



Tuesday, 1 February 2022

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 9 February 2022 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:	T A Cullen (Chair)	H G Khaled MBE
	I L Tyler (Vice-Chair)	J W McGrath
	S A Bagshaw	J M Owen
	L A Ball BEM	J P T Parker
	J C Goold	H E Skinner
	D Grindell	E Williamson
	E Kerry	

AGENDA

1. APOLOGIES

To receive apologies and to be notified of the attendance 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 5 - 8)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 17 November 2021.

4. BUSINESS PLANS AND FINANCIAL ESTIMATES 2022/23 - 2024/25 (Pages 9 - 40)

To consider proposals for business plans, detailed revenue budget estimates for 2022/23; capital programme for 2022/23 to 2024/25; and proposed fees and charges for 2022/23 in respect of the Council's priority areas.

5. ALTERATIONS AND IMPROVEMENT POLICY (Pages 41 - 60)

To seek Committee approval for the reviewed policy for alterations and improvements to Council dwellings.

6. GARAGE MANAGEMENT POLICY (Pages 61 - 76)

To seek Committee approval for the reviewed Garage Management Policy.

7. RIGHT TO BUY POLICIES (Pages 77 - 120)

To seek Committee approval for two updated policies: Right to Buy Policy and Right of First Refusal and Discount Repayment Policy.

8. BROXTOWE MEDIATION PARTNERSHIP (Pages 121 - 126)

To update the Committee on the progress of the Broxtowe Mediation Partnership and seek Committee approval for its continuation.

9. SOUTH NOTTINGHAMSHIRE HOMELESSNESS AND ROUGH SLEEPING STRATEGY (Pages 127 - 188)

To seek Committee approval for the new South Nottinghamshire Homelessness and Rough Sleeping Strategy.

10. HOUSING DELIVERY PLAN UPDATE (Pages 189 - 196)

To update Committee on the work to deliver the Housing Delivery Plan.

11. HOUSEHOLD SUPPORT GRANT AND WELL FOR WORK (Pages 197 - 202)
To provide the group with information about the Household Support Grant and Well for Work.
12. HOUSING REPAIRS SERVICE REVIEW (Pages 203 - 206)
To update the Committee on progress of implementing the Housing Repairs Service Review.
13. 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.
14. HOUSING REPAIRS SERVICE REVIEW - APPENDIX 2 (Pages 207 - 214)
15. AIDS AND ADAPTATIONS CASE (Pages 215 - 218)

This page is intentionally left blank

HOUSING COMMITTEE

WEDNESDAY, 17 NOVEMBER 2021

Present: Councillor T A Cullen, Chair

Councillors: S J Carr (ex-officio)
D Grindell
E Kerry
H G Khaled MBE
H Land (substitute)
J W McGrath
J M Owen
P J Owen (substitute)
J P T Parker
D D Pringle (substitute)
H E Skinner
E Williamson
C M Tideswell (substitute)

Apologies for absence were received from Councillors B C Carr, S A Bagshaw, L A Ball BEM and J C Goold.

35 DECLARATIONS OF INTEREST

There were no declarations of interest.

36 MINUTES

The minutes of the meeting held on 8 September 2021 were confirmed and signed as a correct record.

37 HOUSING PERFORMANCE GROUP MINUTES - 2 NOVEMBER 2021

The Committee noted the minutes of the Housing Performance Group held on 2 November 2021.

38 GAS AND ELECTRICAL POLICIES

The Committee considered the proposed changes to the gas servicing and electrical safety policies.

The gas policy sets out how Broxtowe Borough Council would manage its gas servicing requirements and comply with the regulatory framework. The electrical policy identifies how electrical installations would be tested to meet current statutory requirements. Both policies have been reviewed by Morgan Lambert, the Council's external auditors for gas and electrical work.

RESOLVED that the revised Gas and Electrical Policies be approved.

39 DECANT POLICY

The Committee considered the Decant Policy.

The Council makes all reasonable attempts to allow tenants to remain in their homes while repairs or routine maintenance takes place in properties. On rare occasions, it is not possible and it is necessary to move tenants out of their properties, usually temporarily, while necessary repairs or maintenance takes place.

The Council aims to avoid tenants from incurring unnecessary household costs as a result of decants and the policy details the assistance that the Council was able to provide in accordance with its statutory responsibilities.

RESOLVED that the amended Decant Policy be approved.

40 REVIEW OF ALLOCATIONS POLICY

The Committee considered proposed amendments to the Allocations Policy.

The Allocations Policy outlines the method in which housing applicants on the waiting list are assessed, who is eligible, how they are prioritised and how properties are allocated.

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

41 LAND AROUND 51 ILKESTON ROAD, BRAMCOTE -FISHPOND COTTAGE

The Committee reviewed one of three options for the HRA owned site at 51 Ilkeston Road, Bramcote (also known as Fishpond Cottage).

An extensive consultation exercise was undertaken in late 2020 on a proposal to build 9 new homes including the demolition of the cottage. Following comments received from the consultation exercise, the layout plans and the initial proposal to demolish the cottage were revised. A planning application was submitted in February 2021 which kept the cottage and proposed 5 new build homes on the site consisting of 2 houses, 2 flats and an adapted 'wheelchair' house.

The planning application was approved by planning committee in June 2021. Ward members have subsequently approached the Council seeking revisions to the approved scheme due to the level of objections received from the local community.

An amendment to recommendation option 3, for a new application to be submitted for 2 adapted houses and 1 adapted bungalow was proposed by Councillor S Carr and seconded by Councillor Land. A recorded vote was proposed Councillor Carr and seconded by Councillor Land.

<u>For</u>	<u>Against</u>	<u>Abstention</u>
D Grindell	T Cullen	
H Land	E Kerry	
E Williamson	H G Khaled MBE	
	J W McGrath	
	J M Owen	
	P J Owen	
	J P T Parker	
	D Pringle	
	H E Skinner	
	C Tideswell	

On being put to the meeting the amendment was defeated.

Option 1 was proposed by Councillor T Cullen and seconded by Councillor H Skinner. A recorded vote was proposed Councillor T Cullen and seconded by Councillor H Skinner.

<u>For</u>	<u>Against</u>	<u>Abstention</u>
T Cullen	D Grindell	
E Kerry	H Land	
H G Khaled MBE	E Williamson	
J W McGrath		
J M Owen		
P J Owen		
J P T Parker		
D Pringle		
H E Skinner		
C Tideswell		

RESOLVED to proceed as per the current planning approval.

42 GENERAL NEEDS -COMMUNAL AREAS

Members considered the proposal to introduce new services for communal areas, including block cleaning and window cleaning.

Currently General Needs tenants were not charged for services provided, such as grounds maintenance and communal lighting. These are paid from the Housing Revenue Account (HRA). There are also services which were not currently provided, which many landlords would routinely provide. This includes block cleaning and window cleaning. Currently tenants were jointly responsible for cleaning communal areas on their schemes. This leads to variations on the standard of the blocks and an unfair expectation on tenants.

All services that are proposed as part of the service charge will be eligible for Housing Benefit and the rent element of Universal Credit.

RESOLVED that communal block and window cleaning is introduced in General Needs Accommodation.

Councillors D Grindell, E Kerry, H Khaled MBE J W McGrath, J M Owen, P J Owen, J P T Parker, D Pringle and C Tideswell wished to have their votes of abstention recorded.

43 HOUSING DELIVERY PLAN UPDATE

The Committee noted the work to deliver the Housing Delivery Plan.

44 PERFORMANCE MANAGEMENT - REVIEW OF BUSINESS PLAN PROGRESS - HOUSING

The Committee noted the performance and progress made in achieving the actions in the Housing Business Plan 2021-2024.

45 WORK PROGRAMME

Members considered the Work Programme.

RESOLVED that the Work Programme be approved.

46 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Schedule 12A of the Act.

47 RENT TO MORTGAGE PROPERTY ACQUISITION

RESOLVED to allow the occupiers of the property to remain in occupation following the property acquisition.

Joint Report of the Chief Executive and the Deputy Chief Executive

BUSINESS PLANS AND FINANCIAL ESTIMATES 2022/23 - 2024/251. Purpose of report

To consider proposals for business plans, detailed revenue budget estimates for 2022/23; capital programme for 2022/23 to 2024/25; and proposed fees and charges for 2022/23 in respect of the Council's priority areas.

2. Detail

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

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

An extract of the proposed Housing Business Plan is provided in appendix 1b. The extract includes relevant critical success indicators (CSI), key performance indicators (KPI) and key tasks and priorities for improvement (actions) for approval by Members.

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

Following consideration by the respective Committees, a summary of the estimates, including any changes recommended, will be presented to the Finance and Resources Committee on 10 February 2022 for consideration and recommendation to Full Council on 2 March 2022.

Recommendations

1. **The Committee is asked to RESOLVE that the Housing Business Plan be approved.**
2. **The Committee is asked to RECOMMEND that the Finance and Resources Committee recommends to Council that the following be approved:**
 - a) **The detailed revenue budget estimates for 2022/23 (base) including any revenue development submissions.**
 - b) **The capital programme for 2022/23 to 2024/25.**
3. **The Committee is asked to NOTE the fees and charges for 2022/23.**

Background papers – Nil

APPENDIX 1**Introduction**

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

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

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

Within the Business Plan there are some key tasks which can be met from existing resources or which relate to policy preparation. These are not included in the key spending proposals detailed in the appendices. Any planned activities which will have a financial implication either by increasing costs or reducing income are identified in the budget papers.

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

All of these items will be the subject of further reports throughout 2022/23 as further information and resources become available, thus ensuring that the service and financial planning framework is a fluid process.

Business Planning

As part of the Council's performance management framework, it is the responsibility of each Committee to consider its business plans prior to recommendations being made to Council. The purpose of the plans is twofold. Firstly, they establish the linkage between the Council's high-level objectives and the strategies and aims of the respective services, and secondly, they outline the services' proposals for meeting those aims and objectives.

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

Financial Background

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

The revenue budgets show the 2021/22 revised estimate as of December 2021 and the 2022/23 base estimate for the areas encompassed by the relevant business plans. The base estimate figures generally reflect the same level of service as in the current year with a few exceptions.

The following are included in the 2022/23 base figures in this report:

- a) Allowance for certain inflationary pressures including the pay award and cost of utilities. These allowances are guided by the best indications available at the time.
- b) Anticipated additional income within the General Fund and the Housing Revenue Account (HRA) arising from the review of fees and charges.
- c) The revenue effects of the 2022-2025 capital programme including the cost of any new borrowing to support the capital programme.
- d) Any revenue developments.

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

- Employee Expenses – salaries and wages; employer’s national insurance and pensions contributions
- Premises Related Expenses – repairs, alterations and maintenance of buildings, fixed plant and grounds; energy costs; rents; national non-domestic rates; water charges; fixtures and fittings; cleaning and domestic supplies.
- Transport Related Expenses – direct transport costs; recharge of pooled transport costs; travelling allowances
- Supplies and Services – equipment, furniture and materials; clothing, uniforms and laundry; printing, stationery and general; office expenses; postages; telephones; insurances; grants and subscriptions; miscellaneous expenses
- Third Party Payments – other local authorities; private contractors; charges from trading services
- Transfer Payments – Housing and Council Tax Benefits
- Central, Departmental and Technical Support Services - administrative buildings expenses; central departmental support; departmental administration
- Capital Financing Costs – operating lease charges; asset register charges

FRAMEWORK FOR BUSINESS PLANNING

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

Vision

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

Priorities

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

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

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

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

Ready for change: *innovation and readiness for change*

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

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

Transparent: *integrity and professional competence.*

Objectives

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

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

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

Appendix 1b

HOUSING BUSINESS PLAN 2022–2025Introduction

An extract of the proposed Housing Business Plan is provided below includes the relevant critical success indicators (CSI), key performance indicators (KPI) and the key tasks and priorities for improvement (actions) that are required to be approved by this Committee.

In an attempt to streamline the reporting process, the extract does not include the regular information and data relating to:

- published strategy and policy documents supporting the delivery of priorities and objectives;
- service level objectives;
- contextual baseline service data;
- management performance indicators (MPI); and
- Table of Financial Costs linked to Key Tasks [include or not]
- summary of key risks.

This information will be added to the extract below and included in the full Business Plan that will be published on the Council's website in advance of the financial year.

Background

The Business Plan details the projects and activity undertaken in support of the Corporate Plan priority of **Housing**.

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 the Corporate Plan are realistic and achievable.

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

Business Plan – Performance Indicators and Key Tasks for Improvement

The critical success indicators (CSI), key performance indicators (KPI) and the key tasks and priorities for improvement (actions) are considered in detail below for approval.

MEASURES OF PERFORMANCE AND SERVICE DATA

CRITICAL SUCCESS INDICATORS (CSI)

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

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Net additional homes provided (NI154)	302	236	267	430	430	430	Head of Planning and Economic Development
New Council houses built or acquired (HSLocal_39)	-	-	11	23	23	23	Housing Delivery Manager During 2020/21, the Council acquired 9 properties, consisting of 4 x 2-bed properties; 4 x 3-bed properties and 1 x 4-bed property. The Council has also built two dementia friendly bungalows.
Overall satisfaction with the service provided (HSTOP_01)	95%	89%	80%	90%	89%	90%	Head of Housing Satisfaction levels have decreased, target to increase back to 2019/20 levels
Gas safety (HSTOP_02)	99.9%	99.9%	99.2%	100%	100%	100%	Housing Repairs and Compliance Manager
Rent collected as a percentage of the rent owed (BV66a)	99.9%	99.8%	102.8%	99%	99%	99%	Income and Housing Manager Although performance has been above target, is expected to decrease due to increased challenges such as Universal Credit and increase in household bills for tenants

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted (HSLocal_42)	-	-	-	70%	70%	70%	Housing Operations Manager

KEY PERFORMANCE INDICATORS (KPI)

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

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
Supply of ready to develop housing sites (NI159)	78%	100%	100%	100%	100%	100%	Head of Planning and Economic Development
No. of Residential Planning Commitments (DSData_20)	-	834	834	950	950	950	Head of Planning and Economic Development 2019/20 is baseline year. Number of residential units approved through planning permissions.
No. of homeless households housed outside of the Borough in temporary accommodation, over 7 days (HSLocal_40)	-	-	64	0	0	0	Housing Operations Manager Wording amended to reflect that households may stay in accommodation outside the borough if they present outside of office hours and for triage of circumstances before they move to suitable temporary accommodation.
No. of affordable homes	43	16	38	85	85	85	Head of Planning and Economic

Indicator Description (Pentana Code)	Achieved 2018/19	Achieved 2019/20	Achieved 2020/21	Target 2021/22	Target 2022/23	Future Years	Indicator Owner and Comments (incl. benchmarking)
provided (NI 155)							Development
Average Relet Time – General Needs (HSTOP_03)	-	27 days	37 days	20 days	20 days	20 days	Housing Operations Manager
Average Relet Time – Independent Living (HSLocal_03a)	-	57 days	114 days	40 days	40 days	40 days	Housing Operations Manager
Reactive repairs - appointments kept (HSLocal_BM05)	97%	96%	98%	98%	98%	98%	Housing Repairs and Compliance Manager
Electrical compliancy (HSLocal_29)	97%	99%	98%	100%	100%	100%	Housing Repairs and Compliance Manager
Identify five Private Sector dwellings to implement plan to return into occupation or demolish (HSLocal_11)	33	28	6	25	5	5	Chief Environmental Health Officer Performance Measure redefined to reflect the work undertaken. Baseline will be 2022/23.

KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2021/22 – 2023/24 INCLUDING COMMERCIAL ACTIVITIES

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Implement 10 year housing new build delivery plan HS1922_02	Add to the social housing stock Produce affordable homes to rent	Partnerships with Registered Housing Providers and external consultants	Housing Delivery Manager December 2029	To be achieved through combination of use of capital receipts and commuted sums
Implement Housing Strategy HS2023_02	Improve housing services	All partners and stakeholders	Head of Housing March 2023	Majority of actions to be achieved through existing budgets, where additional budget of resources are required then separate actions will be included in the Business Plan.
Implement Asset Management Strategy HS2124_02	Plan to fully utilise assets held within the Housing Revenue Account	Current external contractors	Head of Asset Management and Development December 2023	Based on information from recent stock condition survey
Implement a scheme to make affordable furniture and white goods available to tenants HS2225_01 (New)	Reduction in poverty and people living in unfurnished accommodation	To be procured through framework	Income and Housing Manager September 2022	Cost is recharged to tenant as a service charge, and is HB and UC eligible for tenants that claim benefits. Minimal additional administration, which can be undertaken using existing resources.
Pilot solar panelled scooter stores at Independent Living Schemes HS2225_02 (New)	Support tenants to be independent Use of energy efficient technology	To be procured through framework	Income and Housing Manager September 2022	Previously budget has been spent on providing permanent brick structures. Initial Capital cost is similar, but stores can be moved between sites when required and lower ongoing maintenance costs

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Implement new and clearer rent statements and annual rent increase letters HS2225_03 (New)	Provide information in format that is easier to understand Reduction in calls to clarify information provided	Design and Print service available from a number of providers. Also consider in-house design.	Income and Housing Manager December 2022	Current contract costs £15k per year. Expect cheaper solution is available.
Update lease for all leaseholders HS2225_04 (New)	Ensure lease contains all clauses required Manage sub-letting more effectively Manage improvement works more effectively, particularly in regards to fire safety	External legal advice will be required	Head of Housing March 2023	Cost of legal advice and consultation.
Implement new processes and procedures for recharges HS2225_05 (New)	Increase income to the HRA	Work is completed in-house	Housing Repairs and Compliance Manager March 2023	Estimate £20k income
Implement Grenfell Response actions HS2225_06 (New)	Ensure the safety of our residents	To be monitored through Grenfell Response meetings	Head of Housing Head of Asset Management and Development	As new specifications and guidance is introduced likely to be additional work required.

Action (Pentana Code)	Targeted Outcome	Partnership / Procurement Arrangement	Officers Responsible / Target Date	Budget Implications / Efficiencies / Other comments
Implement South Nottinghamshire Homelessness and Rough Sleeper Strategy Action Plan HS2225_07 (New)	Prevent homelessness and rough sleeping Offer support to those who experience homelessness	Partnership with Gedling and Rushcliffe Partnership with CAB and Broxtowe Youth Homelessness Partnership with commissioned services through Nottinghamshire County Council or through the Rough Sleeper Initiative (RSI)	Housing Operations Manager March 2027	Ring-fenced grant is received to provide statutory services to homeless people All actions included in the strategy can be delivered within the grant available.
Introduce a Customer Portal HS2225_08 (New)	Meet the requirements of the White Papers Provide customers with access to housing services	May be external solution or provided using currently available functionality used by other departments	Head of Housing March 2023	The implementation of a Customer Portal is a White Paper requirement. Currently no details of what needs to be included, so cost is an estimate. Initial cost of portal could be offset by reduction in printing and postage costs, especially quarterly rent statements. If a third of tenants opted to view their statements on the portal this could save £1k per quarter.

LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Priority leaders should ensure that key tasks and priorities (including commercial activities) that have a financial implication are included in the analysis below.

Revenue and Capital Budget Implications/Efficiencies Generated	Pentana Action Code	2022/23 Budget £	2023/24 Budget £	2024/25 Budget £
Budget Implications				
Schedule of rates/Datastox improvements	HS2023_01	0	0	0
Solar panelled scooter stores (Capital)	HS2225_02			
Customer portal	HS2225_08	(est) 5,000	0	0
Efficiencies Generated				
Rent statements – quarterly and annual	HS2225_03	(4,000)	(4,000)	(4,000)
New business/increased income				
Increased income from recharges	HS2225_05	20,000	20,000	20,000
Net Change in Revenue Budgets		21,000	16,000	16,000

APPENDIX 2a (i)

GENERAL FUND HOUSING PORTFOLIO – REVENUE BUDGETS

Cost Centre	Revised Estimate 2021/22 £	Base Budget 2022/23 £
Hostel Accommodation	(25,389)	(24,590)
Homelessness (GF)	472,476	510,400
Housing Strategy	84,740	98,620
Lifeline and Miscellaneous Housing (GF)	(66,532)	(82,480)
	465,295	501,950

Classification	2021/22 £	2022/23 £
Employees	273,558	325,480
Premises	72,420	69,420
Transport	400	400
Supplies & Services	536,555	623,090
Central Support Recharges	48,998	63,700
Income	(466,636)	(580,140)
	465,295	501,950

The changes in the 2022/23 base budget for total net expenditure when compared with the 2021/22 revised estimate is primarily a consequence of the following items:

Service Area	Change (£)
Homelessness –	
<ul style="list-style-type: none"> Increase in employee costs to include pay awards, increments and an increase in National Insurance employer contributions. 	51,900
<ul style="list-style-type: none"> A reduction in the recharge from the HRA for supervision of the Homelessness function plus other recharge adjustments 	(12,400)
Housing Strategy – The HRA cost centre Housing Strategy & Performance charges 15% of budget directly to this GF Housing Strategy Cost centre for services provided, an increase in the base budget for Housing Strategy has led to an increase in this recharge.	13,880
Lifeline and Miscellaneous Housing (GF) – Anticipated additional income arising from of fees and charges review and further marketing of lifeline as per the Business Strategy agreed by Finance and Resources Committee in October 2021.	(11,000)

This page is intentionally left blank

APPENDIX 2a (ii)

HOUSING REVENUE ACCOUNT

Cost Centre	Revised Estimate 2021/22 £	Base Budget 2022/23 £
Repairs & Maintenance	3,402,680	3,843,630
Supervision & Management	2,917,799	2,931,420
Special Services	2,068,479	2,098,100
Rents, Rates, Taxes & Other Charges	120,930	146,270
Depreciation & Impairment of Fixed Assets	4,211,000	4,332,000
Increase/Decrease in Impairment of Debtors	135,000	135,000
Contingency	0	0
Total Expenditure	12,855,888	13,486,420
Dwelling Rents (Gross)	(15,268,290)	(15,683,650)
Non-dwelling Rents (Gross)	(272,260)	(273,500)
Tenants' Charges for Services & Facilities	(794,300)	(823,450)
Leaseholders' Charges for Services & Facilities	(65,510)	(67,650)
Other Charges for Services & Facilities	(20,500)	(25,500)
Contributions Towards Expenditure	0	0
Total Income	(16,420,860)	(16,873,750)
Net Cost of Services	(3,564,972)	(3,387,330)
HRA services' share of Corporate/Democratic Core	406,840	415,690
HRA share of interest payable and similar charges including amortisation of premiums and discounts	2,394,890	2,669,790
HRA Investment Income	(125,720)	(92,240)
(Surplus)/Deficit for the Year on the HRA Income and Expenditure Statement	(888,962)	(394,090)
Capital expenditure funded by the HRA	3,851,500	1,786,300
(Increase)/Decrease in the HRA Balance	2,962,538	1,392,210
HRA Opening Balance	(5,925,810)	(2,963,272)
HRA Closing Balance	(2,963,272)	(1,571,062)

The changes in the 2022/23 base budget for the decrease in the HRA balance when compared with the 2021/22 revised estimate is primarily a consequence of the following items:

Service Area	Change (£)
Changes in employee related costs including: <ul style="list-style-type: none"> • The impact of the anticipated pay awards in 2021/22 and 2022/23 that are still to be agreed, currently estimated at 2% in each year. • A planned increase in employers' National Insurance contributions from April 2022. • The impact of salary increments within pay scales. 	198,769
Reduction in premises related expenditure: <ul style="list-style-type: none"> • Budget decrease on the Internal Decoration Scheme to reflect current levels of spending. A new scheme introduced based upon a contract and painting packs rather than vouchers being issued • Other net variances, including uplift in contract costs 	(13,000) 3,880
Increase in costs associated with travelling expenses and providing transport to Housing	2,010
Changes in supplies and services costs: <ul style="list-style-type: none"> • Net increase in repairs and maintenance costs (materials and direct stores and sub-contractors) which includes 15% inflationary uplift in prices and an increase in use of sub-contractors pending an examination of an in-house solution for Void properties. • Increase in direct software charges, which now includes rent texting module as part of rent system package. • Telephones and mobile phone costs re-introduced as a direct charge (rather than part of the ICT recharge • Change to provision of Tenant's Contents Insurance Scheme which will be provided directly by the insurer. The reduction in premiums paid to nil will be offset by a reduction in premiums collected to nil. • Other net variances, including uplift in contract costs 	204,525 6,715 24,450 (47,000) 3,004
Third party payments relating to an increase in Grounds Maintenance charges. These charges include maintaining HRA non-residential land, land at Independent Living accommodation sites and maintaining elderly residents' gardens.	30,965

Service Area	Change (£)
Reassessment of charges from the HRA to the General Fund – an increase in income to the HRA	(13,703)
A net increase in recharges for services from the General Fund to the HRA for costs including ICT Services, Finance, Legal, Human Resources, Health and Safety, Property Administration, Asset Management, Mechanics, Payroll, Creditors, Debtors, Support Services and Internal Audit.	83,577
Total increase in Service Expenditure (Repairs and Maintenance, Supervision and Management and Special Services)	484,192
Rent, Rates, Taxes and Other charges <ul style="list-style-type: none"> Increase in Council Tax charges. These are incurred by the Council when properties are void. 	25,340
Depreciation/Impairment of Fixed Assets – Increased estimate	121,000
Total increase in Expenditure	630,532
An increase in Housing Rent (Dwelling) income based upon: <ul style="list-style-type: none"> Projected opening stock of 4,380 properties plus 10 purchased properties, less 30 estimated Right to Buy sales equals projected closing stock 4,360 properties. Impact of rent increase based upon CPI (3.1%) +1% = 4.1% Less projected void loss of £436,730 Less income relating to properties owned by the General Fund. See narrative after this table for further information	(415,360)
A reduction in garage rent income (Non-dwelling rents) based upon: <ul style="list-style-type: none"> Projected opening stock 828 garages (692 units to let) less 72 demolitions equals the projected closing stock 756. Increase of charges of 4.5% from April 2022. Overall slight increase in garage rent income. See narrative after this table for further information	(1,240)

Service Area	Change (£)
An increase in Support Charges (Tenants Charges for Services):	
<ul style="list-style-type: none"> Four new level of charges increasing the total amount chargeable. The Housing Committee on 18 November 2020 outlined the re-designation of some Independent Living Properties to General Needs therefore some support charges will be no longer chargeable. It is difficult to assess but of those highlighted in the report 25% are considered to move to General Need properties. 	
<ul style="list-style-type: none"> Less projected void loss of £47,979 	(66,570)
<ul style="list-style-type: none"> Reduced income from change in provision of Tenant's Contents Insurance Scheme which will be provided directly by the insurer. The reduction in premiums paid to nil will be offset by a reduction in premiums collected to nil. 	47,420
<ul style="list-style-type: none"> Projected income from rechargeable works on relet properties 	(10,000)
Increase in Leaseholder Charges based upon provided figures.	(2,140)
Increase in Other Charges for Services and Facilities	
<ul style="list-style-type: none"> Projected income from rechargeable works on repairs 	(5,000)
Total increase in Income	(452,890)
Increase in Democratic Core and Corporate Administration Costs	8,850
Increase in HRA share of interest payable and similar charges including amortisation of premiums and discounts	274,900
A decrease in HRA share of investment income received by the Council	33,480
A decrease in HRA capital expenditure to be financed by direct revenue contributions from the HRA. (Note: 2021/22 revised estimate includes £1,693,200 of Direct Revenue Financing as part of the schemes carried forward from the 2020/21 Capital Programme)	(2,065,200)
Overall increase/(decrease) in net expenditure compared to 2021/22 revised estimate	(1,570,328)

Supplementary Comments to the Housing Revenue Account Budget

1. Special Services includes all costs associated with providing Independent Living Accommodation. These services are shared with tenants within Independent Living sites. Special Services also includes the costs of providing a grounds maintenance service to elderly tenants within the general housing stock.
2. There have previously been movements within the Council with some support functions combining and new services being established separately. A further review of allocation of costs will be required once the changes have embedded. This may change the allocation of recharges at the outturn position.
3. A further review of the allocation of costs between the three main headings will be undertaken against the Service Expenditure Reporting Code of Practice (SERCOP) as part of refining the process in preparation for the 2023/24 budget process.

Housing Rents and Associated Income

4. The 2021/22 housing rents were charged over a 48-week period, which is similarly the case for 2022/23. Due to the current economic conditions the CPI rate (rent policy is for charges to increase by September CPI plus 1%) the rate has increased to 4.1%. The amount of lost rent due to properties being empty has been provided in line with current performance.

Non dwelling (Garage Rents) Income

5. Some garage sites are currently being considered as sites for new build housing development. The process involved is complex and an effective date is difficult to determine for when garages would be demolished and new properties available for let. As this project develops, a re-assessment of garage income will need to be undertaken as part of financial project assessment.

Housing Revenue Account Business Plan

6. An element of the annual HRA Capital Programme is financed by direct revenue contributions from the HRA. The revised estimate for 2021/22 includes £1,693,200 of Direct Revenue Financing (DRF) for schemes carried forward from the outstanding 2020/21 Capital Programme. Whilst the budget figures above include a total revised estimate of £3,851,500 for DRF in 2021/22, this is unlikely to be fully committed given the anticipated slippage on the capital programme.
7. The HRA Business Plan is currently being updated. The projected balance as at the end of 2022/23 is £1,571,062. The Council has set its minimum balance as £1,000,000. A review of current housing delivery and financing of the capital programme is being undertaken in order that the housing function can operate without breaching the minimum balance requirement.

This page is intentionally left blank

APPENDIX 2b

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost	2022/23	2023/24	2024/25	Net Revenue Costs in 2022/23	Full Year Revenue Effect of (6)	Net Effect of (5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
<u>GENERAL FUND HOUSING</u>										
1.	Disabled Facilities Grants	Ongoing		2,195,550	731,850	731,850	731,850			
	Grants			198,000	66,000	66,000	66,000			
	Capital Salaries									
				2,393,550	797,850	797,850	797,850	0	0	0
TOTAL GENERAL FUND HOUSING				2,393,550	797,850	797,850	797,850	0	0	0
<u>HOUSING REVENUE ACCOUNT</u>										
2.	Heating Replacement/Energy Efficiency Works	Ongoing		3,000,000	1,000,000	1,000,000	1,000,000			
	Capital Salaries			180,000	60,000	60,000	60,000			
				3,180,000	1,060,000	1,060,000	1,060,000	0	0	0
3.	Aids and Adaptations - Disabled Persons Works	Ongoing		1,155,000	385,000	385,000	385,000			
	Capital Salaries			120,000	40,000	40,000	40,000			
				1,275,000	425,000	425,000	425,000	0	0	0
4.	Housing Modernisation Programme Works	Ongoing		6,000,000	2,000,000	2,000,000	2,000,000			
	Capital Salaries			360,000	120,000	120,000	120,000			
				6,360,000	2,120,000	2,120,000	2,120,000	0	0	0

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost	2022/23	2023/24	2024/25	Net Revenue Costs in 2022/23	Full Year Revenue Effect of (6)	Net Effect of (5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
5.	Major Relets Works	Ongoing		420,000	140,000	140,000	140,000			
	Capital Salaries			30,000	10,000	10,000	10,000			
				450,000	150,000	150,000	150,000	0	0	0
6.	Window and Door Replacement Works	Ongoing		900,000	300,000	300,000	300,000			
	Capital Salaries			54,000	18,000	18,000	18,000			
				954,000	318,000	318,000	318,000	0	0	0
7.	External Pre-Paint Repairs, Soffit Fascia Renewal and Redecoration Programme Works	Ongoing		1,100,000	400,000	350,000	350,000			
	Capital Salaries			66,000	24,000	21,000	21,000			
				1,166,000	424,000	371,000	371,000	0	0	0
8.	Electrical Periodic Improvement Works Works	Ongoing		1,100,000	400,000	400,000	300,000			
	Capital Salaries			72,000	24,000	24,000	24,000			
				1,172,000	424,000	424,000	324,000	0	0	0
9.	External Works- Paths, Paving and Hard Standings Works	Ongoing		540,000	210,000	180,000	150,000			
	Capital Salaries			32,400	12,600	10,800	9,000			
				572,400	222,600	190,800	159,000	0	0	0

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost	2022/23	2023/24	2024/25	Net Revenue Costs in 2022/23	Full Year Revenue Effect of (6)	Net Effect of (5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
10.	Fire Safety Assessment/Remedial Works	Ongoing		1,050,000	350,000	350,000	350,000			
	Capital Salaries			63,000	21,000	21,000	21,000			
				1,113,000	371,000	371,000	371,000	0	0	0
11.	Structural Remedial Repairs	Ongoing		200,000	100,000	50,000	50,000			
	Capital Salaries			12,500	5,000	3,750	3,750			
				212,500	105,000	53,750	53,750	0	0	0
12.	Asbestos Surveys and Remedial Works	Ongoing		300,000	100,000	100,000	100,000			
	Capital Salaries			18,000	6,000	6,000	6,000			
				318,000	106,000	106,000	106,000	0	0	0
13	Garage Refurbishment	Ongoing		690,000	230,000	230,000	230,000			
	Capital Salaries			41,400	13,800	13,800	13,800			
				731,400	243,800	243,800	243,800	0	0	0
14.	Acquisition of Properties	Apr 22	Mar 25	4,200,000	1,400,000	1,400,000	1,400,000			
	Acquisitions and Fees			4,200,000	1,400,000	1,400,000	1,400,000	0	0	0

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost	2022/23	2023/24	2024/25	Net Revenue Costs in 2022/23	Full Year Revenue Effect of (6)	Net Effect of (5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
15.	New Build – Feasibility Costs Works and Fees	Apr 22	Mar 24	400,000	200,000	200,000	0			
				400,000	200,000	200,000	0	0	0	0
16.	New Build – Fishpond Cottage Works and Fees	Apr 22	Mar 24	450,000	50,000	400,000	0			
				450,000	50,000	400,000	0	0	0	0
17.	New Build – Felton Close Works and Fees	Apr 22	Mar 24	800,000	400,000	400,000	0			
				800,000	400,000	400,000	0	0	0	0
18.	New Build – Selside Court Works and Fees	Apr 22	Mar 24	600,000	300,000	300,000	0			
				600,000	300,000	300,000	0	0	0	0
19.	New Build – Gayrigg Court Works and Fees	Apr 22	Mar 24	400,000	200,000	200,000	0			
				400,000	200,000	200,000	0	0	0	0
20.	New Build – Chilton Drive Works and Fees	Apr 22	Mar 24	400,000	100,000	300,000	0			
				400,000	100,000	300,000	0	0	0	0

HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost	2022/23	2023/24	2024/25	Net Revenue Costs in 2022/23	Full Year Revenue Effect of (6)	Net Effect of (5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
21.	New Build – Spring Close Works and Fees	Apr 22	Mar 24	400,000	100,000	300,000	0			
				400,000	100,000	300,000	0	0	0	0
22.	New Build – Inham Nook Works and Fees	Apr 22	Mar 24	3,000,000	1,100,000	1,900,000	0			
				3,000,000	1,100,000	1,900,000	0	0	0	0
23.	New Build – Land at Crematorium Works and Fees	Apr 22	Mar 25	3,500,000	1,000,000	2,500,000	2,500,000			
				3,500,000	1,000,000	2,500,000	2,500,000	0	0	0
24.	Housing Delivery Plan Officer Posts Capital Salaries	Apr 22	Mar 25	564,000	188,000	188,000	188,000			
				564,000	188,000	188,000	188,000	0	0	0
25.	Contingency Sum Works	Ongoing		81,000	27,000	27,000	27,000			
	Capital Salaries			2,700	900	900	900			
				83,700	27,900	27,900	27,900	0	0	0
	TOTAL HOUSING REVENUE ACCT			32,302,000	11,035,300	13,949,250	9,817,450	0	0	0

HOUSING CAPITAL PROGRAMME 2022/23Scheme
Number**GENERAL FUND HOUSING**1. Disabled Facilities Grants (£797,850)

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

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

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

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

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

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

This project will continue the essential programme of work to ensure our housing stock meets the Government's Decent Homes Standard and the Council's own housing standards. It is important to protect assets and provide good quality homes in line with corporate priorities. The work includes kitchens, bathrooms, electrical upgrades, roof replacements, safety improvements, communal work, and associated internal/external finishes. The data from the recently completed stock condition survey will be incorporated with existing data and used in the development of a new asset management plan.

5. Major Relets (£150,000)

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

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

The expenditure forms part of a programme targeting old external doors and any failing double-glazed windows. This will allow the Council to continue fitting high security composite doors and frames as well as new double glazed windows. Both items were high on the residents' list of priorities and will help with the commitment to community safety. New installations will also help improve the energy efficiency of properties. Fire doors will be fitted where required.

7. External Pre-Paint Repairs, Soffit and Fascia Renewal and Redecoration Programme (£424,000)

This budget will enable the programme of external painting and pre-paint repairs to the housing stock to continue on a rolling basis. The programme will target external components including soffits (including asbestos removal), fascia, fencing, gates, rain water goods, outhouses etc. that have deteriorated and are in need of repair or replacement. Existing retained painted surfaces will be redecorated including shared communal areas.

8. Electrical Periodic Improvement Works (£424,000)

This budget will assist with compliance with the Institute of Electrical Engineers (IEE) Wiring Regulations (18th Edition). This includes the regular testing of all fixed installations within the Council's housing stock (including communal areas). This will incorporate the replacement of consumer units in accordance with amendment 3 of the IIE's Wiring Regulations concerning fire safety. The opportunity will be taken to ensure that smoke detection meets the latest best practice including monitored systems.

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

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

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

The introduction of the Regulatory Reform (Fire Safety) Order 2005 included a mandatory requirement for housing providers to carry out a fire risk assessment on the communal areas of flats within the housing stock and rectify any deficiencies. Fire risk assessments of the Council's general housing stock are reviewed every two years. Fire risk assessments of the independent living stock are reviewed annually.

The risk assessments are carried out in accordance with the LACoRS guidance and they are currently under review with the Councils Health and Safety Officer. As part of the ongoing review the Council uses an accredited company to check

communal areas to both general housing and independent living schemes on an ongoing basis. The focus of this being on compartmentalisation of the structures, a key to fire safety of properties which include multiple dwellings and shared communal areas. The work also covers wider aspects of fire safety such as access and egress.

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

11. Structural Remedial Repairs (£105,000)

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

This budget will help to address such structural issues and ensure that the Council's housing stock continues to meet the Decent Homes Standard.

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

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

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

13. Garage Refurbishment (£243,800)

The Council owns over 800 garages that are rented out to Council tenants and private residents. Garage rents have increased in recent years. During a consultation with garage tenants a commitment was given to use some of the extra revenue generated to improve the condition of the garages. Some garages have been improved and others are highlighted for possible redevelopment as part of the garage strategy. This budget will enable the garage refurbishment and replacement programme to continue.

14. Acquisition of Properties (£1,400,000)

One of the work streams within the Housing Delivery Plan approved by the Housing Committee on 5 June 2019 is the acquisition of existing properties, particularly in the north of the borough, in accordance with identified need. This can include former right to buy properties where the Council has "first right of

refusal” if a property comes onto the market. This budget is intended to meet the cost of such acquisitions throughout the year.

15. New Build – Feasibility Costs (£200,000)

This budget is for feasibility costs in respect of new build housing schemes as set out in the Housing Delivery Plan.

Opportunities are now emerging to work with local house builders to develop a significant number of additional Council homes. Once suitable schemes have been identified and the required preparatory work has been completed, these schemes will be presented to the Finance and Resources Committee for consideration of their formal incorporation within the capital programme. In addition, a number of schemes to develop former garage schemes now need to progress to planning application stage. These require the commissioning of further work with construction consultants and solicitors in order to be progressed and this budget is intended to meet such costs.

16. New Build – Fishpond Cottage (£50,000)

This Housing Delivery Plan scheme would see the construction of five homes on the site. This will be a major scheme and cover two financial years (2022/23 and 2023/24) with additional expenditure of £350,000 anticipated in 2023/24.

17. New Build – Felton Close (£400,000)

This Housing Delivery Plan scheme would see the construction of four homes on the site following demolition of the garages (all of which is subject to planning permission). This scheme will cover two financial years (2022/23 and 2023/24) with additional expenditure of £400,000 anticipated in 2023/24.

18. New Build – Selside Court (£300,000)

This Housing Delivery Plan scheme would see the construction of three homes on the site following demolition of the garages (all of which is subject to planning permission). This scheme will cover two financial years (2022/23 and 2023/24) with additional expenditure of £300,000 anticipated in 2023/24.

19. New Build – Gayrigg Court (£200,000)

This Housing Delivery Plan scheme would see the construction of two homes on the site following demolition of the garages (all of which is subject to planning permission). This scheme will cover two financial years (2022/23 and 2023/24) with additional expenditure of £200,000 anticipated in 2023/24.

20. New Build – Chilton Drive (£100,000)

This Housing Delivery Plan scheme would see the construction of two homes on the site following demolition of the garages (all of which is subject to planning

permission). This scheme will cover two financial years (2022/23 and 2023/24) with additional expenditure of £300,000 anticipated in 2023/24.

21. New Build – Spring Close (£100,000)

This Housing Delivery Plan scheme would see the construction of two homes on the site following demolition of the garages (all of which is subject to planning permission). This scheme will cover two financial years (2022/23 and 2023/24) with additional expenditure of £300,000 anticipated in 2023/24.

22. New Build – Inham Nook (£1,100,000)

This Housing Delivery Plan scheme would see the construction of 15 homes on the combined pub and garage site following demolition of the pub and garages all of which is subject to planning permission. This will be a major scheme covering two financial years (2022/23 and 2023/24) with additional expenditure of circa £1.9m anticipated in 2023/24.

23. New Build – Land at Crematorium (£1,000,000)

This Housing Delivery Plan scheme would see the construction of 51 new homes on this section 106 site in Bramcote. This will be a major scheme (circa £8m) that is likely to cover four financial years from 2022/23 to 2025/26.

24. Housing Delivery Plan Officer Posts (£188,000)

This budget is to cover the costs of officers working directly on the Housing Delivery Plan. These include the interim Housing Delivery Manager, a Housing Acquisitions Officer, a post in Legal Services and part of the cost of the Head of Asset Management and Development.

25. Contingency Sum (£27,900)

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

APPENDIX 2c

HOUSING – REVIEW OF FEES, CHARGES AND ALLOWANCES

All fees and charges are quoted exclusive of VAT, which will be added where applicable.

Note: The following fees and charges have previously been agreed by Finance and Resources Committee on 9 December 2021.

	Present charge 2021/22 £	Proposed charge 2022/23 £
Lifeline - Charge per week	3.78	3.93
CPI (3.1%) + 1% = 4.1%		
Lifeline Plus - Charge per week	5.67	5.90
CPI (3.1%) + 1% = 4.1%		
Guest Room - Room per night (includes VAT)	24.00	24.00
Temporary Accommodation (Daily Charge)		
50/52/54/56 Nether Street	17.50	13.91
Knapp Avenue	17.50	16.27
Plowmans Court	17.50	18.49
Right to Buy Administration		
Provision of Historical Information	25.75	25.75
Management Charge		
Sheltered Housing Scheme – Level 4	13.28	13.82
Sheltered Housing Scheme – Level 3	12.78	13.30
Sheltered Housing Scheme – Level 2	12.28	12.78
Sheltered Housing Scheme – Level 1	10.61	11.05
CPI (3.1%) + 1% = 4.1%		
General Needs (Communal Areas)	n/a	1.50
Leasehold Management Charge	162.77	169.44
Decorating Allowances		
<i>Up to a maximum as indicated</i>		
Electrical Rewire 1/2 Bed Flat	125.00	up to 130.00
Electrical Rewire 2 Bed House	150.00	up to 160.00
Electrical Rewire 3 Bed House	180.00	up to 190.00
Electrical Rewire 4 Bed House	210.00	up to 220.00
Partial Rewire/Decoration 1/2 Bed Flat	up to 100.00	up to 110.00
Partial Rewire/Decoration 2 Bed House	up to 120.00	up to 130.00

	Present charge 2021/22 £	Proposed charge 2022/23 £
Partial Rewire/Decoration 3 Bed House	up to 150.00	up to 160.00
Partial Rewire/Decoration 4 Bed House	up to 170.00	up to 180.00
Heating Installation where back boiler removed	up to 40.00	up to 50.00
Plastering Repairs (per room depending upon extent of damage)	between 15.00 and 40.00	between 20.00 and 50.00
Rechargeable Repairs Invoices (Admin Fee)	n/a	10%
Resident Involvement Grants and Allowances		
Maximum start up grant for local tenant/leaseholder groups	160.00	160.00
Maximum training grant for tenants to attend approved courses	110.00	110.00
Maximum one off grant to local tenant/leaseholder groups for purchase of equipment	160.00	160.00
Maximum on-going grants for local tenant/leaseholder groups to match local fund raising £ for £ approved items	270.00	270.00
Travelling allowance rates for attendance at meetings, training sessions, seminars and conferences	Applicable casual car user allowances	Applicable casual car user allowances
Garages		
Garage tenant and leaseholder (per month)	39.24	40.85
Garage non tenant (per month)	47.09 including VAT	49.02 including VAT
	CPI (3.1%) + 1% = 4.1%	

Report of the Chief Executive

ALTERATIONS AND IMPROVEMENTS POLICY1. Purpose of report

To seek Committee approval for the reviewed policy for alterations and improvements to Council dwellings.

2. Background

The Housing Act gives tenants of different types varying rights to make alterations and improvements to their homes. Tenants must however request permission for any alterations and improvements so that the Council can ensure that works are carried out to the appropriate specification, in accordance with legal guidelines and completed by competent tradespeople.

The policy provides a framework for the types of alterations and improvements that are permissible by the Council and what additional measures or enquiries that tenants are required to undertake for works to be approved.

3. Detail

This policy outlines;

- How alterations and improvements are requested
- The types of tenancy and how they are affect the rights to make alterations and improvements
- How the Council considers alteration and improvement requests
- How the Council monitors alterations and improvement requests
- Alterations and improvements and their relationship with aids and adaptations
- How the Council will manage cases where alterations and improvements are made without first seeking permission
- How the Council will manage instances where properties are returned to the Council with alterations and improvements present
- To set out the principles for compensation for improvements, taking in to account statutory guidance.

An Equalities Impact Assessment is included as appendix 1 of the report. The Alterations and Improvements Policy is included as appendix 2. A table that summarises the changes made is appendix 3.

Recommendation

The Committee is asked to RESOLVE that the reviewed Alterations and Improvements Policy be approved.

Background papers: Nil

This page is intentionally left blank

APPENDIX 1

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:		Alterations and Improvements Policy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		Existing policy function	
<p>1. What are the aims and objectives of the policy or function?</p> <ul style="list-style-type: none"> • How alterations and improvements are requested • The types of tenancy and how they are affect the rights to make alterations and improvements • How the Council considers alteration and improvement requests • How the Council monitors alterations and improvement requests • Alterations and improvements and their relationship with aids and adaptations • How the Council will manage cases where alterations and improvements are made without first seeking permission • How the Council will manage instances where properties are returned to the Council with alterations and improvements present • To set out the principles for compensation for improvements, taking in to account statutory guidance. 			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The purpose of the policy is to provide a framework for tenants wishing to make alterations and improvements to their homes.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>All Council tenants could have a benefit depending on the requested works and the type of tenancy</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Tenants • Housing staff 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants request an alteration, these are recorded, investigated and responded to accordingly.</p>			

<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on Council records</p>
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>None. Alterations and improvements are part of the Housing Act and are carried out by tenants and the permission of the Council.</p>
<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</p> <p>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p>
<ul style="list-style-type: none"> • Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>Applicants must be over the age of 18 to hold a tenancy with the Council, so those younger than that are excluded from holding a tenancy but may be part of the household. This can be justified.</p>
<ul style="list-style-type: none"> • Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>Yes. Any tenant of the Council can request an alteration or improvement.</p>
<ul style="list-style-type: none"> • Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>None, the policy and decisions are made by Council officers.</p>
<ul style="list-style-type: none"> • Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> • What further evidence is needed to understand the impact on equality? <p>None</p>

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: Younger tenants in their first tenancy may require additional support to apply for permission to make an alteration or improvement to their property.

Disability: The Council requires that a tenant requests alterations and improvements in writing wherever possible. The Council will make reasonable adjustments or provisions who may not be able to fulfil this request.

Gender: 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.

Gender Reassignment: 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'

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

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. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified.

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:

RS Khan

This page is intentionally left blank



Alterations and Improvements Policy

Contents

1.0 Scope	3
2.0 Purpose	3
3.0 Aims and Objectives.....	3
4.0 Regulatory Code and Legal Framework.....	4
5.0 Policy Outline	4
5.1 Requests for Alterations and Improvements	4
5.2 Types of Tenancy and Alterations and Improvements	5
5.3 Considering the Requested Alteration or Improvement.....	5
5.4 Monitoring and Control of Alterations and Improvements.....	7
5.5 Alterations and Improvements Request and Aids and Adaptations.....	7
5.6 Alterations made by tenants without permission	8
5.7 Properties returned to the Council with Alterations or Improvements.....	8
5.8 Compensation for Improvements	8
6.0 Related Policies, Procedures and Guidelines	9
7.0 Review	9
8.0 Document History and Approval.....	9

1.0 Scope

The Alterations and Improvements Policy sets out the approach that Broxtowe Borough Council takes when a request is made from a tenant. Alterations and improvements are always made at the sole expense of the tenant and the tenant is responsible for carrying out the work themselves or appointing a suitable and competent tradesperson to undertake the work.

The policy only applies to Council properties and tenants and not leaseholders.

The policy does not cover the interior decoration of properties or minor DIY. It also does not cover any policies or regulations that specifically surround Planning or Building Control.

For the purpose of the policy, an alteration is defined as work that

- Alters, removes or replaces any of the existing fabric of the building, its grounds or boundaries
- Replaces a Broxtowe Borough Council fixture or fitting with one of the tenants own which is or a similar quality or standard as the original
- Permanently removes a Broxtowe Borough Council fixture or fitting

For the purpose of the policy, an improvement is defined as work that

- Replaces a fixture or fitting with a tenants own which is of a higher standard or quality
- Installs an item where there is currently not one present or is or a different type to the one installed
- Extends the floor area of the property in any way

2.0 Purpose

Tenants may wish to make alterations and improvements to their properties to make their homes more suitable for their needs and lifestyles.

The Policy provides a framework for how requests will be processed and the steps that the tenant and the Council should take when requesting or processing a request for an improvement.

3.0 Aims and Objectives

The aims and objectives of the policy are

- To clarify how alteration and improvements are requested

- The types of tenancy and how they affect the rights to make alterations and improvements.
- To explain how the Council considers alteration or improvement requests.
- To explain what measures the Council may take to monitor or control alterations and improvements.
- To clarify how alterations and improvements link to aids and adaptations
- The actions that Council will take when a tenant makes an alteration or improvement without seeking permission.
- To explain what considerations the Council will make when properties are returned with alterations and improvements present.
- To explain the process surrounding compensation for improvements

4.0 Regulatory Code and Legal Framework

The Landlord and Tenant Act 1985

The Housing Act 1985

The Housing Act 1996

Gas Safety (Installation and Use) Regulations 1998

Electrical Equipment (Safety) Regulations 1994

Control of Asbestos Regulations 2012

Health and Safety at Work Act 1974

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

5.0 Policy Outline

5.1 Requests for Alterations and Improvements

The Council requires that a tenant requests alterations and improvements in writing wherever possible. The Council will make reasonable adjustments or provisions who may not be able to fulfil this request.

The Housing Act 1985 S.97 (1) determines that it is a term of a secure tenancy that the tenant will not make any improvement without the written consent of the landlord.

The Council will make the decision on whether the information provided by the tenant is enough to make a determination on the alteration or improvement or whether any additional information is required from the tenant. If additional information is required from the tenant, the Council will request it from the tenant.

5.2 Types of Tenancy and Alterations and Improvements

Only Secure Tenants have the right to make alterations and improvements within the legislation.

Introductory Tenants do not have the same rights in accordance with their tenancy, however, the Council will consider requests from Introductory Tenants but may refuse alterations and improvements in certain circumstances, particularly those that are likely to cause significant changes to the property, such as;

- Where structural change is requested
- Works that change the size or composition of the property

5.3 Considering the Requested Alteration or Improvement

The Council will require full details of the alterations or improvements that are being requested, this may include drawings or other permissions from Planning or Building Control. Any costs that are incurred from making these enquiries will be met by the tenant requesting the works, even if the works are refused at any stage.

It may be necessary for relevant officers of the Council to carry out home visits to assess the works and consider the request.

The Council may request any additional information be provided before granting or refusing the request. The Council will do this in a timely manner. The tenant may be given a timescale to respond to the Council's enquiries.

Where significant works are being requested, the Council may request financial information from the tenant to provide reassurance that the works can be completed and that the Council will not be left with a significant liability if works are not completed satisfactorily.

Certain works will need to be completed by a competent tradesperson, such as any gas or electrical work. The Council will require details of the person completing the works, the exact detail and scope of the works and will request the appropriate certification be provided on completion of the works. The Council may take on the repair and maintenance responsibility for these works once completed and therefore may make special requirements on the detail and scope of works.

Any refusal from the tenant to cooperate with the Council in making its enquiries will lead to the refusal of the works.

Once the Council has all the information, the Council will respond to the alteration or improvement request to grant or refuse and it will do so in writing. The granting of a request will be subject to conditions set by the Council being met. These will be specified to the tenant in writing.

The Council will consider requests for alterations and improvements to aspects of the home where it is an existing component that the Council has a liability to maintain, such as

- The installation of a new kitchen or bathroom
- Redecoration of the outside of the home
- Any insulation related works
- Request to change any gas or electrical installations

The Council will consider requests to change the fabric of the building or property, such alterations may require planning or building control consents, such as

- Extensions
- Conservatories or lean-to
- Any outbuilding or shed of any kind or construction
- A driveway or car port
- Replacing fencing

Additionally, an alteration that has no negative effect on the composition or value of a property or the value its neighbouring properties are considered, for example

- Installation of a satellite dish subject to planning permission
- Installation of a water meter or an energy smart meter
- Installation of a water butt

The Council will not unreasonably refuse permission for an alteration or improvement. The criteria that the Council may refuse an alteration is as follows.

- It is likely to present to health and safety risk to those in occupation, those visiting or those living around the home
- That the alteration or improvement will change the use of the property, such as for running a business
- That the alteration or improvement will make a change to the property that will negatively affect the ability for the Council to let it in the future. Such as removing bedrooms

- The alteration is refused planning, building control or party wall approval
- That it removes amenities that Broxtowe Borough Council or partners have provided at the property to make the home suitable for an occupant or occupants with specific needs
- That it alters, exposes, encloses or partitions a communal area
- If the property is a new build and is within a warranty or guarantee period
- Where there is a preservation or conservation order in place that could be contravened by the alteration or improvement
- Where the alteration encroaches on another parties' land or on to land that is not owned by Broxtowe Borough Council

5.4 Monitoring and Control of Alterations and Improvements

In the case of significant alterations and improvements, particularly those that require structural change or a change to an installation within the property, such as to gas or electrical installations, the Council may request access to the property during the works to check the progress and to ascertain whether the works are within the scope of what has been given permission for.

Following the completion of the works, the tenant should notify the Council when requested to do so in order for the Council to assess the works and request any certification to be provided.

Tenants should work proactively to complete the works in a timely manner to minimise disruption to neighbours and to ensure that the property does not remain in an untidy condition for a lengthy period. If the Council considers that the works are taking too long and the Council does not receive appropriate assurances about completion and progress, the Council will consider taking tenancy enforcement action.

5.5 Alterations and Improvements Requests and Aids and Adaptations

The Asset Management and Development Service will look to facilitate aids and adaptations for those with mobility needs and will act in accordance with its Aids and Adaptations Policy when deciding whether the Council should carry out works or not.

5.6 Alterations made by tenants without permission

Where alterations or improvements are made without the permission of the Council, the Council will first consider whether it wishes to grant permission retrospectively.

This may be applicable to minor alterations and improvements, such as those referred to in 5.3 as not affecting the composition or value of a property, the Council should advise the tenant that they are in breach of their tenancy and do so in writing. However, the Council will confirm in writing that the works are granted retrospectively.

In situations where this is not possible, the Council will request that the property be put back to the condition it was before work started and the Council will confirm the works that are required to the tenant.

If the tenant does not cooperate with the Council's request, the Council will carry out the work on behalf of the tenant and a recharge will be raised for the full costs of doing so. The Council will also consider whether tenancy enforcement action is appropriate.

If the tenant does not cooperate and allow the Council to complete the works or obstructs the Council in completing the works, the Council may apply to the Court for an Injunction to gain access to the property and complete works and take tenancy enforcement action. The tenant will be recharged for all costs that are incurred by the Council. Possession action will also be considered against the tenant if considered proportionate to do so.

5.7 Properties returned to the Council with Alterations or Improvements

When a property is returned to the Council with alterations and improvements and it is required that they be removed before it is relet, the Council will check if the works carried out had permission. If the works did not have permission, the tenant will be recharged for the costs that the Council incurs in putting the property into a condition where it can be let.

If alterations or improvements can remain, the Council will make clear to the incoming tenants as part of their tenancy sign-up and specify within their tenancy agreement the works that are non-standard and therefore the Council may not be able to maintain or replace them if they should require repair or replacement.

5.8 Compensation for Improvements

The Housing Act 1985 S.99 gives secure tenants the right to compensation for certain improvements.

Claims for compensation must be made no more than 28 days before and no more than 14 days after end of the tenancy.

Tenants may be eligible for compensation if

- They are a secure tenant
- The works were carried out after the 1st April 1994
- That the works had the permission of the Council

Tenants who have moved by mutual exchange or who have transferred must make their claim at the time that they move.

Tenants who have gained the property as a result of a succession may be eligible, even if they did not carry out the improvement works.

Tenants who were assigned the property by an order of the Court from the tenant who carried out the improvement work may also qualify.

The Council will request that receipts of invoices are provided for the works completed that are being claimed for.

The method of calculation, the qualifying improvements and notional life of each qualifying improvements that is eligible for compensation is outlined in the Compensation for Improvements Procedure.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Alterations and Improvements Procedure
- Aids and Adaptations Policy
- Compensation for Improvements Procedure
- Repairs Policy
- Repairs procedures
- Tenancy Management Policy
- Tenure Policy
- Tenancy Agreement

7.0 Review

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

8.0 Document History and Approval

Date	Version	Committee Name
16/1/19	1.0	Housing Committee
9/2/22	2.0	Housing Committee

This page is intentionally left blank

APPENDIX 3

Alterations and Improvement Policy Section	Suggested Change	Reason for Change
Suggested Change 5.2 Types of Tenancy and Alterations and Improvements	To remove reference to Fixed Term Tenancies	Fixed Term Tenancies are no longer operated by Broxtowe Borough Council
Suggested Change 5.5 Alterations and Improvement Requests and Aids and Adaptations	To insert "Asset Management and Development Service" instead of Council	To provide clarity with regard to who would manage this element of the Policy
Suggested Change 5.6 Alterations made by tenants without permission	To add a sentence "Possession action will also be considered against the tenant if considered proportionate to do so"	To provide greater clarity on the scope of actions that are open to the Council in these eventualities

This page is intentionally left blank

Report of the Chief Executive

GARAGE MANAGEMENT POLICY1. Purpose of report

To seek Committee approval for the reviewed Garage Management Policy.

2. Background

The Garage Management Policy provides guidance on how the Council manages garage tenancies.

The policy clarifies the rights and responsibilities of garage tenants, how garage allocations are managed and how tenancies will be administered.

3. Detail

The aims of the Policy are to detail when and outline how the Council manages garage tenants and garage tenancies in the following areas;

- Outline how garages are allocated
- Outline acceptable garage usage
- How a garage tenancy is terminated
- How garage rents are managed
- The management of repairs and modernisations to garages
- Issues of low demand
- Outlining tenant responsibilities around insurance
- The management of demolitions and development of garages

An Equalities Impact Assessment is included as appendix 1 for the report. The Garage Management Policy is included as appendix 2 of the report. A summary table of the changes made in the policy review are within appendix 3 of the report.

Recommendation

The Committee is asked to RESOLVE that the reviewed Garage Management Policy be approved.

Background papers

Nil

This page is intentionally left blank

APPENDIX 1

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:		Garage Management Policy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		Review of existing policy function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>The Garage Management Policy clarifies for tenants who rent a Council garage how their garage tenancy will be managed.</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>The Garage Management Policy will ensure that all tenants receive a consistent response to issues that may arise in respect of their tenancy agreements.</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>The Garage Management Policy will apply to all people that hold a tenancy of a garage owned by 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"> • All Broxtowe Borough Council garage tenants 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>Council garage tenants all have a garage tenancy agreement and will be covered by the Garage Management Policy.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>The Garage Management Policy will ensure that a consistent approach is taken to administering garage tenants and will lead to a fair approach being taken for all tenants.</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>The Policy does not prohibit or change any tenancy rights. It outlines how garages</p>			

are administered. As there are no changes or any restricting of rights, 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 garage tenants have a garage tenancy agreement. The policy sets out how the Council manages those tenancies. 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 garage tenants as all tenants have tenancy rights.

Priority is given to tenants of the Borough, those who don't have a garage and people who want to use the garage for domestic purposes. So the policy gives some preferences, but not linked to a group or community covered by the equalities act.

- **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 garage 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 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: Some tenants have had their garage tenancy for a number of years. Older tenants may find it difficult to clear the contents a garage when requested. Whilst this remains the responsibility of the tenant, each cases will be considered to see what support can be provided by the Council.

Disability: If a garage site is developed then garage tenants will be offered an alternative garage. It is acknowledged that this may be difficult for some people with a disability to move their belongings. Additional time will be provided where required and support offered if appropriate.

Gender: 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'

Gender Reassignment: 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'

Marriage and Civil Partnership: It is possible that the policy could benefit persons who are in an established relationship because if the garages are in joint names and joint tenants, there are additional rights afforded in certain circumstances, such as death of a tenant.

Pregnancy and Maternity: If a garage site is developed then garage tenants will be offered an alternative garage. It is acknowledged that this may be difficult for someone who is pregnant or has a baby to move their belongings. Additional time will be provided where required and support offered if appropriate.

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:

RS Khan

This page is intentionally left blank



GARAGE MANAGEMENT POLICY

Contents

1.0 Scope	3
2.0 Purpose	3
3.0 Aims and Objectives.....	3
4.0 Regulatory Code and Legal Framework.....	3
5.0 Policy Outline	3
5.1 Garage Waiting List and Lettings	3
5.2 Acceptable Garage Use	4
5.3 Termination	4
5.4 Rent.....	5
5.5 Repairs and Improvements	5
5.6 Low Demand Garages	5
5.7 Insurance	6
5.8 Demolition of plots and development	6
6.0 Related Policies, Procedures and Guidelines	6
7.0 Review	6
8.0 Document History and Approval.....	6

1.0 Scope

The Garage Management Policy covers all aspects of the management of Council garages, including the letting and management of garages.

The Policy applies to garages that are owned and let by Broxtowe Borough Council but does not include garages that may have been erected by tenants on Council land.

2.0 Purpose

The Garage Management Policy outlines:

- The rights and responsibilities of garage tenants
- How garage allocations will be managed
- How garage tenancies will be administered.

3.0 Aims and Objectives

The aims of this policy are to:

- Set out a transparent process for the allocation of Council garages
- Provide guidance on how garages can be used by tenants
- Provide guidance as to how garages will be managed and maintained

4.0 Regulatory Code and Legal Framework

The Housing Act 1985
The Equalities Act 2010

5.0 Policy Outline

5.1 Garage Waiting List and Lettings

Broxtowe Borough Council operates an open waiting list for garages and as a result, all residents aged over 18, irrespective of their place of residency can join the garage waiting list. There is no preference given to Broxtowe Borough Council tenants or leaseholders when applying to join the waiting list.

When a garage is allocated, a shortlist will be created from the garage waiting list. If there is more than one applicant wishing to be allocated a garage then preference will be given to applicants who are resident in Broxtowe Borough). Priority will be given to those who have been on the waiting list for longer, unless the applicant already has a garage, in which case the next applicant will be offered the garage

If the applicant is a current or former tenant of Broxtowe Borough Council, a check of the rent account will be carried out. If the applicant has arrears then they will be given the opportunity to clear their outstanding debt. If they do not do so, they will not be allocated a garage.

Garage Tenants requiring a transfer from an existing garage due to major works being undertaken will be considered for a vacant garage within the surrounding area. There is an expectation that they will return to their original garage on completion of repairs. However, should they not wish to do so, the former garage will be offered to another applicant.

When a garage waiting list has been exhausted, the Council will allocate the garage to an applicant who is not resident in Broxtowe Borough or an applicant who wishes to use the garage for business purposes.

Garage tenancies can be allocated to sole and joint applicants and Broxtowe Borough Council will ensure that garages are let in a fair and consistent way. Information will be available about the processes surrounding the garage application and lettings process.

5.2 Acceptable Garage Use

Broxtowe Borough Council garages can be used for the following:

- Storage of motor vehicle, mobility scooter, small caravan, trailer, tent, boat, bicycle or any transportation method used for water sports
- Storage of excess household or garden items including tools.

Broxtowe Borough Council garages cannot be used for the following:

- Storage of any flammable gases, chemicals or liquids
- As a workshop.
- Any criminal, illegal or immoral purposes.

Garage Tenants are not permitted to assign, sub-let or part with possession of the garage. Any breach in the garage tenancy agreement may result in the tenancy being terminated by the Council.

The Council will not be held responsible for any loss or damage to any property or vehicle stored within the garage.

5.3 Termination

The Council will terminate a garage tenancy under the following circumstances;

- When the tenant agrees and wishes to terminate
- When there is a breach of tenancy conditions
- When the Council requires possession for demolition
- Where a tenant has died and the surviving family member declines the offer of the garage or fails to make contact with the Council for 28 days following notification of death

A garage tenancy is not a dwelling and so the tenant has no security of tenure. The garage tenancy can be ended by the Council serving a 28 day Notice to Quit

A tenant may terminate their tenancy with one month's written notice. If the keys are not returned or they have been lost, the Council will recharge the tenant for the replacement of any locks or keys.

On termination of a garage by the tenant, any items will be removed, disposed of and the tenant recharged. If the tenant has been terminated by the Council, due to eviction for instance, the items that remain will be stored in accordance with the Storage and Clearance of Goods Procedure.

If there are any outstanding rent or recharges when the garage tenancy is terminated then the former tenant should make arrangements to pay the outstanding debts.

5.4 Rent

The Garage Tenancy allows the rent to be varied by giving the tenant 1 month's written notice before any changes take place. Garage rent is charged monthly over a 12 month period.

Garage rents will be reviewed on an annual basis and it is proposed to increase garage rents by CPI (Consumer Price Index) +1% per year. Periodic benchmarking reviews will take place to ensure that garage rents are competitive.

VAT is charged as part of garage rents unless the tenant of the garage is a housing tenant or leaseholder.

Any rent increase is done so with the approval of Cabinet or the relevant Committee.

5.5 Repairs and Improvements

The Council will ensure that the garage stock remains in a safe condition.

The Housing Repairs Team will manage the repairs to Council garages. Garages are refurbished or replaced in accordance with a programme of works and the overall condition of the garage.

5.6 Low Demand Garages

In areas where garages are in low demand, the Council will consider allowing a garage to be rented by a business for storage purposes only.

Any application to for business storage will only be considered if the garage waiting list is exhausted and the garage has been empty for a period of 6 months. Any business storage letting will be approved by the Housing Operations Manager. The standard garage rental agreement will apply.

If a garage has been empty for a period of 6 months and there is no domestic or business interest, the garage may be offered to a charitable or community interest group at zero charge. This letting will be approved by the Head of Service. The standard garage rental agreement will apply and the arrangement is reviewable on an annual basis.

5.7 Insurance

The Council insures the structure of the garages. The garage tenant is responsible for insuring their own vehicle and personal possessions together with any property stored in the garage.

5.8 Demolition of plots and development

The Council may redevelop a garage site in order to change its use or in areas where there is low demand.

In these eventualities, garage tenancies will be terminated and existing tenants will be provided with an alternative garage to rent where possible.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Rent Arrears Policy
- Rent Arrears Procedure
- Garage Management Procedure
- Storage of Clearance of Goods 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
09/06/2018	1.0	Housing Committee
09/02/2022	2.0	Housing Committee

APPENDIX 3

Garage Management Policy Section	Suggested Change	Reason for Change
Suggested Change 5.1 Garage waiting list and lettings	To remove “no distinction will be made between tenants and non-tenants”	Was unclear whether it meant existing garage tenants or housing tenants. Clarity as to the administration of the waiting list and lettings is below within the document
Suggested Change 5.4 Rent	To insert “VAT is charged as part of garage rents unless the tenant of the garage is a housing tenant or leaseholder”	To make the VAT arrangements on garage rents clear
Suggested Change 5.4 Rent	To change to Cabinet or the relevant Committee.	Policy currently states the Housing Committee agree garage rent increases, when it is actually Finance and Resources. The new change also takes account of upcoming changes.
Suggested Change 5.5 Repairs and Improvements	To change “kept in a good standard of repair” to “remains in a safe condition”	To more accurately reflect the way in which garages are maintained
Suggested Change 5.5 Repairs and Improvements	To change “improved to ensure that they remain in a good condition” to “refurbished or replaced in accordance with a programme of works and the overall condition of the garage”	To more accurately reflect the way in which garages are maintained
Suggested Change 5.6 Low Demand Garages	To change “Chief Officer” to “Head of Service”	To accurately reflect structures and titles

Garage Management Policy Section	Suggested Change	Reason for Change
Suggested Change 5.8 Demolition of plots and development	To change “where there is a requirement due to a health and safety concern or in conjunction with a planning application” to “in order to change its use or in areas where there is low demand”	To more accurately reflect the decisions made
Suggested Change 5.8 Demolition of plots and development	To add “in these eventualities”	To provide greater clarity

Report of the Chief Executive

RIGHT TO BUY POLICIES1. Purpose of report

To seek Committee approval for two updated policies: Right to Buy Policy and Right of First Refusal and Discount Repayment Policy.

2. Background

All secure tenants have a right to buy their properties, but some may be unable to exercise this right as they may live in a property which is excluded.

3. Detail

The Right to Buy policy, included at appendix 1, sets out how Broxtowe Borough Council will meet its responsibilities to administer the Right to Buy for those who qualify, by processing applications fairly and accurately. The policy also identifies how the Council will comply with current legislation. The changes to the Policy are set out in the table at appendix 2.

The Right of First Refusal and Discount Repayment Policy at appendix 3 outlines the process when an owner wishes to sell a property that has been sold through the Right to Buy within the last ten years. The changes to the Policy are set out in the table at appendix 4.

An Equalities Impact Assessment is also included at appendix 5.

3. Financial implications

There are no financial implications arising from this report.

Recommendation

The Committee is asked to RESOLVE that the amended Right to Buy Policy and Right of First Refusal and Discount Repayment Policy, be approved.

Background papers

Nil

This page is intentionally left blank



RIGHT TO BUY POLICY

Contents

1.0 Scope	3
2.0 Purpose	3
3.0 Aims and Objectives.....	3
4.0 Regulatory Code and Legal Framework.....	3
5.0 Policy Outline	3
5.1 Informing Tenants of their Right to Buy	3
5.2 Admitting or Denying an Application.....	3
5.3 Court Orders	4
5.4 Property Exemptions	5
5.5 Anti-Fraud Measures.....	5
5.6 Family Members Sharing the Right to Buy	6
5.7 Proof of Residence and Identification.....	6
5.8 Previous tenancies	6
5.9 Establishing the Value of the Property	7
5.10 Calculating the Discount Entitlement.....	7
5.11 Determining the Cost Floor	8
5.12 Calculating Leasehold Charges.....	8
5.13 Previous Discounts.....	8
5.14 Section 125 Offer Notice	9
5.16 District Valuer	9
5.17 Progressing the Sale	9
5.18 Deed of Postponement.....	10
5.19 Cancelling an application	10
5.20 Notice of Delay	11
6.0 Related Policies, Procedures and Guidelines	12
7.0 Review	12
8.0 Appendices	12
Appendix A – Periods of occupation that count towards the qualifying period:	13
Appendix B – Reasons for Denying the Right to Buy under Part B	15
Appendix C – Criteria for Property Exemptions.....	16
Appendix D – Statutory Declaration	18
Appendix E - Discount Percentages and Maximum Amounts	19
Appendix F – Cost Floor.....	20
Appendix G – Information contained within the Section 125 Offer Notice	21
Appendix H – Re-Determination Process.....	23
9.0 Document History and Approval.....	24

1.0 Scope

This policy applies to secure tenants and those with flexible tenancies who would like to exercise their Right to Buy the property in which they currently reside.

2.0 Purpose

The purpose of this policy is to ensure Right to Buy applications are processed in accordance with the relevant legislation.

3.0 Aims and Objectives

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

- Meet its responsibilities to administer the Right to Buy for those who qualify
- Process applications fairly and accurately
- Comply with current legislation

4.0 Regulatory Code and Legal Framework

- Housing Act 1985 – Right to Buy (as amended) Part V
- Housing (Right to Buy)(Cost Floor)(England) Determination 1999
- Housing (Right to Buy)(Limit on Discount)(England) Order 2012 (SI 2012/734)
- Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017

5.0 Policy Outline

5.1 Informing Tenants of their Right to Buy

The Council will provide information about right to buy to all new secure and flexible tenants, and to all other secure and flexible tenants at least once every five years. The information will be kept up to date as far as practical. Any amended information will be sent out to all secure tenants within one month in line with current legislation.

A 'Right to Buy Information Pack' will be sent out to all secure tenants who request one within five working days. Information Packs will also be available from the Council's Housing Services and Strategy team, main reception and on the Council's website.

The Council will provide assistance to any prospective applicant. Applicants will be directed to the Government's Right to Buy website and the Agent Service for general enquiries.

5.2 Admitting or Denying an Application

Once the application form (RTB1) has been received, the Council will issue a Section 124 notice (RTB2). This will advise the applicant if their application has been accepted or denied. The date the RTB1 form is received is the 'relevant date' and sets the date for the valuation and calculation of the sale price. The RTB2 notice

Right to Buy Policy
must be issued within 4 weeks of receiving the application. This increases to 8 weeks if the tenant has had a tenancy with any other public sector landlord which is required to meet the minimum statutory qualifying period.

If the Council does not meet the statutory timescale for accepting or denying an application, the applicant is entitled to use the statutory delay procedures to claim compensation from the Council (if the delay is caused by the Council). If the RTB1 form is incomplete on receipt, the form will be sent back to the applicant. When the fully completed RTB1 form is received by the Council, that date will be the new 'relevant date'.

The Council will determine if the tenancy is secure, and if the property is able to sold under the Right to Buy scheme. Examples of tenancies that cannot be secure are as follows:

- Temporary accommodation
- Introductory tenancies
- If the dwelling is occupied for employment

The tenant will need to have been a public sector tenant for a minimum of three years. Any previous public sector tenancy is not required to have been a secure tenancy and it does not matter whether or not the tenant had the right to purchase the previous property. Temporary, homeless, introductory and short-hold tenancies can be included. Demoted tenancy periods however are excluded.

The qualifying period can be made up from the present and any previous relevant public sector tenancies. These periods do not need to be consecutive. The Council will confirm tenancy dates of any previous tenancies that will be used to qualify for the right to buy or for discount purposes. This will be by checking internal data and by contacting other social housing providers as necessary. If the applicant refuses to disclose details of previous tenancies, the qualifying criteria and discount period will be calculated based on the information available. Full details of the periods of occupation that count towards the qualifying period can be found in Appendix A.

Before a decision to deny the right to buy is made, appropriate advice will be sought from the Council's Legal Services team. Reasons for denial of the Right to Buy can be found in Appendix B.

Where a tenancy is in joint names, both tenants must sign the relevant parts of the RTB1 form. If one or more of the tenants does not signify their agreement, the other tenant(s) will not be able to exercise their right to buy and the application will be denied.

5.3 Court Orders

Any tenant or family member who is subject to one of the following orders will not be allowed to join in the Right to Buy:

- Possession order with a fixed date - including Suspended Possession Order
- Ground 2 criminal nuisance order
- Right to Buy suspension order

- Bankruptcy order (undischarged)
- Demotion order

If the application is denied because one of the above orders is in place, the tenant will be required to submit a new RTB1 once the term of that order has been satisfied if they wish to continue with the right to buy.

5.4 Property Exemptions

The Housing Act 1985 exempts certain specific types of properties from the Right to Buy and details the specific criteria that must be met for exemption. For the Council to declare that a property is exempt, it must meet the exact criteria set out in legislation, as detailed in Appendix C.

Tenants who are denied the right to buy due to this will be notified about their right to appeal to the Land Tribunal. Necessary records will be kept in the event of a challenge from the tenant to the Land Tribunal. The Right to Buy Officer will assist the Land Tribunal in conjunction with the Legal department.

If a particular property is designated to be demolished and is subject to an Initial Demolition Notice, the right to buy does not apply.

5.5 Anti-Fraud Measures

The Council requires all applicants to sign an 'Additional Information' form which asks for their permission to do necessary checks under the Money Laundering Regulations. The Council will check each applicant via the National Anti-Fraud Network (NAFN).

This will provide:

- Confirmation that the applicant is resident at the property via the Electoral Roll
- Confirmation that the applicant is not bankrupt
- If the applicant is registered at any other address
- How much money is owed to creditors

If the tenant specifies in the 'Additional Information' form that the transaction will be a cash purchase, or via inheritance or existing savings, checks will be conducted to investigate if the applicant has a live Housing Benefit / Universal Credit (Housing Element) claim.

If someone other than the applicant(s) is paying for the purchase, a signed letter will be required confirming they will be purchasing the property on behalf of the tenant. This will need to include their full name, address, national insurance number (to enable a NAFN check to take place) and provide the Council with proof of funds.

If there is a concern, the application will be placed on hold and it will be referred to the Council's Legal Services and Revenues and Benefits teams.

5.6 Family Members Sharing the Right to Buy

Certain family members have the right to join in a right to buy application, even if they are not tenants. Family members must meet the following requirements:

1. They must be a relevant family member who are specified as:
 - The spouse or civil partner of the tenant; or the tenant and that person live together as if they were husband and wife or civil partners, *or*
 - The tenant's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.
2. They must live at the property as their only or principal home.
3. They need to have been living at the property for 12 months immediately preceding the date of application, except in the case of spouses or civil partners where the 12-month residential requirement does not apply. This can be waived in exceptional circumstances in consultation with the Council's Legal Services team.

Family members are automatically excluded from the right to buy if they are subject to any of the Court Orders detailed previously.

For the purposes of the family member provision:

- A relationship by marriage shall be treated as a relationship by blood.
- A relationship of the half-blood shall be treated as a relationship of the whole blood.
- The step-child of a person shall be treated as his/her child.
- An illegitimate child shall be treated as the legitimate child of his/her mother and reputed father.

5.7 Proof of Residence and Identification

The Council requires each applicant to provide proof that the residence is their only or principle home, and photographic identification.

The Council require at least two forms of proof of residence. One should be dated within the last three months, and one dated over twelve months from the application date.

If the applicant has no photographic identification, then a copy of their birth certificate is necessary in addition to the proof of residency.

5.8 Previous tenancies

If the applicant states that they held previous tenancies with other public sector landlords, the Council will contact the relevant landlord to establish the dates of each specified tenancy, and whether the tenant had purchased under the right to buy before. If so, the Council would request how much discount they received so this can be taken into account with the current application. The applicant will need to have signed the 'Authority to Disclose' form within the RTB1 form in order for the Council to discuss their personal information with previous landlords.

If a previous tenancy either with the Council or with another landlord cannot be confirmed, the Council will ask the tenant to provide a Statutory Declaration which is a signed legal document sworn on oath and witnessed by a solicitor of their choice. The solicitor will charge a fee for this service which is payable by the tenant.

Appendix D details the information the Council requires with the Statutory Declaration. The Council will accept the dates specified as true and accurate. If this information is later found to be intentionally incorrect, the Council will consider Legal action against the tenant.

5.9 Establishing the Value of the Property

The Council will arrange for a RICS-approved independent valuer to produce a valuation of the property, at no cost to the applicant. The valuation will provide:

- The market rent value of the property
- If the property is to be sold as a freehold or leasehold
- Rebuild costs for insurance purposes
- If they are aware of any structural defects

Any permissible improvements carried out by the tenants will be taken off the value of the property.

If the valuer cannot gain access to the property to assess the market valuation, the Council can, as a last resort, request a 'drive-by' or desktop valuation in order to serve the Section 125 offer notice. The tenant then has 12 weeks to confirm whether they wish to proceed with the purchase. If the tenant fails to respond the landlord can serve a Default Notice giving them a further 28 days in which to reply. If the tenant does not do this, the application can be withdrawn.

5.10 Calculating the Discount Entitlement

For each complete year of confirmed tenancy, the tenant is entitled to receive a discount percentage. This figure can consist of partial years added together. The monetary value of this percentage is deducted from the market valuation of the property.

If, in order to meet the minimum tenancy period to qualify for the Right to Buy, an application has relied on the qualifying years of a joint tenant who has chosen not to join in the Right to Buy, that tenant may only use their own qualifying years when calculating their discount entitlement.

If the remaining tenant(s) who have chosen to exercise their Right to Buy do not have the minimum qualifying period in their own right, then they can be awarded the minimum discount of 35% for a house or 50% for a flat.

Discount percentages and maximum discount amounts are included in Appendix E.

5.11 Determining the Cost Floor

The Cost Floor is the amount of money the Council has spent on an individual property in the 10-year period prior to the receipt of the Right to Buy application form. If the property was built or acquired after 1st April 2012, the Cost Floor period increases to 15 years.

The costs that be included within the Cost Floor calculation are set out in the Housing (Right to Buy)(Cost Floor)(England) Determination 1999 and will be calculated on a case by case basis.

A number of properties now have solar panels that have been installed by the Council. If they are Council-owned solar panels, they will be sold to the tenant as part of the Right to Buy.

5.12 Calculating Leasehold Charges

The Leasehold Officer will co-ordinate prospective service charges for the five years following on from the sale of a property sold under lease.

These charges will include:

- Management Fee
- Grounds Maintenance
- Communal Lighting
- 5 year forecast of maintenance and repair work to the block in which the property is situated.
- 5 year forecast of improvements to the block in which the property is situated.
- Insurance premiums and cover amounts.

Dates which cover a five-year period will be included on the Section 125 Notice.

5.13 Previous Discounts

If the tenant, or any family member joining in the Right to Buy (this includes any spouse or civil partner of any person currently exercising the Right to Buy), previously purchased a property in their sole name, the amount of the current discount will need to be reduced by the amount of the original discount (less any discount that has already been repaid) regardless of how many people are joining in the sale now.

If the tenant, or any family member joining in the Right to Buy now (this includes any spouse or civil partner of any person currently exercising the Right to Buy), previously purchased a public sector property at a discounted price in two or more names but not all of those parties are included on the current application, the current discount amount will need to be reduced accordingly. The deduction will be calculated by dividing the original discount amount by the number of original purchasers and that figure will be used for each of those parties included in the current application.

5.14 Section 125 Offer Notice

The Section 125 offer notice is the formal offer of sale required under Section 125 (Housing Act 1985). The Council will send out the Section 125 offer notice within 8 weeks for a freehold property, and 12 weeks for a leasehold property. The Section 125 must include certain information as stated in legislation, details are provided in Appendix G. An Energy Performance Certificate will be issued with the Section 125 offer notice.

If applicants do not disclose previous tenancies or there is a delay in obtaining the information and it is at the legal deadline of 8 or 12 weeks, the Section 125 notice will be sent out with the current information available.

The Council will include a Notice of Intention form with the Section 125 offer notice. This gives the tenant 12 weeks from the date of the Section 125 in which to respond. The tenant must state in writing whether they wish to proceed with the Right to Buy and accept the offer; or withdraw their application using the Notice of Intention.

If a response is not received at the end of the 12 week notice period, applicants will be served with a Default Notice, which gives the tenant another 28 days in which to let the Council know whether they wish to proceed with their Right to Buy or withdraw their application.

If the tenant does not respond by the end of the 28 day notice period, the Council will cancel the tenant's application and the Right to Buy comes to an end, unless there are extenuating circumstances. In these cases, the Council can extend the 28 day default notice period indefinitely.

Before cancelling an application, the Council will attempt to make contact with the applicants in order to establish their intentions.

5.16 District Valuer

If the tenant does not agree with the Council's opinion of the market valuation of the property, they have the right to a determination of value by the District Valuer (DV). Responsibility for appointing a DV lies with the Valuation Office Agency which is an Executive Agency of HMRC. The DV's costs are met by Central Government.

A request must be made in writing by the tenant to the landlord no later than 3 months from the date of the Section 125 offer notice. The landlord must then refer the request to the DV. The DV will determine the value and this determination is binding on both the landlord and the tenant. There are however very limited circumstances in which the determination can be appealed by either the landlord or the tenant. This is known as a review of determination and is explained in Appendix H.

5.17 Progressing the Sale

Where the tenant returns the Notice of Intention indicating their wish to proceed with the Right to Buy sale, the Council will arrange plans of the property to be produced.

A letter will be issued to the tenant to advise them that their application has been passed to the Council's Legal Services, and from now on, all correspondence must be through their solicitor.

Once instructions are received by Legal the matter will be allocated to a Fee Earner for handling. Investigations into title will be made to enable the Fee Earner to prepare the initial documentation which will then be sent out to the solicitor for the tenant.

The transfer document or lease will be provided with plans for the property for approval by the solicitor and the tenant. It is the Council's responsibility to show good title of the property being sold and the Fee Earner will assist where possible on enquiries that are raised before the sale. The relevant document must be signed by the tenant in duplicate and returned to the Council two weeks before the completion date to enable the Council to prepare for completion and execution of the document.

Once the matter is completed a copy of the relevant document will be provided to the tenant's solicitor who will be responsible for the post-sale registration requirements with Land Registry.

5.18 Deed of Postponement

Where a tenant wishes to borrow more from their Lender then the Lender will require a Deed of Postponement to change the order of priority of the charges at Land Registry. There is a Legal fee payable by the tenant for the Council to undertake this work.

The Housing Act 1985 sets out two situations where we must agree to postpone our charge, these are:

- To enable the tenant to pay our service charges
- To enable the tenant to make home improvements to the property

There are no other situations where we would agree to postpone our charge and each case will be considered on its own merits for consent.

The tenant's solicitor is required to formally request the Deed of Postponement on behalf of the Lender and must provide quotes/estimates for the improvements. We will only agree to postpone the amount as provided in the quotes.

Examples of what the Council does not consider to be home improvements are; extensions, conservatories, garden landscaping but this is not an exhaustive list.

5.19 Cancelling an application

The only time a landlord can cancel or withdraw the Right to Buy application is either:

1. After the serving of a relevant notice on the tenant. Relevant notices are:

- Default Notice – served when no response has been received from the tenant after the 12 week notice period given in the Section 125 or Section 128 offer notice has expired.
- First Notice to Complete – served no less than 3 months after the date of the Section 125 or Section 128 offer notice if the tenant is delaying proceedings and has not completed all necessary transactions.
- Final Notice to Complete – served after the notice period in the First Notice to Complete has expired if completion has not taken place.

2. After receiving a signed request to cancel the Right to Buy claim from the tenant(s) or their Solicitor.

If the tenant is delaying the Right to Buy process at any other stage of the application the landlord should take reasonable steps to progress the Right to Buy to the next relevant stage where a default, first or final notice can be served.

If the tenant is delaying the sale after accepting their offer to purchase and more than 3 months have passed from the date of the Section 125 or Section 128 offer notice, the Council will serve a First Notice to Complete. This Notice gives the tenant a minimum of 56 days in which to respond and it must state that a Final Notice will be served if no response is received by the end of the notice period.

If the tenant does not respond to the First Notice, the Council will then serve a Final Notice to Complete which allows for a further minimum of 56 days in which to complete the sale. This Notice must state the effects of not complying which will be the withdrawal of the Right to Buy.

If no response has been received from the tenant by the expiry date of the Final Notice, the Right to Buy application can be cancelled by the landlord.

If a Right to Buy application is cancelled, the Council will send out a letter confirming the cancellation, and advising that the tenant can re-apply at any time.

5.20 Notice of Delay

If a Notice of Delay form is served on the Council, this will be passed to Legal Services.

Initial Notice of Delay – Form RTB 6

This is completed by the tenant when they feel that the Council is holding up their application or the process. The Notice can be served when the Council has; not yet served a notice under section 124, not yet served a notice under section 125 or there are delays on the Council's part are holding up the sale under the right to buy.

Landlords Counter Notice – Form RTB 7

This is the Council's response to an Initial Notice of Delay where the Council cannot move the sale along within one month. The counter notice will say that the Council has already replied or explains why the Council can't speed things up.

Operative Notice of Delay – Form RTB 8

This Notice is served by the tenant where there is no response within a month to their Initial Notice of Delay. This could lead to a refund of rent to the tenant for the delay period which will be deducted from the completion monies.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Right to Buy – Right of First Refusal and Discount Repayment Policy
- Leasehold Management Policy

7.0 Review

This Policy will be reviewed fully every three years. It will be checked annually for any changes to legislation.

8.0 Appendices

- A - Periods of occupation that count towards the qualifying period
- B - Reasons for Denial of the Right to Buy under Part B
- C - Property Exemptions
- D - Statutory Declaration
- E - Discount percentages and maximum amounts
- F - Cost Floor
- G - Section 125 notice
- H – Review of determination

Appendix A – Periods of occupation that count towards the qualifying period:

The following can all be counted towards the qualifying period:

- Periods that the *tenant* held a public sector tenancy
- Periods spent as the *spouse* of a public sector tenant where they occupied that property as their only or principal home
- Periods during which the *spouse of the purchaser* was a public sector tenant providing the
 - purchaser and spouse are living together at the relevant time
- Periods during which the *deceased spouse of the purchaser* was a public sector tenant providing the purchaser and spouse were living together at the time of death
- Periods in which the *spouse of the purchaser* (if living together at the relevant time) *was formerly the spouse of a public sector tenant* and lived there as his/her only or principal home
- Periods during which the *deceased spouse of the purchaser* (if living together at the time of death) *was formerly the spouse of a public sector tenant* and occupied that dwelling as his/her only or principal home

If the purchaser is living with his/her spouse at the time of applying (or if deceased, at the time of his/her death) they can count all the spouse's periods of public sector occupation whether or not the spouse is:

- a tenant at the present time
- included as joint purchaser

The spouse's period of occupation may include periods when he/she was:

- a public sector tenant
- living with a spouse who was a public sector tenant

Any period during which, before the relevant date, the secure tenant qualified for the Preserved Right to Buy or was the spouse of such a person and occupied that property as his/her only or principal home, also counts towards the qualifying period.

Whole and part years must be included when calculating the qualifying period. The total number of years, months and days of each tenancy when adding different tenancies together will determine the discount entitlement.

If the tenant does not have the necessary amount of time for eligibility with a suitable public sector tenancy (less than 3 years), their application will be cancelled if they do not provide sufficient evidence for previous tenancies within 8 weeks of making their application.

Appendix B – Reasons for Denying the Right to Buy under Part B

The Council must use one of the reasons below for denying the Right to Buy under Part B of the RTB2 Notice.

1	YOU ARE NOT THE SECURE TENANT OF THE PROPERTY AS REQUIRED BY SECTION 118 OF THE HOUSING ACT 1985.
2	YOUR NOTICE CLAIMING THE RIGHT TO BUY IS NOT A VALID ONE AS THIS IS A JOINT TENANCY AND ONE OF THE JOINT TENANTS HAS NOT COMPLETED THE RIGHT TO BUY NOTICE AS REQUIRED BY SECTION 118 OF THE HOUSING ACT 1985.
3	YOU HAVE NOT BEEN A PUBLIC SECTOR TENANT FOR THE MINIMUM QUALIFYING PERIOD OF 3 YEARS AS REQUIRED BY SECTION 119 OF THE HOUSING ACT 1985.
4	YOU DO NOT OCCUPY THE PROPERTY AS YOUR ONLY OR PRINCIPAL HOME AS REQUIRED BY SECTION 118 OF THE HOUSING ACT 1985.
5	YOU ARE NOT A MEMBER OF THE TENANT'S FAMILY AND THEREFORE CANNOT JOIN IN THE RIGHT TO BUY (SECTION 123 OF THE HOUSING ACT 1985).
6	YOUR CONTRACT OF EMPLOYMENT REQUIRED YOU TO OCCUPY THE PROPERTY FOR THE BETTER PERFORMANCE OF YOUR DUTIES (PARAGRAPH 2 OF SCHEDULE 1 TO THE HOUSING ACT 1985).
7	ON >INSERT COURT DATE< A >INSERT ORDER TYPE< ORDER WAS MADE AGAINST YOU IN >INSERT NAME OF COURT<_COURT. CONSEQUENTLY YOU ARE NO LONGER A SECURE TENANT FOR THE DURATION OF THE ORDER AND THEREFORE DO NOT QUALIFY FOR THE RIGHT TO BUY YOUR HOME. IF YOU HAVE ANY QUERIES REGARDING THIS YOU MAY WISH TO GET INDEPENDENT LEGAL ADVICE.
8	THE RIGHT TO BUY DOES NOT ARISE BECAUSE YOUR TENANCY IS NOT A SECURE TENANCY AS IT IS ONE TO WHICH PART II OF THE LANDLORD AND TENANCY ACT 1954 APPLIES (TENANCIES OF PREMISES OCCUPIED FOR BUSINESS PURPOSES)(PARAGRAPH 11 OF SCHEDULE 1 TO THE HOUSING ACT 1985).
9	THE RIGHT TO BUY DOES NOT ARISE BECAUSE THE FREEHOLD OF THE PROPERTY IS NOT HELD BY THIS AUTHORITY BUT IS HELD BY THE COUNCIL AS TRUSTEES FOR >INSERT NAME< (PARAGRAPH 7 OF SCHEDULE 4 TO THE HOUSING ACT 1985).
10	A FAMILY MEMBER CANNOT JOIN IN THE RIGHT TO BUY WHEN THE TENANT'S APPLICATION HAS BEEN DENIED.

Appendix C – Criteria for Property Exemptions

Elderly persons dwellings

Unlike the other types of exempt dwellings, if the Council denies the Right to Buy on the basis that it meets the criteria set out for elderly persons dwellings, the applicant will be entitled to appeal the decision within 56 days of the RTB2 date.

All 3 of the following criteria must be met before the Council can deny an application under this ruling:

- The property was let for occupation by a person aged 60 or over. This can be either the tenant/s or another person; and
- The property is an individual dwelling which is *particularly suitable* for an elderly person; and
- The property was first let before the 1st January 1990.

If ALL of the above criteria are met the application will be denied under Part C of the RTB2.

Other exempt dwellings

Dwelling houses for persons of pensionable age

All 4 of the following criteria must be met before the Council can deny an application under this ruling.

- The property is one of a group; and
- All dwellings in this group are particularly suitable for an elderly person; and
- It is the practice of the landlord to let these dwellings to persons aged 60 or over, or for people who are physically disabled; and
- The services of a warden are provided for the tenants of these properties. This can be either a resident warden or a non-resident warden who is on call, coupled with the use of a common-room in close proximity to the group of dwelling houses.

If ALL of the above criteria are met the application will be denied under Part B of the RTB2.

Dwellings for disabled persons

All 4 of the following criteria must be met before the Council can deny an application under this ruling.

- The property must have features that are substantially different from those of ordinary dwelling houses; and
- Is designed for people who are physically disabled; and

- Is one of a group of dwellings which it is the practice of the landlord to let for occupation by people who are physically disabled; and
- Is in close proximity to a social service or special facility provided wholly or partly for the purpose of assisting the occupants.

If ALL of the above criteria are met the application will be denied under Part B of the RTB2.

Dwellings for people suffering from a mental disorder

Both of the following criteria must be met before you can deny an application under this ruling.

- The property is one of a group of dwellings which it is the practice of the Council to let for occupation by people who are suffering or have suffered from a mental disorder as defined in the Mental Health Act 1983; and
- Has a social service or special facility provided wholly or partly for the purpose of assisting the occupants.

Appendix D – Statutory Declaration

Information required with the Statutory Declaration:

- Documents relating to the tenancy or tenancy agreement.
- Letter from GP or other official source confirming that the property was registered with them as the tenant's principal home.
- Copies of relevant electoral register.
- Other ID showing the tenant's name and previous tenancy address which relates to the period in question.

Appendix E - Discount Percentages and Maximum Amounts

For freehold sales the tenant is awarded a 35% discount for the minimum 3 year qualifying period. The discount remains at 35% for the 4th and 5th year. There is then a further 1% for each additional complete year of confirmed tenancy, up to a maximum of 40 years which will give a 70% discount.

For leasehold sales the tenant is awarded a 50% discount for the minimum 3 year qualifying period. The discount remains at 50% for the 4th and 5th year. There is then a further 2% for each additional complete year of confirmed tenancy, up to a maximum of 15 years which will give a 70% discount.

The maximum discount amount that can be applied to either freehold or leasehold properties in England changes each year. Notification of this will be received from Central Government. All literature and the Council's website will be updated with the new discount within one month as per the legislation.

Appendix F – Cost Floor

A Cost Floor amount should include:

- a) The construction of the dwelling including site development works and acquisition of land.
- b) The acquisition of the dwelling.
- c) Those works initially required following the acquisition of the dwelling by the landlord to put it into good repair or to deal with any defect (exceptions apply where the property was acquired under Part XVI of the Housing Act 1985).
- d) Those works of repair/maintenance or works to deal with any defect affecting the property (except works within paragraph c) above) where the aggregate of the costs exceed the sum of £5,500 and
- e) Other works to the property, except works of repair or maintenance or works to deal with any defect affecting it which are not shown in paragraph c) and d) above.

Costs that are excluded from the Cost Floor calculation are also set out in the Determination. Costs to be excluded from the Cost Floor amount are:

- Costs paid on or after the relevant time unless:
 - (i) The landlord has before that date entered into a written contract for carrying out the works; or
 - (ii) The tenant has, before the date of service of the landlord's Section 125 offer notice, agreed in writing to the carrying out of the works
- Any costs to the extent that they are unreasonable incurred
- Any administrative costs
- Interest
- Costs of acquisition from:
 - (i) A Local Authority
 - (ii) A Registered Social Landlord
 - (iii) The Housing Corporation
 - (iv) Housing for Wales
 - (v) A Development Corporation
 - (vi) The Commission for the New Towns
 - (vii) An Urban Development Corporation
 - (viii) A Housing Action Trust established under Part 111 of the Housing Act 1988 (Housing Action Trust areas)
- Any costs recoverable by the landlord as a service charge or improvement contribution

Appendix G – Information contained within the Section 125 Offer Notice

- A description of the property including the address, property type and the number of bedrooms, plus any land which is also included.
- The price at which the tenant is entitled to buy the freehold or lease plus:
 - The market value based on the date the RTB1 was received by the landlord
 - Any improvements disregarded
- The discount amount to which the tenant is entitled.
- The qualifying period taken into account and, where applicable, any amount reducing or capping the discount amount.
- Provisions contained in the conveyance or lease (in draft form).
- A description of any structural defect known to the landlord affecting the property or the block in which it is situated (including any other building to which the purchaser will have rights).
- The tenant's right to have the value of the property determined by the District Valuer.
- The effects of serving the Section 125 offer notice, the notice of intention and notice in default.
- The effects of any change to a tenant or qualifying family member after serving the Section 125 offer notice.
- The effect of the landlord's notices to complete, the effects of failing to respond and any rights to defer completion.

For leasehold properties, the offer notice must also contain the following:

- The length and expiry date of the lease
- Reference to:
 - Ground rent
 - Responsibility for internal & external repairs
 - Non-Itemised repairs
 - Itemised repairs
- A draft lease or conveyance
- Estimates and information regarding limits on charges required by Section 125A or 125B where provision has been made in the offer notice enabling the landlord to recover service charges or improvement contributions.
- Service charges for repairs which may be incurred in the reference period (see below), showing the likely cost of, and the tenant's likely contribution for, each item. These may include amounts for specific items and may also give an annual figure to cover items not specifically anticipated.
- An estimate of works for improvement contributions within the reference period, showing the likely cost of, and the tenant's likely contribution for, each item.
- Water charges (if applicable)
- Insurances
- Payment methods and information
- The reference period:

- The reference period must be stated for the purpose of estimates for both repair and improvement contributions and information given as to the tenant's rights under paragraphs 16B and 16C of Schedule 6 (Housing Act 1985).
- The reference period is a period of 5 years which can begin on any date providing this date is not later than 6 months after the date of the Section 125 offer notice. This is generally a date by which the landlord reasonably expects the Right to Buy sale to be completed.
- This period is not necessarily exactly the same as the initial period during which charges are actually limited by Schedule 6.

The Council cannot charge more during an initial period than the stated amounts plus inflation.

For leasehold properties, the notice must state the provisions which enable the landlord to recover service charges or improvement contributions and other charges required by Section 125A or 125B.

Appendix H – Re-Determination Process

The Council must provide the District Valuer (DV) with any information the tenant has provided to support their request for a determination. A copy of the tenant's written request for a determination, the RTB1, the Section 125 offer notice and a plan of the property's boundaries marked in red shall be sent to the DV.

The Council may contact the valuer and have the right to include any comparables used in valuing the property when making a representation to the DV. This must be sent within 28 days.

In undertaking a determination, the DV has no connection with either the tenant or the Council or any party acting on their behalf. The DV will make their own inspection of the property and, alongside representations from the landlord, will invite representations from the tenant. The DV will share the representations made by the landlord and the tenant with each party to ensure that the determination process is transparent.

Once the DV has determined the value of the property, they will send their report on the valuation to both the Council and tenant. The issue of this determination report will normally end the involvement of the DV in the Right to Buy process.

The Council will contact the tenant, informing them of the outcome of the determination. If this is a different value from the original valuation, the Council will advise the tenant of the impact of this on the discount and the sale price.

The Council will advise the tenant of their right to ask the DV to review the determination. The Council will advise the tenant that the 12 week notice of intention period will begin again from the date of your letter.

The tenant or the Council can ask the DV to review the determination where they consider that there has been a significant error with the determination. Significant errors are errors of fact (e.g. a property has been valued as having 3 bedrooms instead of 2). DV's can also review their own determination if they become aware of new significant facts. A review of determination must be requested in writing within 28 days of the date of the Section 128(5) determination notice being served.

Following the review, which may conclude that the original determination was not significantly in error or alternatively make a further determination, the DV will issue a report. Again, the 12 week notice of intention period re-starts from the date that the tenant is advised of the effect of the DV's review by way of a new Section 128 notice.

9.0 Document History and Approval

Date	Version	Committee Name
6/6/18	1.0	Housing Committee
9/2/22	2.0	Housing Committee

APPENDIX 2

Right to Buy Policy Section	Suggested Change	Reason for Change
Suggested Change 5.1 Informing tenants of their right to buy	Change the amount of time to send out a right to buy pack from one working day to five.	The right to buy pack is currently available on the Council's website. As employees are not working in the office on a daily basis, more time is required to post out a pack.
Suggested Change 5.1 Informing tenants of their right to buy	Amend team name to ' Housing Services and Strategy'	The team name has changed.
Suggested Change 5.2 Admitting or Denying an Application	Add in 'be'.	A word is missing.
Suggested Change 5.5 Anti-fraud Measures	Amend to: ... checks will be conducted to investigate if the applicant has a live Housing Benefit / Universal Credit (Housing Element) claim.	Applicants could be claiming the Housing Element of Universal Credit or Housing Benefit.
Suggested Change 5.5 Anti-fraud Measures	Add in paragraph: If someone other than the applicant(s) is paying for the purchase, a signed letter will be required confirming they will be purchasing the property on behalf of the tenant. This will need to include their full name, address, national insurance number (to enable a NAFN check to take place) and provide the Council with proof of funds.	This is explained in the 'Additional Information' form and needed to be added in to the Right to Buy Policy.

<p>Suggested Change 5.9 Establishing the value of the property</p>	<p>Add in 'desktop valuation'.</p>	<p>During the Covid-19 pandemic, there was a period of time where inspections could not be carried out internally. Desktop valuations were carried out to ensure continuity.</p>
<p>Suggested Change 5.12 Calculating Service Charges</p>	<p>Replace 'annual service charge' with the following:</p> <ul style="list-style-type: none"> • Management Fee • Grounds Maintenance • Communal Lighting 	<p>This clarifies what is included in the annual service charge.</p>
<p>Suggested Change Appendix G - Information contained within the Section 125 Offer Notice</p>	<p>Add 'if applicable' after 'Water charges'</p>	<p>Water charges should be included on the Section 125 Notice, however the Council do not charge tenants or leaseholders for water.</p>

<p>Suggested Change Appendix E - Discount Percentages and Maximum Amounts</p>	<p>Change to:</p> <p>The maximum discount amount that can be applied to either freehold or leasehold properties in England changes each year.</p>	<p>The maximum discount amount needs to be removed as it changes on an annual basis.</p>
---	---	--

This page is intentionally left blank



**RIGHT TO BUY
- RIGHT OF FIRST REFUSAL
AND DISCOUNT
REPAYMENT POLICY**

Contents

1.0 Scope	3
2.0 Purpose	3
3.0 Aims and Objectives.....	3
4.0 Regulatory Code and Legal Framework.....	3
5.1 Offer Notice	3
5.2 Investigations prior to decision	4
5.2 Property Valuation.....	4
5.3 Sufficient funds.....	4
5.4 Housing Management opinion.....	4
5.5 Development opportunities.....	4
5.6 Nomination of offer	4
5.7 Decision	5
5.8 Council Intention.....	5
5.9 Repayment of discount.....	5
5.10 Appeals	5
6.0 Related Policies, Procedures and Guidelines	5
7.0 Review	6
8.0 Document History and Approval.....	6

1.0 Scope

When a Council property is sold under the Right to Buy a covenant is created whereby if the property was to be sold within ten years of the original sale date then the property must be offered to the Council to 'buy back'. This relates to any relevant disposal within the ten-year period, not just the first sale by the former tenant.

This policy sets out the Council's approach to buying back properties. It includes both freehold and leasehold properties. The policy does not cover properties purchased under any other circumstance.

2.0 Purpose

The Policy will ensure that the Council meets obligations to consider property buy back. Through implementation of the policy the Council will ensure that all applications are considered fairly and consistently.

3.0 Aims and Objectives

The aims and objectives of the policy are to confirm:

- The information considered when the Council is deciding if to buy back a property
- The Council's approach to property valuation
- The identification of funds for purchase, if required
- The timescales that must be met

4.0 Regulatory Code and Legal Framework

The relevant legislation is:

- Housing Act 1985, Part 5 Section 156A (amended by Housing Act 2004)
- Housing (Right of Refusal) (England) Regulations 2005

5.1 Offer Notice

The seller of the property must provide specific information to the landlord in order for the offer to comply with legislation. The seller must provide the following information in writing to the Council:

- That they wish to dispose of the property,
- That there is a covenant requiring them to first offer the property back to the Council
- The property's full postal address
- The property type (house, flat)
- The number of bedrooms
- Details of heating system

- Specify any improvements or structural changes which have been made since the purchase, including adaptations

5.2 Investigations prior to decision

When an offer notice is received it will be acknowledged by Legal Services and passed to the Housing Strategy section to complete investigations into whether the buy back is possible and desirable.

5.2 Property Valuation

The price will be agreed between the seller and the Council. If the two parties are unable to agree then the Council will ask the District Valuer to value the property. The cost of the District Valuer will be met by the party that has requested the valuation.

5.3 Sufficient funds

The decision will be dependent on the ability of the HRA Business Plan to fund any acquisitions. The Council's new build plans may limit the funds available to acquire properties as receipts used from RTB may only finance up to 30% of the cost of re-purchasing a former council home.

5.4 Housing Management opinion

Although there may be sufficient funds available for a property to be purchased it is important to consider any future housing management issues. This includes:

- Any known repairs issues relating to the property type
- The desirability and if the property will be difficult to let
- Any current anti-social behaviour issues in the area

The offer will be discussed with the Housing Operations Manager.

A survey of the property will be completed by a member of the Housing Repairs Team. The Housing Repairs and Compliance Manager will advise whether they think it is suitable to be purchased.

Properties where there are high refurbishment costs or low demand issues will not be considered for buy back.

5.5 Development opportunities

The potential to free up land or allow access to enable development will be considered. If this is likely to be an option then the offer will be discussed with the Planning department.

5.6 Nomination of offer

In addition to the option to buy back to the property for the Council, there is also the option to nominate another social landlord to accept the offer. The Council does not

currently have a registered provider partner to whom it would wish to nominate to accept the offer but this will be reviewed as and when the opportunity arises.

5.7 Decision

Properties will be considered on a case-by-case basis and the decision will be subject to approval of the Head of Housing.

5.8 Council Intention

The Council must inform the seller, within 8 weeks of receipt of the offer notice of their intention to:

- Accept the offer (and serve an acceptance notice)
- Nominate another social landlord to accept the offer
- Reject the offer (and serve a rejection notice)

The binding contract must be completed within 12 weeks from the date that the acceptance notice is served, or four weeks after the owner notifies that they are ready to complete, whichever is the later date.

If the landlord fails to comply with the timescales, the seller may proceed to sell the property on the open market.

5.9 Repayment of discount

Should the Council accept an offer to buy back the property within five years of completion the owner will be required to pay back a percentage of the value of the property related to the discount which they originally received. This reduces by one-fifth each year. The discount will be deducted from the sale price of the property.

If the Council rejects the offer to buy back a property, the discount will still be payable to the Council.

5.10 Appeals

Under legislation there is no onus on the Council to either accept the offer or to nominate another social landlord to accept the offer. Therefore, the seller does not have the right to appeal the decision of the Council.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Right to Buy policy
- Right to Buy – Buy Back procedure
- Right to Buy – Buy Back investigation form
- Acquisitions Policy

7.0 Review

The policy will be reviewed every 3 years, or sooner if there is a change in legislation or Central Government policy.

8.0 Document History and Approval

Date	Version	Committee Name
6/6/18	1.0	Housing Committee
9/2/22	2.0	Housing Committee

APPENDIX 4

Right of First Refusal Policy Section	Suggested Change	Reason for Change
Suggested change 5.3 Sufficient Funds	Remove 'the offer will be discussed with the Head of Financial Services'.	This is no longer required. The budget for acquisitions is discussed and monitored as part of the Housing Delivery Group.
Suggested change 5.4 Housing Management Opinion	Add in full stop after 'issues'. Change 'this' to 'This'	Change to punctuation/grammar.
Suggested change 5.4 Housing Management Opinion	Add in bullet points: <ul style="list-style-type: none"> • Any known repairs issues relating to the property type • The desirability and if the property will be difficult to let • Any current anti-social behaviour issues in the area 	Makes the points to consider more clear.
Suggested change 5.4 Housing Management Opinion	Add in: The offer will be discussed with the Housing Operations Manager. A survey of the property will be completed by a member of the Housing Repairs Team. The Housing Repairs and Compliance Manager will advise whether they think it is suitable to be purchased.	The change reflects an amendment to the process. This allows the Housing Repairs and Compliance Manager to provide feedback on the work that would be required before the property could be let.

Right of First Refusal Policy Section	Suggested Change	Reason for Change
5.5 Development Opportunities	Remove Planning and Regeneration Manager and replace with the Planning Department.	The matter can be referred to any member of the Planning Department for consideration.
5.7 Decision	Amend 'Chief Executive' to 'Head of Housing'.	The Head of Housing makes the decision of the delegation of power.
6.0 Related Policies, Procedures and Guidelines	Add in 'Acquisitions Policy'	The Acquisitions Policy contains further information about the buyback process.
7.0 Review	Add in 'or Central Government policy'	Central Government announce changes to procedures that must be followed which would trigger a review of the policy.

APPENDIX 5

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	Rachel Shaw
Name of the policy or function to be assessed:		Right to Buy Policy	
Names of the officers undertaking the assessment:		Rachel Shaw	
Is this a new or an existing policy or function?		Existing policy for existing function	
<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 administer the Right to Buy for those who qualify • Process applications fairly and accurately • Comply with current legislation 			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>Ensure that applications are processed fairly in accordance with the legislation</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Current tenants of the Council who want to exercise their right to buy and purchase the properties where they are currently a tenant</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Right to Buy applicant • 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>As part of the application process applicants are asked to complete a monitoring form. The Council also holds data as part of the applicant's tenancy. The data has identified an increase in the age of applicants applying for the Right to Buy, but due to the low numbers of applications per year this cannot be seen as a trend.</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>No qualitative data is available</p>			

<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>Consultation has not been 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?</p> <p>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p>
<ul style="list-style-type: none"> • Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>The policy does not target or exclude specific equality groups. As tenants are required to have three qualifying years before they can exercise the Right to Buy, younger tenants may be excluded. This is justified as it meets the requirements of the legislation.</p>
<ul style="list-style-type: none"> • Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>The policy applies to all tenants, irrespective of their equality group.</p>
<ul style="list-style-type: none"> • Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>Information regarding the Right to Buy is complex and can be difficult to understand, especially if English is not the applicants first language. Information on the Right to Buy can be offered in alternative formats and meeting are offered to discuss the process with any potential applicants.</p> <p>Certain property types are excluded from being sold through the Right to Buy, this includes some properties that have been adapted for people with a disability or properties that are designated for the elderly.</p>
<ul style="list-style-type: none"> • Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>The policy will have no impact.</p>
<ul style="list-style-type: none"> • What further evidence is needed to understand the impact on equality? <p>Monitoring will be completed as the policy is implemented. It is not expected that there will be an impact.</p>

1. 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: Due to the requirements of the Right to Buy legislation, applicants must have three qualifying years. Therefore younger applicants may be disadvantaged. No action can be taken to address this, but advice can be given to applicants about when they are able to apply. Older applicants may be unable to buy their property if it has been designated for the elderly. No action can be taken to address this, but advice can be given to applicants.

Disability: Disabled applicants with a physical disability may be unable to buy their property if it has been designated for disabled persons. There is strict criteria outlined in the legislation which must be met for a property to be excluded. It is important that accurate information is provided to disabled applicants about whether they can purchase their property.

Gender
Gender Reassignment
Marriage and Civil Partnership
Pregnancy and Maternity
Race
Religion and Belief
Sexual Orientation

It is not anticipated that the Council would need to take any further action for these categories. 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: |



This page is intentionally left blank

Report of the Chief Executive

BROXTOWE MEDIATION PARTNERSHIP1. Purpose of report

To update the Committee on the progress of the Broxtowe Mediation Partnership and seek Committee approval for its continuation.

2. Background

The Broxtowe Mediation Partnership, which is a partnership between Broxtowe Youth Homelessness and Citizens Advice Broxtowe and is supported by Broxtowe Borough Council has been operating a pilot mediation service since May 2021.

3. Detail

A progress update on the Broxtowe Mediation Partnership is within Appendix 1 of the Report

There has been significant progress made in establishing the new service, in recruitment of staff and volunteers and in providing the new mediation service to those who require it.

Broxtowe Youth Homelessness and Citizens Advice Broxtowe have submitted a proposal and therefore confirmed their interest in continuing with the Broxtowe Mediation Partnership. The proposal is for two years with a review after year one.

4. Financial implications

The Broxtowe Mediation Partnership requires an annual fee in the region of £27,000 to operate. This funding is provided through grant funding received by Broxtowe Borough Council from the Department of Levelling Up Housing and Communities.

Recommendation

The Committee is asked to RESOLVE that support for the Broxtowe Mediation Partnership be continued.

Background papers

Nil.

This page is intentionally left blank

APPENDIXBackground

Since the Homelessness Reduction Act 2017, the Council has received increased funding for its provisions of homelessness prevention initiatives. 'Homelessness Prevention' became part of our statutory duties in accordance with this new act. One initiative accepted as good practice is mediation between neighbours, within family relationships and between landlord and tenant.

Broxtowe Borough Council formally provided a Mediation Service until 2018, however a reduction in staffing and the remaining member of staff leaving led the service not being operational. The Council were unable to recruit anyone with the required experience or qualifications to fill the vacant role. The service previously utilised trained volunteers to supplement the Broxtowe Borough Council staff employed to deliver the service. A successful mediation service depends on a number of people being qualified and able to offer mediation and supervision to volunteers. The current structure, employing one part-time post, was not considered to be effective or sustainable.

When options to offer the service in-house had been exhausted the Council considered a number of options for the provision of a mediation service, which included looking at specialist mediation providers, and also exploring options that could be provided by existing partners. The Council was provided a joint proposal by Broxtowe Youth Homelessness and Citizens Advice Broxtowe.

Broxtowe Youth Homelessness is an established partner of the Council providing support to under 25's facing homelessness and also raising awareness among younger people, in schools for example, regarding the issues surrounding homelessness.

Citizens Advice Broxtowe works closely and has established partnership links with the Council in a number of areas including Revenues and Benefits and Housing Advice.

It was decided that a trial would take place during 2021-22 of a new partnership arrangement.

The Broxtowe Mediation Partnership

Citizens Advice Broxtowe and Broxtowe Youth Homelessness work together to provide the Broxtowe Mediation Partnership.

As part of the Broxtowe Mediation Partnership, a Mediation Coordinator was recruited and is employed by Citizens Advice Broxtowe. The Coordinator has been in post since May 2021.

The Mediation Coordinator has the relevant practitioner certification, as does one of the mediators from Broxtowe Youth Homelessness.

As before, a key part of the service delivery is delivered by volunteers. The Broxtowe Mediation Partnership has reconnected with 8 of the former or new volunteers and has fully trained or is in the process of fully training them.

Referrals are made direct to the service. Referrals could at first be only made by professionals in order to control the potential cases, but now the service is able to consider referrals from anyone. The Broxtowe Mediation Partnership is being more actively promoted and promotional materials have been produced to assist with this.

Types of Mediation Offered

The mediation offered by the service concentrates on 3 main areas.

➤ Neighbour Mediation

Focusses on collaborative problem solving between those in dispute to focus on the future, whilst understanding what has happened to cause the dispute.

➤ Neighbourhood Mediation

Offered to residents in situations where many neighbours and parties are involved. It works on the principle that the community is best to resolve disputes within it.

➤ Household or Landlord Mediation

Centres around conflicts that relate to home and property, generally where family members or landlords are no longer willing to accommodate another person, potentially risking homelessness.

This does not include disputes between those in a relationship, where Courts are involved or in custody arrangements of children.

The mediation offered is therefore not tenure specific and can therefore cover a variety of different housing related circumstances.

The Broxtowe Mediation Partnership have been providing a variety of different mediation methods that are flexible to the case and are also respectful of restrictions that have been in place and concerns individuals may have regarding close contact due to COVID-19. Mediation has therefore taken place face to face but has also been offered over the phone or virtually.

Case Studies

Case Study 1

The parties were Council tenants living in flats with a communal garden. The use, access to and responsibility for the garden formed the bulk of the dispute.

Both clients were elderly, one party has a wife with dementia who cannot be left alone and would not be appropriate to bring into a mediation setting. Relationship had also broken down to the point where they did not want to be in the same room.

Assessment phone calls to each party were followed by three visits to each party over two weeks to carry out the mediation process. A resolution was reached and an agreement created

Both parties expressed how upset they were that things had got so far that mediation was needed but willingly committed to the mediation process and were able to express their concerns clearly and communicate with each other through the mediator.

Case Study 2

Neighbour dispute between Council tenant and Homeowner. Homeowner had been working from home due to COVID restrictions and had become increasingly aware of the noise her neighbours made. There were often loud banging sounds which reverberated through her home and loud music at certain times usually when the adults and the partner of the homeowner were not at home. The adults were often very noisy when in the garden. The noise caused increasing distress to the homeowner.

Face to face mediation took place and resolution reached. After a difficult and lengthy first stage of mediation where each party was able to talk about the difficulties they were experiencing, they clearly began to understand more about the other's position. There had been many assumptions made by each of them about the other.

An agreement was reached and both parties were happy with the experience and outcome and that things were working well.

This page is intentionally left blank

Report of the Chief Executive

SOUTH NOTTINGHAMSHIRE HOMELESSNESS AND ROUGH SLEEPING STRATEGY1. Purpose of report

To seek Committee approval for the new South Nottinghamshire Homelessness and Rough Sleeping Strategy.

2. Background

As part of our statutory duties, Councils are required to produce a Homelessness Strategy. The Council works closely with partners at Rushcliffe Borough Council and Gedling Borough Council to produce a joint strategy for South Nottinghamshire. The three Borough's face many common challenges and work closely together to provide joint interventions to help prevent and relieve homelessness and rough sleeping.

3. Detail

The new proposed Homelessness and Rough Sleeping Strategy and accompanying action plan focuses around the emerging challenges that Councils face and some of the new challenges and objectives set by the Department of Levelling Up, Housing and Communities. The new proposed strategy was open for public consultation for eight weeks from October to December 2021.

The strategy focuses its actions around six identified key themes, these are:

- Early intervention through partnership working
- The provision of accessible, agile and responsive homelessness services
- Access to affordable and quality accommodation across all sectors
- Tackle rough sleeping by developing and improving pathways
- Link health, well-being and housing together to improve the life chances and aspirations of those affected
- Deliver long term support solutions to sustain tenancies for the most vulnerable.

An Equalities Impact Assessment is included as appendix 1 of the report. The new proposed strategy and its associated appendices are in appendix 2. The consultation results are appendix 3.

Recommendation

The Committee is asked to RESOLVE that the new South Nottinghamshire Homelessness and Rough Sleeping Strategy be approved.

Background papers: Nil

This page is intentionally left blank

APPENDIX 1

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:		Homelessness and Rough Sleeping Strategy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		Existing policy function	
<p>1. What are the aims and objectives of the policy or function?</p> <p>To set out the Borough's strategic response to homelessness</p>			
<p>2. What outcomes do you want to achieve from the policy or function?</p> <p>To improve homelessness services across South Nottinghamshire</p>			
<p>3. Who is intended to benefit from the policy or function?</p> <p>Anyone in South Nottinghamshire facing homelessness or rough sleeping</p>			
<p>4. Who are the main stakeholders in relation to the policy or function?</p> <ul style="list-style-type: none"> • Homeless applicants • Staff • Partner agencies 			
<p>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</p> <p>When applicants access services, full details are taken from them that would cover the strands</p>			
<p>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</p> <p>Information provided on records</p>			
<p>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</p> <p>The strategy was consulted on through public consultation. There were public comments made about impacts on certain groups, that we incorporated into the action plan</p>			

<p>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</p> <p>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</p> <ul style="list-style-type: none"> Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified? <p>There is eligibility criteria within the Housing Act 1996 regarding those who qualify for assistance. These could affect certain groups for a variety of reasons, but these are outlined in other legislation</p>
<ul style="list-style-type: none"> Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified? <p>No. As above</p>
<ul style="list-style-type: none"> Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function? <p>As above, legislative requirements.</p>
<ul style="list-style-type: none"> Could the policy or function promote or contribute to equality and good relations between different groups? If so, how? <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> What further evidence is needed to understand the impact on equality? <p>None</p>

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

Age: It is acknowledged that young people often require additional support. The Council's work with Broxtowe Youth Homelessness will help address this.

Disability: A person's disability may limit the temporary or permanent accommodation that can be offered as many units may not be suitable. The Council will consider alternative solutions to accommodation needs, and ensure that people are given full information about adjustments and adaptations that can be made and how these will impact on rehousing.

Gender: Some temporary accommodation, such as refuge accommodation, is only available for males or females. This may lead to a difference in provision depending on gender. The Council will monitor this to identify if this is an issue and action is

needed.

Gender Reassignment: 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

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

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. Regular monitoring and analysis may identify reasons that have not been anticipated. Action will be taken to mitigate any barriers identified

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: |



This page is intentionally left blank

APPENDIX 2

South Nottinghamshire Homelessness and Rough Sleeping Strategy 2022-2027

Introduction

Housing is fundamental to the wellbeing of our residents, their families and our communities. Homelessness can affect anyone, whilst many people affected or who are threatened with homelessness will have family or social networks that are able to provide support, some do not and the statutory services provided by their local Council need to assist.

The Homelessness Act 2002 places a legal requirement on local authorities to undertake a review of homelessness within their area, and develop and publish a strategy to prevent homelessness, based on the findings of the review.

People can be defined as homeless if they have nowhere to stay and are living on the streets, they can also be considered homeless even if they have a roof over their head. People experiencing homelessness include those;

- sleeping rough or sofa surfing
- living in hostels or night shelters or other unsuitable temporary accommodation
- squatting
- at risk of violence or abuse
- living in poor housing conditions that affects their health
- living apart from family because they don't have a place to live together
- who cannot continue to occupy their current accommodation and have no other accommodation available to them

The new South Nottinghamshire Homelessness and Rough Sleeping Strategy 2022-2027 builds on the progress and outcomes from the previous Strategy 2017-2021. It recognises the changing national and local context which has brought and is likely to bring increased demand for services alongside unprecedented health and economic challenges. Within the appendices, the Review of Rough Sleeping across South Nottinghamshire shows the emerging challenges and trends that we are facing.

Since the previous strategy was launched, the Government launched a national 'Rough Sleeping Strategy' that set out the Government's intention to halve rough sleeping by 2022 and end it by 2027. We share this vision and priority and tackling rough sleeping is a key strategic objective of this strategy.

The previous Strategy (2017-21) focussed on effective service delivery to increase prevention opportunities to reduce the risk of crisis presentations that could make access to appropriate accommodation options difficult. Over the last 5 years the three Borough's, in partnership with others within Nottinghamshire, have responded positively to the challenges and additional duties posed by the Homelessness Reduction Act 2017. This has been achieved by expanding and creating new pathways to services for the most vulnerable applicants, through the provision of

specialist support and settled accommodation for vulnerable groups. This is an acknowledgement of the increase in complexity of cases and the number of individuals and families who present with multiple or complex needs. Improvements have also been made to services at the point of first contact so that early opportunities to prevent homelessness are maximised.

This strategy will continue to focus on early intervention, homeless prevention and strengthening pathways and partnerships. However, the additional challenges posed by the COVID-19 pandemic will require an increased and proactive focus to be placed on health and housing and providing mechanisms of support to those at risk of homelessness and rough sleeping within our communities and providing suitable and sustainable housing options to all those affected.

The Department of Levelling Up, Housing and Communities (DLUHC) has also provided and continues to provide increasing funding streams, either allocated or through bid submission, to invest in accommodation, prevention and support for those who are homeless, at risk of homelessness and/or rough sleepers or those at risk of rough sleeping. The South Nottinghamshire Homelessness and Rough Sleeping Strategy commits to using this funding in the most effective ways to ensure the best outcomes for clients and bring rough sleeping to an end.

Key Achievements

The three Councils have worked effectively to improve homelessness services over recent years, examples of these achievements are outlined below;

- Successful implementation of the Homeless Reduction Act across all Boroughs
- Establishment of a South Nottinghamshire Winter Night Shelter at Elizabeth House in 2019-20. Commitment to continuation of a winter provision during COVID-19 pandemic and further 13 individuals assisted in 2020-21.
- Increasing units of supported accommodation within South Nottinghamshire with the expansion of Elizabeth House and through successful RSAP Funding bids in partnership with Framework with funding from the DLUHC. This alone will deliver 16 units of additional supported accommodation targeted at rough sleepers.
- Successful implementation of the Government's 'Everyone In Scheme' during the COVID-19 pandemic, leading to 55 rough sleepers being assisted off the streets in South Nottinghamshire.
- Improved offers to Private Sector Landlords within South Nottinghamshire, including assistance with deposits, rent in advance and landlord incentives.
- Successful continued partnership working and implementation of new initiatives through the Rough Sleeping Initiative (RSI) funding, providing access to improved pathways for clients such as Homelessness Navigators and Call Before You Serve.
- In partnership with Framework, the provision of a comprehensive Street Outreach Service to assist rough sleepers off the street.

Context and Challenges

The Homelessness landscape has seen a number of significant changes at both a national and local level.

The Homelessness Reduction Act 2017 introduced a number of new duties and a revised Code of Guidance. This included the extension of a period a household is 'threatened with homelessness' from 28 to 56 days, new duties to prevent and relieve homelessness for eligible applicants, a Personal Housing Plan (PHP) to be agreed with applicants, and a new 'duty to refer' for public services to notify a local authority if an individual may be homeless or at risk of homelessness.

The National Rough Sleeping Strategy (2018), sets out the aim to end rough sleeping by 2027. This strategy is structured around '3 Pillars', which are commitments and actions surrounding;

- Prevention – integrated working with partner agencies to identify those at risk of rough sleeping before crisis
- Intervention – a responsive outreach service to support rough sleepers to move off the streets and towards recovery and to identify new rough sleepers as quickly as possible
- Recovery – support for individuals to find and sustain stable accommodation and to meet wider support needs.

Unintended consequences and effects brought about by the Welfare Reform Act 2012, which introduced changes in many established benefits and introduced Universal Credit. This has created difficulties in vulnerable groups accessing the benefits system and gaining assistance with their housing costs.

The COVID-19 pandemic has had a key role in shaping the national and local context of homelessness since 2020 and has as well brought to the fore the needs and vulnerabilities of rough sleepers.

There are two relevant national policies and approaches introduced in response to the pandemic to target individuals rough sleeping or at risk of rough sleeping. These are the 'Everyone In' initiative and the 'Next Steps' Accommodation Proposal (NSAP), now renamed Rough Sleeper Accommodation Programme (RSAP) 2021-24.

The 'Everyone In' initiative announced in March 2020 aimed to provide safe and self-contained accommodation for those sleeping rough. This was in response to the national COVID-19 lockdown and in recognition that rough sleepers were more vulnerable due to longer term and complex health issues. In response, each Council was required to provide emergency accommodation and a move on plan detailing how the rough sleepers accommodated were going to be accommodated permanently.

The NSAP scheme was launched in July 2020. Funding has been available to Council's to submit bids for from the DLUHC with the aim of continuing to provide accommodation for vulnerable people, including rough sleepers and to help those

groups to obtain suitable long term accommodation options. Funding was available for both Capital and Revenue projects, based on local need, to provide accommodation and support to this client group. The three Councils have been successful in securing £311,000 funding as part of the NSAP initiative in year 2020-21 to secure 7 units of accommodation with support across South Nottinghamshire and secured another £450,000 funding as part of the subsequent RSAP initiative in year 2021-22 to secure a further 6 units of accommodation with support. This much needed resources will make a significant difference to those individuals that are rough sleeping or at risk of rough sleeping in South Nottinghamshire.

Another COVID 19 emergency policy response that will have an emerging effect on housing advice and homelessness services in the short to medium term will be the moratorium on evictions. The moratorium has run for in excess of 12 months during 2020 and 2021. This has meant that primarily rental evictions (and some other evictions), from social and private landlords have not been able to proceed during this period. The moratorium was lifted in May 2021 and is likely to have led to increasing household debts and created further uncertainty and insecurity of tenure.

Other consequences of COVID-19 that could have an emerging impact on homelessness include the 'furlough' scheme and the potential increase in unemployment which is likely to lead to an increase in demand for our services.

An analysis of the data surrounding the current homelessness situation and challenges are summarised in Appendix 1.

The COVID-19 legacy issues are likely to compound the existing challenges faced by individuals already in precarious housing situations as well as statutory and third sector organisations managing finite resources. Following a review of the previous Homelessness and Rough Sleeping Strategy 2017-21 and the current homelessness issues, the key challenges faced in South Nottinghamshire are summarised below;

Increasing numbers of households seeking assistance

We expect to see increasing demand for housing advice, homelessness assistance and requests for support over the coming years, particularly in light of the COVID-19 pandemic and associated challenges. We aim to ensure services are accessible and our strong relationship with partners will enable us to develop joined up pathways as well as maximise resources and avoid duplication of effort.

Increasing numbers of individuals with complex needs and who are at risk of rough sleeping

Mirroring the national picture, South Nottinghamshire's rough sleeping figures have seen a small increase. The successful DLUHC funded initiatives have been key in reducing rough sleeping and sustaining accommodation. The three partner Councils jointly access the (RSI) commissioned services, which incorporates Framework Street Outreach, providing comprehensive outreach services to rough sleepers to access accommodation and/or support services.

In addition, the RSI commission Change, Grow, Live (CGL) to provide specialist addiction services, physical health, mental health and social work services and also has a range of specialist “Navigator” posts based in hospitals, prisons and within the community to support those at risk of homelessness.

Despite the services provided, rough sleeping remains on our streets and we acknowledge that there will be an additional ‘hidden’(i.e. sofa surfing) homeless population that are at risk of rough sleeping.

The three Boroughs remain committed to ending rough sleeping across South Nottinghamshire.

RSI services are detailed and summarised in Appendix 2.

Meeting the needs of individuals with complex and/or multiple support needs

Homelessness is not just a housing issue and many homeless people have complex needs which require a varied and tolerant approach. We aim to continue to work with partners to forge strong working relationships to deliver a bespoke and effective package of support, advice and accommodation to clients to ensure they get the help and support that they need.

We will look to build upon the health and social care partnerships strengthened during the COVID-19 response to ensure a holistic response to tackling common challenges. We will also aim to continue to build partnerships with other key partners such as CGL, the probation and criminal justice agencies, domestic abuse services, asylum and refugee support services, as well as services assisting in access to housing, via local Registered Providers.

Lack of affordable, suitable and quality settled accommodation

There is an ever increasing demand for social housing and supply outstrips demand. People are waiting longer for accommodation without the certainty of being allocated a property to meet their needs. The lack of settled affordable accommodation can mean households put their lives on hold or in some instances, are placed in temporary accommodation whilst waiting for suitable accommodation to be found. This accommodation can often be in the form of hotel accommodation.

Previously the three Boroughs had been able to access accommodation within the private rented sector, but as competition of rental properties increases, landlords routinely increase their rents. This means that many areas of Nottinghamshire are seeing rents far in excess of the Local Housing Allowance (LHA). This makes it increasingly a less viable solution.

Delivering the Strategy

The South Nottinghamshire Homelessness and Rough Sleeping Strategy went out for public consultation between October and December 2021. The consultation methodology, responses and outcomes can be found in Appendix 3.

Strategic aims

Based on the key challenges, the strategy has been summarised into 6 strategic aims.

1. Early intervention through effective partnership working
2. The provision of an accessible, agile and responsive homelessness service.
3. Access to affordable and quality accommodation across all sectors
4. Tackle rough sleeping by developing and improving pathways
5. Linking health, well-being and housing together to improve the life chances and aspirations of those affected
6. Delivering long term support solutions to sustain tenancies for the most vulnerable

Making sure we deliver

The South Nottinghamshire Homelessness and Rough Sleeping Strategy has been developed in consultation with the South Nottinghamshire Inter Agency Homelessness Forum, consisting of a wide range of statutory and voluntary agencies involved in providing homelessness services.

The RSI commissioned services have recently been subject to an external evaluation by the University of Lincoln. This has identified a number of key action points which will be incorporated as action plan targets in the new Homelessness and Rough Sleeping Strategy.

The action plan will be progressed, reviewed and updated in consultation with the forum annually to measure progress. The action plan will also take account of any legislative changes that may arise.

The South Nottinghamshire Inter Agency Forum will be responsible for the monitoring and review of the action plan having regard to legislative and good practice changes that may arise during the lifetime of the strategy. An annual report will also be provided to each of the partner Councils and the DLUHC.

Action Plan**Early intervention through effective partnership working**

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
Continue to develop the partnership working around homelessness with Nottinghamshire County Council	The three Councils will continue to engage positively with partnership meetings such as the Housing Sub Group to improve and coordinate agency responses across South Nottinghamshire and Nottinghamshire as a whole	Prevention	BBC, GBC, RBC, Nottinghamshire County Council	22-23 ongoing
Work in partnership across the three Councils and with partner agencies to help to educate young people around the risks and implications of homelessness	Continue work with partners like Broxtowe Youth Homelessness to develop and provide support in local schools and in the communities to young people	Prevention	BBC, GBC, RBC, Broxtowe Youth Homelessness	22-23 ongoing
Strengthen links with key partner agencies to improve help and assistance to vulnerable households	Involve and work with agencies such as the Police, Community Safety Partnerships and other community and outreach services to ensure appropriate advice and support is given and appropriate referral pathways are used	Prevention	BBC, GBC, RBC, statutory partners	22-23 ongoing
	Ensure that the three Councils are using their forums to share knowledge	Intervention	BBC, GBC, RBC	22-23 ongoing

<p>Ensure that we are maximising all potential accommodation options</p>	<p>and referral pathways to all providers who are working with vulnerable groups and communities within South Nottinghamshire</p>			
<p>Ensure that links with Registered Social Landlords are strengthened</p>	<p>Improve links with Registered Social Landlords operating within South Nottinghamshire surrounding potentially homeless clients that they are looking to evict, to improve early intervention</p>	<p>Prevention</p>	<p>BBC, GBC, RBC, RSL's in South Notts</p>	<p>23-24</p>
<p>Maximise the funding available to assist homeless clients</p>	<p>Ensure that DLUHC funding is applied for through bids to ensure that there is a supply of accommodation that meets the needs of clients in South Nottinghamshire. Explore the continuation to year 5 of the RSI funding and its associated services</p>	<p>Prevention, Intervention, Recovery</p>	<p>BBC, GBC, RBC, RSI services</p>	<p>22-23 ongoing</p>

The provision of an accessible, agile and responsive homelessness services

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
All three Councils continue to develop and improve prevention options	The three Councils will continue to review data and trends within their Borough and clients and explore with partners new approaches to homelessness prevention	Prevention, Intervention, Recovery	BBC, GBC, RBC	22-23 ongoing
Ensure that homelessness data is analysed to inform quality and targeted service delivery	Analyse and review data collected to identify trends and discuss between Boroughs to inform future service delivery	Prevention, Intervention, Recovery	BBC, GBC, RBC	23-24
Ensure that those accessing the service receive a quality service that provides clients with the best options and advice	<p>Annual review of staff training and knowledge undertaken to ensure staff are well equipped to undertake their roles</p> <p>Development of robust quality assurance frameworks within Housing Options teams, seeking the views of service users, to ensure quality service delivery and shape the future service</p> <p>Ensure that peer reviews and good practice that is being used in other areas is being considered or implemented within South Nottinghamshire</p>	Prevention, Intervention, Recovery	BBC, GBC, RBC	23-24

<p>Ensure that homeless clients are able to access housing options and advice services</p>	<p>Review the service access and customer journeys within the Borough's to ensure that clients are able to access services and are able to access them in a variety of ways, including the perspective of the service user</p>	<p>Prevention, Intervention, Recovery</p>	<p>BBC, GBC, RBC</p>	<p>23-24</p>
<p>Publicise outcomes achieved in tackling homelessness, and publicising the support that is available</p>	<p>Provide annual updates on the strategy Use social media and other media to publicise partnership work and positive outcomes</p>	<p>Prevention, Intervention, Recovery</p>	<p>BBC, GBC, RBC</p>	<p>22-23 ongoing</p>

Access to affordable and quality accommodation across all sectors

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
Ensure homeless applicants are being appropriately prioritised using housing allocations schemes	Review allocations policies within the three Council areas to ensure that the prioritisation of applicants is fair and appropriate	Prevention, Recovery	BBC, GBC, RBC	23-24
Ensure that homeless clients are assisted and are enabled to access suitable accommodation in the private sector	Review private rented sector incentives and monitor effectiveness, looking for new incentives or opportunities	Prevention, Recovery	BBC, GBC, RBC	23-24
Improve availability of suitable supported accommodation with South Nottinghamshire	Consider establishing a "Housing First" scheme is appropriate within South Nottinghamshire	Intervention, Recovery	BBC, GBC, RBC	23-24
Enable access to suitable social housing for homeless clients	<p>Improve the links that Housing Options teams in South Nottinghamshire have with their Choice Based Lettings(CBL) service and look to establish social landlord forums to discuss maximisation of social housing being made available to Councils</p> <p>Build on the strength of the first two successful rounds of RSAP funding which will deliver and additional 13 units, continue to seek and successfully bid for additional funding for supported accommodation.</p>	Prevention, Intervention, Recovery	BBC, GBC, RBC, RSL's in South .Notts	23-24

<p>Ensure that the temporary accommodation offered in South Nottinghamshire is of a high standard</p>	<p>Improve the quality of temporary accommodation offered to homeless clients, minimising the use of bed and breakfast accommodation where possible</p>	<p>Intervention, Recovery</p>	<p>BBC, GBC, RBC</p>	<p>23-24</p>
<p>Work to bring empty properties throughout South Nottinghamshire into use</p>	<p>Consult with Private Sector Housing Teams to identify empty properties and working with Registered Providers to bring them back into use where appropriate for use for housing vulnerable people</p>	<p>Intervention, Recovery</p>	<p>BBC, GBC, RBC</p>	<p>22-23 ongoing</p>

Tackle rough sleeping by developing and improving pathways

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
Improve accommodation options for rough sleepers	<p>Increase amount of accommodation with support available within South Nottinghamshire that is targeted at rough sleepers through RSAP and other funding mechanisms.</p> <p>13 units so far via this initiative, in addition to winter provision</p>	Intervention, Recovery	BBC, GBC, RBC	22-23 ongoing
Ensure effective partnerships are built and maintained to tackle rough sleeping and known rough sleepers	Establish and maintain Rough Sleeper Action Groups within South Nottinghamshire to share information and develop strategies towards rough sleeping.	Intervention, Recovery	BBC, GBC, RBC, rough sleeper navigator	22-23 ongoing
Ensure a rapid response to rough sleeping reports across South Nottinghamshire	Work closely with Framework Street Outreach to identify rough sleepers to offer support and engage positively around accessing support	Intervention, Recovery	BBC, GBC, RBC, frameworks street outreach	22-23 ongoing
Ensure that support is offered or provided to rough sleepers and those at risk of rough sleeping	Work with the services provided through the RSI, gain a greater understanding of what barriers there are for engagement with rough sleepers and what support can be provided particularly for entrenched rough sleepers with complex needs	Intervention, Recovery	BBC, GBC, RBC, all RSI services	23-24

	<p>Look to create action plans for known rough sleepers using Rough Sleeper Action Groups</p> <p>Seek out good practice and involve specialist officers where appropriate to tackle entrenched rough sleepers</p>			
Groups that are known to be at greater risk of rough sleeping are given improved pathways to access support	Work to improve protocols regarding those clients that are at greater risk of rough sleeping or for whose homelessness is difficult to prevent. Particularly those being released from prison, leaving care or discharged from hospital	Intervention, Recovery	BBC, GBC, RBC, RSI services, statutory partner agencies	23-24
In times of severe weather, all efforts are made to ensure nobody is sleeping rough in South Nottinghamshire	An agreed South Nottinghamshire protocol is maintained regarding Severe Weather Emergency Protocol (SWEP) and a commitment to ensuring those sleeping rough are accommodated for the severe weather period	Intervention, Recovery	BBC, GBC, RBC	22-23 ongoing

Linking health, well-being and housing together to improve the life chances and aspirations of those affected

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
Ensure that the Domestic Abuse Act is fully implemented across South Nottinghamshire	<p>Ensure that policies and procedures are amended to ensure that the new Act is being implemented correctly</p> <p>Work with Nottinghamshire County Council to ensure the improvement of domestic abuse services across Nottinghamshire through the Local Partnership Board and contributing to the new County wide commissioning proposal</p>	Prevention, Intervention, Recovery	BBC, GBC, RBC, Nottinghamshire County Council	22-23 ongoing
Ensure the health implications of homelessness within South Nottinghamshire are understood and are part of our strategic and operational approach	Improve and enhance the work undertaken with partner agencies to acknowledge and improve the health and wellbeing of homeless clients in South Nottinghamshire	Recovery	BBC, GBC, RBC	22-23 ongoing
Ensure effective links are built and maintained between Housing Options teams and Health and Social Care teams	Build on partnerships built through the Housing Sub-group to facilitate better access to services and commissioners of services to local people	Prevention, Intervention, Recovery	BBC, GBC, RBC	22-23 ongoing
Ensure that support needs are identified in all homeless households	Review risk assessment and application processes to ensure that these are being picked up and suitable onward referrals are being made	Prevention, Intervention, Recovery	BBC, GBC, RBC	23-24

Delivering long term support solutions to sustain tenancies for the most vulnerable

Strategy Action	How it will be implemented	Type of Objective	Responsible	Target Date
Ensure that clients that are moving on from supported accommodation are not at a disproportionately high risk of tenancy failure	Work with supported accommodation providers on processes surrounding move on assessments to ensure that providers of accommodation are aware of any potential tenancy sustainment risks	Prevention, Intervention, Recovery	BBC, GBC, RBC	23-24
Ensure that clients are rough to overcome housing related difficulties that threaten homelessness and can lead to rough sleeping	Work closely with Framework Housing to maximise and ensure effective usage of the Prevention and Resettlement service	Prevention	BBC, GBC, RBC, Framework	22-23 ongoing
Develop new and innovative approaches to sustaining tenancies and preventing homelessness	Continue usage of support mechanisms such as prevention funds to ensure that clients are able to access or sustain their accommodation Consider the use of mediation services to work with families or landlords to prevent homelessness and sustain accommodation	Prevention, Recovery	BBC, GBC, RBC	22-23 ongoing
Ensure the effective support to is provided to clients in the procured RSAP units	Review support mechanisms provided during the initial phase, identifying and providing improvements where necessary	Recovery	BBC, GBC, RBC, Framework	23-25

*Abbreviation guidance

BBC- Broxtowe Borough Council

GBC- Gedling Borough Council

RBC- Rushcliffe Borough Council

RSL – Registered Social Landlord. A Registered Social Landlord is an organisation that provides social and affordable housing. Generally comprised of housing associations that are non-profit making but are independent from state ownership of local authority control.

RSI – Rough Sleeper Initiative – Services provided to assist in prevention, intervention and recovery of homelessness through Government funding following successful bids.

DLUHC – Department of Levelling Up, Housing and Communities

Appendix 1**South Nottinghamshire Homelessness and Rough Sleeping Strategy – Review of Homelessness**

The strategy is based on a review of homelessness in South Nottinghamshire. This review was undertaken in summer 2021. The review looks at the last 3 fiscal years, as a relevant comparison and data set for review because of the changes in the reporting requirements following the introduction of the Homelessness Reduction Act.

The purpose of the review is

1. Examine current levels of homelessness and housing using available statistical data. This includes a review of the levels of homelessness across South Nottinghamshire, a breakdown of the causes of homelessness and the households that become homeless and to consider if certain groups or types of household are at higher risk of homelessness or require specific intervention and to review the accommodation levels of offers available.
2. Review the current services and support available within the area and resources available to assist the Councils and its partners to prevent and relieve homelessness.
3. Having reviewed these two areas, identify service gaps and potential weaknesses in the services provided and that are currently available, as well as estimating what homelessness pressures there may be in the coming years.

These findings will inform the South Nottinghamshire Homelessness and Rough Sleeping Strategy and Action Plan 2022-2027.

Key Findings

An analysis of the last 3 years, which is used comparatively and to establish trends, shows how the three Boroughs have responded to the Homeless Reduction Act in terms of the new duties that this introduced.

It is necessary to provide context that figures in 2020-21 are affected by the COVID-19 pandemic and therefore analysis of certain data in this year needs to take account of the context and challenges that this brought about, which are outlined in the Homelessness and Rough Sleeping Strategy document.

The key findings of the review are;

- The number of households being assessed in the three Borough's is declining. The number in the 20-21 was a significant decrease, but this can be largely discounted because of a number of wider factors relating to the COVID-19 pandemic and response, these are outlined in the strategy.
- Applicants that are assessed are predominantly owed a Prevention Duty. This would be consistent with what would be expected in accordance with the Homeless Reduction Act.
- The number of households that are being assessed as having no duty has decreased significantly since 18-19 as a proportion of the overall figure of households assessed. This would be an explanation for a decreasing trend in the number of households assessed.
- The main reasons for homelessness, in terms of the loss of the last settled accommodation, is consistently family and friends are no longer able to accommodate. This is followed by a Private Rented Sector tenancy coming to an end, which is prevalent in the figures for the applicants owed a Prevention Duty.
- There has been a general trend of an increase in the prevalence of Domestic Abuse, both affecting support needs and in terms of accommodation loss.
- The most prevalent household type facing homelessness is consistently single adult males, particularly in the Relief Duty. Although, there is a significant number of single females and single females with children facing homelessness, particularly in the Prevention Duty.
- Support needs that surround the need to access or requirements for mental health support shows a high prevalence, the highest of all the support need measures across the three Borough's.
- Homelessness is an issue that predominantly affects younger people within South Nottinghamshire. Consistently over half of people assessed have a main

applicant that is under 35. There is also a high prevalence of support needs for younger adults in managing independently.

- The majority of homeless applicants are either registered unemployed, unable to work or are not seeking work.
- Rough sleeper figures are consistent across South Nottinghamshire, with between 3 and 5 being recorded at the Snapshot over the last 3 years. There is further context surrounding rough sleeping and the “Everyone In” and COVID response measures captured in the Homelessness and Rough Sleeping Strategy and Action Plan.
- The waiting list data shows that there are significant numbers of people across South Nottinghamshire that are seeking and waiting for a social housing tenancy.
- The number of lets through the Borough’s waiting lists is showing significant decline, these are lets for all reasons not just homeless applicants. Over the last 3 years there has been a reduction of around 30%. The demands on the housing options services of the three Borough’s is not showing the same trend. This leads to service pressures.

Homelessness Statistics in South Nottinghamshire 18-19

Homelessness summary by Borough in 18-19			
Indicator	Broxtowe	Gedling	Rushcliffe
Households Assessed	368	414	389
Households owed a duty	353	360	324
Households owed the prevention duty	244	223	261
Households owed the relief duty	109	137	63
Households owed no duty	15	54	65

Reason for loss of last settled home for household owed a Prevention Duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	62	45	59
End of private rented tenancy – assured shorthold	109	89	78
Domestic Abuse	8	9	21
Non-violent relationship breakdown with partner	24	13	36
End of social rented tenancy	2	1	10
Eviction from supported housing	3	4	7
End of private rented tenancy – not assured shorthold	3	5	6
Other violence and harassment	4	4	6
Left institution with no accommodation available	2	0	1
Required to leave accommodation provided by home	3	1	0

office as asylum support			
Other reasons/not known	24	52	37

Reason for loss of last settled home for household owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	35	39	17
End of private rented tenancy – assured shorthold	12	11	6
Domestic Abuse	10	22	9
Non-violent relationship breakdown with partner	12	19	4
End of social rented tenancy	6	4	5
Eviction from supported housing	5	4	4
End of private rented tenancy – not assured shorthold	0	3	1
Other violence and harassment	4	3	3
Left institution with no accommodation available	1	2	1
Required to leave accommodation provided by home office as asylum support	0	0	0
Other reasons/not known	24	30	13

Accommodation at time of application for those owed a Prevention duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	107	126	105
Living with Family	79	62	79
No Fixed Abode	0	0	0
Social Rented Sector	9	8	31
Living with Friends	29	9	23
Homeless on Departure from Institution	1	2	4
Rough Sleeping	0	0	0
Owner Occupier/Shared Ownership	7	6	7
Temporary Accommodation	1	1	1
National Asylum Seeker Support Accommodation	3	0	1
Refuge	5	1	2
Other/not known	3	8	8

Household type of households owed a Prevention duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	8	3	7
Single parent with dependent children - Female	66	73	83
Single parent with dependent children - Other	0	0	0
Single adult - Male	69	51	79
Single adult - Female	44	44	48
Single adult - Other	0	0	0
Couple with dependent children	28	29	21

Couple/two adults without dependent children	21	19	17
Three or more adults with dependent children	5	3	3
Three or more adults without dependent children	3	1	3
Other/not known	0	0	0

Ethnicity of main applicants owed a Prevention or a Relief duty

Ethnicity	Broxtowe	Gedling	Rushcliffe
White	302	301	263
Black/African/Caribbean /Black British	21	13	12
Asian/Asian British	6	7	10
Mixed/Multiple ethnic groups	7	14	10
Other ethnic groups	10	9	9
Not known	6	14	20

Support needs of households owed a Prevention or Relief duty

Support Needs	Broxtowe	Gedling	Rushcliffe
History of mental health problems	49	60	60
Physical ill health and disability	23	38	43
At risk of/has experienced domestic abuse	18	8	32
Offending history	15	7	6
History of repeat homelessness	8	0	2
Drug dependency needs	6	2	6
History of rough sleeping	1	2	2
Alcohol dependency needs	13	8	12
Learning disability	15	12	6

Young person aged 18-25 years requiring support to manage independently	14	1	21
Access to education, employment or training	3	0	3
At risk of/has experienced abuse (non-domestic abuse)	3	0	4
At risk of/has experienced sexual abuse/exploitation	2	5	4
Old Age	0	0	4
Care leaver aged 21+ years	4	4	2
Care leaver aged 18-20 years	3	9	2
Care leaver aged 16-17 years	1	0	5
Young parent requiring support to manage independently	0	0	2
Former asylum seeker	1	0	2
Served in HM forces	2	0	0

Age if main applicants owed a Prevention or Relief duty

Age Band	Broxtowe	Gedling	Rushcliffe
16-17	0	0	5
18-24	83	89	73
25-34	107	117	94
35-44	82	69	67
45-54	49	49	46
55-64	28	21	23
65-74	3	12	8
75+	1	3	8

Accommodation at time of application for those owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	10	9	1
Living with Family	28	32	8
No Fixed Abode	41	57	27
Social Rented Sector	5	4	4
Living with Friends	6	15	3
Homeless on Departure from Institution	6	1	2
Rough Sleeping	4	4	5
Owner Occupier/Shared Ownership	0	2	0
Temporary Accommodation	3	1	3
National Asylum Seeker Support Accommodation	0	0	0
Refuge	5	3	7
Other/not known	1	9	3

Household type of households owed a Relief duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	5	2	2
Single parent with dependent children - Female	22	43	20
Single parent with dependent children - Other	0	0	0
Single adult - Male	52	52	26
Single adult - Female	17	29	10
Single adult - Other	0	0	0
Couple with dependent children	9	5	2

Couple/two adults without dependent children	4	4	2
Three or more adults with dependent children	0	2	1
Three or more adults without dependent children	0	0	0
Other/not known	0	0	0

Employment status of main applicants owed a duty

Employment Status	Broxtowe	Gedling	Rushcliffe
Registered Unemployed	101	82	26
Not working due to illness/disability	41	61	86
Full time work	63	47	63
Part time work	52	55	50
Not seeking work/at home	57	55	40
Not registered unemployed but seeking work	16	14	20
Retired	2	16	15
Student/training	5	2	5
Other	12	16	6
Not known	4	12	16

Homelessness Statistics in South Nottinghamshire 19-20

Homelessness summary by Borough in 19-20			
Indicator	Broxtowe	Gedling	Rushcliffe
Households Assessed	327	382	301
Households owed a duty	323	364	285
Households owed the prevention duty	257	241	235
Households owed the relief duty	66	123	50
Households owed no duty	4	18	16

Reason for loss of last settled home for household owed a Prevention duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	70	50	56
End of private rented tenancy – assured shorthold	78	76	50
Domestic Abuse	18	19	18
Non-violent relationship breakdown with partner	34	25	43
End of social rented tenancy	4	4	10
Eviction from supported housing	5	5	1
End of private rented tenancy – not assured shorthold	0	0	7
Other violence and harassment	4	4	8
Left institution with no accommodation available	0	0	0
Required to leave accommodation provided by home	2	0	1

office as asylum support			
Other reasons/not known	42	58	41

Reason for loss of last settled home for household owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	12	30	14
End of private rented tenancy – assured shorthold	7	13	6
Domestic Abuse	13	33	11
Non-violent relationship breakdown with partner	8	10	5
End of social rented tenancy	6	2	2
Eviction from supported housing	5	3	3
End of private rented tenancy – not assured shorthold	0	0	0
Other violence and harassment	1	3	4
Left institution with no accommodation available	0	1	0
Required to leave accommodation provided by home office as asylum support	1	1	0
Other reasons/not known	13	27	5

Accommodation at time of application for those owed a Prevention duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	72	113	75
Living with Family	103	73	74
No Fixed Abode	0	0	0
Social Rented Sector	12	23	24
Living with Friends	45	15	35
Homeless on Departure from Institution	6	0	6
Rough Sleeping	0	0	0
Owner Occupier/Shared Ownership	4	5	6
Temporary Accommodation	2	0	1
National Asylum Seeker Support Accommodation	1	0	0
Refuge	0	0	1
Other/not known	12	12	13

Household type of households owed a Prevention duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	10	7	8
Single parent with dependent children - Female	66	79	62
Single parent with dependent children - Other	0	0	0
Single adult - Male	90	55	78
Single adult - Female	51	48	46
Single adult - Other	0	0	0
Couple with dependent children	18	27	13

Couple/two adults without dependent children	16	15	23
Three or more adults with dependent children	4	3	2
Three or more adults without dependent children	2	7	3
Other/not known	0	0	0

Ethnicity of main applicants owed a Prevention or a Relief duty

Ethnicity	Broxtowe	Gedling	Rushcliffe
White	280	312	245
Black/African/Caribbean /Black British	13	10	6
Asian/Asian British	8	10	10
Mixed/Multiple ethnic groups	10	15	4
Other ethnic groups	4	9	3
Not known	6	8	16

Support needs of households owed a Prevention or Relief duty

Support Needs	Broxtowe	Gedling	Rushcliffe
History of mental health problems	65	81	70
Physical ill health and disability	33	34	26
At risk of/has experienced domestic abuse	27	32	29
Offending history	8	6	11
History of repeat homelessness	3	2	5
Drug dependency needs	15	4	9
History of rough sleeping	3	2	4
Alcohol dependency needs	13	4	7
Learning disability	14	12	11

Young person aged 18-25 years requiring support to manage independently	22	3	11
Access to education, employment or training	5	0	0
At risk of/has experienced abuse (non-domestic abuse)	5	6	6
At risk of/has experienced sexual abuse/exploitation	3	1	5
Old Age	4	0	3
Care leaver aged 21+ years	1	6	1
Care leaver aged 18-20 years	5	4	2
Care leaver aged 16-17 years	1	0	3
Young parent requiring support to manage independently	6	1	2
Former asylum seeker	2	1	0
Served in HM forces	2	2	1

Age if main applicants owed a Prevention or Relief duty

Age Band	Broxtowe	Gedling	Rushcliffe
16-17	0	0	3
18-24	75	99	66
25-34	94	114	88
35-44	93	64	48
45-54	41	45	40
55-64	15	30	23
65-74	2	7	11
75+	3	5	6

Accommodation at time of application for those owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	1	8	1
Living with Family	12	33	10
No Fixed Abode	18	24	20
Social Rented Sector	5	11	3
Living with Friends	7	13	1
Homeless on Departure from Institution	8	4	1
Rough Sleeping	7	5	4
Owner Occupier/Shared Ownership	0	3	2
Temporary Accommodation	4	1	1
National Asylum Seeker Support Accommodation	1	1	0
Refuge	2	9	5
Other/not known	1	11	2

Household type of households owed a Relief duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	0	3	0
Single parent with dependent children - Female	16	47	13
Single parent with dependent children - Other	0	0	0
Single adult - Male	29	33	21
Single adult - Female	17	30	8
Single adult - Other	0	0	0

Couple with dependent children	0	5	3
Couple/two adults without dependent children	2	4	5
Three or more adults with dependent children	2	1	0
Three or more adults without dependent children	0	0	0
Other/not known	0	0	0

Employment status of main applicants owed a duty

Employment Status	Broxtowe	Gedling	Rushcliffe
Registered Unemployed	144	86	36
Not working due to illness/disability	15	51	48
Full time work	59	60	59
Part time work	37	45	42
Not seeking work/at home	43	44	54
Not registered unemployed but seeking work	4	13	7
Retired	5	13	14
Student/training	3	2	3
Other	8	13	12
Not known	5	37	10

Homelessness Statistics in South Nottinghamshire 20-21

Homelessness summary by Borough in 20-21			
Indicator	Broxtowe	Gedling	Rushcliffe
Households Assessed	219	220	169
Households owed a duty	208	201	160
Households owed the prevention duty	145	101	93
Households owed the relief duty	63	100	67
Households owed no duty	11	19	9

Reason for loss of last settled home for household owed a Prevention duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	62	29	22
End of private rented tenancy – assured shorthold	34	28	23
Domestic Abuse	12	1	7
Non-violent relationship breakdown with partner	17	13	15
End of social rented tenancy	1	1	1
Eviction from supported housing	1	2	2
End of private rented tenancy – not assured shorthold	0	2	0
Other violence and harassment	0	2	7
Left institution with no accommodation available	2	0	0
Required to leave accommodation provided by home	0	0	0

office as asylum support			
Other reasons/not known	16	23	16

Reason for loss of last settled home for household owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Family or friends no longer willing or able to accommodate	16	37	18
End of private rented tenancy – assured shorthold	8	4	4
Domestic Abuse	9	16	10
Non-violent relationship breakdown with partner	4	10	10
End of social rented tenancy	2	2	1
Eviction from supported housing	2	5	2
End of private rented tenancy – not assured shorthold	0	2	2
Other violence and harassment	2	2	4
Left institution with no accommodation available	4	0	0
Required to leave accommodation provided by home office as asylum support	0	0	0
Other reasons/not known	16	23	16

Accommodation at time of application for those owed a Prevention duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	23	37	25
Living with Family	55	30	29
No Fixed Abode	0	0	0
Social Rented Sector	2	8	7
Living with Friends	20	4	8
Homeless on Departure from Institution	4	1	2
Rough Sleeping	0	0	0
Owner Occupier/Shared Ownership	2	0	1
Temporary Accommodation	1	0	1
National Asylum Seeker Support Accommodation	3	0	0
Refuge	3	0	0
Other/not known	4	7	3

*No data for 20-21 Quarter 1

Household type of households owed a Prevention duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	5	2	4
Single parent with dependent children - Female	39	30	25
Single parent with dependent children - Other	0	0	0
Single adult - Male	48	30	30
Single adult - Female	32	19	15
Single adult - Other	5	5	4
Couple with dependent children	10	6	10

Couple/two adults without dependent children	5	8	5
Three or more adults with dependent children	1	1	0
Three or more adults without dependent children	0	0	0
Other/not known	0	0	0

Ethnicity of main applicants owed a Prevention or a Relief duty

Ethnicity	Broxtowe	Gedling	Rushcliffe
White	138	124	111
Black/African/Caribbean /Black British	2	3	6
Asian/Asian British	3	3	3
Mixed/Multiple ethnic groups	5	7	3
Other ethnic groups	3	4	1
Not known	7	20	2

*No data for 20-21 Quarter 1

Support needs of households owed a Prevention or Relief duty

Support Needs	Broxtowe	Gedling	Rushcliffe
History of mental health problems	56	38	50
Physical ill health and disability	21	18	20
At risk of/has experienced domestic abuse	20	13	24
Offending history	15	4	8
History of repeat homelessness	10	0	6
Drug dependency needs	16	3	3
History of rough sleeping	6	0	8
Alcohol dependency needs	9	3	8
Learning disability	6	8	8

Young person aged 18-25 years requiring support to manage independently	23	5	3
Access to education, employment or training	7	0	1
At risk of/has experienced abuse (non-domestic abuse)	0	1	2
At risk of/has experienced sexual abuse/exploitation	4	2	4
Old Age	0	1	1
Care leaver aged 21+ years	3	4	1
Care leaver aged 18-20 years	5	5	1
Care leaver aged 16-17 years	0	2	0
Young parent requiring support to manage independently	3	0	0
Former asylum seeker	2	0	1
Served in HM forces	0	0	2

Age if main applicants owed a Prevention or Relief duty

Age Band	Broxtowe	Gedling	Rushcliffe
16-17	0	0	0
18-24	47	54	34
25-34	46	45	38
35-44	36	29	26
45-54	17	16	13
55-64	9	12	10
65-74	2	3	2
75+	0	1	0

*No data for 20-21 Quarter 1

Accommodation at time of application for those owed a Relief duty			
Accommodation Tenure	Broxtowe	Gedling	Rushcliffe
Private Rented Sector	1	10	2
Living with Family	8	29	11
No Fixed Abode	4	10	15
Social Rented Sector	4	8	0
Living with Friends	3	1	2
Homeless on Departure from Institution	3	2	3
Rough Sleeping	9	5	11
Owner Occupier/Shared Ownership	1	0	0
Temporary Accommodation	4	1	1
National Asylum Seeker Support Accommodation	0	0	0
Refuge	1	1	4
Other/not known	2	3	1

*No data for 20-21 Quarter 1

Household type of households owed a Relief duty			
Household Type	Broxtowe	Gedling	Rushcliffe
Single parent with dependent children - Male	2	3	1
Single parent with dependent children - Female	7	26	9
Single parent with dependent children - Other	0	0	0
Single adult - Male	38	44	42
Single adult - Female	9	18	9
Single adult - Other	0	0	0
Couple with dependent children	5	7	3

Couple/two adults without dependent children	2	2	3
Three or more adults with dependent children	0	0	0
Three or more adults without dependent children	0	0	0
Other/not known	0	0	0

Employment status of main applicants owed a duty			
Employment Status	Broxtowe	Gedling	Rushcliffe
Registered Unemployed	44	55	33
Not working due to illness/disability	16	18	26
Full time work	19	21	21
Part time work	21	17	11
Not seeking work/at home	35	17	21
Not registered unemployed but seeking work	8	3	1
Retired	4	2	3
Student/training	5	1	1
Other	3	5	2
Not known	3	22	7

*No data for 20-21 Quarter 1

Rough Sleeper Statistics**Rough Sleeper Snapshot 2018**

South Nottinghamshire Borough	Count
Broxtowe	3
Gedling	0
Rushcliffe	2

Rough Sleeper Snapshot 2019

South Nottinghamshire Borough	Count
Broxtowe	1
Gedling	0
Rushcliffe	2

Rough Sleeper Snapshot 2020

South Nottinghamshire Borough	Count
Broxtowe	2
Gedling	0
Rushcliffe	3

Housing Register Data**Number of Applicants on the Waiting List for Social Housing by Borough**

Year	Broxtowe	Gedling	Rushcliffe
20-21	2151	596	594

Number of Lets through Choice Based Lettings by Borough

Year	Broxtowe	Gedling	Rushcliffe
18-19	400	308	376
19-20	307	193	303
20-21	343	207	212

Number of Units of Social Housing by Borough

Year	Broxtowe	Gedling	Rushcliffe
20-21	5596	4864	4038

Appendix 2**Rough Sleeper Initiative (RSI) Funding**

South Nottinghamshire has been part of successful bids to access the MHCLG's Rough Sleeper Initiative funding. The Council's access this as part of a wider Nottinghamshire Council's bid including Ashfield, Bassetlaw, Mansfield and Newark and Sherwood. This funding was first announced in 2018 and in the most recent year, the Nottinghamshire Councils were awarded around £1.2 million. The RSI Funding has provided a number of important interventions for the Prevention, Intervention and Recovery approach to rough sleeping.

RSI Services		
RSI Service	Key operating area	Delivered in partnership with
<i>Rough Sleeper Coordinator</i>	Coordination of the RSI services and link between Borough Councils and RSI services	Framework Housing Association/Ashfield DC
<i>Street Outreach Service</i>	Outreach support for rough sleepers across Nottinghamshire	Framework Housing Association
<i>Nursing Outreach</i>	Wound care and tissues viability support and treatment	Sherwood Forest Hospital Trust
<i>CPN Assertive Outreach</i>	On the street mental health support	Nottinghamshire Healthcare Trust
<i>Landlord Liaison Officers</i>	Assistance in finding and creating successful tenancies within the private sector and registered social landlords	Newark & Sherwood DC, Nottinghamshire Community Housing Association
<i>"Call Before you Serve"</i>	Specialist advice service for landlords who are having difficulties with their tenants and who are considering serving a notice to bring their tenancy to an end	Derby City Council
<i>Multiple Complex Needs Accommodation</i>	Supported accommodation for single homeless individuals with multiple complex needs	YMCA

<i>(Ashfield/Mansfield supported housing</i>		
<i>Substance misuse outreach</i>	Assertive outreach on the street substance misuse/treatment service	CGL (Change, Grow, Live)
<i>Prevention and Resettlement Team</i>	Provides tenancy related support to individuals and households to overcome housing and money related difficulties to maintain accommodation and prevent homelessness and those who need to obtain accommodation to end their homelessness.	Framework Housing Association
<i>No Recourse to Public funds service</i>	To work with those individuals who have eligibility issues that can create barriers to accessing accommodation and who are rough sleeping or at risk of rough sleeping	Tumtum
<i>1st Steps Accommodation (Mansfield)</i>	Housing first model supported accommodation in Mansfield	Action Housing

APPENDIX 3

South Nottinghamshire Homelessness and Rough Sleeping Strategy Consultation Results Summary

Thank you for those who participated in the South Nottinghamshire Homelessness and Rough Sleeping Strategy consultation.

Introduction

This consultation was undertaken to help Broxtowe Borough Council, Rushcliffe Borough Council and Gedling Borough Council develop a new Homelessness and Rough Sleeping Strategy to help shape how homelessness services will be delivered over the period 2022 to 2027. Councils are required to undertake a consultation when a new strategy is developed.

The Council is required to consult with a range of key partners and service users, including statutory, voluntary, and third sector organisations. This can include agencies specialising in homelessness and service users operating and living in the local area.

Methodology

The consultation was carried out in the form of an online survey that was available on each of the South Nottinghamshire Borough's websites.

The survey asked for views on the main themes and issues identified in the homelessness review and that informed the proposed priorities of the homelessness strategy. Individual respondents were able to give their views on certain issues that surround the issue of homelessness and also select or choose what factors contribute and what areas we could improve.

The following questions were asked requiring either a yes/no response, the selection of statements or options for free text:

The strategy raises 6 main strategic priorities; these are;

- 1. Early Intervention through effective partnership working*
- 2. The provision of an accessible, agile and responsive homelessness service*
- 3. Access to affordable and quality accommodation across all sectors*
- 4. Tackle rough sleeping by developing and improving pathways*
- 5. Linking health, well-being and housing together to improve the life chances and aspirations of those affected*
- 6. Delivering long term support solutions to sustain tenancies for the most vulnerable*

Do you feel that the South Nottinghamshire Councils are right to prioritise these areas?

Do you think the Council does enough to prevent homelessness in South Nottinghamshire?

What do you think contributes to homelessness in South Nottinghamshire? Select 3

- *The cost of renting privately (rent levels)*
- *The upfront costs of renting privately (deposit, rent in advance)*
- *The availability of social housing*
- *Welfare reform and Universal Credit*
- *Lack of security of tenure in the private sector*
- *House prices*
- *The availability of affordable housing*
- *The availability of supported housing*
- *Lack of employment opportunities*
- *Lack of support for vulnerable people covering multiple and complex needs such as mental health and substance misuse*
- *Other*

The Government's target is to end rough sleeping; do you think this target is achievable in South Nottinghamshire?

What do you think the Council could do or what contribution could be made by partners or other agencies to help end rough sleeping in South Nottinghamshire?

Do you think that enough support is offered to help people to keep their accommodation and to avoid homelessness?

What extra types of support could be made available to help people avoid becoming homeless?

Please choose the 3 most important priorities for the Council to address in preventing and managing homelessness in South Nottinghamshire over the next 5 years?

- *Targeting services to prevent homelessness*
- *Provide more social and affordable housing*
- *Improving access to the private rented sector*
- *Improving support for vulnerable people and groups*
- *Supporting non-statutory agencies, such as charities and voluntary groups*
- *Improve the quality of quantity of temporary accommodation*
- *Helping rough sleepers access the right support and reduce visible rough sleeping*
- *Helping people to access employment that allows them to afford a home*
- *Building more homes across all tenures*

Do you have any other comments about the housing or homelessness situation in South Nottinghamshire, or any suggestions about what could be done to improve things?

The consultation was promoted through inter agency forums and through social media releases and through visiting the website of the South Nottinghamshire Borough's.

The consultation lasted 8 weeks from 11 October 2021 until 6 December 2021.

Surveys were anonymised to ensure impartial views were obtained.

Documents were made accessible and information was available on request in different formats.

Survey Response and Results

A total of 40 responses were received to the consultation.

In response to whether the six themes within the strategy were correct, the responses were broadly supportive, with 85% of respondents being in favour (Chart 1)

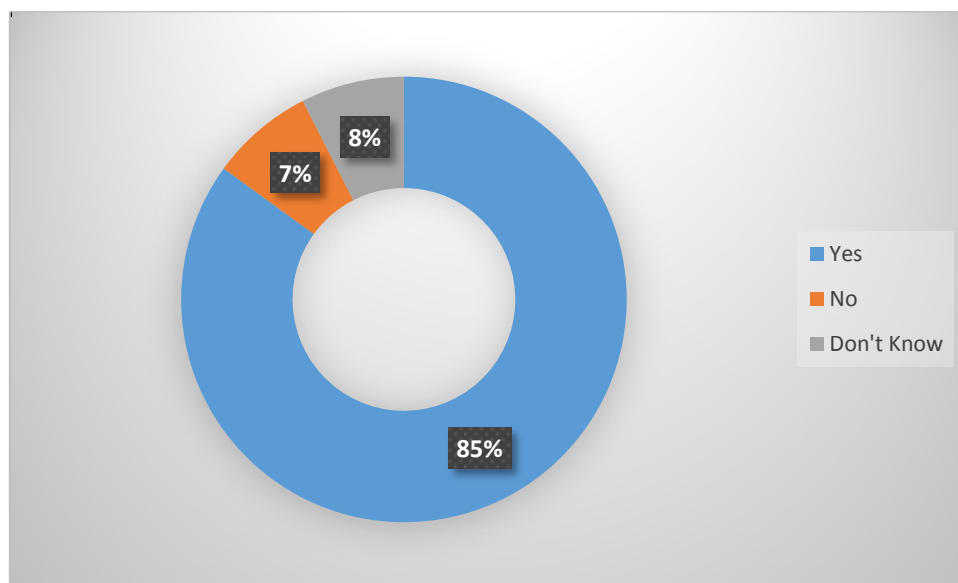


Chart 1

In response to whether South Nottinghamshire Council's do enough to prevent homelessness, 63% of respondents advised that they were unsure (Chart 2).

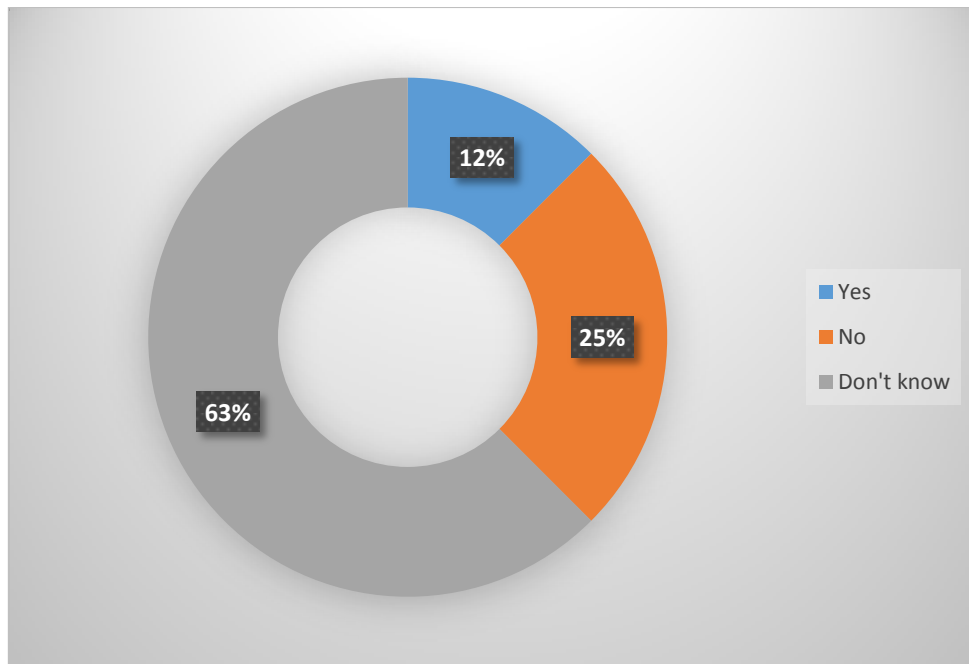


Chart 2

In response to whether the Government targets to end rough sleeping are achievable in South Nottinghamshire, the responses were more balanced. This highest proportion of respondents (45%) agreed this was the case (Chart 3)

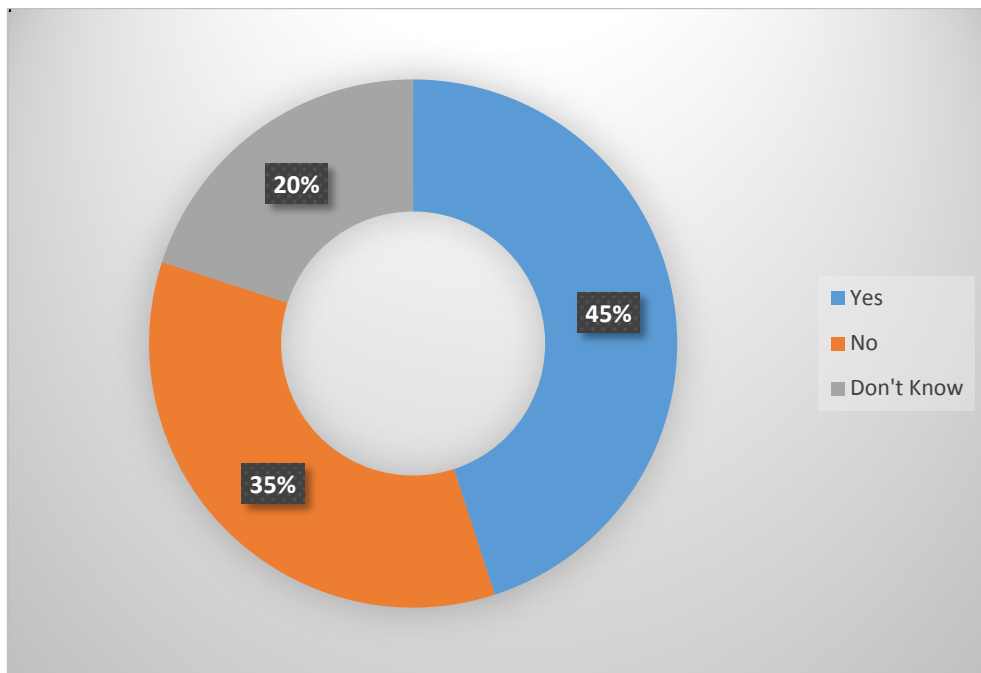


Chart 3

In response to whether sufficient support is offered to help people keep their accommodation and avoid homelessness, the respondents thought that more support should be offered, only 7% in agreement (Chart 4)

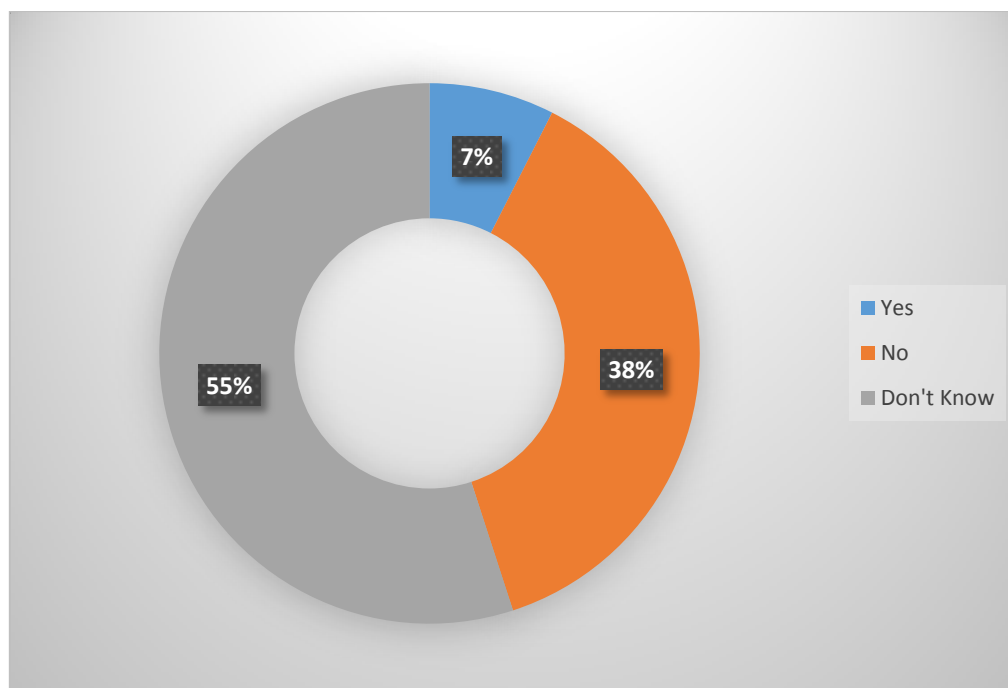


Chart 4

When asked what 3 things contribute to homelessness in South Nottinghamshire, the most prevalent factors included;

1. The lack of availability of social housing
2. Lack of support for vulnerable people with multiple and complex needs
3. The upfront cost of renting privately

A close fourth was the high cost of private rented accommodation which was a prevalent theme across the consultation responses.

When asked which were the 3 most important priorities for the Council to address in the next 5 years, the most prevalent responses were;

1. Improving support for vulnerable people and groups
2. Provide more social and affordable housing
3. Targeting services to prevent homelessness

It is clear from the responses above that support for and concerns surrounding the provision of support for vulnerable people is a key consideration for the residents of South Nottinghamshire.

A broad selection of the comments made by respondents are shown below:

In response to the strategy themes:

“it’s nice to see these priorities written up”

“good targets”

In response to whether South Nottinghamshire Council’s do enough to prevent homelessness:

“Homelessness is on the increase, which is clear acknowledgement that current prevention is not enough”

“There is not enough social housing being built and the little existing stock is quite literally falling apart.”

“I would like to see more resources devoted to short term lets in empty properties”

“We should see more detail on what Councils do to prevent homelessness”

In response to what the South Nottinghamshire Councils could do or what contribution could be made by partners or other agencies to help end rough sleeping:

“Increased support and advice that is easy to access from a central point”

“Ensure sufficient social housing and mental health support is available”.

“Enable people to be housed as quickly as possible and provide support to ensure they can keep their home”

“Good communication with the services who provide support for homeless people and also the people who provide housing. Knowledge of where rough sleepers are and what they need”

A full summary of the comments and Officer responses can be found at the end of this document.

How the consultation feedback has helped to shape the strategy:

The consultation responses have informed the strategy and action plan in the following areas:

- An action has been added for reviewing good practice and utilising peer reviews. This is within the ‘provision of an accessible, agile and responsive homelessness service’ strategic aim
- An action has been added to publicise the outcomes achieved and actions taken to tackle homelessness. This is within the ‘provision of an accessible, agile and responsive homelessness service’ strategic aim
- An action has been added to work to bring empty properties back into use for those homeless or rough sleeping where possible. This is within the ‘access to affordable and quality accommodation across all sectors’ strategic aim

Summary of comments made by respondents	Officer Response
More supported accommodation or support to stay in accommodation should be provided, to stop people rough sleeping - 10 similar comments	<p>The Councils have over recent years increased units of supported accommodation within South Nottinghamshire with the expansion of Elizabeth House and through successful Department for Levelling Up, Housing and Communities (DLUHC) Rough Sleeping Accommodation Programme (RSAP) funding bids in partnership with Framework a further 16 units of additional supported accommodation, targeted at rough sleepers will be available</p> <p>Improving the access to supported accommodation is included within the action plan</p> <p>Improving “move on” arrangements for those leaving supported accommodation is included within the action plan</p>
Provide more support for rough sleepers - 8 similar comments	<p>The Councils are committed to ending rough sleeping across South Nottinghamshire</p> <p>Tackling rough sleeping by developing and improving pathways is a key strategic aim</p>
Understand and respond to specific groups facing homelessness - 7 similar comments	<p>Improving pathways for specific groups is a key strategic aim</p> <p>The use of Rough Sleeper Action Groups enables a more targeted approach to tailor support and meet the needs of rough sleepers</p>
Agencies/Partners need to work more closely together - 6 similar comments	<p>Early intervention through partnership is a key strategic aim within the strategy</p>

Summary of comments made by respondents	Officer Response
Social housing stock is in low supply, not enough being built and/or is of low quality - 5 similar comments	Improving links with Registered Providers and ensuring homeless clients are prioritised through allocation schemes is part of the 'access to affordable and quality accommodation across all sectors' strategic aim
More empty homes/buildings need to be brought back into use - 5 similar comments	This suggestion has been added into the strategy and action plan following the consultation
Housing advice support can be difficult to access/make services more accessible - 3 similar comments	<p>The provision of accessible, agile and responsive homelessness services is a key strategic aim</p> <p>There is an action ensuring homeless clients are able to access housing options and advice services and customer journeys and experiences are understood</p>
Difficult to tackle the issues at a local level - 2 similar comments	<p>The DLUHC lead on national homeless policy</p> <p>The DLUHC provide funding to all local authorities to discharge their statutory duties and to develop a Homelessness & Rough Sleeping Strategy. The model requires a local response to local homelessness and rough sleeping issues within local authority areas</p> <p>Councils are required to develop local solutions to tackle homelessness and rough sleeping including the provision of homelessness and housing advice services</p>
We should see more detail on what Councils do to prevent homelessness- 1 similar comment	This suggestion has been added into the strategy and action plan following the consultation
Ensure adequate funding, ensuring that money is spent in the right way on the right priorities - 1 similar comment	Maximising the funding available to assist homeless clients is an action within the action plan within the 'early intervention through effective partnership working' strategic aim
More investment in front line staffing would improve response	The provision of accessible, agile and responsive

Summary of comments made by respondents	Officer Response
	homelessness services is a key strategic aim, therefore resources and service quality are under regular review in each area
Clear pathways for clients would improve and speed up responses	Improving pathways and improving accessibility to housing options services are within the key strategic aims
Housing developers ignore the needs of the community and the Council doesn't hold them to account	The Council has a statutory duty to assess local housing needs and can influence the type and size of affordable housing delivered on new sites. Developers and Registered Providers are required to adhere to the provisions within the Section 106 Planning Agreement
Temporary accommodation needs to be accessible and appropriate	Ensuring that temporary accommodation is of a high quality is within the 'access to affordable and quality accommodation across all sectors' strategic aim
Ensure that other practice is reviewed	This suggestion, specifically around peer review, has been added into the strategy and action plan following the consultation
People who are "sofa surfing" need to be sought out	It is intended that improving partnerships with partners and improving pathways for those accessing services will improve information on 'hidden' homelessness
Private rent needs to be more accessible	Enabling swift access to the private rented sector is within the 'access to affordable and quality accommodation across all tenures' strategic aim
Ensure that local people are helped first	Local connection and eligibility are key parts of assessing any persons housing, whether they are threatened with homeless, or seeking to join the housing waiting list.

This page is intentionally left blank

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 - nine properties were purchased in 2020/21. A further 5 have been purchased to date since April 2021.

2.2 New Build Development on Council owned land – three sites were identified for the 2019 - 20 HRA development programme and work has progressed to deliver them in between 2019 and 2022. An update on these three sites (Bungalows, Beeston, Oakfield Road, Stapleford and Fishpond Cottage, Bramcote) is shown in Appendix 1.

2.3 New Build Development on Council owned land – garage sites up to 13 homes – Phase 1 of the Housing Delivery Plan identified several other HRA owned sites to be developed between 2021 and 2023 in Chilwell and Watnall. Planning applications will be submitted in early 2022 on these sites (see appendix 3).

2.4 New Build Development on privately owned sites – The Council is working with a local house builder to build up to 51 new rented homes and shared ownership units on an allocated housing site west of Coventry Lane, Bramcote. The proposed acquisition of the affordable housing has been subject to several committee approvals in 2021 and all the required contracts are expected to be entered into later this year.

2.5 Other New Build Opportunities – The Council has recently purchased a private site for residential development in the south of the district. The Council will subsequently apply for planning permission to develop the site.

3. Financial implications

These are set out in detail in appendix 2.

Recommendation

Committee is asked to NOTE the report.

Background papers

Nil

This page is intentionally left blank

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

New Build Delivery 2019 - 2021

The following sites were identified for initial development between 2019 and 2021;

1. Bungalows, Beeston,
2. Oakfield Road Garage site, Stapleford,
3. 51 Ilkeston Road, Bramcote,

1) Beeston

A development of two bungalows for rent was completed in January 2021. The two bungalows will form part of the Council's stock.

2) Oakfield Road, Stapleford

In 2020 the Council secured planning permission to build 5 one bedroom flats on the site for rent to ex-service personnel. The building contractor was selected via a competitive tender process and construction began in March 2021.

Projected Development Programme

Construction started	March 2021
Completion	February 2022

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.

Planning approval was secured in June 2021 which retains the cottage and proposes the construction of 5 new homes for rent (2x1 bed flats, 2x3 bed houses and a 3-bedroom wheelchair adapted property). The building contract will be tendered later in the Spring with construction due to start later this year.

Tender process	March/April 2022
Construction due to start	June/July 2022

Plan 1 - 51 Ilkeston Road



APPENDIX 2

Financial Implications

A summary of the capital expenditure incurred to 31 December 2021 in respect of the Housing Delivery Plan related schemes is provided below:

	Budget 2020/21 £	Actual 2020/21 £	Budget 2021/22 £	Actual Q1-Q3 £
Acquisition of Properties	2,090,100	1,289,147	2,200,950*	580,440
Bungalows (Willoughby Street, Beeston)	265,250	278,632	-	-
Housing New Build Delivery Activity	120,000	103,288	616,700*	163,687
New Build – Oakfield Road	85,000	74,168	690,850*	539,779
New Build – Fishpond Cottage	-	-	550,000	-
New Build - Chilwell/ Watnall Garage Sites (including Inham Nook)	-	-	600,000	423,690
Housing Delivery Plan Officer Posts	56,400	32,005	188,000	188,000

* Budgets include carry forward from 2020/21.

Details of the 2020/21 capital outturn was presented to Finance and Resources Committee on 8 July 2021 and approvals made to carry forward unspent 2020/21 budgets into 2021/22 to allow the schemes to be concluded.

The Acquisition of Properties (including former right to buy properties) and New Build Housing Feasibility Costs schemes were financed by capital receipts from the sale of council houses under the right to buy initiative. The Dementia Friendly Bungalows at Willoughby Street scheme was financed by a grant from the Better Care Fund. Expenditure on the other schemes in the 2020/21 capital programme were financed by capital receipts from the sale of council houses under the right to buy initiative.

The £188,000 for Housing Delivery Plan Officer posts in the 2021/22 capital programme 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. These capital salaries were recharged in full from April 2021.

It is presently anticipated that the budget for the Acquisition of Properties will be financed by borrowing in the 2021/22 capital programme with the other five schemes financed by capital receipts from the sale of council houses under the right to buy initiative.

The Finance and Resources Committee approved capital budget variations as part of the Capital Programme 2021/22 Update report on 8 July 2021. This included a £400,000 capital budget for Housing New Build Delivery Activity financed from HRA Direct Capital Funding. This scheme is for the increased fees associated with additional activity to further increase Council Housing Stock. Dedicated schemes are being examined to mitigate abortive costs. The costs associated with any scheme that does not proceed will be charged to the HRA revenue budget.

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 (or equivalent) along with details of their intended financing for approval in due course.

Housing Delivery Plan Update Phase 1 New Build Garage Sites (2022/23)

In 2019 the Council adopted the Housing Delivery Plan to deliver new housing on Council owned land in the borough. In January 2020 Housing Committee agreed that the Council would submit planning applications to redevelop 7 garage sites around the borough following a consultation exercise with local residents.

The consultation process previously carried out by the Council on 6 of the 7 original sites has allowed residents and garage tenants to comment on the Council's preferred proposals. These comments were reviewed and considered by Council officers and the chair of housing as part of the pre planning application review process on a site by site basis. The Council's priority is to provide new affordable housing on a small number of garage sites and is working towards achieving this.

Update per site;

1. **Chilton Drive, (West) Watnall** – a planning application for 2 houses will be submitted in April,
2. **Chilton Drive, (South) Watnall** – a planning application for 2 houses will be submitted in April subject to completion of the resident consultation process and subsequent approval of the layout by the deputy Chief Executive and chair of Housing as part of the pre planning application review process,
3. **Felton Close, Chilwell** – a planning application for 2 houses and 2 flats will be submitted in February 2022,
4. **Gayrigg Court, Chilwell** - a planning application for 2 houses will be submitted in February 2022,
5. **Barn Croft, Chilwell** – this site has been incorporated into a neighbouring development opportunity and will be subject to a different timetable,
6. **Selside Court, Chilwell** - a planning application for 3 houses will be submitted in February 2022,
7. **Firbank Court, Chilwell** – the site has proved too difficult to develop given the existing services and sewers that cross the site and has therefore been removed from the phase 1 delivery plan.

This page is intentionally left blank

Report of the Chief Executive

HOUSEHOLD SUPPORT GRANT AND WELL FOR WORK1. Purpose of report

To provide the group with information about the Household Support Grant (HSG) and Well for Work.

2. Detail**Household Support Grant:**

£421 million has been made available to County Councils and Unitary Authorities in England to support those most in need this winter. The funding covers the period from 6 October 2021 to 31 March 2022 inclusive. The scheme went live on 15 November 2021 in Nottinghamshire.

Nottinghamshire has been allocated £5.6 million to support households who would otherwise struggle to buy food, pay essential utility bills, or meet other essential living costs.

At least 50% of the funding is ring-fenced and must be applied to vulnerable households with children (under 19 years), whilst the remainder (maximum 50%) is available for vulnerable households without children (including individuals).

Well for Work:

The Council has partnered with Futures for You to deliver a comprehensive employment support initiative across the Borough. The Well for Work program is part-funded by the European Union through the European Social Fund (ESF).

Support is available for people with physical or mental health, financial struggles, special educational needs or disabilities, substance misuse or language barriers.

The information in the appendix provides further information about the HSG and Well for Work.

3. Financial implications

Broxtowe Borough Council will be able to claim financial support to cover reasonable administrative of administering the HSG fund and has received funding for the Well for Work program.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX

Household Support GrantAim of the Nottinghamshire Scheme

The Nottinghamshire funding will be used to provide support to those in immediate need. Although the government fund can be applied to wider categories of expenditure, the Nottinghamshire scheme will focus support primarily to food, energy and water bills and essentials linked to energy and water bills.

As with previous similar schemes, it is intended to provide vouchers for food for 27,500 children and young people eligible for free school meals during the 5 weeks of school holidays in the funding period. These vouchers have already been provided for the autumn half term and Christmas holidays and will be issued for February half term, utilising £2.3m (41%) of the funding.

In exceptional cases only, it can also be used to provide support with white goods, wider essentials and support housing costs.

Partnership Approach

The following principles were agreed by the Household Support Fund Steering Group:

- One scheme to cover all areas of Nottinghamshire.
- The scheme will only be promoted to local organisations and services, rather than residents.
- Professional front line officers working for the County, Borough and District Councils (plus other relevant organisations) will use their knowledge and understanding of needs of relevant residents, check eligibility, and make a request for financial support on the resident's behalf.
- The County Council will receive and process applications to the scheme to ensure consistency, improve anti-fraud measures, and provide monitoring information to the Government.
- Vouchers will be used as far as possible to provide the needed support to residents.
- The primary focus of the local eligibility criteria developed will be support for food, energy and water, and essentials linked to energy and water (with regards to white goods in exceptional circumstances).
- Local Criteria will not prioritise support for wider essentials or housing costs. A process has been designed to include the use of a panel of partnership professionals to consider any applications made in exceptional circumstances under these two headings for white goods only (under the essentials linked to energy and water category)
- The funding will be awarded on a first come first served basis.

Household eligible for the Nottinghamshire Scheme

Eligible households are those that are in immediate need and fit in one of the following categories:

- Parents/guardians with one or more children in the household in the following groups:
 - Eligible for benefits-related Free School Meals.
 - Not eligible for benefits-related Free School Meals, but where the parent/guardian is receiving one of the following:
 - Council Tax Reduction
 - Housing Benefit
 - Universal Credit that includes housing costs in the calculation
 - Income Support
 - Income based Job Seekers Allowance
 - Income based Employment Support Allowance
 - Working Tax Credits
 - Pension Credit (Guarantee Credit)
- Single people and couples without children who are receiving one of the following:
 - Council Tax Reduction
 - Housing Benefit
 - Universal Credit that includes housing costs in the calculation
 - Income Support
 - Income based Job Seekers Allowance
 - Income based Employment Support Allowance
 - Working Tax Credits
 - Pension Credit (Guarantee Credit)
- Care leavers up to the age of 25.
- Young people with an Education Healthcare Plan aged 19-24 who are eligible for Free School Meals.
- 2-year olds accessing a funded childcare place.
- 3-and 4-year olds accessing Early Years Pupil Premium.
- Families, couples, or single adults in any of the following groups:
 - Known to domestic abuse services.
 - No recourse to public funds.
 - Experiencing considerable in-work poverty.
 - Assessed by a professional as in urgent need for food, energy and water support, or in **exceptional** cases support with housing and white goods. (Following a panel decision – see later).

Households not eligible for support

Those ineligible for consideration for the Nottinghamshire scheme are:

- Those who live outside of the Nottinghamshire County Council borders who will need to approach their own Local Authority; and
- Members of the public who have referred themselves directly.

How will the need for support be identified and assessed?

Local professionals working for the County, Borough and District Councils will play two essential roles in ensuring that all the funding is delivered within pressing timescales in a fair way to those in most need across the County.

- Identifying Need - Firstly, they will be the ‘eyes and ears’ of the partnership, using their local frontline knowledge and understanding of local communities to identify those households in immediate need of support.
- Assessors – Secondly, those nominated professionals will be responsible for undertaking an assessment to ensure:
 - A. The household is eligible for support from the fund
 - B. To assess the level of need and support that should be provided.

Those nominated professional assessors then make a request for the financial support to the appropriate support provider and certify the legitimacy of the request.

Value of the Vouchers – up to 23 January 2022

Initially, eligible households could receive a maximum of four vouchers per household over the different categories of support up until the 31st of March 2022, one voucher for food, two for energy, and one for water.

The value of the individual vouchers available are set out below.

Food	A household with one person	£30
	A household with two people	£60
	A household with three or more people	£90
Energy	A max of 2 vouchers for energy for £49 each per household	£49
Water	The value of the voucher for water will be £80 per household	£80

Value of Vouchers from 24 January 2022

From 24 January 2022 the number of vouchers available to eligible households will be raised from four to six per household, one voucher for food, four for energy, and one for water.

The value of the individual vouchers from 24 January 2022 are set out below.

Food	A household with one person	1 x £60
	A household with two people	1 x £120
	A household with three or more people	1 x £180

Energy	A max of 4 vouchers for energy for £49 each per household	4 x £49
Water	The value of the voucher for water will be £80 per household	1 x £80

Exceptional Circumstances

The partnership has decided to focus the local scheme primarily on providing support with food, energy & water, and essentials linked to energy and water (not including white goods).

It is however recognised that households may face other hardships and require support that helps with:

- **White goods** – ‘Essentials linked to energy and water’ guidance does allow funding to be used to provide support with essentials including purchase of equipment such as fridges, freezers, ovens, etc.
- **Wider essential needs** - This may include support with a range of other bills deemed to be essential. The Nottinghamshire scheme will only be used to support with wider essential needs (those not linked to energy and water) to support with other bills including broadband or phone bills, clothing, and essential transport-related costs such as repairing a car, buying a bicycle, or paying for fuel.
- **Housing Costs** - In exceptional cases of genuine emergency where existing housing support schemes do not meet this exceptional need, the fund can be used to support housing costs.

To build in flexibility to the Nottinghamshire scheme, professionals who are assessors will be able to request support that fit in these categories as they deem necessary based on the case, and on an exceptional basis.

Exceptional Case Panel - Due to the more complex nature of these types of support request, a panel comprised of three professionals from the partner organisations will consider all exceptional applications and make the final decision as to a) whether to support the application, and if so, b) the level of that support.

Employees of Assessor Organisations - Further, if applications are made to the scheme on behalf of any employees of the partners involved, the panel would also be used to ensure fair and impartial consideration is given to those applications.

Spending update:

As of 24 January 2022 households have been supported to a value of £465,504. The current breakdown geographically is:

	Number of Submissions	Value Vouchers
Ashfield	1541	£115,699
Bassetlaw	530	£35,660
Broxtowe	887	£68,368
Gedling	846	£72,303
Mansfield	886	£62,484
Newark & Sherwood	1149	£99,103
Rushcliffe	158	£11,887
TOTAL	5997	£465,504

Well for WorkAim of the Scheme:

Well for Work is open to all Broxtowe Borough residents who are unemployed and face barriers to work due to a health condition, whether this is physical health or mental health related.

The scheme aims to focus on the individual and help them feel confident and supported when it comes to work, for life. Well for Work aims to support someone to be and feel the best version of themselves.

Well for Work advisers can assist individuals with:

- Finding the perfect job
- Qualifications, including English and Maths
- Sector based training
- Work programme assistance
- Wellbeing and therapy services
- Housing support, financial advice and travel assistance

Support can also continue after employment has been secured to help ensure the employment is sustained.

Referrals:

As of 25 January 2022 six residents of the Borough have consented to a referral being made for support through the scheme.

The scheme will run until 31 December 2023 and Broxtowe Borough Council hope to refer over 180 residents during the life of the project.

Report of the Deputy Chief Executive

HOUSING REPAIRS SERVICE REVIEW1. Purpose of report

To update the Committee on progress of implementing the above.

2. Detail

The Housing Committee of 29 January 2020 approved the recommendations of a Housing Repairs Service Review, which were summarised as:

- Achieve top quartile performance in customer satisfaction and value for money;
- Ensure the service is efficient, effective and can expand its scope; and
- Ensure effective technology underpins the Housing Repairs Service.

Seven strategic aims were identified and these were further expanded into a 90-point action plan, the bulk of which were to be implemented by April 2021.

Despite the Coronavirus global pandemic, significant progress in addressing the action plan has been made, with some 35% of the actions closed-out and a further 35% part-way through implementation. However, the latest STAR survey of tenant satisfaction has shown a significant fall in satisfaction over the last two years – as enumerated in appendix 1. This is not uncommon across the sector and has been heavily influenced by a perfect storm of expectations from people spending more time at home during lockdowns and reduced service capacity due to furlough, materials supply, etc. This suggests that the effluxion of time and COVID-19 have rendered nugatory several of the original objectives whilst fresh priorities have become apparent.

A number of key personnel have left the Council and it has not yet been possible to backfill these roles without increasing reliance on interims and contractors. It is therefore proposed that an updated action plan be adopted that will capture the few remaining relevant actions outstanding from the original review and add the newly-identified priorities, all with reference to the three key original principles above. Details are set out in appendix 2, which is in the confidential part of this agenda.

The January 2020 Committee also resolved to retain the current in-house repairs service. This has proved challenging due to a number of economic and cultural factors. Proposals for improving recruitment and retention are identified as a high priority on the updated action plan.

Recommendation

The Committee is asked to NOTE the contents of this report.

Background papers: Nil

APPENDIX 1

STAR (Satisfaction of Tenants And Residents) survey.		
	2019	2021
Overall satisfaction of the repairs service	77.3%	74.12%
Worst satisfaction scores 2021	Being kept informed about the process	60.91%
	Being able to make an appointment	68.69%
	Time taken before work started	69.11%
Best satisfaction scores 2021	Keeping dirt & mess to a minimum	80.05%
	The overall quality of work	83.66%
	The attitude of workers	83.74%

Observations:

1. The highest level of satisfaction was with the way work was undertaken.
2. The lowest level of satisfaction was in relation to communications and process.

HouseMark – Overall sector trend			
	2019/20	2020/21	2021/22
Overall satisfaction of dealing with repairs	89.56%	80.98%	88.73%

Observations:

1. This shows a small overall reduction in satisfaction across the sector
2. There was a significant dip in 2020/21 – likely due in no small part to the world pandemic – but a near recovery for 2021/22
3. NB: 2021/22 figures based on first two quarters only

HouseMark – Breakdown comparison, Q1 & Q2 2021/22			
	Median	Top Quartile	Broxtowe
Current gas safety certificates	99.97%	100%	100%
Current electrical safety certificates	96.43%	99.37%	70%
Repairs completed right first time	88.6%	94%	83.33%
Satisfaction with repairs	89.3%	93.4%	75%

Comments:

1. There are some 1,250 properties that do not have an electrical test certificate issued in the last five years. However, current regulations require only testing every ten years for residential properties. 72 fall outside of the ten-year limit. Five years is considered to reflect best practice, so this will continue to be our objective and additional external resource is being engaged to deal with the backlog as a matter of urgency.

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank