chief Executive

CUSTOMERS WITH ADDITIONAL SUPPORT NEEDS POLICY1. Purpose of report

To seek Committee approval for updated Customers with Additional Support Needs Policy.

2. Background

Housing Committee originally approved the policy in November 2017. A review has been undertaken.

3. Detail

The aims of the policy are to:

- Provide tailored services to customers who have additional support needs
- Request and manage up to date data which identifies customers who have additional support needs
- Develop effective partnerships with support agencies
- Ensure employees have access to appropriate support, training and services which will enable them to provide a tailored service

The Customers with Additional Support Needs Policy is included in appendix 1, a summary table showing the changes made is included in appendix 2 and an Equalities Impact Assessment is included in appendix 3.

4. Financial implications

There are no financial implications arising from this report. All work is included in existing budgets.

Recommendation

The Committee is asked to RESOLVE that the Customers with Additional Support Needs be approved.

Background papers

Nil

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**CUSTOMERS WITH
ADDITIONAL SUPPORT
NEEDS POLICY**

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1.0 Scope

This policy applies to all tenants, leaseholders and applicants of Broxtowe Borough Council who require additional support to sustain their tenancy or lease or apply for housing. The term customer will be used in the policy, when it applies to all groups.

2.0 Purpose

We recognise that some customers may on occasion require additional support when using our services. This policy identifies how we will tailor our services to be able to offer this support those applicants and tenants.

3.0 Aims and Objectives

The Council understands that many people who require additional support, would not describe themselves as vulnerable. However, as this term is used within the regulatory code and legislation, it is also included within this policy.

We are committed to providing homes and services which meet the needs of all members of the community. The aims of this policy are to:

- Provide tailored services to vulnerable
- Request and manage up to date customer data which identifies customers who require additional support and those who may need it in the future
- Develop effective partnerships with support agencies who can provide support to potentially vulnerable customers
- Ensure employees have access to appropriate support, training and services to provide a tailored service to potentially vulnerable applicants and tenants.

We acknowledge that it is not possible to identify every scenario in which a customer can be defined as vulnerable or may require additional support.

4.0 Regulatory Code and Legal Framework

The Regulatory Code Tenancy Standard states that we should take into account the needs of those households who are “vulnerable by reason of age, disability, or illness and households with children, including through the provision of tenancies which provide a reasonable degree of stability”.

The Housing Act 1996 (as amended by the Homelessness Act 2002) lists a number of categories under which “customer or residents” could be classed as vulnerable. This includes,

- People with a recent history of homelessness, rough sleepers, refugees and those with no experience of independent living;
- Those with substance misuse problems. e.g. alcohol or drugs;
- People in receipt of, or entitled to state retirement pension;
- Ex-offenders;

- Those at risk of domestic abuse;
- People with learning difficulties;
- Those with serious long term, or terminal, illness;
- Young people at risk, including those leaving care as well as teenage parents;
- Those people with a mental, physical or sensory disability who are in receipt of a state benefit, or are entitled to such a benefit, as a result of that disability;
- Others with a disability which has an impact upon the performance of normal daily living tasks; and
- People with a child under 12 months old in the household.

Through the Equality Act 2010 the Council as a landlord has a duty ‘to make reasonable adjustments’. This includes changing a policy or practice (including the terms of the tenancy agreement) and providing extra aids or services.

The Care Act 2014 introduced on local authorities to promote the wellbeing of people with care and support needs, and suggests that rather than refer to such people as “vulnerable”, their individual needs and aspirations should be recognised and local authorities and their partners should work together to reduce their exposure to the risk of harm and neglect.

We will adopt the existing legal and regulatory framework whilst also acknowledging that vulnerability is complex and can be temporary, periodic, recurring or on-going.

5.0 Policy

5.1 Tailored Services

The Council will tailor its existing services to meet the needs of customers with additional support needs as required, where it is reasonable and proportionate to do so. This may include (not an exhaustive list);

- providing a flexible repairs service to meet the needs of vulnerable residents
- waiving a recharge where a resident’s vulnerability prevents them from adhering to current policy
- providing assistance with claiming financial benefits to which they may be entitled
- signposting to other agencies which may be able to provide relevant support
- help to report behaviour to the Police which may be causing distress or concern
- encouragement to access GP or mental health services
- facilitating discussions with wider family members regarding welfare needs
- conducting a risk assessment to assess and reduce the risk of harm to the resident or nearby neighbourhoods

Some Council housing services have been specifically designed to support customers who require additional support:

Customers with Additional Support Needs Policy

- Independent Living – for customer aged 60 and above, or aged 40 and above with a disability
- Lifeline – for customers who wish to have support available via a 24 hour response call centre
- Aids and Adaptations - for customers who require adaptations to allow access to their homes
- Assistive Gardens Scheme – for elderly and disabled customers who require additional support to enable them to manage their gardens
- Tenancy Sustainment Service – provides one-to-one support to tenants that require additional support to sustain their tenancy
- Financial Inclusion Service – provides financial advice and support to tenants that require assistance with financial matters

We will provide alternative communication formats to support customers who may be need support due to their inability to access or understand the information that we provide. This may include; translations, interpreters, Braille formats and large print documents.

5.2 Identifying Applicants and Tenants with additional support needs

The Council will aim to identify all applicants and tenants who have additional support needs. Feedback will be sought from the vulnerable person, housing employees and other support agencies in identifying vulnerability.

Information will be collected by the Council at various points during the tenancy including; housing application and new tenant sign up.

Through tenancy sustainment support for customers affected by welfare reform and during visits information will be updated and new support needs may be identified.

Customer data will be held in line with Data Protection principles on the housing management system and will help identify individuals and the services that may be required.

5.3 Partnership Working

There will be occasions when a customer's complex needs are best met by adopting a partnership approach. The council will build strong relationships with a variety of support agencies to effectively support the customer. Referrals will be made to external agencies with the consent of the customer and we will participate in case conferencing and the Broxtowe Complex Case Panel to ensure that appropriate support is available.

We recognise that not all customers who have additional support needs will wish to receive additional support to manage their support needs.

5.4 Training

It is important that employees have the relevant skills and knowledge to be able to provide support to all customers, including those with additional support needs. Employees will receive training relevant to their roles in a variety of areas relating to vulnerability. This training will be reviewed to ensure that the team's knowledge and skills are kept up to date.

The safety and wellbeing of employees is important. Employees will be supported in their work with customers with additional support needs.

6.0 Safeguarding

Broxtowe Borough Council has policies and procedures regarding safeguarding adults and children identified as being "at risk". This policy should be read in conjunction with these documents.

7.0 Equality and Diversity

Broxtowe Borough Council Equality and Diversity Policy states:

The Council believes that all of our residents and customers have a right to expect and receive high quality services that are appropriate and meet their needs. In order to ensure that services are independently accessible, the Council will work to tackle and eliminate whatever barriers may exist. The Council will:

- Engage with and involve communities in the design and development of policies and services and make revisions to service planning where necessary
- Ensure our buildings to which the public want or need access are as accessible as possible, making reasonable adjustments wherever practicable
- Provide clear information about Council services in ways and in formats that meet the needs of particular individuals or groups
- Monitor take-up of services to ensure they do not discriminate or exclude anyone on grounds of a protected characteristic without justification.

An equality impact assessment of this policy has been undertaken.

8.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Anti-social behaviour Policy
- Hoarding Protocol
- Hate Crime Policy
- Aids and Adaptations Policy
- Data Protection
- Equality and Diversity Policy

9.0 Review

This policy will be reviewed every three years. It is not expected that there will be changes to regulation or legislation which will have an impact on the need to review this policy sooner.

10.0 Document History and Approval

Date	Version	Committee Name
1/11/2017	1.0	Housing Committee
26/5/2021	2.0	Housing Committee

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Policy Section	Suggested Change	Reason for Change
1.0 Scope	Wording amended: 'This policy applies to all tenants, leaseholders and applicants of Broxtowe Borough Council who require additional support to sustain their tenancy or lease or apply for housing. The term customer will be used in the policy, when it applies to all groups.'	For clarity, the policy covers support for those applying for properties and leaseholders as well as tenants
3.0 Aims and objectives	Wording added: 'The Council understands that many people who require additional support, would not describe themselves as vulnerable. However, as this term is used within the regulatory code and legislation, it is also included within this policy.'	To acknowledge that some people may not use the term vulnerable but the reason that this has been used within the policy.
	Change 'applicants and tenants' to 'customers'	Amended as support is also provided for leaseholders
	Change 'staff' to 'employees'	For consistency throughout policy
4.0 Regulatory Code and Legal Framework	Wording removed: 'a new duty'	This referred to the Care Act, which is no longer a new duty
5.1 Tailored Services	Change 'Retirement Living' to 'Independent Living'	Name of service has changed since original version
	Wording added: 'Tenancy Sustainment Service – provides one-to-one support to tenants that require additional support to sustain their tenancy'	Relevant service that was not included in original version
	Wording added: 'Financial Inclusion Service – provides financial advice and support to tenants that require assistance with financial matters'	Relevant service that was not included in original version

5.4 Training	Change 'staff' to 'employees'	For consistency throughout policy
7.0 Equality and Diversity	Change wording from Broxtowe Borough Council's Race Equality Statement to updated wording from the Equality and Diversity Policy	A new policy has been introduced since the original version of this policy
8.0 Related Policies, Procedures and Guidelines	Change 'Broxtowe Borough Council's Race Equality Statement' to 'Equality and Diversity Policy'	A new policy has been introduced since the original version of this policy
	Remove 'Tenancy Sustainment Strategy'	This document has been superseded by other documents
9.0 Review	Change ' 2 years' to '3 years'	The standard review period for housing policies is 3 years.

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:	Chief Executive	Lead officer responsible for EIA	Rachel Shaw
Name of the policy or function to be assessed:		Customers with additional support needs policy	
Names of the officers undertaking the assessment:		Rachel Shaw	
Is this a new or an existing policy or function?		Review of an existing policy	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The purpose of this policy is to set out the approach that Broxtowe Borough Council will take to supporting customers who have additional support needs.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The policy highlights to employees the actions that need to be considered and taken when working with a person who has additional needs. The policy sets out the outcomes to be achieved, further procedures will be developed, where necessary.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All tenants, leaseholders and applicants of Broxtowe Borough Council who have additional support needs.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <p>Housing applicants Housing tenants Housing employees Partner support agencies</p>			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>Housing is currently aware of applicants and tenants who require additional support, but acknowledges that there needs to be improvement in the recording and sharing of this information. When a vulnerability is identified this can be related to an equality strand. For example, vulnerability due to a disability.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>The information that applicants include on their housing applications can help identify where people require additional support. Through conversations and visits with tenants the information we hold is regularly updated on our housing management</p>			

system

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

N/A

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 policy does not target or exclude specific equality groups. In the policy it is acknowledged that 'it is not possible to identify every scenario in which a customer can be defined as vulnerable. Vulnerability is complex and can be temporary, periodic, recurring or on-going'. This acknowledges that many situations are unique and ensures that no vulnerable person is excluded because they do not meet a specific definition.

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

The policy applies to all applicants, tenants and leaseholders, irrespective of their equality group.

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

It is the responsibility of the Council as a landlord to ensure that they follow the policy and make any reasonable adjustments. It is part of the policy itself to ensure that any barriers to access are identified and removed.

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

The policy outlines existing tailored services that meet the needs of customers with additional support needs. In some examples, this can contribute to relations between different groups for example within Independent Living schemes.

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

The policy includes an aim to identify all applicants and tenants who are potentially

vulnerable. The profile of vulnerable people living in our housing will change over time. Therefore, we will work to ensure that vulnerability is monitored and the service adapted if necessary. This will have an impact on each equality strand.

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

Age: It has been identified that there is a higher proportion of older residents in the borough than the national average. It is also acknowledged that young people, including those leaving care and teenage parents are likely to be vulnerable. Customer of all ages can be vulnerable and therefore customers of all ages will be considered under this policy.

Disability: The Housing Act 1996 identifies 'people with learning disabilities' and 'people with a mental, physical or sensory disability' as categories where people could be classed as vulnerable. Therefore customers with a disability will be considered under this policy.

Gender: It is not anticipated that the Council would need to take any further action for this category. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Gender Reassignment: It is acknowledged that this policy may be applicable to this group, particularly work adopting a partnership approach with other agencies who offer appropriate support.

Marriage and Civil Partnership: It is not anticipated that the Council would need to take any further action for this category. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Pregnancy and Maternity: The Housing Act 1996 identifies that 'people with a child under 12 months old in the household' may be vulnerable. By working closely with applicants and tenants temporary vulnerability due to pregnancy and maternity can be identified and extra support offered when necessary.

Race: It is not anticipated that the Council would need to take any further action for this category. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Religion and Belief: It is not anticipated that the Council would need to take any further action for this category. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Sexual Orientation: It is not anticipated that the Council would need to take any further action for this category. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Head of Service:

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

Signature of Head of Service:



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Report of the Chief Executive

REVIEW OF LEASEHOLD MANAGEMENT POLICY1. Purpose of report

To seek Committee approval for the proposed amendments to the Leasehold Management Policy.

2. Background

A review has been undertaken of the Leasehold Management Policy which was originally approved in 2018 in line with the approved work programme for 2021/22.

The purpose of this Policy is to provide clarity and consistency by outlining clearly the responsibilities and obligations of leaseholders and Broxtowe Borough Council's approach to delivering our contractual obligations.

3. Detail

The Leasehold Management Policy with the proposed changes in bold is Appendix 1. The proposed changes to the Leasehold Management Policy are summarised in Appendix 2. An Equality Impact Assessment has been undertaken and is Appendix 3.

Recommendation

The Committee is asked to RESOLVE that the proposed changes to the Council Leasehold Management Policy be approved.

Background papers

Nil

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Broxtowe
Borough
COUNCIL

LEASEHOLD MANAGEMENT POLICY

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1.0 Scope

This policy applies to services provided by the Council to those who own their property on a leasehold basis.

2.0 Purpose

The purpose of this Policy is to provide clarity and consistency by outlining clearly the responsibilities and obligations of leaseholders and Broxtowe Borough Council's approach to delivering our contractual obligations.

3.0 Aims and Objectives

The aim of the policy is to set out how Broxtowe Borough Council will:

- Meet its responsibilities to leaseholders under the terms of their lease
- Provide a good quality service to all leaseholders
- Ensure all leaseholders are given information about their rights and responsibilities
- Ensure that leaseholders are consulted in accordance with the requirements of legislation
- Work with leaseholders to maintain high levels of satisfaction

4.0 Regulatory Code and Legal Framework

- Commonhold and Leasehold Reform Act 2002 – Including the Right to Manage and jurisdiction First Tier Tribunal (Property Chamber)
- Housing Act 1985 – Secure Tenancy Administration & Right of First Refusal
- Landlord and Tenant Act 1985 - Service Charges & Consultation
- Landlord and Tenant Act 1987 - Variation of leases
- Law of Property Act 1925 and the Housing Act 1996 - Forfeiture for breach of a covenant or condition of a lease
- Leasehold Reform Housing and Urban Development Act 1993 - Collective enfranchisement and lease renewals
- Leasehold Reform Act 1967 - Right to enfranchise

5.0 Responsibilities as the Freeholder

The Council will ensure that it meets its responsibilities as a Freeholder including:

- Repairing and maintaining the structure, exterior and any common parts of the building and property
- Providing adequate building insurance cover for the structure and common parts
- Ensuring the provision of services to common parts such as landlord lighting, grounds maintenance and communal repairs
- Providing a management service

5.1 Lease

The standard lease used by Broxtowe Borough Council has been amended over time. Therefore, the terms of the lease may differ between leaseholders. The Council will ensure that the terms of each lease are met.

All Leaseholders will be provided with a copy of their lease from the solicitor acting on their behalf when they purchase the property. If a leaseholder requires a copy this can be obtained from the Land Registry or the Council. The Council will charge £10.00 for a copy of the lease.

The Council will collect all monies due to them under the terms of the lease. If a leaseholder is experiencing financial hardship, the Council will ensure that appropriate advice is given, including signposting to an agency that can assist.

The ground rent for all leaseholders is set at £10.00 per year, this is collected annually on the anniversary of the lease.

5.2 Leaseholder improvements

Leaseholders are responsible for maintaining and repairing the internal parts of their property including maintenance of fixtures and fittings. Leaseholders are required under the terms of their leases to obtain written consent to make any alterations or improvements, this is called a Licence to Alter and will be subject to a fee **£250.00**. Where permission is given this is subject to obtaining the necessary planning permission and building regulations. Where permission is refused, we will set out the reasons in writing for our decision.

Leaseholders will not be given permission for any alterations or improvements that: -

- Makes the property or part of the property dangerous or unstable;
- Encroaches upon land not defined in the lease;
- Impacts on the structure or changes to the appearance of the building or the shared or communal parts in any way;
- Affects the legal rights of other residents, for example a right of way;
- Invalidates the Council's building insurance;
- Makes maintaining neighbouring properties more difficult or expensive.

Where alterations to the property fall outside of the responsibility of the leaseholder and remain with the Council as the freeholder as outlined in the lease, a Deed of Variation is required. This will amend the lease so that the works can be undertaken by the leaseholder and will remain the responsibility of the leaseholder. There is a fee for a Deed of Variation, which will be reviewed annually. The current fee is **from £400.00** plus the relevant court fee. Where there is a failure to obtain the permission from the Council in relation to any relevant works, this amounts to a breach of the lease and this permission will be addressed retrospectively.

An application must be submitted to the Council giving full details of the works being requested and where applicable a plan. This will be considered by the Housing Repair and Compliance Manager and where necessary a site visit may be required.

Once a decision is made the leaseholder will be notified, full reason for refusal will be outlined and where relevant Legal will be instructed to progress the matter.

5.3 Major Works

The Council may undertake major works to the structure or fabric of the building. Major works may be planned, such as external painting and re-roofing. In these cases, the Council will provide the Leaseholder with prior notice of the cyclical plan.

The Council will ensure that leaseholders are fully consulted in compliance with s20 of the Landlord and Tenant Act 1985, as amended by the Commonhold and Leasehold Reform Act 2002. This requires the Council to consult leaseholders on proposed major repairs or improvements for which they will be required to pay and proposed changes to contracts for long term maintenance services **and the Section 20 Consultation procedure must be followed.**

There will be some occasions where major works are undertaken without the prior notice of leaseholders. This could include where there has been substantial damage to the fabric of the building which could not have been foreseen. In these circumstances the Council may negotiate a payment plan with the Leaseholder. The Council will aim for full payment within 12 months but this will be considered on a case-by-case basis.

The Council does not operate a 'sinking fund' for major works. This will be reviewed annually, taking account of the long term cyclical programme.

5.4 Routine Repairs

Repairs which are the responsibility of the Council as the Freeholder, as mentioned at 5.0 should be reported to the Council using the same methods as tenants of the Council, as outlined in the Repairs Policy. Repairs will be given the same level of priority as that which is offered to tenants.

5.5 Service Charges

Service charges will be calculated to reflect the actual costs incurred for each block and will be levied to the leaseholder in accordance with their lease. Leaseholders will receive an annual invoice detailing their apportionment of charges for the previous financial year. The Council will make reasonable management and administration charges in accordance with the provision of the lease. The service charge will be broken down into the following; management fee, **building insurance**, repairs, communal lighting and grounds maintenance. Not all these charges will be applicable to every leasehold property every year.

The Council will prepare timely and accurate information about the cost of services for which service charges are due. The information will be posted to Leaseholders within six months of the end of the accounting period.

At least once a year, the Council will provide an opportunity for Leaseholders to discuss their service charges with the officers responsible for each service area. This may take the form of a meeting or marketplace event.

5.6 Subletting

Under the terms of the lease Leaseholders can sublet their property. Leaseholders should inform the Council when they sublet and must provide the relevant correspondence address for the Council's records **and the contact details of the tenants they have sub-let to for health and safety purposes**. Where a Leaseholder does not provide a relevant correspondence address all correspondence will be sent to the leasehold property as the last known address.

As good practice, The Council will request copies of current gas and electrical certificates (as applicable) on an annual basis from Leaseholders.

When a property is sublet it is the responsibility of the leaseholder to manage their tenant and ensure that there are no breaches of the lease. The leaseholder is liable for any breaches of the lease or any anti-social behaviour caused by their tenant.

5.7 Right to extend the lease

The Leaseholder has the right to extend the term of their lease. The terms of a lease can be varied only by specific agreement between the parties to the lease and, where appropriate, their mortgagees or through an order by the First- Tier Tribunal (Property Chamber).

The Leaseholder can apply for a new lease at any time as long as they have held the lease for two years or more.

5.8 Enfranchisement

Enfranchisement is a group right for leaseholders to buy the freehold of the building they live in subject to meeting certain conditions. Broxtowe Borough Council is the freeholder of all leasehold properties. Should Leaseholders seek to acquire the freehold of a block of flats, the Council will comply as required by the Commonhold and Leasehold Reform Act 2002.

5.9 Selling the lease

When a leasehold property is being sold, the Council will provide on request to the current and/or prospective leaseholder and their solicitor, all the necessary information regarding service charges and any planned major works. There will be a fee for this, which will be reviewed annually. The current fee is **£175.00**.

Leaseholders are not required to seek permission from us if they wish to sell their home. However, they are required to offer to sell their home back to the Council, if the sale is within ten years of initial purchase. This process is called the Right of First Refusal and full details can be found within the separate policy on this.

If a lease is sold within the first five years of the initial sale and is not an exempt disposal then a certain percentage of the sale price, depending on when it is sold, is to be paid back to the Council.

Where a sale of a lease takes place the new leaseholder must notify the Council within one calendar month of the transfer taking place. There is a fee for the processing of the Notice of Assignment, which will be reviewed annually. The current fee is **£65.00**.

5.10 Forfeiture of lease

This would only be considered in exceptional circumstances and on a case-by-case basis. The Council would only forfeit a lease where there is a breach of the terms of the lease.

5.11 Support Available

If Leaseholders report financial hardship, a number of options may be available to them:

- The Leasehold Officer can make a referral to the Council's Financial Inclusion Officer for support with money management and welfare benefits.
- Consideration on a case by case basis can be explored for setting up a repayment plan for outstanding monies owed to the Council.
- The Leaseholder may consider offering the property back to the Council via the Acquisitions Policy, independent legal advice must be sought by the Leaseholder

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Repairs Policy
- Section 20 Consultation Procedure
- Leaseholder Handbook
- Right of First Refusal and Discount Repayable Policy
- Pets Policy
- Anti-Social Behaviour Policy
- Acquisitions Policy
- Leasehold Extensions Procedure

7.0 Review

The policy will be reviewed every 3 years, unless there is a change to legislation.

8.0 Document History and Approval

Date	Version	Committee Name
14/3/18	1	Housing Committee
26/5/21	2	Housing Committee

APPENDIX 2

Policy Section	Current Wording	Suggested Change or addition	Reason for Change or addition
5.2 Leaseholder Improvements	£100 Licence to Alter £250 Deed of Variation	£250.00 Licence to Alter From £400 Deed of Variation	Increase in charges since Policy written in 2018
5.3 Major Works	A separate procedure outlines the process that must be followed	Addition and the Section 20 Consultation procedure must be followed.	Detailed the relevant procedure.
5.3 Major Works	In these circumstance the Council may negotiate a payment plan with the Leaseholder if the cost is in excess of £500.00. The Council will aim for full payment within 12 months but this will be considered on a case-by-case basis.	Remove 'if the cost is in excess of £500.00'.	To support Leaseholders who may be suffering financial hardship with payment of unexpected costs. Any requests will be considered on a case-by-case basis.
5.5 Service Charges	None	Add in Building Insurance	Omitted in originally Policy
5.6 Subletting	Leaseholders should inform the Council when they sublet and must provide the relevant correspondence address for the Council's records. Where a leaseholder does not provide a relevant correspondence address all correspondence will be sent to the leasehold property as the last known address	Addition And the contact details of the tenants they have sub-let to for health and safety purposes. As good practice, The Council will request copies of current gas and electrical certificates (as applicable) on an annual basis from Leaseholders.	Should be provided by Leaseholder. Policy addition. Good practice. Not enforceable in Lease. Policy addition.
5.9 Selling the Lease	£150.00 Selling the Lease £55.00 Notice of Assignment	£175.00 Selling the Lease £65.00 Notice of Assignment	Increase in charges since Policy written in 2018

<p>5.11 Support Available</p>	<p>New</p>	<p>If Leaseholders report suffering financial hardship, a number of options may be available to them:</p> <ul style="list-style-type: none"> • The Leasehold Officer can make a referral to the Council’s Financial Inclusion Officer for support with money management and welfare benefits. • Consideration on a case by case basis can be explored for setting up a repayment plan for outstanding monies owed to the Council. • The Leaseholder may consider offering the property back to the Council via the Acquisitions Policy, independent legal advice must be sought by the Leaseholder 	<p>To support Leaseholders who may be suffering financial hardship.</p>
<p>6.0 Related Policies, Procedures and Guidelines</p>	<p>New</p>	<ul style="list-style-type: none"> • Pets Policy • Anti-Social Behaviour Policy • Acquisitions Policy • Leasehold Extensions Procedure 	<p>New or omitted policies since original one written.</p>

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:	Chief Executive Housing	Lead officer responsible for EIA	Rachel Shaw
Name of the policy or function to be assessed:		Leasehold Management Policy V2	
Names of the officers undertaking the assessment:		Jackie Westwood	
Is this a new or an existing policy or function?		Existing	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The aim of the policy is to set out how Broxtowe Borough Council will:</p> <ul style="list-style-type: none"> • Meet its responsibilities to leaseholders under the terms of their lease • Provide a good quality service to all leaseholders • Ensure all leaseholders are given information about their rights and responsibilities • Ensure that leaseholders are consulted in accordance with the requirements of legislation • Work with leaseholders to maintain high levels of satisfaction 			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To provide an effective and efficient Leasehold Management service and to clearly set out the approach and costs for services.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All leaseholders of Broxtowe Borough Council.</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Leaseholders • Housing staff • Legal Services staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>There are currently 295 leaseholders. Many of the leaseholders were previously tenants of the Council and therefore some information about the equality strands is held. Where leases have been sold very little data is available.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Leaseholders are invited to participate in scrutiny reviews, resident involvement meetings and join the forum for online consultation. During reviews no qualitative</p>			

data about different equality strands has been identified.

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

Consultation has not been carried out. The new policy formalises practices that are already in place.

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 policy will affect all leaseholders equally. It is not anticipated that any equality groups will be affected differently.

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

Yes

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

Information for leaseholders will be provided in a variety of formats, including letters, information on the Council website, Leaseholder Marketplace events and through conversations face-to-face and on the telephone. This should ensure that leaseholders have access to information.

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

Events such as the Leaseholder Marketplace provide an opportunity for leaseholders to meet together.

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

Information is held on the Capita housing management system therefore providing the facility to easily identify if any adjustments need to be made in methods of communication or information provided.

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?

Pregnancy and Maternity: It is acknowledged that there may be financial pressures for leaseholders during the period of pregnancy and maternity. Therefore it may be appropriate to consider payment plans if there is a need for major works to be completed during this time.

Disability: By working with leaseholders the Council will be able to identify any additional support required by disabled leaseholders to help them meet the conditions of their lease. This could include providing information in different formats or home visits to explain documents.

Age
Gender
Gender Reassignment
Marriage and Civil Partnership
Race
Religion and Belief
Sexual Orientation

It is not anticipated that the Council would need to take any further action in order to enable access for these groups. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

Head of Service:

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

Signature of Head of Service:



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Report of the Chief Executive

HOUSING ENGAGEMENT STRATEGY 2019 – 2022 YEAR 3 ACTION PLAN1. Purpose of report

To seek Committee approval for the Year 3 Action Plan of the Housing Engagement Strategy 2019-2022.

2. Background

In January 2019 the Housing Committee approved the key themes of the new strategy:

- Increase our range of informal opportunities
- Review our formal engagement structure
- Improve our approach to encouraging involvement
- Increase the methods used to provide feedback

Customer experience of services is essential for highlighting what is working well and where improvements are needed. The priorities and actions set out in the Housing Engagement Strategy will ensure that our customers have a greater voice and can influence positive change. The Housing Engagement Strategy is supported by an Annual Action Plan and this is the final year of the current Strategy.

3. Detail

The Year 3 Action Plan has been developed in line with expectations set out in 'The Charter for Social Housing Residents: Social Housing White Paper' The Social Housing White Paper is the follow up to the Green Paper 'A new deal for social housing' that was published in August 2018 and is part of the government's ongoing response to the Grenfell tower tragedy and the Hackett review.

The impact of Covid-19 has meant that face to face engagement, events and activities stopped during 2020 and into 2021 therefore a number of strategy actions from Year 2 have been carried forward into Year 3. During this period the focus turned towards digital engagement opportunities and the Housing Community Facebook was launched with 45 housing customers having joined to date. This new forum has enabled some immediate customer views to be shared via comments on posts and by creating polls for customers to vote on and share their opinions. In addition, 2,145 customers receive the Housing News eBulletin. The Facebook Group and eBulletin will continue to be promoted. The Year 3 Action Plan included at the appendix.

Recommendation

The Committee is asked to RESOLVE that the Year 3 Action Plan of the Housing Engagement Strategy 2019 – 2022 be approved.

Background papers

Nil

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Housing Engagement Strategy 2019 – 2022

2021-2022 Action Plan

Increase our range of informal engagement opportunities	
Strategy Action	To be achieved in 2021-2022
Re-engage with community groups and attend events in order to promote the work of the housing service and seek feedback.	Minimum of five community events attended by a cross section of managers from the housing service.
Housing Engagement Team and new Neighbourhoods Team to establish working methods in line with the Neighbourhood Strategy.	To have gained greater understanding of customer views at a localised level.
Continue to ensure information on our website is up to date to highlight opportunities for involvement and provide opportunity to share views.	Development of the Housing web pages to highlight the new methods of engagement and develop virtual engagement methods.

Review our formal engagement structure	
Strategy Action	To be achieved in 2021-2022
Maintain database of existing tenant and community groups in the Borough for 2021/22.	Database of groups kept up to date using information from key stakeholders
Engage with other Council Departments to share learning and insight.	Include outcomes of engagement activities in a minimum of 6 briefings Employee Briefings.
Complete an annual assessment of Housing Engagement to ensure that outcomes are being achieved.	Record outcomes in line with Performance Management Framework
Recruit Community Champions.	Seek to recruit 4 Community Champions.
Promote the Community Fund to enable tenants to bid for small scale improvements to their area.	Complete 3 rounds of bidding.
Housing Performance Group (HPG) recruit to vacancies and provide support and training to members	Completion of recruitment to HPG and a programme of training delivered for members.
Implement reviewed role of the Resident Involvement Group (RIG)	Develop new structure, role and monitor impact of the group

Improve our approach to encouraging involvement

Strategy Action	To be achieved in 2021-2022
Use customer feedback to improve services	Through Complaints Learning /STAR responses/scrutiny outcomes to inform You Said, We Did messages
Embed the use of the Housing Community Facebook Page to encourage wider engagement and feedback	A programme of posts and polls for the group and a target to increase membership by 50% during the year.
Increase take up of the Email Me service.	Increase "Email Me" service take up to the service by 10%.
Complete pilot of Email me advanced features for general needs tenants.	Complete pilot of 'Email Me' advanced features' by August 2021.
Improve promotion of opportunities to get involved.	Use a range of communications such as social media, leaflets, website, notice boards in schemes to promote opportunities.
Encourage engagement through the promotion of skills development.	Work with partners, delivering training and providing job opportunities in the Borough, to promote opportunities.

Increase the methods used to provide feedback

Strategy Action	To be achieved in 2021-2022
Undertake STAR Survey (bi-annual).	Review responses and implement an action plan to understand and address key themes and issues raised and publish on website.
Increase opportunities for customers to engage on safety issues and provide feedback on resolutions	Develop Service Inspector (formally known as Tenant Inspectors) programme.
Ensure information on performance is provided to customers.	Further development of performance information provided using a range of Housing communications.
Introduce new methods of capturing customer satisfaction feedback by use of digital interactions using Survey Monkey moving away from telephone/paper feedback.	Capture 60% of customer satisfaction feedback by use of digital interactions and include 'You Said, We Did' messages in a range of Housing communications

Report of the Chief Executive

**PERFORMANCE MANAGEMENT REVIEW OF BUSINESS PLAN –
HOUSING – OUTTURN REPORT 2020/21**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 approved by the 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 outturn 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 on key tasks and priorities for improvement in 2020/21, the latest data relating to Critical Success Indicators (CSI) and Key Performance Indicators (KPI). This summary is detailed in appendix 1.

Recommendation

The Committee is asked to NOTE the progress made in achieving the Business Plan for Housing and the outturn Key Performance Indicators for 2020/21.

Background papers

Nil

APPENDIX 1

PERFORMANCE MANAGEMENT1. Background - Corporate Plan

The Corporate Plan for 2020-2024 was approved by Council 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 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 but 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 includes a detailed annual report where performance management is considered following the year-end.






3. Performance Management

As part of the Council's performance management framework, the Housing Committee receives regular reports of progress against the 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 performance management system). It also provides the latest data relating to Key Performance Indicators (KPI).






The Council monitors its performance using the Pentana 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 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	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 Areas for Improvement - 2020/21






Status	Action Code	Action Title	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_02	Implement housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	Ongoing	Dec-2029	Properties have been acquired back into the social housing stock since 2019. Work has begun to build five new 1-bed flats on Oakfield Road, Stapleford for ex-service personnel. A planning application has been submitted to build five properties on the site of Fishpond Cottage, Bramcote. The Council has the opportunity to work with a local housebuilder to build 30 new rented homes and 16 shared ownership properties on an allocated housing site west of Coventry Lane, Bramcote that includes land owned by the Council.
Completed 	HS1922_03	Implement findings of social and affordable housing need report, including consideration of designation of Independent Living schemes	Most effective use of property owned by the Council to meet the needs of the borough	100%	Mar-2020	Phase 1 schemes to be re-designated were agreed at Housing Committee in June 2020.
Completed 	HS1922_04	Produce an Asset Management Strategy	Ensure effective management of assets	100%	Dec-2019	An Asset Management Strategy was presented to Housing Committee in June 2020, utilising the information that has been provided in the Stock Condition Survey.


Status	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Completed 	HS1922_05	Complete a stock condition survey	Provide up to date and accurate information about the condition of our housing stock	100%	Mar-2020	The Stock Condition Survey is complete and the findings were presented to Housing Committee in June 2020.
Completed 	HS1922_06	Undertake a review of the Housing Repairs Service	Maximise efficiency of the repairs service Consider commercial opportunities if available	100%	Mar-2020	The review of Housing Repairs service was completed. Recommendations are being implemented to improve efficiency.
Completed 	HS1922_07	Increase the commerciality of the Lifeline Service	Increase sales of the Lifeline service Support for vulnerable people in the borough	100%	Sep-2019	The new Lifeline Service was introduced in June 2019 supported by a new Policy and includes a tiered system of charges.
Completed 	HS1922_08	Implement a new Neighbourhood Strategy which sets out how neighbourhoods will be maintained and improved	Improve the environment for tenants, including communal areas, caretaking and inspections	100%	Dec-2019	Total Mobile service was expanded to include the Tenancy and Estates teams and is enabling improved management of Housing Operations and provides real time information for Officers whilst on site.
Completed 	HS1922_09	Integration of the Income Team into the Housing department	Reduction in rent arrears Closer working between teams to deliver an excellent housing service	100%	Jul-2019	The Income Team integrated successfully into the Housing Service and works effectively with other teams to reduce rent arrears.

Status	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Completed 	HS1922_10	Implement a Welfare Reform action plan	Reduction in rent arrears Mitigate impact of welfare reforms Support for vulnerable people in the borough Income and Housing Manager - Working with CAB and DWP	100%	Dec-2019	The Income Team meet regularly with Housing Officers to discuss cases and create plans to support residents with their tenancies. This has reduced the impact of the introduction of Universal Credit
Completed 	HS1922_11	Implementation of Introductory Tenancies	More efficient housing management Reduced ASB and arrears	100%	Mar-2020	Introductory tenancies have been fully implemented.
Completed 	HS1922_12	Implement a Housing Green Paper and Grenfell response action plan	Increase in involvement of tenants and leaseholders in improving the Housing Service	100%	Mar-2020	Action plan for Grenfell has been implemented and new Engagement Strategy has been written with consideration to the Green Paper objectives.
Completed 	HS1922_13	New Housing Strategy	Increase in involvement of tenants and leaseholders in improving the Housing Service	100%	Mar-2020	Consultation was undertaken. The new Housing Strategy was approved by the Housing Committee in September 2020.




Status	Action Code	Action Title	Action Description	Progress	Due Date	Comments
Completed 	HS1922_14	Provide two dementia friendly bungalows with DFG funding	Increase in specialist supported accommodation Funding from Better Care Fund. Working with Head of Property Services	100%	Mar-2020	Despite delays due to Covid-19, the two dementia friendly bungalows have been built and the new tenants have moved in.
Completed 	HS1922_15	Organise a programme of events for families and young people	Contributing to the priorities of the Mental Health Working Group	100%	Sep-2019	The Housing Engagement Team promoted services at events during the summer and invited families to participate.
Completed 	HS1922_16	All contracts in Housing will be reviewed and retendered as required	Value for money assurance Efficiencies to be obtained through Council wide procurement and framework agreements	100%	Mar-2020	A revised timetable for contracts to be reviewed has been completed and is now in use.






Critical Success Indicators – Housing - 2020/21





Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Red 	Net additional homes provided (NI154)	Yearly	202	232	264	430	Preliminary data for 2020/21 shows 264 new dwellings were provided.
Red 	Overall satisfaction with the service provided (HSTOP10_01)	Monthly	95.31%	88.98%	80.04%	89%	During 2020/21, only 937 customer satisfaction surveys were conducted due to postal surveys not being sent, as employees were working agilely. As such, the figure is not comparable to previous years or a true reflection of satisfaction levels. From April 2021, online surveys will be available to complete which will improve the response rate.
Green 	Rent collected as a percentage of the rent owed (BV 66A)	Monthly	99.89%	99.81%	102.82%	99.0%	Income Team have worked with and supported tenants to pay their rent during this difficult period. Close working between departments has ensured that Discretionary Housing Payments have been made when appropriate, and tenants have been supported to apply.
Red 	Gas safety (HSTOP10_02)	Monthly	99.99%	99.90%	99.18%	100%	Gas Safety compliance has been largely maintained within guidelines during the pandemic, due to revised working practices. Gas Servicing Engineers continued to enter properties to carry out services when it was safe to do so.
Green 	New Council houses built or acquired (HSLocal_39)	Yearly	-	-	11	2	During 2020/21, the Council acquired nine properties, consisting of 4x2-bed; 4x3-bed; and 1x4-bed properties. The Council has also built two dementia friendly bungalows.


Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Green 	Homeless clients who will be owed main homeless duty who are prevented/ relieved in the prevention or relief stages (HSLocal_36)	Monthly	-	100.0%	97.75%	85%	Homeless clients who will be owed main homeless duty who are prevented/relieved in the prevention or relief stages. The Housing Options Team prevented and relieved homelessness in 100% of cases in all months except April and July 2021. Offers of accommodation to homeless clients were delayed in the months of April and July due to the Covid-19 pandemic.

Key Performance Indicators - Housing – 2020/21

Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Green 	CPLocal_07 Reduce carbon emission in Housing stock	Years	-	-	481.7t	300t	New Indicator for 2020/21. Older electrical storage heaters have been replaced with Heat Retention Storage heaters in 75 properties and 3 Schemes.
Data Only 	DSDData_19 No. of Residential planning permissions granted	Years	-	466	-	-	This PI is discontinued from March 2021 and replaced with a new PI to record the number of Residential Planning Commitments.
Green 	HSLocal_11_BV64 No of private sector vacant dwellings that are returned into occupation or demolished	Years	34	33	28	25	Target Achieved.

Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Red 	HSLocal_21 Housing Service Complaints responded to within timescale	Years	91.6%	89.0%	88.2%	100%	In 2020/21, Housing received 119 complaints, of which 27 complaints were upheld (22.7%) and 22 were partially upheld (18.5%). It is expected that the new complaints system will improve the handling of complaints.
Amber 	HSLocal_29 Electrical compliancy	Years	97.3%	98.6%	98.2%	100%	No change in compliancy figure due to Covid restrictions.
Green 	HSLocal_31 No. of 5-year HMO Licences issued annually	Years	87.3%	95.3%	37	15	37 HMO licences issued. 2 were renewals.
Red  Page 96	HSLocal_40 Numbers of homeless households housed outside of the Borough in temporary accommodation	Years	-	-	64	0	New Indicator 2020/21. There has been a substantial increase in numbers previously in temporary accommodation further to the Covid-19 pandemic and the Government's former "Everyone In" requirement in 2020 alongside lockdown 3.0 and SWEP (Severe Weather Emergency Protocol) being actioned in the month of March 2021. The numbers in temporary accommodation in March 2021 was substantially lower than in the majority of months in 2020.
Green 	HSLocal_BM05 Reactive appointments made and kept	Years	96.7%	95.5%	97.8%	98%	10,931 out of 11,179 appointments were kept during 2020/21 (97.78%). Despite just being under target, the figure is 2% higher than 2019/20 despite the pressures of Covid-19 and the highest figure over the last 4 years. This is due to more accurate reporting methods.

Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Red 	HSTOP10_03a Average Relet Time - Independent Living (days)	Years	-	57	114	42	A total of 118 Independent Living Properties were let, a number of which have been long-term voids. The figure demonstrates that there is low demand for Independent Living accommodation. It is unclear at the present time what effect re-designation will have on this figure and performance.
Red  Page 97	HSTOP10_03b Average Relet Time - General Needs (days)	Years	-	27	37	20	There have been a total of 168 General Needs properties let, which is considerably lower than in previous years. In Q1, the Council were not able to carry out many lets due to the Covid-19 lockdown. Throughout the year the team have been faced with many different challenges which has had a significant impact on meeting the target. There have been delays with materials, staff and customers isolating and many other factors which have impacted on the figure. This has also led to an increase in the number of voids currently being managed by the service.
Amber 	HSTOP10_10 Tenancy Turnover	Years	7.20	7.76	7.38	7.00	Tenancy turnover remains consistent with previous years, despite the period in Q1 when people were unable to move due to Covid restrictions.
Red 	NI 155 Number of affordable homes delivered (gross)	Years	43	16	38	85	Preliminary data for 2020/21 shows 38 affordable were delivered.

Status	PI Code & Short Name	Data Collected	2018/19 Value	2019/20 Value	2020/21 Value	2020/21 Target	Notes
Green 	NI 159 Supply of ready to develop housing sites	Years	78.0%	100%	100%	100%	Adopting Part 2 Local Plan addresses the five-year housing land supply shortage. Sites allocated are expected to come forward for development within two years of the adoption of the Plan. There is regular dialogue with developers, house builders and external funding providers to unlock the more difficult to develop sites and these efforts are already showing signs of success.

Report of the Deputy Chief Executive

HOUSING DELIVERY PLAN UPDATE1. 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 - 9 properties have been purchased by the Council since 1/4/20 with 10 more in the programme for 2021/22.
- 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 3 sites (New Build bungalows, Beeston, Oakfield Road, Stapleford and Fishpond Cottage, Bramcote) is shown 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 a combined online/postal consultation survey took place last year (except for Barn Croft where the consultation was undertaken earlier this year) with local residents, the affected garage tenants and ward members. Appendix 2 includes a summary of the most recent consultation event at Barn Croft.
- 2.4 New Build Development on privately owned sites – The Council is working with a local house builder to build 30 new rented homes and 16 shared ownership units on an allocated housing site west of Coventry Lane, Bramcote. An outline planning application has been approved subject to the signing of a section 106 agreement. The contract to build the affordable housing for the Council will be subject to the approval of Finance and Resources Committee in July 2021.
- 2.5 Other New Build Opportunities – The Council is looking to purchase a private site for residential development in the south of the district - see Appendix 4 (not for publication).

3. Financial implications

- 3.1 These are set out in detail in Appendix 3.

Recommendation

Committee is asked to NOTE the report.

Background papers:

Nil

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

1) Bungalow site, Beeston

A development of two bungalows for rent was recently completed. The two bungalows will form part of the Council's stock.

2) Oakfield Road, Stapleford

The Council has received planning permission to build 5 one bedroom flats on the site for rent to ex-service personnel. The building contractor has been selected via a competitive tender process and construction has begun.

Projected Development Programme

Begin construction work	March 2021
Completion	November 2021

3) 51 Ilkeston Road, Bramcote (known as Fishpond/Farm Cottage)

51 Ilkeston Road is a Council owned 19th century detached property with a large garden that is currently vacant. It is situated next to a piece of open land that is not allocated as open space in the local plan.

A planning application has been submitted retaining the cottage and proposing the construction of 5 new homes for rent (2x1 bed flats, 2x3 bed houses and a 3-bedroom wheelchair adapted bungalow).

Projected Development Programme

Planning application to be considered by planning committee	May/June 2021
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Housing Delivery Plan Update Phase 1 New Build Sites (2020 - 2022)

A number of garage sites have been identified for development between 2020 and 2022 as per Phase 1 of the approved housing delivery plan. The following 5 sites have been progressed to date;

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

An online consultation event with local residents and garage tenants was undertaken in November & December 2020 for 4 of these sites and committee were updated with the results back in February 2021.

A consultation event for the Barn Croft garage site was carried out earlier this year.

Results of the Barn Croft Survey

9 questionnaires were returned by post or completed online for the site. The results of the survey identified that;

Site	Do you support the housing proposal?	Do you support the proposed housing mix?
Barn Croft, Chilwell	Yes – 44.5% No – 55.5%	Yes – 44.5% No – 55.5%

Additional relevant comments from the survey (abridged)

a) Housing in the area is dense enough without this, b) Support the scheme as housing is better than garages, c) The site will be overcrowded, d) It will impact on the privacy of existing homes, e) Garages are used as people don't have drives, f) Garages are underused and can attract ASB, new housing will have a positive impact, g) too many homes in a small area, h) a better proposal would be to demolish the Inham Nook pub site and redevelop that, i) object strongly to the loss of the green space and the garages, j) concern over loss of our existing vehicular access rights and the cost of having to provide a new drive/dropped kerb to our property, k) the site is too small for the housing proposed and further detail of the plans are required, the construction will be very disruptive, l) concern over the loss of the green area which is used by families/children.

Next steps

The layout plans and initial proposal for all 5 sites will be reviewed by the architect and Council officers following the consultation events. Subject to further feasibility work and detailed site surveys planning applications will be submitted later this year following consultation with the Chair of Housing.

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APPENDIX 3

Financial Implications

The capital programme for 2020/21 and 2021/22 includes the following Housing Delivery Plan related schemes:

	Budget 2020/21 £	Budget 2021/22 £
Purchase of Completed Housing/ Former Right to Buy Properties	2,090,100	1,400,000
New Build Bungalows (Beeston)	265,250	-
New Build Housing Feasibility Costs	120,000	200,000
New Build – Oakfield Road	85,000	680,000
New Build – Fishpond Cottage	-	550,000
New Build – Chilwell/Watnall Garage Sites	-	600,000
Housing Delivery Plan Officer Posts	56,400	188,000

Details of 2020/21 capital outturn (including on the schemes above) will be presented to Finance and Resources Committee on 8 July 2021 along with a request to carry forward unspent 2020/21 budgets into 2021/22 to fund schemes that have already been committed.

The New Build Bungalows in Beeston has been financed by a grant from the Better Care Fund. Expenditure on the other four schemes in the 2020/21 capital programme has been financed by capital receipts from the sale of council houses under the RTB initiative.

The £188,000 in the 2021/22 capital programme for Housing Delivery Plan Officer posts includes the cost of the Interim Housing Delivery Manager, a Housing Acquisitions Officer, a Legal Officer and a share of the cost of the Head of Asset Management post. It is presently anticipated that the £1,400,000 for the purchase of completed housing/former right to buy properties will be financed by borrowing with the other five schemes in the 2021/22 capital programme financed by capital receipts from the sale of council houses under the RTB initiative.

Any further schemes that require incorporating in the capital programme such as the proposed new build development on land west of Coventry Lane in Bramcote will be presented to the Finance and Resources Committee along with details of their intended financing for approval in due course.

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Report of the Deputy Chief Executive

NEW BUILD OAKFIELD ROAD, STAPLEFORD CONTRACT – UPDATE1. Purpose of report

To update members on the contract with Vaughandale Construction Limited for the construction of 5 highly energy efficient flats for the Housing Revenue Account at Oakfield Road, Stapleford.

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. Providing new build housing on HRA owned sites is a key component of the delivery plan to help ensure a minimum of 230 new social rented homes are provided over the next 10 years.

Planning permission was secured last year to build 5 one bedroom flats on the former garage site at Oakfield Road for ex-service personnel. An OJEU compliant tender exercise was undertaken in Autumn 2020. Following the tender, Broxtowe Borough Council entered into a building contract with the successful contractor (Vaughandale Construction Limited) in March 2021.

3. Financial implications

£765,000 has been allocated to this scheme in the 2020/21 & 2021/22 Housing Capital Programmes. It is presently anticipated that the capital cost of this scheme will be financed by capital receipts from the sale of council houses under the right to buy (RTB) initiative.

Recommendation

Committee is asked to NOTE the report.

Background papers:

Nil

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Report of the Executive 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.

8 September 2021	<ul style="list-style-type: none"> • Performance Management-Review of Business Plan Outturn • Housing Delivery update • Service Charges for General Needs • Repairs Review update • Repairs Policy • Tenure Policy • Discharge of Homeless duty into Private Rented Sector Policy
17 November 2021	<ul style="list-style-type: none"> • Performance Management – Review of Business Plan Progress • Housing Delivery update • Review of Housing Car Parks • Gas and Electrical Policies • Allocations Policy • Housing Recharge Policy • Decant Policy
09 February 2022	<ul style="list-style-type: none"> • Business Plans and Financial Estimates 2022/23 – 2024/25 – Housing • Housing Delivery update • Garage Management Policy • Right to Buy Policies • Alterations and Improvement Policy

<u>Recommendation</u>

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

Background papers

Nil

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