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Our Ref: DS  
Your Ref:

Date: 29<sup>th</sup> May 2019

Dear Councillor,

**Housing and Community Services Committee**

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 06 June 2019 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Roberts (Chairman), Councillor Pegg (Vice-Chairman) and Councillors  
Atkin, Churchill, Corbin, Mrs. Haines, Dr. Perry and Mrs. Wheelton

**Labour Group**

Councillors Mrs. Heath, Mulgrew, Rhind, Richards and Shepherd

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the following Meetings:  
  
Housing and Community Services Committee 7th March 2019 Open Minutes **4 - 7**  
Housing and Community Services Committee 23rd April 2019 Open Minutes **8 - 10**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** CORPORATE PLAN 2016-21 PERFORMANCE REPORT **11 - 30**
- 8** SHOPMOBILITY SERVICE IN SWADLINCOTE **31 - 33**
- 9** HOUSING REPAIRS AND MAINTENANCE REVIEW **34 - 55**
- 10** COUNCIL HOUSE ADAPTATIONS POLICY **56 - 72**
- 11** HOUSING ALLOCATIONS POLICY **73 - 80**
- 12** COMMITTEE WORK PROGRAMME **81 - 84**

### **Exclusion of the Public and Press:**

- 13** The Chairman may therefore move:-  
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 14** To receive the Exempt Minutes of the following Meetings:  
Housing and Community Services Committee 23rd April 2019 Exempt Minutes
- 15** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 16** DIRECT ACQUISITION OF FOUR BUNGALOWS IN REPTON
- 17** LAND DEAL TO DELIVER AFFORDABLE HOUSING AT ORCHARD STREET, NEWHALL

HOUSING AND COMMUNITY SERVICES COMMITTEE

7<sup>th</sup> March 2019

**PRESENT:-**

**Conservative Group**

Councillor Hewlett (Chairman) and Councillor Smith (Vice-Chairman) and Councillors Atkin (substituting for Councillor Watson), Grant, Pegg (substituting for Councillor Dr Coyle), Roberts and Wyatt

**Labour Group**

Councillors Dunn (substituting for Councillor Richards), Rhind and Shepherd

HCS/88 **APOLOGIES**

Apologies for absence were received from Councillors Dr Coyle and Watson (Conservative Group), Councillor Richards and Wilkins (Labour Group) and Councillors Coe and Tipping (Independent/Non-Grouped Member).

HCS/89 **DECLARATIONS OF INTEREST**

Councillor Smith declared a personal interest in Item 7 on the Agenda by virtue of being Chairman of Active South Derbyshire.

HCS/90 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/91 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/92 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

**MATTERS DELEGATED TO COMMITTEE**

HCS/93 **CORPORATE PLAN 2016-21: Q3 PERFORMANCE REPORT (October 1 – DECEMBER 31, 2018)**

The Strategic Director (Service Delivery) presented the report to the Committee, noting areas where improvements had been made since the previous quarter and further areas which required further action.

Members raised comments and queries relating to the difficulties in re-letting flats and that a lack of bus routes available may contribute to refusal of properties. The Housing Services Manager confirmed further work was required in understanding why properties are refused; noting the availability of public transport can be a factor.

**RESOLVED:-**

***1.1 The Committee considered the progress against performance targets set out in the Corporate Plan.***

***1.2 The Committee reviewed the Risk Register and Action Plan for the Committee's services.***

HCS/94 **CONTRIBUTION TO ACTIVE DERBYSHIRE**

The Sport and Health Partnership Manager presented the report to the Committee, outlining key achievements made to date, including the receipt of the Special Recognition Award to a Hatton resident, Teresa Croft, at the inaugural Towards an active Derbyshire Awards Ceremony.

The Vice-Chairman, as Chairman of Active South Derbyshire, welcomed the report and remarked on the impact Active Derbyshire has had on the health and wellbeing of residents.

**RESOLVED:-**

***1.1 The Committee approved a financial contribution to Active Derbyshire for 2019/20 of £12,191 for the delivery of outcomes set out in a Service Level Agreement with the Council.***

HCS/95 **HOUSEMARK CORE BENCHMARKING REPORT 2017/18**

The Business Support Manager presented the report to Committee, noting the performance of Housing Services within the five specific business areas detailed within the annual report. Overall the benchmarking report indicated the Council remained a low cost, high performing Council with good levels of tenant satisfaction.

The Chairman commended the report, remarking on the impressive figures recorded and passed on his congratulations to those involved.

**RESOLVED:-**

***1.1 The Committee noted the findings of the recent HouseMark report into performance across Housing Services for 2017/18.***

**HCS/96 SURVEY OF TENANTS AND RESIDENTS AND HOUSING SERVICES ANNUAL REVIEW**

The Business Support Manager presented the report to Committee, highlighting the actions developed in collaboration with tenants following the STAR survey, specifically a focus on improving communication with tenants.

Councillor Roberts queried the lack of Member involvement with the tenant workshop. The Strategic Director (Service Delivery) explained the intention of allowing tenants the opportunity to express their views through a more interactive discussion prior to opening the forum to stakeholders; proposals for a more dynamic tenant panel would be brought to a future Committee for consideration.

**RESOLVED:-**

***1.1 The Committee noted the findings of the benchmarking of the tenant satisfaction Survey of Tenants and Residents (STAR) survey.***

***1.2 The Committee approved the actions outlined in 3.6 to 3.8 which have been produced in conjunction with tenants to address the issues raised through the survey.***

***1.3 The Committee endorsed the Housing Services Annual Review at Appendix 1 for publication.***

**HCS/97 HOUSING STOCK CONDITION SURVEY AND IMPROVEMENT PROGRAMME**

The Housing Services Manager presented the report to Committee, noting the outcome of the stock condition survey indicated Council properties were well-maintained and a robust five-year improvement, repairs and maintenance programme was currently being implemented to ensure sustainment of the Decent Homes Standards. The Housing Services Manager also informed Committee two new contracts had been awarded for repairs and maintenance and specialist cleaning for communal areas. In addition, a three-year improvement plan to transform Housing Services was also in place. The Strategic Director (Service Delivery) added senior officers had undertaken contract management training in order to manage contracts more robustly.

Councillor Rhind welcomed the report and noted such reports showed the Council's ability to manage and anticipate required repairs. He queried the lack of elected representatives on the monthly contract meeting as stipulated within the report. The Service Director (Service Delivery) responded to the query, noting regular updates would be shared with Members and suggestions from Members would be welcomed.

Councillor Dunn queried the future use of energy efficient timber frame homes when replacing housing stock to adhere to the energy efficiency

regulations. The Strategic Director (Service Delivery) noted it would be kept under review.

**RESOLVED:-**

***1.1 The Committee noted the contents of the recent Stock Condition Survey undertaken for the Council by Savills***

***1.2 The Committee noted the content of a proposed first year Housing Improvement Programme***

***1.3 The Committee noted the award of a new repairs and maintenance contract and the arrangements for managing this contract***

***1.4 The Committee noted the progress of the Housing Quality Network Review.***

HCS/98 **COMMITTEE WORK PROGRAMME**

**RESOLVED:-**

***The Committee considered and approved the updated work programme.***

HCS/99 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

The Meeting terminated at 6.50PM.

COUNCILLOR J HEWLETT

CHAIRMAN

HOUSING AND COMMUNITY SERVICES COMMITTEE

23<sup>rd</sup> April 2019

**PRESENT:-**

**Conservative Group**

Councillor Hewlett (Chairman) and Councillor Smith (Vice-Chairman) and Councillors Atkin (substituting for Councillor Grant), Dr Coyle, Roberts, Watson and Wyatt

**Labour Group**

Councillors Dunn (substituting for Councillor Wilkins), Rhind, Richards and Shepherd

HCS/100 **APOLOGIES**

Apologies for absence were received from Councillor Grant (Conservative Group) and Councillor Wilkins (Labour Group) and Councillors Coe and Tipping (Independent/Non-Grouped).

HCS/101 **MINUTES**

The Open Minutes of the Meetings held on 8<sup>th</sup> January 2019 and 31<sup>st</sup> January 2019 were noted and approved as a true record and signed by the Chairman.

HCS/102 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest from Members of the Council had been received.

HCS/103 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/104 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/105 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

**MATTERS DELEGATED TO COMMITTEE**



HCS/106 **SERVICE PLANS 2019-20**

The Strategic Director (Service Delivery) presented the report to Committee, outlining the proposed plans were aligned with the Corporate Plan and set objections for staff within the directorate.

Councillor Atkin queried when the vacant post of Head of Cultural and Community Services was due to be filled and why Derby City was not listed as a significant partnership considering Aston was adjacent to the city boundary. The Strategic Director (Service Delivery) responded to the queries, remarking interviews for the vacant post were due to be held on 22<sup>nd</sup> May 2019 and the significant partnership were groups the Council was a member of, such as the Community Safety Partnership, which Derby City is also part of.

**RESOLVED:-**

- 1.1 The Committee approved the Service Plan for the Service Delivery Directorate as a basis for service delivery over the period 1 April 2019 to 30 September 2019.***

HCS/107 **PARKS AND OPEN SPACES EVENTS POLICY**

The Cultural Services Manager presented the report to Committee, highlighting the report was seeking to introduce a framework to better assess the events held within local parks.

Councillor Richards queried if the policy would protect against private enterprise. The Cultural Services Manager responded to the query, noting the policy would seek the completion of risk assessments and provide guidance; there would be capacity to challenge organisers and would protect parks from overuse. Councillor Richards requested local Members were informed of large events that take place within their Wards.

**RESOLVED:-**

- 1.1 The Committee approved the adoption of the Parks and Open Spaces Events Policy.***
- 1.2 The Committee approved the introduction of a permit process and fee for regulating the use of parks and open spaces by personal trainers and fitness organisations.***
- 1.3 That following the adoption of the Parks and Open Spaces Events Policy, the Committee approved officers investigating the potential for commercial enterprise within its parks to further increase potential revenue opportunities.***

HCS/108 **COMMUNITY PARTNERSHIPS SCHEME**

The Strategic Director (Service Delivery) presented the report to Committee.

**RESOLVED:-**

- 1.1 The Committee accepted the recommendation of the Community Partnership Scheme Assessment Panel to award £3,621, the remaining balance of grant monies allocated for 2018/19 as detailed in section 4.8 of this report.***

HCS/109 **COMMITTEE WORK PROGRAMME**

**RESOLVED:-**

***The Committee considered and approved the updated work programme.***

HCS/110 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**MINUTES**

***The Exempt Minutes of the Meeting held on 31<sup>st</sup> January 2019 were received.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

**ROSLISTON FORESTRY CENTRE – PROCUREMENT EXERCISE**

***Members approved the recommendations in the report.***

The Meeting terminated at 6.25PM.

COUNCILLOR J HEWLETT

CHAIRMAN

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	6 <sup>th</sup> JUNE 2019	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	ALLISON THOMAS (EXT. 5775) <a href="mailto:Allison.Thomas@southderbyshire.gov.uk">Allison.Thomas@southderbyshire.gov.uk</a>	
SUBJECT:	CORPORATE PLAN 2016-21: PERFORMANCE REPORT (YEAR END 2018/19)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

## 1.0 Recommendations

- 1.1 That the Committee considers progress against performance targets set out in the Corporate Plan.
- 1.2 That the Risk Register and Action Plan for the Committee's services are reviewed.

## 2.0 Purpose of Report

- 2.1 To report progress against the Corporate Plan for the year end performance under the themes of People, Place, Progress and Outcomes.

## 3.0 Detail

- 3.1 The Corporate Plan 2016 – 2021 was approved following extensive consultation into South Derbyshire's needs, categorising them under four key themes: People, Place, Progress and Outcomes. The Corporate Plan is central to the Council's work – setting out its values and vision for South Derbyshire and defining priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the following key aims:

### **People**

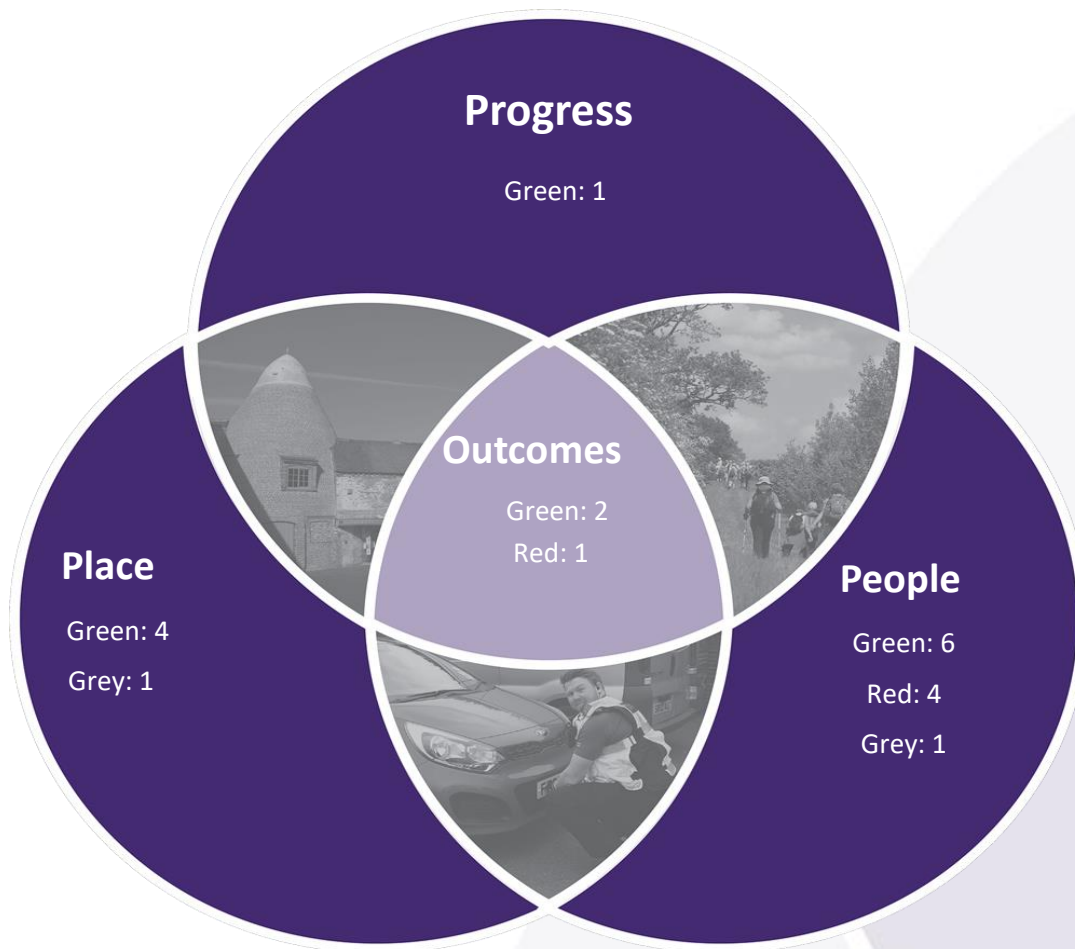
- *Enable people to live independently*
- *Protect and support the most vulnerable, including those affected by financial challenges.*
- *Use existing tools and powers and take appropriate enforcement action*
- *Increase levels of participation in sport, health, environmental and physical activities*
- *Develop the workforce of South Derbyshire to support growth*

### **Place**

- *Facilitate and deliver integrated and sustainable housing and community infrastructure*
- *Help maintain low crime and anti-social behaviour levels in the District*
- *Support provision of cultural facilities and activities*

These aims are underpinned by outcomes including financial health, improved customer focus, good governance, enhanced environmental standards and maintaining a skilled workforce.

- 3.3 Of the 20 measures and projects under the jurisdiction of the Housing and Community Services Committee, 13 are green, five are red and two are grey.



- 3.4 More information can be found in the Performance Board in **Appendix A**. A detailed breakdown of performance for Housing and Community Services is available in the Successes and Performance Actions documents (**Appendices B and C respectively**).
- 3.5 The Risk Register for the Committee's services is detailed in **Appendix D**. This was amended for quarter two reporting to make it easier to understand and to enable a consistent format for assessing and reporting risk across Policy Committees.
- 3.6 Each risk has been identified and assessed against Corporate Plan aims and are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Registers detail a matrix to show how each identified risk has been rated. The Action Plan describes each risk, as well as mitigation measures in place and planned actions to minimise the likelihood of the risk occurring and/or its impact. The Action Plan also indicates whether the rating of a risk has changed since the previous quarter. The Committee is asked to review and challenge the risks identified.

#### 4.0 **Overall Council performance – Year End 2018/19**

Of the 47 Council projects/measures, there are 31 green, three grey and 13 red as at the end of 2018/19.



#### 5.0 **Financial and Corporate Implications**

5.1 None directly.

#### 6.0 **Community Implications**

6.1 The Council aspires to be an 'excellent' Council in order to deliver the service expectations to local communities. This report demonstrates how priorities under the People, Place and Progress and Outcomes themes contribute to that aspiration.

#### 7.0 **Appendices**

- Appendix A – Performance Board
- Appendix B – Housing and Community Services: Successes
- Appendix C – Housing and Community Services: Actions
- Appendix D – Service Delivery Risk Register



Theme	Ref	Key Aim	Strategic Measure / Project	Q4 target	Q4 performance	Year performance	Detail
Outcomes	O1	Maintain financial health	O1.1 Identify £1m of budget savings and additional income by March 31, 2023	O1.1 Detailed spending review and update projections for New Homes Bonus and Business Rates income following growth analysis.	As reported to Finance and Management Committee on 10 January 2019.		As reported to Finance and Management Committee on 10 January 2019.
Outcomes	O1	Maintain financial health	O1.2 Maximise rental income. Rent arrears as a % of rent due.	O1.2 Rent arrears as a % of the rent due. Target <2.5%.	2.26%	2.26%	We collected a cash amount of £6,032,872 from current tenants this year which is £129,074 more than 2017/18. Based on the latest benchmark position this result places us in Upper Quartile performance.
Outcomes	O2	Maintain proper corporate governance	O2.1 An unqualified opinion in the Annual Audit Letter. Annual target. F&M	O2.1 An unqualified opinion in the Annual Audit Letter. Annual target. F&M	Performance for the year previously reported.		As reported to Full Council on 20th September 2018, the Auditor gave a qualified, "except for" conclusion on the Council's Value for Money arrangements for 2017/18. - Action Plan submitted in Quarter 2
Outcomes	O3	Enhance environmental standards.	O3.1 Uphold strong environmental management standards.	O3.1 Implement the approved environmental management option.			ISO14001 recertification received in Nov 2018. Work is nearly complete in meeting all of the minor non-conformities and observations made during the audit
Outcomes	O4	Maintain a skilled workforce.	O4.1 The average working days lost per employee.	O4.1 less than 8 days per year (2 days per quarter). To be broken down into short and long term sickness absence.	2.93 days (1.69 days long term, 1.24 days short term). Target - 2 days.	11.38 days (6.82 days long term, 4.56 days short term). Target - 8 days.	See Action Plan
Outcomes	O4	Maintain a skilled workforce.	O4.2 Use the decision-making methodology identified by the Local Government Association review.	O4.2 Commence Local Government Association Peer Review	Review to be completed during 2019/20	Review of Councils' Management structure has been approved and implemented. The LGA review has been rescheduled to be completed during 2019/20.	See Action Plan
Outcomes	O5	Maintain customer focus.	O5.1 Expand services in the Customer Contact Centre and maintain facilities for face to face enquiries where required	O5.1 80% of telephone calls answered within 20 seconds.	76.60%	77.60%	See Action Plan - 77.60% was average achieved over the year
Outcomes	O5	Maintain customer focus.	O5.2 Expand services in the Customer Contact Centre and maintain facilities for face to face enquiries where required	O5.2 Call abandonment rate of less than 8% (Number of visitors to Civic Offices to be recorded).	8% (7997 customers visited)		Abandoned rate target was reduced from 10%< to 8% < for 2018/19. This has still been achieved averaging 7% for the year
Outcomes	O5	Maintain customer focus.	O5.3 To gather customer satisfaction data in a cost effective way and use the data to manage and improve services	O5.3 Implement the new satisfaction data collection method. Submit report to H&CS Committee sharing the STAR Survey results and key actions. Incorporate into Corporate Action Plan for 2019/20			The STAR survey was completed and has been reported to members. A new forum for tenants was held during Quarter 4 from which a new Tenant Involvement Strategy will emerge during the first two quarters of 2019/20
Outcomes	O5	Maintain customer focus.	O5.4 To provide a value for money service that fully meets the needs of our tenants and delivers high levels of customer satisfaction	O5.4 Implement outcomes of review following committee.			See Action Plan - The Final Report and action plan was received from HQN during Quarter 4 and will be reported to Members during Quarter 1 of 2019/20
Outcomes	O6	Minimise business risks and realise the benefits of technological opportunities.	O6.1 Build IT infrastructure resilience to support change and minimise business risks.	O6.1 Q2-4 Support channel shift and mobile working projects.			New servers were procured before the end of the quarter with delivery expected Quarter 1 2019/20.
Outcomes	O6	Minimise business risks and realise the benefits of technological opportunities.	O6.2 Agree and deliver business change programme to support core objectives.	O6.2 Q2-4: Delivery of digital transformation, business improvement, service reviews and corporate transformation projects.  Q4 Establish programme for 2019-2020 to help mitigate £1m estimated Medium Term Financial Plan revenue shortfall.			Business Cases are being completed for several core ICT systems to invest in hosted platforms. Current projects, including Planning and Land Charges system replacement are running according to schedule.
People	PE1	Enable people to live independently	PE1.1 % Of residents satisfied with the quality of their new home	PE1.1 >90%	100%	90%	The target has been achieved in spite of issues with current repairs contractors and contract supervision. We now have new contractors in place for cleaning services and repairs.
People	PE1	Enable people to live independently	PE1.2 Average time taken to re-let Council homes (excluding major voids)	PE1.2 <21 days.	53.3	40.8	See Action Plan
People	PE1	Enable people to live independently	PE1.3 Average length of time for current voids	PE1.3 <21 days.	99	99	See Action Plan
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.1 Total number of tenancy audits completed.	PE2.1 250 Quarterly target	279	2215	See Action Plan
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.2 Number of successful introductory tenancies	PE2.2 97%.	100%	97%	Improvements made to the rent recovery processes have supported this performance indicator.

People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.3 Average time for processing new Benefit claims.	PE2.3 <18 days.	18.5 days	17.5 days	Redesign of methodology necessary as indicator now adversely affected by Department of Work and Pensions (DWP) Universal Credit processing over which SDDC has no control. Performance however remains in national upper quartile .
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.4 Average time for processing notifications of changes in circumstances.	PE2.4 <8 days.	4.1 days	6.4 days	Target met and performance remains in national upper quartile. However review of methodology required to avoid any potential negative impact of Universal Credit
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.5 Successful roll out of Universal Credit in South Derbyshire.	PE2.5 Q4 Monitor progress and impact on throughputs, rent arrears and resources.			All targets met. Multi-agency welfare reform user group successfully established. Transitioning support arrangements to Citizens Advice effective from April 2019. Managed migration of remaining Housing Benefit cases to commence following DWP trial scheme in 2019
People	PE2	Protect and help support the most vulnerable, including those affected by financial challenges.	PE2.6 Deliver the Pilot Hospital Avoidance Scheme	PE2.6 Q4 Launch Hospital Discharge scheme in South Derbyshire and sign and seal lease agreements			See Action Plan
People	PE3	Use existing tools and powers to take appropriate enforcement action.	PE3.1 Number of empty home intervention plans for dwellings known to be empty for more than two years.	PE3.1 ≥4	5	12	Of the 12 interventions, seven of the properties are confirmed as now being reoccupied, two are currently for sale, two have been sold and one is being redeveloped
People	PE4	Increase levels of participation in sport, health, environmental and physical activities.	PE4.1 Throughput at Etwall Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre.	Target for Rosliston = 45,000. Target for leisure centres - 172,108.	Rosliston 55,622 Visitors Leisure Centre participations 278,799	Leisure Centres 1,089,816 participations - Rosliston 213,389 visitors	Record numbers at both leisure centres and Rosliston Forestry Centre helped by good weather.
People	PE4	Increase levels of participation in sport, health, environmental and physical activities. H&CS	PE4.2 Delivery of the Physical Activity, Sport and Recreation Strategy.	PE4.2 Q4 Increase number of volunteers through Active South Derbyshire.			The number of volunteers / group members who have undertaken some form of training through Active South Derbyshire (ASD) offer has almost doubled for 2018-19. Volunteers have also increased in a range of areas including community groups and organisation, those supporting Get Active in the Forest and those through ASD are engaging through partners such as CVS. Environmental education project volunteering hours delivered over the course of the year equates to 862 hours.
People	PE5	Reduce the amount of waste sent to landfill.	PE5.1 Household waste collected per head of population (kg)	PE5.1 <100kgs.	see detail	see detail	Awaiting information from Derbyshire County Council before year end totals can be confirmed.
People	PE5	Reduce the amount of waste sent to landfill.	PE5.2 % of collected waste recycled and composted.	PE5.2 >45%	see detail	see detail	Awaiting information from Derbyshire County Council before year end totals can be confirmed.
People	PE6	Develop the workforce of South Derbyshire to support growth.	PE6.1 Deliver the RISE project to help young people to flourish and achieve their potential.	PE6.1 Q4 Critically evaluate project and reach. Set action plan for 2019/20		Work progressed but in a slightly different direction than that originally anticipated	Raising Aspirations (RISE) project developed, awards event held and work to date has identified a need for further research and information to help inform the forward trajectory of the project. Q4 Social mobility work being further extended with partners and future actions within RISE to be determined following this.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.1 Total number of affordable dwellings delivered.	PL1.1 >150 for the year.	45	219	During Q4, six units were delivered under shared ownership, 23 were affordable rent and 16 were social rent.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.2 Number of new homes added to the HRA (this indicator incorporates new builds and also acquired properties into the HRA).	PL1.2 Proxy	0	0	Six units at Lullington Road are due to be completed by the end June. This site was delayed due to Weston Power Distribution re: the relocation of the power supply. Two units at Aston On Trent are due to exchange contracts at the end of April and a further four units have been secured at Milton Road, Repton.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.3 Relevant documents adopted	PL1.3 Submission of Local Green Spaces Document to the Planning Inspectorate			See Action Plan
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.4 Number of decisions made in time over number of decisions made	PL1.4 . Target - 90%	85%	89%	See Action Plan
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.5 Maximise delivery of housing units	PL1.5 Q4 Report to E&DS committee on progress of housing delivery			Annual Monitoring Report reported to Environment and Development Services Committee on the 13th January 2019. Ongoing interventions, monthly update meeting with case officers held to review this situation.
Place	PL1	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	PL1.6 Proportion of good quality housing development schemes (defined using Build for Life criteria) approved.	PL1.6 Target - 90%.		89% (8/9 schemes)	See Action Plan
Place	PL3	Help maintain low crime and anti-social behaviour (ASB) levels	PL3.1 Downward trend in fly-tipping incidents.	PL3.1 Target <688	171 (target <173)	642 (target <688)	At year end there has been a 9.3% reduction in fly tipping compared to 2017/18 and a 15.4% reduction compared to 2016/17
Place	PL3	Help maintain low crime and anti-social behaviour (ASB) levels	PL3.2 Number of ASB incidents in Swadlincote Centre (reported as a rolling figure)	PL3.2 <400 incidents per quarter	337	337	Due to cold winter weather, few major issues in the Town Centre during Quarter 4. Plans are being worked on to be more proactive to combat likely increase in anti-social behaviour brought about by the warmer weather in Spring and Summer.



Place	PL4	Connect with our communities, helping them feel safe and secure.	PL4.1 Review and update existing plan. Develop and deliver action plan.	PL4.1. Q4 Deliver online safety campaign as part of Safer Internet Day 2018. Review Partnership Plan and develop action plan for 2019/20.			Plan reviewed, refreshed and published. Safer internet packages sent to all schools in District and social media campaign completed. Minor changes made to the plan including updating the Chair of the Community Safety Partnership (CSP), updated the Derbyshire operational and community risks. Provided overview of action taken by the CSP over the last 12 months and provided a performance report with statistics.
Place	PL5	Support provision of cultural facilities and activities.	PL5.1 Promote participation in cultural activities and provide quality facilities to support communities.	PL5.1 Q4 Progress construction of new Stenson Community Facility	Handover of centre from developer scheduled for end of April. Preparations for kitting out prior to opening in hand.	Progress made on all key facilities and activities	Core cultural facilities and activities progressed or delivered as required including key events and build of Stenson Fields Community Centre.
Place	PL6	Deliver services that keep the District clean and healthy.	PL6.1 Invest additional resources in street scene services and maintain and improve standards as the District grows.	PL6.1 Q3 and Q4 New performance monitoring in place.			
Progress	PR1	Work to attract further inward investment.	PR1.1 Net additional commercial/employment floor space created	PR1.1 Number of Square metres (proxy). E&DS		-25,020 m2	This is an annual figure that reflects the loss of some units to housing developments. There is a lot of additional floorspace in recent consents but this indicator only looks at completions.
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.1 Undertake a five-year progress review of strategy	PR2.1 Q4 Implement committee decisions.			Approval granted to progress initiatives including: Town benchmarking - annual monitoring of key indicators and views; and, the creation of a new Community Safety Enforcement Warden post focused on the town centre.
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.2 Vacant premises in Swadlincote, Hilton and Melbourne .	PR2.2 - Proxy To be reported twice a year.		100%	Melbourne: vacant units: three, = 5.5%; Swadlincote: vacant units: eight, = 6.3%; Hilton: vacant units: one, = 7.14%
Progress	PR2	Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.3 Pursue the development of transport solutions for a West Link (Swadlincote, Newhall, Ashby, Melbourne, East Midlands Airport) in collaboration with East Midlands Enterprise Gateway	PR2.3 - Seek approval for involvement and potential investment from Elected Members and set project milestones accordingly.			Approval granted by F&M Committee. Interested operators have submitted proposals to the East Midlands Enterprise Gateway partnership. Points of further detail and clarification are currently being pursued to identify the funding gap.
Progress	PR3	Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists.	PR3.1 Promote entrepreneurial opportunities to improve employability skills and raise awareness of self-employment.	PR3.1 Q4 Develop and implement a workshop for educational institutions to explore setting up a tourism business/activity as part of Tourism week.			Fourteen students from William Allitt School visited the Hilton Hotel at St George's Park as part of Tourism Week to learn about careers in the sector, visiting the departments and meeting the staff. The students were able to attend the morning staff briefing which they found particularly interesting.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	PR5.1 Food businesses which have a Food Hygiene Rating score of five.	PR5.1 >83%.	85.20%	85.20%	At the year end the proportion of businesses with a five rating is the highest it has ever been
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	PR5.2 Registered food businesses active in the District	PR5.2 ≥810.	842	842	
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	PR5.3 Guidance offered to businesses or people thinking of starting a business (through the South Derbyshire Business Advice Service).	PR5.3 Target Q4 40.	82	266	82 advisory sessions were undertaken in Quarter 4 and a total of 266 in 2018/19. 'Thinking of Starting a Business?' workshop held in Swadlincote attracted 38 participants. 'New roads to Japan - forging better business links through the Toyota-Derbyshire Partnership' event held with Japan Local Government Centre.
Progress	PR5	Provide support to businesses and the not for profit sector and promote innovation and access to finance, including in rural areas	PR5.4 Deliver the Community Partnership Scheme and award capital funding totalling £250k to meet local need.	PR5.4 Q4 Hold third grant panel. Submit report of successful applicants to Committee.			15 Projects funded over the course of the year. Smallest project funded was £1,980 and several received the maximum grant of £25,000. All £250,000 allocated to Capital Projects across the District. Committee reports detailing funded recommended projects completed after each Panel



# Housing and Community Services Strategic and Service Success Areas 2018/19

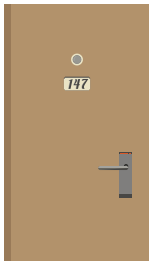
## Appendix B



### Multi-agency

Universal Credit (UC)

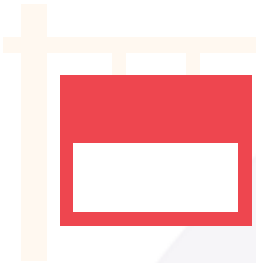
Multi-agency Welfare Reform user group successfully established.



90%

Target - 90%

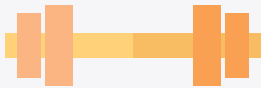
Percentage of residents satisfied with the quality of their new home



12

Target - 10

Empty home plans implemented, seven of the properties are now occupied.



1,089,816

Target - 688,432

Attendances at Etwall and Green Bank Leisure Centres have set new records.



### New plan

Community Safety

New plan produced including an overview of action taken over the last 12 months and a performance report.

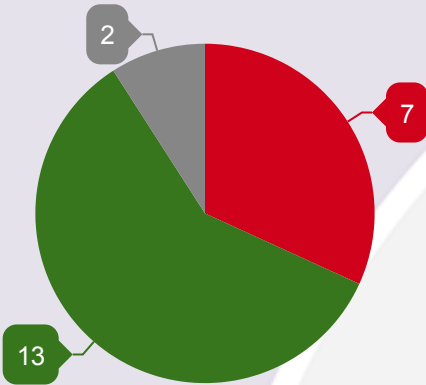


### STAR survey

Reported to Members

A new forum for tenants held from which a Tenant Involvement Strategy will emerge.

## Performance Overview



Red (31.82%) Green (59.09%) Grey (9.09%)



### Rent

Amount collected

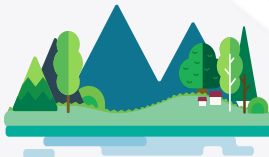
£6,032,872 from current tenants this year, which is £129,074 more than in 2017/18.



219

Target >150

Affordable dwellings delivered including shared ownership and affordable rent.



213,389

Target - 195,000

Number of visitors to Hosiery Centre. Good weather and Parkrun have helped boost number



### Progress

Cultural facilities

Progress has been made on all key facilities and activities including Stenson Fields Community Centre.

## Appendix C

### There are five actions for Housing and Community Services



0

Implement  
outcomes of the  
strategic review  
to Committee

### Target – 1

**Theme** - Outcomes

**Action** - O5.4 Implement outcomes of the Housing Repairs Service review

**Target vs performance** - The target for Quarter 4 was to implement the outcomes of the HQN Review report following committee. A first draft of the report was received in Quarter 2. The Housing Services Team provided additional comments to the draft report received the final version of the report and a draft action plan in January 2019

**Trend (compared to last quarter)** - Consultants, HQN, undertook a full review of the Repairs Service during Quarter 1. The review included a detailed analysis of the repairs and improvements data, processes and consultation with staff and tenants. The draft report was presented to the Service on 25<sup>th</sup> October.

**Background** - HQN was commissioned to carry out an in depth review of the Housing Repairs Service. The scope of this review includes responsive repairs, planned and cyclical maintenance and the provision of adaptation services.

#### **Key actions underway**

The draft report was presented to the Service on 25<sup>th</sup> October and a final report was received in January following discussions between HQN and the Council over the detail of the comprehensive action plan. A final report has now been received and will be presented to Committee on 6<sup>th</sup> June with recommendations.

#### **Opportunities/risks**

The Housing Service commissioned consultants HQN to undertake an independent review of the Repairs Service. The review highlighted the areas of the Service which need to be improved upon which will help to drive cost efficiencies and quality improvements to the service for the future.



40.8  
days

Time taken to re-  
let Council  
homes.

Target -  
<21 days

**Theme** -People – Enable people to live independently.

**Action** – PE1.2 Average time taken to re-let local authority homes (days) (excluding major voids).

**Target vs performance** - Target: Less than 21 days, 53.3 days achieved in Quarter 4. For 2018/19 the outturn was 40.8 days.

**Trend (compared to last quarter)** - 53.3 days compared with 45.7 days in Quarter 3.

**Background** - During 2018/19 a number of issues have emerged with regard to the re-letting of vacant properties.

#### Supply and demand of properties

A disproportionate number of vacant properties are sheltered flats and bungalows for which there is less demand.

#### Contractor performance

The performance of general repair contractors has not been satisfactory in terms of quality of work and completion of cleaning. The performance of specialist rewiring and asbestos removal contractors has also had to be challenged.

#### Process and procedures

A review of existing process and procedures revealed that they were not fit for purpose

#### Estate Management and Anti-Social Behaviour

The emergence of drug related crime and anti-social behaviour at Holmes Court required that vacant properties in that block were not relet until the cause of these issues had been dealt with.

The average re-let time for standard voids (i.e. not including major void works or Bed and Breakfast / Temporary Accommodation) for March was 55.4 days. 12 properties took 665 days to re-let.

During Quarter 4 there were 29 standard re-let properties which took a total 1547 days to let. The majority of re-let days can be attributed to the following categories:

- Three properties were re-let in 21 days or less
- Six properties were delayed due to repairs totalling 364 days. This was due to outstanding debts accrued by the tenant on the meters which needed to be cleared by officers or delays in receiving relevant certification for example the asbestos report for the property.
- Five were delayed during the lettings process. This was due to the property being refused by applicants, waiting for authorisation from Occupational

Therapists to ensure the property is suitable for wheelchair access and on-going re-advertising of properties

- Three properties have been re-let at Holmes Court following the successful conclusion of joint work with the Police in dealing with drug related anti-social behaviour.

### **Key actions underway**

- The appointment of new contractor to carry out major void works
- A higher standard of work in vacant properties.
- The appointment of a new specialist cleaning contractor to clean empty properties.
- The implementation of a new 'end-to-end' process.
- Early identification of properties in low demand and the deployment of alternative advertising and letting strategies.
- A review of the current Allocations Policy to encourage higher demand for sheltered properties.
- New Asbestos survey and removal contracts in place.

### **Opportunities/risks**

The key actions provide an opportunity to let properties promptly at a higher standard, improving the Council's rental income and customer and tenant satisfaction.

The major risk for the Council is of continued lower demand for sheltered accommodation which is a significant proportion of the housing stock. Possible refurbishment and modernisation of sheltered dwellings will be considered as part of the overall major improvement plan.



**80.6  
days**

Average length  
of time for  
current voids

**Target -  
<21 days**

**Theme** - People - Enable people to live independently.

**Action** - PE1.3 Average length of time for current voids

**Target vs performance** - Target New KPI. 100 Days at the end of Quarter 4.

**Trend (compared to last quarter)** - 80.6 days achieved at the end of Quarter 3.

**Background** - There were 39 properties vacant at the end of the quarter. Of these 23 were sheltered flats or bungalows, 11 were general needs flats and five were houses.

A small number of schemes illustrate some of the issues with re-letting certain types of property.

- Three sheltered flats at Blacksmiths Lane which are in low demand and have been vacant on average for 293 days.
- Three properties at Holmes Court which have been held pending the resolution of crime/anti-social behaviour issues and have been vacant for on average 258 days.
- Two sheltered flats at Jubilee Close which have been vacant for an average of 188 days.

#### Key actions underway

- The appointment of new contractor to carry out major void works.
- A higher standard of work in vacant properties.
- The appointment of a new specialist cleaning contractor to clean empty properties.
- The implementation of a new 'end-to-end' process.
- Early identification of properties in low demand and the deployment of alternative advertising and letting strategies.
- A review of the current Allocations Policy to encourage higher demand for sheltered properties.
- 

#### Opportunities/risks

The key actions provide an opportunity to let properties promptly at a higher standard, improving the Councils rental income and also customer and tenant satisfaction.

The major risk for the Council is of continued lower demand for sheltered accommodation which is a significant proportion of the housing stock. Possible refurbishment and modernisation of sheltered dwellings will be considered as part of the overall major improvement plan.



## PE2.6 Hospital Avoidance Scheme - Pilot



0

Deliver the Pilot Hospital Avoidance scheme across Derbyshire. Saving the NHS bed days and cost (£).

**Target 2  
units**

**Theme** - People – Enabling People to Live Independently.

**Action** - PE2.6 Hospital Avoidance Scheme - Pilot

**Target vs performance** - The scheme was planned to launch January 2019. Progress has been made in terms of initial meetings, project approvals and progress reports to Derbyshire County Council including the creation of a ring fenced budget to support the set up and first years delivery. However, the units still need to be identified and refurbished. The practical tasks associated with the setup of the scheme are not on track.

**Trend (compared to last quarter)** - Progress is being made and all parties are committed to delivering this scheme. However, establishing the scheme has been time consuming and there has been limited capacity to move this project forward, which has now been addressed in Quarter 1 of the current year.

**Background** - The Hospital Avoidance scheme was approved back in July 2018 and is directly aligned to the principles of the Better Care Funding (BCF) requirements to keep people living in their homes for longer and preventing non-elective admissions and Delayed Transfers of Care (DTC) from hospital. The scheme is primarily managed by Adult Care which leases the two units and pay rent to the Council on a quarterly basis. Adult Care works in conjunction with the Discharge Team at Derby and Burton Hospitals and decide which patients would benefit from this type of respite accommodation. The Council's role is to facilitate the lease of the two units, maintain the furnished properties and provide housing related support (up to 10 hours per week). This includes re-housing advice, benefits, signposting and liaison with other Council departments to enable the patient returns home.

### Key actions underway

- Identification of two suitable Council properties during Q1 to utilise for the scheme (Occupational Therapist to confirm suitability on behalf of Adult Care).
- Ring fenced £100k budget set aside in the Capital Programme to fund the refurbishment cost and the uplift in salary required to provide the housing related support. This will be carried over to 2019/20 – (following approval at BCF Board in April 2019).
- Meetings held with Public Health and Adult Care to agree the referral process and joint working protocol arrangements with a view to going live in July 2019.

## Opportunities/risks

This is the first Hospital Avoidance scheme to be piloted in Derbyshire (there are two schemes operating in Nottinghamshire) and there is the potential to create a template scheme for other Local Authorities to follow in the future. With the health and housing links now more established, it creates an opportunity for the Council to influence the wider health and wellbeing agenda by focusing on housing interventions as a return on investment for health by creating considerable savings (in this case for non-elective admissions £1,100 and acute bed days saved £350 per day). By calculating the savings at the end of each quarter a quantitative figure can be presented to the BCF Board and used to justify the ongoing scheme costs.

In terms of risk, the key identified risks to the Council are outlined below:

- The scheme being underutilised by Adult Care / Health or oversupply if other providers are creating similar schemes.
- Future funding arrangements if BCF does not continue in its current format.
- Delays associated with creating the Service Level Agreement / Lease Agreement with Adult Care.
- Reputational risk if the Council does not deliver the scheme.



### PE2.1 Total Number of Tenancy Audits Carried out (Cumulative)

**Theme** - People - Protect and help support the most vulnerable, including those affected by financial challenges.

**Action** – PE2.1 Total number of tenancy audits completed.

**Target vs performance** - Target Quarter 4 – 250 tenancy audits. 279 achieved. Target for 2018/2019 – 1,000 tenancy audits. 943 achieved.

**Trend (compared to last quarter)** - 3074 tenancy visits recorded over the last three years.

**Background** - The Council has been completing audits to identify vulnerable households to ensure that they are appropriately supported.

Many cases requiring intensive management have been identified through this process and include incidences of hoarding, filthy and verminous premises and tenants with complex needs such as dementia, social isolation and mental ill health.

In Quarter 4, the tracker module used to report the total number of completed audits was found to include duplicate visits. Of the 3,074 tenancy visits undertaken over the last three years, 2,215 were tenancy audit visits. This represents 74% of the total tenant base. The remainder of tenancy audit visits will be undertaken in 2019/20. Duplicate visits occur due to robust monitoring of new

**943**

Number of  
tenancy audits  
completed

**Target  
1,000**

tenancies whereby new tenants receive visits at six weeks (new tenancy visit) and between nine to 12 months (introductory to secure visit). This approach has proved successful in improving the number of introductory tenancies converting to assured tenancies (PE2.2).

### **Key actions underway**

For 2019/20 the previously detailed audit pro forma will be replaced with a 'Welfare Checklist' to design wraparound support for tenants who need support to sustain their tenancy.

The newly implemented Orchard case monitoring system will be utilised to record and monitor case outcomes. Tenants identified as vulnerable are to be visited at least every six weeks until any tenancy management issues are resolved.

### **Opportunities/risks**

Evaluating the outcomes of the audits has identified a number of improvements that can be made to initiate and maintain contact with vulnerable tenants. Risks of not operating a tenancy audit framework may impact upon future tenancy management issues such as poor property condition, difficulty accessing essential repairs and a decline in well-being for vulnerable tenants.



## SERVICE DELIVERY RISK REGISTER (AS AT Q4 2018/19)

Appendix D

Risk	Corporate theme/aim	Rating and current position	Risk treatment	Mitigating actions	Change since last quarter (Q3)
SD1 - Loss of income to the Housing Revenue Account	<b>Outcomes</b> Maintain Financial Health	On-going potential reduction in income through 1% rent reduction for general needs tenancies until 2020/21. Performance on rent collection still in top quartile in quarter one.  Likelihood is low and impact is significant.	Treat the risk through continuous action and review.	Income policies/processes are being revised.  The Council has invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.  Increased focus on collection of rent and other housing debt.  New dwellings mitigate revenue lost through Right to Buy (RTB)  Implementation of Universal Credit has slowed, although pressure from other benefit changes remains.	No change to rating or treatment.
SD2 - Failure to collect financial contributions or to enforce the delivery of obligations within Section 106 Agreements.	<b>Outcomes</b> Maintain Financial Health	Failure to collect financial contributions or to enforce obligations within Section 106 Agreements.  Likelihood is unlikely but the impact is significant.	Treat the risk through continuous action and review.	Implementation of new software is now complete.  New team leader now in post and in control of the process  The service has been recently audited and has put in place actions to address the minor recommendations	No change to likelihood or impact but the risk has changed from amber to green following a review of the Council's risk matrix

SD3 – Safety standards	<p><b>People</b> Protect and help support the most vulnerable, including those affected by financial changes.</p>	<p>Failure to comply with basic safety standards in flats/blocks with communal areas.</p> <p>Work has been undertaken to put specialist fire and asbestos contracts in place.</p> <p>Likelihood is medium and impact has potential to be significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Process underway to update safety procedures for fire, gas, electricity, legionella and asbestos to ensure the Council has appropriate controls in place to manage risks. Progress made so far includes:</p> <ul style="list-style-type: none"> <li>• Fire safety contractor appointed</li> <li>• Gas servicing 100% compliant</li> <li>• Electrical testing contractor appointed</li> <li>• Legionella - sheltered schemes testing in place, void properties shower heads/deadlegs removed</li> <li>• Asbestos testing contractor appointed</li> <li>• Asbestos removal contractor appointed</li> </ul> <p>Whilst the likelihood reduces as contracts are in place, works programmes to the value of £250,000 pa are required for the next two years to achieve full compliance, so the overall likelihood remains medium.</p>	<p>No change to likelihood or impact but the risk has changed from red to amber following a review of the Council's risk matrix.</p>
SD4 – Universal Credit	<p><b>People</b> Protect and help support the most vulnerable, including those affected by financial changes.</p>	<p>Loss of income to the Housing Revenue Account through full roll out of Universal Credit (UC) from November 2018.</p> <p>There is still uncertainty as to the financial impact of this but the Council has plans in place working with internal/ external stakeholders to manage this process.</p> <p>Likelihood is medium and the impact is moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Welfare Reform Group, including key internal/external partners, meets on a monthly basis to manage roll-out against an agreed action plan.</p> <p>Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p> <p>Allocations Policy review underway and will be completed in 2019.</p> <p>The changes to the 'roll out' of 'UC' may</p>	<p>No change to rating or treatment.</p>

				<p>delay the full impact. 2018/19 performance demonstrates that actions have assisted in mitigating the impact of Welfare Reform changes.</p> <p>Potential likelihood is reducing but remains medium and impact remain.</p>	
SD5 – Reduction in funding for Culture and Communities	<p><b>People</b></p> <p>Increase levels of participation in sport, health, environmental and physical activities.</p>	<p>Reduction of Council funding into Culture and Communities Service. Unable to source external funding to service.</p> <p>Likelihood is low and the impact is moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Forward budget planning over a number of years. Approvals for reserve spend to secure staffing positions up to March 2020 initially for Active Communities.</p> <p>Lobby to maintain current funding contribution that the Council makes towards the Active Communities service and for an increased contribution if current levels of service are to be maintained post-March 2020.</p> <p>The Council is in the final year of a three-year funding agreement with the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p> <p>Ongoing dialogue with Rolls Royce to secure continued sponsorship of the Environmental Education Project.</p> <p>Continually seek external funding opportunities to support service delivery.</p>	<p>SD5 and SD11 are now combined as risk on the impact of external funding on the Culture and Communities service.</p>

SD8 - Failing infrastructure at Rosliston Forestry Centre.	<b>Place</b> Support provision of cultural facilities and activities.	Failing Infrastructure at Rosliston Forestry Centre.  Rosliston Forestry Centre project team meets on a fortnightly basis to manage ongoing issues at the facility. Regular meetings held with the Forestry Commission.  Likelihood is low but the impact would be moderate	Treat the risk through continuous action and review.	Condition survey updated as part of procurement exercise for new contractor.  Focus on implementing infrastructure requirements identified in consultant's report.  Make invest to save business cases.  Collaboration with Public Building Officer on improvements to the Planned Preventative Maintenance (PPM).  Engage tenants and keep senior management team informed.	No change to rating or treatment.
SD9 - Failure to meet housing delivery targets set out in the five year supply.	<b>Place</b> Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.	Failure to meet housing delivery targets.  Local Plan is in place which sets out the five year supply. Latest monitoring for 18/19 indicates the Council was performing above target with an upward trajectory.  Likelihood is low but the impact would be significant.	Treat the risk through continuous action and review.	Monitoring/review of performance ongoing.  Active pursuit of schemes and opportunities.  Develop action plan(s) where necessary.	No change to rating or treatment.
SD10 - Failure of IT infrastructure that supports Planning Systems, LLPG and Land Charges.	<b>Place</b> Facilitate and deliver a range of integrated and sustainable	Ongoing issues with IT infrastructure that supports Planning systems.  Likelihood is medium and the impact would be significant.	Treat the risk through continuous action and review.	A new solution has been selected and contract awarded.  An accelerated project plan has been formulated and is underway. Work is on track to ensure that the new solution goes live over the next two quarters.	No change to likelihood or impact but the risk has changed from red to amber following a review of the Council's risk matrix

	housing and community infrastructure.				
SD11 – Community Safety Partnership funding	<p><b>People</b></p> <p>Protect and help support the most vulnerable, including those affected by financial changes.</p>	<p>Potential funding shortfall for the Community Safety Partnership. The Safer South Derbyshire Partnership currently obtains annual funding totalling £60,000 from the Derbyshire Police and Crime Commissioner and Derbyshire Police.</p> <p>Likelihood is medium but the impact would be moderate.</p>	Tolerate the current situation and keep under review.	<p>There is no long-term commitment to continue this funding. However, there are Partnership reserves in place which would assist in a gradual decrease in budget rather than a major cut to all initiatives.</p> <p>The Council is in the final year of a three-year funding agreement with the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p>	This risk will be removed and issues have been incorporated into SD5.
SD12 – Melbourne Sports Park	<p><b>Place</b></p> <p>Support provision of cultural facilities and activities throughout the District.</p> <p><b>People</b></p> <p>Increase levels of participation in sport, health, environmental and physical activities.</p>	<p>Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.</p> <p>Likelihood is low but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Regular Artificial Grass Pitch (AGP) Steering Group meetings.</p> <p>Matter under regular review at MSP Board meetings. Key funder in attendance at AGP steering group meetings.</p> <p>Specialist consultants, MSP representatives and SDDC officers progressing site drainage solutions. Planning permission sought and procurement plans advanced.</p> <p>Engagement with landowner on site permissions progressed.</p>	No change to rating or treatment.

SD13 – Sinfin Waste Plant	<b>People</b> Reduce the amount of waste sent to landfill.	Impact on delivery rounds of diverting all residual waste to Sinfin Waste Plant.  Move to Sinfin now to be phased over three years, giving time to minimise impact on delivery rounds.  Likelihood is low the impact would be moderate.	Treat the risk through continuous action and review.	Derbyshire County Council and Derby City Council have issued a formal notice to their long-term waste management project's funders (the banks) to take action under the contract to secure the future of the delayed Waste Treatment Facility at Sinfin.  Both councils continue to be committed to completing the facility; the banks funding the project now have the opportunity to step in and resolve these issues under the contract. If the banks decide against taking action then the councils will bring their long-term waste management contract with Resource Recovery Solutions (Derbyshire) RRS to an end and put measures in place to fix problems at the site so that the facility can be made fully operational.  For the time being it is business as usual and there should be no change to the District Council's nominated delivery points.  If the contract with RRS comes to an end, contingency plans will be put in place to make sure recycling centres continue to operate.	Likelihood increased to low and impact remains at moderate.
SD14 – Tree Management	<b>Outcomes</b> Enhance Environmental Standards	Failure to manage the Council's tree stock in line with adopted Tree Management policy.  Likelihood is low but the impact would be significant.	Treat the risk through continuous action and review.	Review of approved Tree Management Policy underway.  The Council has engaged additional temporary support from outside the organisation to undertake essential inspections of tree stock.	No change to rating or treatment.

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>6<sup>th</sup> JUNE 2019</b>	<b>CATEGORY:</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>IAN HEY Ext 8741 ian.hey@southderbyshire.gov.uk</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>SHOPMOBILITY SERVICE IN SWADLINCOTE</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendations**

- 1.1 That the Committee approves Council funding to be provided to South Derbyshire CVS (SDCVS) to allow it to deliver the Shopmobility Service in Swadlincote for the next three financial years until 31 March 2022.

## **2.0 Purpose of Report**

- 2.1 To inform the Committee that the organisation that delivered the Shopmobility service in Swadlincote, South Derbyshire Shopmobility and Disabled Scheme Association (SDSDSA), has ceased to operate due to the age and infirmity of the trustees. It has now been removed from the Register of Charities.
- 2.2 To seek the Committee's approval to fund SDCVS to deliver the Shopmobility Service in Swadlincote, replacing the previous operator. This would be subject to review after 3 years.

## **3.0 Detail**

- 3.1 The Shopmobility service in Swadlincote was delivered by SDSDSA until March 2017.
- 3.2 Since March 2017, SDCVS has received grant support from the Council to ensure continuity of service while alternative delivery options with other providers were explored.
- 3.3 Prior to its closure, the Trustees of SDSDSA identified a number of organisations that they felt could take on the operation of the Shopmobility. A number of charitable, South Derbyshire based, organisations were approached and simple criteria were set to assess any organisation looking to take on the service.

- Shopmobility Service within the immediate area of Swadlincote Centre (maximum 10 minutes scooter travel of Swadlincote Town Centre.
- Accessible premises
- Suitable parking for people with disabilities

3.4 No suitable response was forthcoming.

3.5 SDCVS has now confirmed that it wishes to take on the permanent delivery of the Shopmobility service from its base in Grove Street, Swadlincote. It would require the level of funding that has previously been identified for this service.

3.6 SDCVS meets the original criteria set to determine the acceptability of any organisation wishing to deliver the service in that:

- Its Grove Street premises offers direct access to West Street and onward into Swadlincote Town Centre.
- It has accessible premises. There is level access into the SDCVS building with a low reception counter that is approachable for wheelchair users.
- It has suitable parking for people with disabilities. The premises in Grove Street offers accessible parking and there is further parking directly opposite the entrance.

3.7 The original service operated for four days per week. The proposal is to extend the offer to at least five-day opening. The proposal is to operate 8.30am to 4.30pm Monday to Thursday and 8.30am to 4.00pm Friday.

3.8 Should the Committee agree to provide financial support to SDCVS this funding would be the subject of a formal Service Level Agreement.

#### **4.0 Financial Implications**

4.1 The SDCVS has temporarily received funding from the Council to deliver the Shopmobility Service. The level of financial support that would be available from the Council for the 2019/20 financial year is £11,424. Subject to the budget continuing to be available and to satisfactory performance this funding would continue to be provided in 2020/21 and 2021/22.

4.2 No additional funding over that already included within budget provisions is required as a result of the transfer.

4.3 As the proposal is to increase the level of service at the same level of funding it represents an increase in value for money.

#### **5.0 Corporate Implications**

##### **Legal Implications**

5.1 At the point of closure for SDSDDA no organisations had been identified to continue the service, assets were transferred to SDCVS in accordance with the dissolution clause of SDSDSA as identified within its constitution agreed by the Charity Commission.

##### **Corporate Plan Implications**

5.2 The proposal to continue and develop the Shopmobility service will directly contribute towards People and the development of independent living within South Derbyshire within the Corporate Plan.



## 6.0 **Community Implications**

- 6.1 The Shopmobility service will contribute directly to the Sustainable Community Strategy by supporting individuals with mobility issues to maintain an independent lifestyle. It will contribute to the target of improved access to services for all and particularly older communities. As such, it will have a positive impact regarding equalities.

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>6<sup>th</sup> JUNE 2019</b>	<b>CATEGORY: DELEGATED or</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>PAUL WHITTINGHAM (01283 595984) paul.whittingham@southderbyshire.gov.uk</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>HOUSING REPAIRS AND MAINTENANCE REVIEW</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

## **1.0 Recommendations**

- 1.1 To note the contents of the report and action plan ( Appendix A)
- 1.2 To endorse the actions within the plan for implementation over a three-year period

## **2.0 Purpose of the Report**

- 2.1 The purpose of this report is to describe the outcome of the review of Repair and Maintenance services carried out by the Housing Quality Network (HQN) in late 2018. The final version of the report was received in January 2019. Housing Quality Network was asked to complete this review following their initial work to prepare a specification for mobile working in the repairs team. HQN are a nationally respected consultancy in the field of social housing provision .This review considered the following aspects of the service:

- Strategic housing and asset management
- Responsive maintenance including the Direct Labour Organisation ( DLO)
- Void properties
- Planned maintenance
- Cyclical maintenance
- Gas servicing and maintenance.
- Aids and adaptations

- 2.2 Specifically the review was required to examine the following aspects of the Repairs Service in detail: Whether responsive and void repairs were being delivered effectively, what is the customers' experience of the entire process. Whether planned repairs are effectively planned, procured, managed and delivered. The review examined the suite of Council performance indicators and how they are being used to monitor and improve performance in relation to delivery, value for money and the customer experience. HQN was also required to undertake an assessment of the skills within the Maintenance Team.

### **3.0 Executive Summary**

- 3.1 This Report expands on the report to this Committee on 20<sup>th</sup> April 2017, "Delivering a First Class Repairs Service". That report reviewed the operation of the Housing Repairs Direct Labour Organisation as a separate entity. After the restructure of the Housing Services Team in January of 2018 the new management team identified the need for the repair and maintenance service to be reviewed as a whole in order to modernise the entire service rather than individual aspects of it.
- 3.2 The review makes wide ranging recommendations covering all aspects of the Repairs and Maintenance Service. These recommendations have been categorised as short, medium and long-term. This will form the basis of the three year implementation plan with year 1 addressing the short term actions although a number of actions from each phase are already completed or in progress.
- 3.3 Many of the short-term recommendations require changes to existing processes and procedures. In the medium to long-term, significant changes are required in the structure of the team and also in the IT support for the teams. This includes the delivery of a mobile working solution as outlined to Housing and Community Services Committee in April 2017.

### **4.0 Detail**

- 4.1 HQN was commissioned to carry out a review of the Repairs and Maintenance Service. The review methodology incorporated a range of activities carried out in June and July 2018. The First Stage of the review was a desktop study of relevant documentation to help identify the key issues for the review. The documentation examined included: Structure charts and role profiles, relevant strategies, policies and procedures, contract documentation and performance information and customer complaints and satisfaction data.
- 4.2 During Stage Two of the review HQN undertook a high-level benchmarking exercise to compare the cost and performance of the Council's services against a range of providers in the wider housing sector. This provided a "snapshot" of the Council's performance in relation to its peers and was used as a basis for drawing out strengths and identifying areas for improvement.
- 4.3 During Stage Three of the review, HQN held several meetings with senior managers to discuss and develop their understanding of the service, particularly from a wider strategic perspective. In addition, a total of 12 colleagues from the Repairs and Maintenance Team, including the Direct Labour Organisation (DLO), attended a

series of interviews with HQN. These were mainly on a 'one-to-one' basis. The purpose of these interviews was to gain an understanding of how the service was operated, managed, delivered and perceived by those who managed and delivered it. The interviews also gave interviewees the opportunity to offer their own individual and subjective assessment of the service and how it could be improved. In addition, there were a number of individual or one-off conversations and discussions with members of the IT and Finance Teams to clarify a number of issues and performance information.

- 4.4 Stage Four of the review included two focus groups. The first was with a group of Council tenants and aimed to gain an understanding of how the range of repairs and maintenance services are perceived from the tenants' perspective. To obtain qualitative information about how the service is rated by tenants, they were asked to score responsive repairs and gas servicing against a range of criteria
- 4.5 A second focus group was held with a group of trade operatives. This focus group's key objectives were to understand the operatives' perspective of current working arrangements in delivering and organising the responsive Repairs Service and to obtain their opinion on ways in which the service can be developed. This group also considered the overall approach to health and safety and training
- 4.6 Key findings and themes from the data benchmarking, interviews and resident focus group were presented to senior staff at an initial feedback session on 6 August 2018. Following this a report was drafted for further comments setting out HQN findings and recommendations. The final report was received in January 2019.
- 4.7 The overall conclusion of HQN, is that whilst a range of service improvement measures are required to bring the service up to current best practice standards, good step changes to the service have been achieved over recent months. Particular major improvements have been achieved around stock condition data, risk assessments, health and safety, contract management and some work-flow and process-mapping. Many of the areas for improvement that have been identified in this report will be addressed by the implementation and detailed service specification of mobile working. The key findings are:
- The Council's housing dwelling stock is its largest single asset (valued at circa £123 million) and strategic asset management policies and procedures to protect and potentially enhance that asset need to be developed further.
  - At a strategic level, stock condition data is not fully up-to-date although measures are now in place to rectify this.
  - A fully funded three to five-year investment programme needs to be developed based on an updated Housing Revenue Account (HRA) business plan and an Asset Management Strategy predicated on robust stock data
  - Further investment in IT presents a major opportunity to modernise the service. On a cautionary note, the introduction of mobile working alone will not address some issues that have been incorporated in the improvement plan for the service.
  - Repairs and Maintenance Service Standards in general need to be updated and a comprehensive suite of Repairs and Maintenance Service Standards and workflows developed. Much of this will be addressed by the introduction of mobile working.
  - There is a high use of external contractors which could be reduced. This provides an opportunity to grow and develop the in-house service which, if properly planned will add value to the local economy, the local supply chain and offer wider local employment opportunities.
  - The gas servicing contract is achieving good performance with 100% compliance being reported for the landlords' gas safety certification. However, a number of

concerns have been identified in the processes including the Council's over reliance on the contractor for its records, quality control and monitoring information.

- High levels of emergency and urgent repairs are being raised. A strategy for reducing them should be developed.
  - A change in the overall approach to the collection of Key Performance Indicators (KPIs) and their use to assist in developing the service is recommended.
  - Pre-inspection and post-inspection arrangements are weak and underdeveloped with limited data and performance information. Post-inspection information is not generally used to help improve the service.
  - Contract management arrangements for both the repairs and maintenance and investment contractors are underdeveloped. However, there is good evidence of the recent introduction of improved leadership and control of management of external contractors.
  - The Council needs to invest more in training trade operatives and technical staff to better equip them to undertake a wide range of roles and responsibilities that will be needed as the service moves towards a more modern and dynamic service delivery model. HQN recommended that a review of salaries is undertaken to ensure that salaries being offered to trade operatives are in line with market salaries in the sector compared to other housing associations and local authorities in the East Midlands.
  - Overall residents were generally happy with the quality of the responsive repairs service delivered by the DLO. In general, Council staff and DLO operatives were well regarded and residents appreciated being dealt with by a person (call centre telephone staff or contractor operative) rather than a voicemail message or email. In general residents had a good understanding of the services they were asked to rate. They were much more satisfied with the in-house contractor compared to external contractors.
  - The Council's IT systems are limited and underdeveloped. Many of the Repairs Service's processes are unnecessarily complex, manually intensive and laborious. The high level of manual input can lead to inconsistencies, duplication and errors. Processes around the job completion and matching of materials to works orders are particularly time-consuming and repetitive
  - HQN recommended that the asset management strategy is updated using this new stock data particularly in regard to revised stock investment requirements and the way in which the Council will address its future investment in its dwelling stock. As part of this updated asset management strategy the Council may need to consider using more sophisticated asset management software to enable it to better model ranges of improvement scenarios.
  - Linked to the introduction of mobile working, carry out a restructuring of the whole service including the Administrative Team to create, a cohesive service and the posts of the planner/work scheduler to manage operative diaries and appointments, etc.
- 4.8 A detailed improvement plan, with prioritised objectives and targets has been developed which if implemented will achieve a step change in modernising the service. This is attached at Appendix

## **5.0 Financial Implications**

- 5.1 The financial implications of implementing mobile working were identified in the report to Housing and Community Services Committee in April 2017 as ". A procurement exercise has not been undertaken, but three initial quotes for mobile working have been obtained from different suppliers to provide an indication of the potential cost of set-up and on-going support. The three quotes obtained range between £43,125 and £74,905 for initial set-up with on-going annual costs from year 2 ranging from £5,856 to £23,680. It is anticipated that savings in the first year of

implementation could be up to 15% of budgeted contractor spend due to efficiencies and better productivity but this is still to be reviewed and so is not for consideration at this stage.”

- 5.2 In order to purchase asset management and contract management software it is estimated that a further sum of approximately £55000 will be required. There may be other financial implications that arise from the development of asset management and procurement strategies recommended in the review. These will be reported separately.

## **6.0 Corporate Implications**

### **Employment Implications**

- 6.1 A further report will detail the proposed changes to the structure of the Repair and Maintenance Team. Any changes will be subject to consultation with relevant staff and Trade Unions.

### **Legal Implications**

- 6.2 None associated with this report

### **Corporate Plan Implications**

- 6.3 The report and action plan contributes directly to the achievement of Corporate Plan Action O5 Maintaining Customer Focus - “Delivering a First Class Repairs Service”

### **Risk Impact**

- 6.4 The implementation of the recommendations in the report will assist in mitigating the Service Delivery Risk SD3 Safety Standards

## **7.0 Community Impact**

### **Consultation**

- 7.1 The review process included direct consultation with tenants. It also considered customer satisfaction data.
- 7.2 Consultation with team members from all sections of the Repairs and Maintenance service was also included within the review process

### **Equality and Diversity Impact**

- 7.3 There is no direct impact on any Equality and Diversity issues within this report.

7.4

### **Social Value Impact**

- 7.5 The implementation of this report will support the delivery of Safer and Stronger communities through ensuring the provision of safe and secure homes.

### **Environmental Sustainability**

- 7.6 The recommendation within the review to implement mobile working will improve the Council's Environmental Sustainability through reducing the mileage and fuel consumption of Housing DLO vehicles.

## **8.0 Conclusions**

- 8.1 That progress has already been made in many areas identifies within the HQN review.
- 8.2 That the implementation of the three-year action plan is necessary in order to meet the Corporate aim of providing a modern and efficient Repairs and Maintenance Service.

## **9.0 Background Papers**

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.1.2	Review the specification and current arrangements for kitchen replacements and installations, ensuring a common specification and procurement arrangements for void properties and kitchen replacements via the investment programme.	S	Complete Included in new contract
4.1.2	Ensure Energy Performance Certification (EPC) data is retained and recorded either on the Lifespan stock condition database or the Orchard housing management system.	S	
4.3.1	Review gas repair timescales so that these aligned with general day-to-day reactive repairs timescales, particularly around emergency repairs.	S	
4.2.2	Urgently review the performance of the outgoing cyclical maintenance contractor and develop and implement an improvement plan for the new contractor.	S	Complete Included in new contract
4.2.2	Undertake a fundamental review of the procurement of cyclical works, and the scope and nature of the external fabric (or cyclical maintenance) contract.	S	Complete Included in new contract
4.2.2	Develop and implement a system of variation orders, for all contractors, but particularly for external contractors with agreed timescales and costs, follow up actions and post-inspection and quality control systems.	S	



	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.2.2 and 4.5	Develop a set of departmental contract management protocols and processes including a risk based system of assessing the frequency of contract management meetings and other arrangements. The default position should be that each external contract/workstream, including responsive works, planned, cyclical, investment and aids and adaptations should be subject to a contract management performance and review meeting on a monthly basis.	S	Partially Complete- new contract management arrangements in place
4.2.1	Urgently review quality control, quality audits and similar post inspection arrangements for gas servicing and maintenance works. Consider engaging an external gas servicing and maintenance auditing company to carry out agreed proportion of post-inspection works on behalf of the Council, particularly in the absence of internally qualified members of staff.	S	
4.3 and 4.8	As part of the repairs ordering process, review existing arrangements so that customer contact details, particularly revised phone numbers and email addresses are regularly and consistently updated on the housing management system.	S	
4.3 and 4.8.1	Develop a system to record and analyse the nature of incoming calls, e.g. first order of repair, progress chasing, poor quality of work, etc and use this information as part of the wider suite of performance monitoring information recommended later in this report.	S	
4.3.2	Review the existing arrangements of raising repairs orders on the emergency, urgent and routine repair categories. Consider moving to a simple emergency and first convenient appointment repair category, in	S	

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	line with current best practice in the sector.		
4.3.1	Consider extending the scope and range of out of hours duties of call centre staff (the 'Careline'). Many organisations have arrangements so that during downtimes staff able to carry out administrative work and undertake customer satisfaction telephone surveys for recently completed works.	S	
4.3.1	Develop a comprehensive range of workflows and processes linked to the introduction of the mobile working and dynamic scheduling system.	S	
4.3.1	Ensure that a range of lone working, health and safety and risk information, including no or anticipated presence of asbestos, appears on current paper and future electronic works instructions.	S	
4.3.1	As part of the development of new Service Standards ensure there is complete clarity on the types of repairs that constitute emergency and non-emergency repairs.	S	
4.3.2	Develop the fields in the IT system to ensure that the full range of all responsive repairs are raised and ordered through the repairs module in the Orchard IT system, including repairs to external contractors.	S	
4.3.3	Develop clear protocols and workloads for the categories of types of repairs to be pre-inspected. Develop an associated monitoring system with a target of ensuring best practice levels of pre-inspections are sustained, typically below 5-7%.	S	

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.3.3	Develop clear protocols and processes for post-inspections of all contractors including the in-house team. Ensure targeted post-inspections are based on a range of information including customer satisfaction information, and wider business intelligence information. Note: although a 10% post-inspection rate is still widely used in the sector, best performing organisations have a targeted level of around 5% post-inspection levels using business intelligence information as described in this recommendation.	S	
4.3.3	Ensure post-inspection information forms part of the wider performance management and contract management processes, particularly with external contractors.	S	
4.3.3	Develop a performance monitoring system for post-inspections that measures outcome and follow-up action required in addition to volumes.	S	
4.3.3	Develop a robust post-inspection regime for all contractors which in addition to quality monitors materials used, cost, value for money, customer satisfaction and use this information to feed into the suite of KPIs and also into contract management arrangements.	S	
4.3.1	Pending the introduction of mobile working, develop a simple diary system using Microsoft Outlook or similar so that operative appointments, pre-inspections and post-inspections are diarised.	S	
4.4	Review and update the voids 'fit to let standard' taking into account changes in legislation and the Decent Homes standard since the	S	

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	standard was initially published.		
4.4	<p>Ensure incoming tenants receive a comprehensive sign-up pack, particularly from a repairs and maintenance perspective incorporating the following information:</p> <ul style="list-style-type: none"> <li>• Repairs Service Standards</li> <li>• Asbestos information including specific information about their homes</li> <li>• General health and safety information including actual safety</li> <li>• Gas safety information</li> <li>• Energy efficiency and the EPC</li> <li>• Landlords' gas safety certificate</li> <li>• Good practice would be to incorporate a record of repairs undertaken to the property to bring the property up to fit to let standard, prior to letting.</li> </ul>	S	
4.4	Introduce robust post-inspection systems for void properties, with a process whereby either the contractor or the property surveyor or equivalent signed off that the property is up to the fit to let standard.	S	Complete New Void Process In Place

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.4	Establish agreed timescale targets for void repairs including turnaround times against which performance should be monitored.	S	Complete New Void Process In Place
4.2.2 and 4.5	Develop a set of departmental contract management protocols and processes including a risk based system of assessing the frequency of contract management meetings and other arrangements. The default position should be that each external contract/workstream, including responsive works, planned, cyclical, investment and aids and adaptations should be subject to a contract management performance and review meeting on a monthly basis.	S	
4.4, 4.5 and 4.3.2	Linked to the above recommendation, in order that all staff better manage the service, develop a comprehensive suite of KPIs and associated targets for all parts of the service and all work streams.	S	New KPI suite in progress
4.1.2	Develop a contract register linked to the procurement strategy with clearly defined timelines/contract period, contract including value, potential re-procurement lead-time, contractor, contract manager, etc.	S	
4.2.2	Develop and implement a system of variation orders, for all contractors, but particularly for external contractors with agreed timescales and costs, follow up actions and post-inspection and quality control systems.	S	

	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.6.2	Ensure that the existing system of printing, scanning and emailing repairs orders to the in-house contractor is amended. Repairs ordered should be printed in the Depot, pending the introduction of mobile working and associated mobile devices.	S	
4.6.1	Urgently implement the mobile working project for all trade operatives, technical staff and inspectors.	S	
4.6.3	Develop an imprest stock system on operatives' vehicles with arrangements so that materials are accurately and comprehensively charged to each individual repair.	S	Partially Complete- Solution found with materials supplier
4.6.2	Introduce a vehicle tracking system to better manage the Repairs Service and give the Council further assurance over issues such as lone working.	S	
4.6.2	Urgently introduce a productivity monitoring system for trade operatives.	S	
4.5	Develop a performance management culture in the Maintenance Team,, so staff develop a sense of responsibility, accountability and take corrective action for performance of those parts of the service to which they are responsible.	S-M	
4.6.2	Carry out a technical skills audit of operatives and implement a training regime aligned to multi-skilling of the workforce, aligned to future growth	S-M	



	Short-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	areas as identified in the DLO business plan.		
5.1	Review the processes for Council tenants requiring adaptations to their homes, ensuring that their first point of contact is their housing officer.	S-M	DFG and adaptation process is under review
5.1	Review procurement arrangements for adaptations so that repetitive tendering arrangements for obtaining prices and contractors can be significantly reduced as part of a strategy to reduce overall timescales for the completion of adaptations.	S-M	Partially Complete-Dynamic Purchasing Being trialled

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.1.1 and 4.1.2	Following the completion of the recently commissioned sample stock condition survey, ensure that the stock condition database is updated and that the newly revised survey data constitutes a stratified and representative sample of property types, archetypes, construction types, age bands, etc.	M	Partially Complete Data to be uploaded
4.1.1	Using up-to-date stock condition data develop a comprehensive asset management strategy for Council housing. The asset management strategy should incorporate a strategic approach to the investment,	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	disposal, refurbishment of stock and be aligned to the HRA business plan. Additionally, ensure that the asset management strategy incorporates the strategic approach to mechanisms to deal with highest and lowest performing assets, Net Present Values, disposal strategies and a wider approach to active asset management.		
4.1.1	Ensure that the revised asset management strategy incorporates a five-year action plan and detailed investment information for the next five years by property type, workstream, major investment areas, etc.	M	
4.1.2	Linked to the asset management strategy, develop a procurement strategy for the full range of capital and revenue investment areas and work streams to be delivered over the next three to five years. Note, the strategy needs to be linked to the later recommendation for the development of a DLO business plan.	M	
4.1.2	As part of the development of the procurement strategy, review all procurement arrangements with the key objective of removing repetitive and unnecessarily time-consuming procurement processes.	M	
4.2 and 4.3	Within the overall housing repairs budget, establish a set of subsidiary budgets for key areas of the service, eg, responsive repairs, void repairs, gas servicing and maintenance with associated monitoring systems, and a commitment to reporting systems and incorporating this monitoring as part of the wider suite of KPIs to support contract management.	M	
4.3.1	Develop an updated set of Service Standards to be incorporated into a new Tenants' handbook, repairs handbook or equivalent. Ensure the Service Standards are published on the Council website in the Housing	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	section.		
4.3.1	Develop a range of workflows and processes for repairs ordering, including raising repairs with the in-house DLO, external contractors, inspections, missed appointments, follow on work, etc. This is an important area which it should be done in conjunction with the introduction of mobile working and dynamic work scheduling.	M	
4.3.1	Ensure training systems are in place for the out- of-hours Call Centre staff to access the repairs' ordering system in order to establish whether orders have been raised previously, and to enable staff to raise out-of-hours calls directly into the Orchard housing management system.	M	
4.3.1	Review existing arrangements of appointments for repairs to be undertaken by external contractors so that appointments are made at first point of contact and logged into the Orchard housing management system.	M	Partially Complete. Included in new contract
4.3.1	Develop a clear set of procedures and protocols, to enable repairs ordering staff to place orders with specialist and other contractors directly into the repairs ordering IT system.	M	
4.3.1	Review the terms and conditions of the tenancy agreement providing clarity on repairs that are tenants' responsibility and repairs that are landlords' responsibility.	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.3.1	Review the contents of the Housing section of the website ensuring that a full range of up-to-date information is it available for tenants in an analogous way to the recommended tenants' handbook or repairs' handbook. Ensure relevant policies and procedures are published on the website including repair timescales repairs priorities, tenant responsibilities, gas servicing and maintenance information and Health and Safety information.	M	
4.3.1	Provide a range of information by way of specialist leaflets, web-based publicity, tenants' newsletter and etc on issues such as asbestos, general health and safety, gas servicing and maintenance, energy efficiency, etc.	M	
4.2	Ensure a wide range of information is collected on the repairs ordering system, including as a priority, properties at risk of being non-compliant from a gas servicing point of view, asbestos information, defects liability information and future work programmes.	M	
4.3.1	Review existing processes and procedures so that repairs ordered with external contractors are appointed at the first point of contact with the Council's repairs ordering process.	M	
4.3.1	Ensure that electronic repairs' ordering systems are in place for external contractors with analogous job completion systems, including works invoicing.	M	
4.3.1	Develop a range of workflows processes for the full range of repairs including gas servicing and maintenance, day-to-day responsive repairs, planned, and cyclical works.	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.3.1	As part of the implementation of mobile working and dynamic work scheduling, develop the role of work scheduler or planner to manage appointments, workload, and sustain productivity for DLO trade operatives.	M	
4.3.2	Ensure that the IT system is developed further to produce a wide range of timely and accurate performance and budgetary control information to support staff in managing the service.	M	
4.4	Develop the Council's void management module so that a range of performance information for void properties can be developed to assist in performance monitoring.	M	Partially Complete
4.4	Develop and introduce financial monitoring systems to record individual and average cost of carrying out repairs to void properties to bring them up to the fit to let standard.	M	
4.2 & 4.3	Within the overall housing repairs budget, establish a set of subsidiary budgets for key areas of the service, eg, responsive repairs, void repairs, gas servicing and maintenance with associated monitoring systems, and commitment reporting systems and incorporate this monitoring as part of the wider suite of KPIs and to assist in informing contract management .	M	
4.5 & 4.6	Develop a contractor code of conduct to enable customers and contractors to be aware of the code of conduct that contractors must follow and the standards expected from them.	M	
4.6	Carry out a detailed analysis of the range of repairs ordered over a representative timescale to include an analysis of repairs by priority,	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	trade, workstream and contractor and use this information to inform the structure and size of the DLO trade operatives' team.		
4.6	Develop a strategy to ensure that there is a high-level of non-trade specific multi skilling in the workforce.	M	
4.6.3	Develop a DLO business plan that sets out and defines the development and strategic direction of the in-house contractor over the next three to five years.	M	
4.6.3	Develop a clear concept and evaluation of the range of services that the Council can deliver in-house through the directly employed workforce and conversely, the range of works to be outsourced. HQN would expect most non-specialist day-to-day reactive repairs, including electrical repairs to be delivered in-house.	M	
4.6.3	Develop a comprehensive procurement approach for materials including a review of current arrangements for the procurement of materials to ensure the Council is receiving value from money from the future procurement arrangements.	M	
4.6.2	Review current arrangements for out-of-hours repairs, linked to staggered working shift arrangements so that the service is offered into late afternoon and early evening.	M	
4.6.2	Following a detailed financial analytical exercise develop a job costing model for the DLO designed to cover direct and indirect costs of the	M	



	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	service.		
4.6.2	Develop a DLO trading account or similar profit and loss account in order to fully analyse and accurately monitor key areas of expenditure and financial performance.	M	
4.6.3	As part of the development of the DLO business plan develop a range of local supply chain initiatives, local training initiatives, and apprenticeships, etc.	M	
4.6.2	Develop a comprehensive stores solution, a medium-term strategy for purchasing materials and commodities for the DLO including electronic replenishment of vehicle stocks.	M	Partially complete- re-procurement of materials underway
4.6.2	Introduce Financial monitoring systems to evaluate operative recovery rate and monitor accordingly.	M	
4.3 and 4.8.1	Ensure that a range of lone working, health and safety, asbestos and other risk information to operatives and contractors appears on existing paper and future electronic works orders.	M	
4.7	Review the terms and conditions of the workforce, in order to retain and recruit staff. HQN recommended salaries need to be in line with the social housing sector in the East Midlands.	M	
4.3.1	Linked to the introduction of mobile working, carry out a restructuring of the whole service including the Administrative Team to create, a cohesive	M	

	Medium-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
	service and the posts of the planner/work scheduler to manage operative diaries and appointments, etc.		

	Long-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.1.2	Review arrangements for holding stock condition data via the stock condition database. The existing system is a standalone system and good practice would be to implement a stock condition database with robust dynamic interfaces with the Orchard housing management system, enabling flow of data and information both to and from the housing management system.	L	Partially Complete- negotiations with IT supplier underway
4.1.2	Following the above recommendation develop financial modelling capacity to better model and plan stock investment works.	L	
4.1.2	Following the above recommendation use this data to develop a sustainable and accurate thirty-year HRA business plan.	L	
4.1.1	Develop a new protocol or process for updating stock condition data, current best practice would be for a rolling 20% stock condition survey annually to be undertaken. HQN recommends that consideration should be given to develop an in-house inspection resource, often this is significantly less expensive than an out-sourced solution with added flexibility and transferable skills advantages.	L	Partially Complete- negotiations with IT supplier underway

	Long-Term Recommendations		
Section in Report	Recommendation	Priority	Progress
4.3.1	As part of the web-based repairs ordering process consider the introduction of repairs diagnostic systems to enable tenants to more accurately report and raise repairs online.	L	
4.3.1	As part of the web-based repairs ordering process, in conjunction with the introduction of mobile working, consider the introduction of the ability to appoint repairs directly online.	L	

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>6<sup>th</sup> JUNE 2019</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Paul Whittingham (01283 595984) Paul.whittingham@southderbys.gov.uk</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COUNCIL HOUSE ADAPTATIONS POLICY</b>	
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE:</b>

## **1.0 Recommendations**

- 1.1 The Committee adopts a revised Disabled Adaptations Policy for Council Tenants to replace the existing policy.
- 1.2 The Committee notes that a further report will be presented later in the year that introduces a new policy for the provision of Disabled Facilities Grants in the private sector.
- 1.3 The Committee notes that, a report will also be presented that considers the equity of funding and maintenance arrangements for Council tenants and householders in the private sector.

## **2.0 Purpose of the Report**

- 2.1 The report seeks Committee approval to adopting a revised Policy for the provision of disabled adaptations for tenants of South Derbyshire District Council (SDDC) properties which replaces the existing policy. The draft report is attached at Appendix A.

## **3.0 Executive Summary**

- 3.1 The revised Policy brings the provision of this service in line with the legislation that provides a mandatory right for all households to receive a Disabled Facilities Grant (DFG). To achieve this, the revised Policy provides an earlier opportunity for tenants to move to a more suitably adapted property.
- 3.2 An additional piece of work will be completed during this financial year to identify whether it is viable to cover the costs of the maintenance and repair of specialist equipment through an additional service charge for tenants and implementing a Test of Financial Resources to assess whether tenants can make a contribution to the cost of the initial works. This would be in line with adaptations carried out in private

sector homes under DFGs. A separate report will also introduce a Policy for the administration of DFGs in the private sector.

#### **4.0 Detail**

- 4.1 In the financial year 17/18 47 adaptations were carried out to Council properties at a cost to the Housing Revenue Account (HRA) of £221,544 at an average of £4713.70 per adaptation. In the financial year 18/19 79 adaptations completed at a cost of £277,380 to the HRA and an average cost of £3511.14 per adaptation. Details of the type of works completed are shown in the table below.

<b>Type of Adaptation</b>	<b>Number 2017/18</b>	<b>Number 2018/19</b>
Stair Lifts	11	16
Level Access Showers	18	38
Ramps	5	6
Through Floor Lift	3	0
Wash/dry toilets	4	10
Bath Installations	1	0
Door Widening & Internal Alterations	3	6
Extension	1	1
Hard Standing	1	0
Kitchens	0	1
Room Padding	0	1

Due to the nature of the works tenants can face lengthy waiting times from their initial application to the completion of the required works. For example, the average current waiting time for the provision of a level access shower is currently around 23 weeks.

- 4.2 Under the “Housing Grants, Construction and Regeneration Act 1996, all owner occupiers, tenants including council and registered provider tenants are eligible for a disabled facilities grant”. Although the DFG framework and mandatory aspect of the grant applies across all tenures, funding for the provision of adaptations to the Council’s own housing stock is funded from the HRA

The maximum amount of a mandatory DFG is currently £30,000. With the exception of an application for a disabled child, the amount payable may also be subject to a deduction derived from a test of the financial resources of the disabled person and their partner. This maximum amount is applied to adaptations in Council owned properties. The Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 enables housing authorities to give discretionary assistance, in any form, (e.g. grant, loan or equity release) for adaptations. The definition of a disabled person under the Act is that:

- Their sight, hearing or speech is substantially impaired.

- They have a mental disorder or impairment of any kind.
- They are physically substantially disabled by illness, injury, impairments that have been present since birth or otherwise.

Generally the impairment of the applicant must have lasted or is likely to last for at least 12 months.

- 4.3 The revised Policy seeks to change a number of key areas of the existing Policy which are to:
- Identify earlier than currently, suitable alternative accommodation for tenants
  - Provide a greater incentive for tenants to move to more suitable accommodation
  - Facilitate and support the transfer of applicants to suitable accommodation
- 4.4 The new Policy seeks to provide tenants with an earlier response to their needs through the prompt offer of alternative accommodation after an initial assessment by the Housing Service. This will be facilitated through the existing Allocations Policy as a “direct let” after the completion of a Housing Application.

## **5.0 Financial Implications**

- 5.1 The revised Policy retains the same financial limits on adaptations as those used for DFGs in the private sector with £30,000 being the maximum value of works to be agreed.
- 5.2 A further investigation will be carried out into the feasibility of covering the cost of ongoing maintenance and repair of specialist equipment installed. This investigation will also review the feasibility of Introducing a “Test of Financial Resources” for tenants in line with DFG recipients in other tenures. This will not affect any tenants who are already in receipt of Housing and other Benefits who would not be required to make any contribution to the cost of adaptation works.
- 5.3 The increased incentive payment will be taken from the HRA, however, this cost will be mitigated by savings to the HRA through not having to fund major and extensive adaptations prevented by the use of the transfer process.

## **6.0 Corporate Implications**

### **Employment Implications**

- 6.1 There are no employment implications arising from this report

### **Legal Implications**

- 6.2 The possible legal implications around the equity of provision will be considered and addressed in further reports on Disabled Facilities Grants and the funding arrangements for this provision. [Page 58 of 84](#)



## **Corporate Plan Implications**

- 6.3 One of the corporate objectives of the Council is to keep residents happy, healthy and safe. To assist in achieving this two key actions have been identified in the Corporate Plan;
- a. PE1. Provide an efficient and well targeted adaptation service (including Disabled Facilities Grants) and make better use of previously adapted dwellings
  - b. PE1. Improve the quality and make best use of existing Council housing stock to meet current and future needs.
  - c. The Asset Management Strategy (2016-2046) identifies 2"meeting the needs of older vulnerable and disabled applicants" as one of its six key priorities.

## **Risk Impact**

- 6.4 This policy contributes to mitigating the Service Delivery Risk SD6 – Affordable housing delivery- Facilitate and deliver a range of integrated and sustainable housing and community infrastructure

## **7.0 Community Impact**

### **Consultation**

- 7.1 As there are no changes to tenants terms and conditions of tenancy there is no statutory requirement to consult with tenants on this matter. The outcome of further investigations into service charges and the test of Financial Resources will be discussed with tenants groups.

### **Equality and Diversity Impact**

- 7.2 The Policy aims to provide options for people with a disability to enable them to remain in safe and secure accommodation.

### **Social Value Impact**

- 7.3 This Policy contributes to the Sustainable Communities Strategy priorities for healthier communities by helping people to live in appropriate and sustainable homes ,thereby meeting the aim of people to have good quality of life, retain their independence for as long as possible.

### **Environmental Sustainability**

- 7.4 The Policy aims to deliver a sustainable solution by making best use of existing adapted housing stock

## **8.0 Conclusions**

- 8.1 That the existing Disabled Adaptations for Council Tenants Policy is fit for purpose and only requires minor amendments to bring it in to line with DFG processes.
- 8.2 Further investigation is required into the feasibility of recovering maintenance costs through service charges with a report to Committee on the findings of this investigation.
- 8.3 A separate policy for Disabled Facilities Grants in the private sector is required.

## **8.0 Background Papers**

- 8.1 Existing Disabled Adaptations for Council Tenants Policy

# **Housing Services Council House Adaptation Policy**

**Author: Head of Housing**

**Service Area: Housing**

**Date: 14/05/19**

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## Version Control

Version	Description of version	Effective Date
1.1	Draft document	10 <sup>th</sup> October 2018
1.2	Revised Draft	14 <sup>th</sup> May 2019

## Approvals

Approved by	Date

## Associated Documentation

Description of Documentation


## 1.0 Introduction

### 1. Introduction

1.1 This Policy aims to help Council tenants who are disabled or suffer from long-term ill health to live independently and to carry out essential day-to-day activities. The Policy extends to immediate family members of the tenant and consideration will also be given to other permanent members of the household residing at the property. The Policy aims to ensure that adaptations services for Council tenants are broadly in line with those for households in the private sector.

### 2.0 Background

2.1 Under the “Housing Grants, Construction and Regeneration Act 1996 section 19, Disabled Facilities Grants (DFG): owner’s and tenant’s applications”, all owner occupiers, tenants including council and registered provider tenants are eligible for a disabled facilities grant”. Although the DFG framework and mandatory aspect of the grant applies across all tenures, funding for the provision of adaptations to the council’s own housing stock is through the Housing Revenue Account (HRA).

2.2 The maximum amount of a mandatory DFG is currently £30,000. With the exception of an application for a disabled child, the amount payable may also be subject to a deduction derived from a test of the financial resources of the disabled person and their partner. This maximum amount and will also be applied to adaptations in Council owned properties.

2.3 The general power under Article 3 of the Regulatory Reform (Housing Assistance)(England and Wales) Order 2002 enables housing authorities to give discretionary assistance, in any form, (e.g. grant, loan or equity release) for adaptations. There is no restriction on the amount of assistance that may be given in addition, or as an alternative to, mandatory DFG. This additional provision will also be available where adaptations are provided in Council owned properties although will be subject to approval by the Housing Services Manager.

2.4 The definition of a disabled person under the Housing Grants, Construction and Regeneration Act 1996 is that a person is disabled if:

- Their sight, hearing or speech is substantially impaired.
- They have a mental disorder or impairment of any kind.
- They are physically substantially disabled by illness, injury, impairments that have been present since birth or otherwise.

Generally the impairment of the applicant must have lasted or is likely to last for at least 12 months. The Council is committed to facilitating the provision of aids and adaptations to properties and endeavours to deal with requests for assistance as quickly, effectively and sensitively as possible.

### **3.0 Aims and Objectives**

3.1 South Derbyshire District Council is committed to ensuring that council tenants and their immediate families who experience health problems and/or have disabilities can continue to live safely and independently within their own homes.

3.2 The objectives of the adaptations service are to:

- Provide an efficient and cost effective adaptations service making best use of the council housing stock and the available budget.
- Assist those in need of adaptations to make informed choices about their housing options.
- Facilitate transfers to more appropriate accommodation where possible.
- Ensure that vacant properties that have been previously adapted are re-allocated to those who most need them
- Ensure that appropriate arrangements are in place for the ongoing maintenance of any specialist equipment
- Ensure that appropriate partnership working is in place with other agencies to facilitate the prompt resolution of housing access issues for tenants and their families.

### **4. Scope of this Policy**

4.1 This Policy applies to South Derbyshire District Council housing tenants, their families and other permanent members of the household residing at the property.

#### **4.2 Definition of adaptations**

4.2.1 This Policy covers minor and major adaptations including extensive adaptations. The term eligible works is taken as those for which mandatory disabled facilities grants may be given as set out in section 23(1) of the Housing Grants, Construction and Regeneration Act 1996

4.2.2 Minor adaptations are works which cost £1,000 or less. Examples of minor adaptations include grab rails, hand rails and lever taps.

4.2.3 Major adaptations are works which cost more than £1,000 but do not involve substantial structural works to the property. Examples of major adaptations include level access showers, kitchen adaptations and stair lifts.

4.2.4 Extensive adaptations are works which involve substantial structural alterations to the property such as bedroom and bathroom extensions and through floor lifts or the overall cost of the proposed adaptation works exceeds £10,000.

## 5. Eligibility & Financial Considerations

5.1 An individual will be considered for disabled adaptations to their home if they are a South Derbyshire District Council housing tenant and have impairment as described in paragraph 2.4. No adaptation works will be carried out due to lodgers or temporary visitor's disabilities. In cases where a child is disabled and the parents are separated, adaptation work will only be completed at the property of principal residence (this is normally the residence of the parent who is in receipt of child benefit for that child).

In line with DFG guidance, the Council may not agree to carry out adaptations in the following circumstances

- That the relevant works are not considered to be necessary and/or appropriate to meet the needs of the disabled occupant, and
- That it is not reasonable and practicable to carry out the relevant works having regard to the age and condition of the property.

In deciding whether the works are necessary and appropriate the Council will consider whether there is more suitable alternative accommodation in the locality to which the applicant could transfer to. This may be the case where the applicant is under occupying a two or more bedroomed property.

In deciding whether the works are reasonable and practicable, the Council will consider the impact of the proposed works on the future use and letting of the property. It will also consider whether the structural integrity of the property will allow for the proposed adaptation to be carried out and/or whether the structure and/or safety of the building may be compromised in any way if the work is completed.

5.2 The provision of minor adaptations is based on the recommendation of an Occupational Therapist (OT) or, in the case of some minor adaptations, a self-referral from the tenant. Unless otherwise approved by the Head of Housing.

5.3 Referrals or requests for adaptations can be made by the tenant, their family or any agency acting on their behalf. This may include other Council staff, or other colleagues from Health and Social Care agencies.

## 6. Process

### 6.1 Minor adaptations – fast track

6.1.1 The timely provision of minor adaptations can often sustain the independence of individuals and postpone the need for more substantial adaptations. The provision of minor adaptations is therefore seen as an important preventative service to tenants



6.1.2 In recognition of this the Council operates a self-referral 'fast track' system for certain types of minor adaptations. This includes;

- Handrails to stairs
- Grab rails
- Lever taps
- Key safes

The aim of this is to reduce delays by eliminating the need for a referral from an OT.

6.1.3 The fast track referral system is accessed by contacting the Council's Customer Services. The Customer Services staff will obtain the relevant details from the customer and a request is then generated and sent to the Housing Repairs and Improvements Team, a contractor is then appointed (subject to funding approval) to carry out the works.

## 6.2 Minor adaptations - other

6.2.1 For adaptation works which cost less than £1,000 but are not covered by the 'fast track' process, the tenant should contact Derbyshire County Council for an OT to carry out a detailed assessment of their needs.

6.2.2 Following their assessment, the OT will then make a referral to the Council detailing the adaptations required. A contractor will then be appointed (subject to funding approval) to carry out the works.

## 6.3 Major adaptations

6.3.1 In the case of major adaptations, the tenant should contact the Council's Housing Services. A case officer will then be appointed to liaise with the tenant and their family. The role of this officer will be to work with the tenant to identify the most appropriate solution to their accessibility needs. This may include:

- Arranging a transfer to alternative more suitable accommodation,
- Arranging a transfer that already has similar adaptations in situ
- Arranging for Derbyshire County Council for an OT to carry out a detailed assessment of their needs.
- Give appropriate advice with regard to other Council and partner agencies services that may be of use to the tenant, including Careline services.

Where the Council agrees that adaptation works will be completed this will be confirmed in writing to the tenant and a visit from the OT service will be arranged. The Council will also provide an estimate of the total cost to be paid, the Council's contribution and that required by the tenant.

Following their visit, the OT will produce a written referral which details the assessment of the individual's needs and makes recommendations for any necessary adaptations. These recommendations will normally form the basis of any scheme of works.

6.3.2 The OT will then forward the written referral to the Council who will then nominate an appropriate contractor. A Community Care Worker may also carry out an assessment on behalf of Adult Social Care.

6.3.3 Major and extensive adaptations normally involve a visit to the property by an Architectural Officer in order to produce a plan and schedule of works for the proposed adaptations.

6.3.4 Once the plans have been agreed with the tenant and OT, the costs of the works will be determined and a contractor appointed (subject to funding approval) to carry out the works. The Council will also confirm the total to be paid

#### 6.4 Extensive adaptations

6.4.1 A request for extensive adaptations is normally made in the same way as requests for major adaptations, following an assessment of the individual's needs by the OT.

6.4.2 Where a need for extensive adaptations has been identified, a meeting will be convened with the Occupational Therapist and relevant council staff such as a Housing Options Adviser/ Case Officer.

6.4.3 In these cases the group will consider whether the work should go ahead or whether an alternative solution can be found. Consideration will be given to whether any proposed extensive adaptation makes the best use of the current housing stock, whether it would negatively affect the future letting of the property or would prove to be prohibitively expensive

6.4.4 Before any extensive adaptations are carried out all other housing options will be considered. These options will include the possibility of better use of the existing space within the property and the potential for re-housing as an alternative. If rehousing is considered to be the most appropriate option then the tenant will be offered up to £2,500 towards the cost of relocating to contribute towards the cost of new carpets/curtains and removal expenses.

6.4.5 As with the major adaptations, extensive adaptations will involve a visit from an Architectural Officer and the production of a plan and specification for approval by the tenant and the OT.

6.4.6 Following agreement, a contractor will be appointed (subject to funding approval) to carry out the works

### 7. Prioritising adaptations

7.1 Where a need for major or extensive adaptations has been identified, an assessment is made by the OT as to whether the adaptation is urgent or non-urgent. Where the OT considers the case to be urgent the case will be prioritised ahead of non-urgent cases, for example, if a person requires adaptations to facilitate discharge from hospital, or to prevent an admission to hospital.

7.2 Where a tenant is in need of major or extensive adaptations and has been offered and accepted a vacant Council property on the basis that the works will be carried out before they move in, then the case will be prioritised ahead of non-urgent cases in order to minimise void times. However, the tenant will be expected to take up the tenancy as soon as is practical; i.e. if it is possible for the tenant to live in the property whilst waiting for the adaptation work to be completed they will be

expected to do so. Where possible the Council will offer suitable temporary accommodation until the works to the tenant's home are complete.

7.3 Where a need for major works to adapt a bathroom and/or kitchen has been identified and the Council is planning to carry kitchen/bathroom improvements to the relevant property, the case shall be prioritised to enable the works to be carried out simultaneously, thereby reducing disruption to the tenant.

7.4 All other cases are dealt with in referral date order.

7.5 All adaptations are subject to the availability of funds.

## **8. Making Best Use of Available Stock**

### **8.1 Re-housing as an alternative**

8.1.1 In certain cases re-housing will be identified as an alternative to carrying out major or extensive adaptations to a property. This could be to another Council property or to a property owned by a registered provider of social housing.

8.1.2 Examples of why this decision may be made include:

- A vacant property can be identified that is already suitably adapted to meet the essential needs of the customer.
- A vacant property can be identified that is considered more suitable to be adapted to meet the essential needs of the customer.
- Extensive major adaptations can be avoided by a move to a more suitable property.
- The adaptation required at the property may reduce the potential to let it in the future.
- The property is under or over occupied as defined by the Council's Tenancy Policy.
- The property is above ground floor level and has no lift.
- The layout and /or location of the current property make it unsuitable to adapt.
- It is not feasible to adapt the current property.

8.1.3 Where it is agreed that a transfer to more suitable accommodation is the most appropriate option then the tenants will be assisted in completing a housing application. This application will be given the highest priority under the Allocations Policy, but will not be granted "Emergency" priority unless agreed by the Head of Housing. The case officer responsible for managing the adaptation request will ensure that suitable available properties are offered to the applicant as a 'direct let' under the Allocations Policy.

8.1.4 Customers who take up the option to be re-housed may receive financial assistance to cover relocation expenses such as removal costs, disconnection and reconnection of appliances and refitting of carpets up the value of £2,500.

8.1.5 The Council considers "suitable alternative accommodation" means the following unless otherwise agreed with the tenant:

- Where a tenant has children attending a local school the accommodation is within the catchment area of that school.
- The accommodation meets the decent homes standard and the household will not over-occupy the property.
- Where the tenant or a member of the household is a nominated carer of a relative who does not live with the carer that the accommodation is within a reasonable distance to ensure continuity of care. This includes ensuring that appropriate public transport is available if this is the current mode of transport used by the carer to visit the relative.

Should the applicant refuse three offers of suitable accommodation then the case officer will conduct a review of the case and recommend further action.

## 8.2 Circumstances when a request for a major adaption will be refused

### 8.2.1 Major and extensive adaptations will not be carried out:

- Whereby the tenant has submitted a Right to Buy application to the Council.
- The tenant is in rent arrears and the Council has commenced court action seeking possession of the property. In these circumstances, the works will be deferred pending the outcome of the court case or repayment of the debt.

## 8.3 Use of the adapted property

8.3.1 Once major or extensive adaptations have been completed at a property it is expected that the customer requiring the adaptation will continue to live at the property unless circumstances do not allow this (for example, a deteriorating medical condition means that the property is no longer suitable)

8.3.2 If the tenant then applies to be re-housed, unless their circumstances have significantly changed they would normally be considered to be adequately housed and would not have a priority on the housing register.

8.3.3 Where significant work has taken place at the property and the person for whom the adaptations were intended dies or is unable to remain at the property, the remaining family members may be asked to move to alternative accommodation.

## 8.4 Removal of adaptations

8.4.1 Adaptations to properties will only be removed in exceptional circumstances following approval by the Head of Housing.

8.4.2 Adaptations to void properties will not be removed unless:

- There are no suitable applicants requiring such adaptations.
- They are not fit for purpose and/or beyond economical repair.

## 9 Rent and service charges

The Council has the right to levy a service charge to cover the costs of annual servicing, testing and maintenance of large scale and major adaptations. Such charges will only be introduced through an amendment to this Policy.

Rent increases will be applied where the structure of the building is increased in size to accommodate an adaptation or internal modifications e.g. an additional room.

Adaptations subject to weekly rent increase

- Bedroom/living room extension
- Bathroom extension
- Loft or garage conversion

## **10. Tenant Satisfaction**

10.1 Each tenant is invited to complete a satisfaction survey following the completion of their adaptation works. The results of these surveys are monitored by the Council and any specific problems are dealt with accordingly.

## **11. Adaptations data**

11.1 Where adaptations are completed the information will be added to the Council housing or asset management database

11.2 Orders for adaptations work will be issued wherever possible through the Housing Management /Repairs system.

## **12. Appeals and Complaints**

12.1 The Council has an established corporate complaints procedure. This procedure is available on request at the Council Offices or online at [www.southderbys.gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_complaint/default.asp](http://www.southderbys.gov.uk/council_and_democracy/complaints/comment_compliment_complaint/default.asp).

[gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_complaint/default.asp](http://www.southderbys.gov.uk/council_and_democracy/complaints/comment_compliment_complaint/default.asp)

## Appendix 1

### Key Performance Targets

Subject to the availability of funds the Council aims to meet the following targets for delivering adaptations to Council tenants:

Minor Works-20 working days from approval of the works to completion on site.

Major Works - Basic Level Access Showers and Stair lifts-8 weeks from approval of the works to completion on site.

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>6<sup>th</sup> JUNE 2019</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>PAUL WHITTINGHAM Paul.whittingham@douthderbyshire.gov.uk</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>HOUSING ALLOCATIONS POLICY</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

## **1.0 Recommendations**

- 1.1 That the proposed changes to the Housing Allocations Policy are noted and approved as a draft for consultation.
- 1.2 That consultation with the public and stakeholders on these proposed changes is commenced on 7<sup>th</sup> of June date for a period of one month.
- 1.3 That the results of this consultation and a final Policy are reported to a future Housing and Community Services Committee for adoption.

## **2.0 Purpose of the Report**

- 2.1 The report explains the changes that are proposed to the existing Housing Allocations Policy.

## **3.0 Executive Summary**

- 3.1 The current Housing Allocations Policy which applies to Council properties and other social and affordable rented properties provided by Registered Social Landlords has been in place since June 2014. A review of the Policy and of the changing picture of housing supply and demand in the District has been completed. This review has identified some changes that are necessary in order to provide a transparent allocations system that meets the needs of applicants, the Council and other Housing providers.

## **4.0 Detail**

- 4.1 A project team reviewed the Policy in order to produce a revised version that:

- discharges the Council's statutory duties to applicants and homeless households
- offers customers information and free advice to enable them to make informed choices about their housing options
- delivers an easy to understand, fair and transparent system
- helps to prevent homelessness
- makes the most effective use of the local housing stock
- supports the principles of social inclusion and community cohesion
- responds to the circumstances of vulnerable individuals
- encourages joint working with other agencies.

4.2 The scope of the review is limited to:

- The allocation of housing to housing register applicants and existing Council tenants ( transfers)
- The allocation of temporary housing
- The allocation of social and affordable housing offered by other housing providers

4.3 Excluded from the scope of this review are: Mutual exchanges and other assignments of tenancy, Garages and other non- dwellings

4.4 The review considered changes in legislation and the overall supply and demand for different types and tenures of accommodation in South Derbyshire. The outcome of this was to highlight a number of key issues and propose changes in policy which will assist in mitigating the risks that these issues pose.

4.5 The proposed changes to the Policy are contained in the Consultation Document (appendix A) and are summarised below:

- Retain the Choice Based Lettings approach to provide an open and transparent method of advertising, allocating and letting properties.
- Retain the current eligibility criteria but allow applicants for sheltered flats without a local connection to join the Housing Register in the lowest priority only. These households will be offered accommodation only where there are no other eligible applicants with a local connection.
- Retain the current Banding system for applicants in order to differentiate between levels of housing need and ensure that reasonable preference is given to households with the highest need.
- Increase the income eligibility limit from £32,000 to a household income of £40,000 per annum which is slightly above the South Derbyshire average household income in order to ensure that working lower income households are given the opportunity to join the Housing Register.
- Remove the allocation banding quotas this from the Policy and carry out allocations based on housing need, to remove any potential for disadvantaging households with a higher housing need.

- Reflect the requirements of the Homelessness Reduction Act 2018 by providing housing advice and assistance appropriate to all applicants and incorporate personalised housing plans (PHP) for homeless applicants
- Place Homeless Applicants owed a 'prevention' or 'relief' duty into priority banding A to assist in resolving their housing need.
- Where the Council is not able to prevent homelessness, the applicants will move into the Emergency Band (E).
- Care leavers will be deemed to have a local connection in the area where they received care. Care Leavers that have been placed in the area by another Local Authority may be deemed as having a local connection. (this provision may be further amended after discussion with Derbyshire County Council)
- Retain and encourage the use of "Local Lettings Plans" in order to ensure the sustainability of both new and existing housing
- Reduce the threshold for the allocation of sheltered and adapted dwellings to allow households with a disability and in receipt of Personal Independence Payments (PIP) or Disability Living Allowance (DLA) generally to be allocated sheltered or specially adapted housing.
- Reflect the requirements of the Armed Forces Covenant of which the Council is a signatory.

## **5.0 Financial Implications**

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

5.2 A further report regarding the re-procurement of the software which delivers the Homefinder service to and the financial implications of this will follow later in the year. This software holds all of the housing registers data and applicants personal information. It also produces the property details and advertisements for applicants to view and then express their interest in being allocated the property.

## **6.0 Corporate Implications**

### **Employment Implications**

6.1 There are no employment implications associated with this report.

### **Legal Implications**

6.2 There are no direct legal implications associated with this report.

### **Corporate Plan Implications**

- 6.3 This Policy directly addresses Corporate Plan Aim PE1. “Improve the quality and make best use of existing Council housing stock to meet current and future needs.”

### **Risk Impact**

- 6.4 This report directly addresses an action to mitigate the risk SD7 in the Service Delivery Risk Register “Insufficient supply of affordable homes to meet Council needs relating to allocations and homelessness”

## **7.0 Community Impact**

### **Consultation**

- 7.1 Consultation with existing Housing Register/waiting list applicants will be carried out through the online Homefinder system. There will also be the opportunity for applicants to attend a focus group in order to give their input to the Policy. Consultation with key stakeholders in the statutory and voluntary sector will be carried out online and also through existing multi agency forums including; The Southern Derbyshire Place Alliance, the Health and Well Being Group. Consultation with other Housing Providers will be carried out online and through existing partnership forums including: The Choice Based Lettings Board and the Homeless Forum. Subject to Committee approval of the draft Policy the consultation will commence on 7<sup>th</sup> of June until 7<sup>th</sup> July. Following analysis of the results a final Policy will be brought to Committee for adoption

### **Equality and Diversity Impact**

- 7.2 An assessment of the Equality and Diversity Impact of the final policy document will be completed after the consultation exercise

### **7.3 Social Value Impact**

This Policy supports the Healthier Communities aims of The Council by assisting people to retain their independence and wellbeing.

### **Environmental Sustainability**

- 7.4 The Policy and associated processes will continue to be operated primarily through an “online “system to minimize the use of printed materials.

## **8.0 Conclusions**

- 8.1 As the supply and demand for social and affordable housing shifts, so the Council’s Allocations Policy must adapt to meet these changes whilst still achieving its corporate and community aims.
- 8.2 The modest changes proposed allow for this flexibility without compromising any wider housing management issues.

## 9.0 **Background Papers**

Previous Policy and associated Committee report.

## **South Derbyshire District Council**

### **Allocations Policy Review March 2019**

#### **Consultation Document**

#### **Introduction**

The current Allocations policy has been in place since 2014. It has been reviewed in the light of the supply and demand for social /affordable rented properties in South Derbyshire and the provision of owner occupied and private rented accommodation. This has also considered the relative affordability of property in these sectors.

The review has also considered the varying demand for different types and sizes of accommodation offered and the designation of properties for certain age groups and household types.

The review has also incorporated the impact of the Homeless Reduction Act which was introduced in April 2018.

The review project team included colleagues from the Strategic Housing, Housing Options and Business Support teams.

#### **Overall provision:**

The review found that the overall provision of accommodation by SDDC and partner providers through relet and new build properties makes a significant contribution to meeting housing need in the area.

However, there are extreme variations in supply and demand for properties dependant on their location, property size, property type and designation, (whether they are for families/single people or people over 60).

#### **Family Properties**

The demand for family properties (2 or more bedroomed houses) is generally high whilst the supply of new or relet properties is relatively lower than for other types of property. There may be an emerging issue of slightly lower demand in areas close to district boundaries and areas with little or no existing stock of Council or other affordable housing.

#### **Other General needs Properties.**

The demand for these properties (one and two bedroomed flats) from households under the age of 60 is relatively high and the supply of these properties in particular from SDDC is commensurate with this.

#### **Sheltered Properties**

Demand for sheltered properties is relatively lower than for other properties. This is particularly the case with one bedroomed flats. Conversely the supply of these properties from SDDC stock is disproportionately high.

#### **Location**

Demand for all properties is highest within the urban core. Demand is lowest (especially for sheltered properties) in more rural areas where facilities, services and public transport may be limited.

#### **Allocations Policy Proposals:**

##### **Choice Based Lettings**

It is proposed to retain the Choice Based Lettings approach. This offers the opportunity to provide an open and transparent method of advertising allocating and letting properties, rather than reverting to a 'points based' system. This method provides for both a greater level of choice for applicants and also a more internet friendly service for customers. There are however improvements needed in the way properties are advertised and the information about properties provided to potential tenants.

### **Eligibility Criteria**

It is proposed to retain the current eligibility criteria with a change to the criteria around local connection; this will assist in the allocation of harder to let property and/or property close to district boundaries and nearer to settlements in other districts. This would be to allow applicants for sheltered flats and bungalows without a local connection but with a housing need as described in Bands A and B of the current policy to join the Housing Register in Band C only. These households will be offered accommodation only where there are no other eligible applicants with a local connection.

### **Retain current banding system.**

It is proposed to retain the current Banding system for applicants in order to differentiate between levels of housing need and ensure that reasonable preference is given to households with the highest need.

### **Income and Affordability**

South Derbyshire has the highest average household net income in Derbyshire of around £39000 pa. There are also has higher levels of employment than the rest of Derbyshire. The area also has slightly higher levels of owner occupation than the rest of the East Midlands and a smaller than average private rented sector.

The current allocations policy income eligibility limit of £32000 may make it difficult for households with a lower than average income to find suitable accommodation. It may also restrict the ability of households to join the register in order to obtain social properties let at affordable rents.

It is proposed to increase this threshold for household income to £40000 pa.

### **Lettings Quotas**

The current policy employs a quota system to allocate properties across the different priority bands. The review was unable to ascertain any benefit of adopting this approach and also that it may actually disadvantage households with a higher housing need. It is proposed to remove this from the policy and carry out allocations based on housing need.

### **Reflect homeless Legislation**

As with existing practice, all clients accessing the Housing Solutions service will be provided with housing advice and assistance appropriate to their circumstances.

Applicants will be expected to co-operate with a personalised housing plan (PHP) in which mutually agreed steps are set out between the applicant and their case worker to resolve their housing situation before a crisis occurs.

The current Allocations Policy allows applicants owed a 'prevention' or 'relief' duty under the conditions within the Homelessness Reduction Act 2018 to be placed into priority banding A to assist in resolving their housing need.

If the Local Authority is not able to prevent homelessness, the duty to relieve is actioned. If homelessness cannot be relieved and it is established that a main duty is owed, applicants will move into the Emergency Band (E).



Care leavers will be deemed to have a local connection in the area where they received care or, if different, any area where a connection can be established. The Council will consider using its discretion with regard to accepting a local connection for Care Leavers that have been placed in the area by another Local Authority.

### **Local Lettings Plans**

The current Allocations Policy allows for the use of 'Local Lettings Plans' to manage allocations and lettings on specific estates and new developments. This will be retained and encouraged in order to ensure the sustainability of both new and existing housing where there is evidence of a need to do so.

### **Sheltered and Adapted housing**

The current policy allows for the allocation of Sheltered Housing and specifically adapted housing to people under the age of 60 with a disability who are in receipt of Personal Independence Payments with the 'mobility component' or Higher Rate Disability Allowance. The review team view this threshold as being too high and may actually make it more difficult for disabled people who do not receive this type of benefit to access housing.

It is proposed to reduce the threshold to allow households with a disability and in receipt of PIP or DLA generally to be allocated sheltered or specially adapted housing, subject to the existing policy requirements that these properties must provide a suitable and sustainable home.

### **Armed forces**

It is proposed that the policy is adapted to reflect the requirements of the Armed Forces Covenant of which The Council are a signatory.

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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 12</b>
<b>DATE OF MEETING:</b>	<b>6<sup>th</sup> JUNE 2019</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DEMOCRATIC SERVICES</b> <b>01283 59 5848/5722</b> <a href="mailto:democraticservices@south-derbys.gov.uk">democraticservices@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>COMMITTEE WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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## **1.0 Recommendations**

1.1 That the Committee considers and approves the updated work programme.

## **2.0 Purpose of Report**

2.1 The Committee is asked to consider the updated work programme.

## **3.0 Detail**

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

## **4.0 Financial Implications**

4.1 None arising directly from this report.

## **5.0 Background Papers**

5.1 Work Programme.

## Housing and Community Services Committee – 6<sup>th</sup> June 2019 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
<b>Reports Previously Considered By Last 3 Committees</b>		
Community Partnerships Scheme	31 <sup>st</sup> January 2019	Ian Hey Community Partnership Officer (01283) 228741
Overview of Housing Service	31 <sup>st</sup> January 2019	Paul Whittingham Housing Services Manager (01283) 595984
Regulation of Energy Efficiency in Private Sector Rented Property	31 <sup>st</sup> January 2019	Matt Holford Environmental Health Manager (01283) 595856
Derbyshire County Council Consultation on the Future of Telecare/Careline Services and the Re-Procurement of Older Persons Floating Support	31 <sup>st</sup> January 2019	Paul Whittingham Housing Services Manager (01283) 595984
Church Gresley Cemetery – Layout Changes	31 <sup>st</sup> January 2019	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Housemark Core Benchmarking 17/18	7 <sup>th</sup> March 2019	Martin Guest Business Support Manager (01283) 595940
Survey of Tenants and Residents and Housing Services Annual Report	7 <sup>th</sup> March 2019	Martin Guest Business Support Manager (01283) 595940

Corporate Plan 2016-21: Performance Report Q3	7 <sup>th</sup> March 2019	Communications (01283 228705)
Contribution to Active Derbyshire	7 <sup>th</sup> March 2019	Hannah Peate Sport and Health Partnership Manager (01283) 595973
Housing Stock Condition Survey and Improvement Programme	7 <sup>th</sup> March 2019	Paul Whittingham Housing Services Manager (01283) 595984
Parks and Open Spaces Events Policy	23 <sup>rd</sup> April 2019	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Service Plans 2019-20	23 <sup>rd</sup> April 2019	Communications (01283 228705)
<b>Provisional Programme of Reports To Be Considered by Committee</b>		
Corporate Plan 2016-21: Performance Report Q4	6 <sup>th</sup> June 2019	Communications (01283 228705)
Shopmobility Service in Swadlincote	6 <sup>th</sup> June 2019	Ian Hey Community Partnership Officer (01283) 228741
Housing Repairs and Maintenance Review	6 <sup>th</sup> June 2019	Paul Whittingham Housing Services Manager (01283) 595984

Council House Adaptions Policy	6 <sup>th</sup> June 2019	Paul Whittingham Housing Services Manager (01283) 595984
Housing Allocations Policy	6 <sup>th</sup> June 2019	Paul Whittingham Housing Services Manager (01283) 595984
Housing Management System	TBC 2019	Martin Guest Business Support Manager (01283) 595940
Review of the Disabled Facilities Grant Policy	TBC 2019	Paul Whittingham Housing Services Manager (01283) 595984
Swadlincote Woodlands Management Plan	TBC 2019	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Improvements to Midway Community Centre	TBC 2019	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
HQN Review of Repairs and Maintenance Service and Improvement Plan	TBC 2019	Paul Whittingham Housing Services Manager (01283) 595984
Corporate Plan 2016-21: Performance Report Q3	12 <sup>th</sup> March 2020	Communications (01283 228705)