





**Brighton & Hove  
City Council**

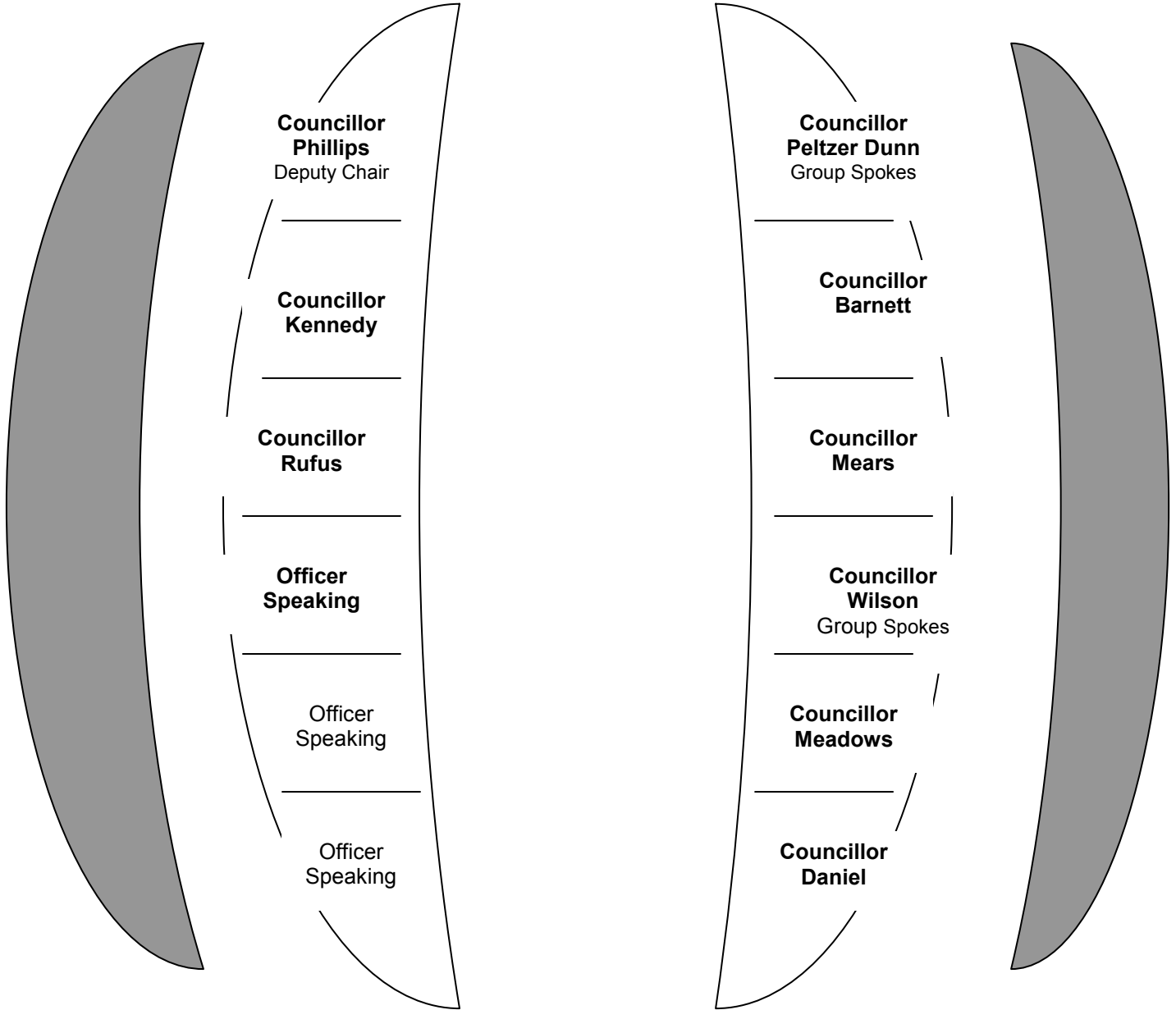
# Housing Committee

Title:	<b>Housing Committee</b>
Date:	<b>10 September 2014</b>
Time:	<b>4.00pm</b>
Venue	<b>Council Chamber, Hove Town Hall</b>
Councillors:	Randall (Chair), Phillips (Deputy Chair), Barnett, Daniel, Kennedy, Meadows, Mears, Peltzer Dunn (Opposition Spokesperson), Rufus and Wilson (Group Spokesperson)
Contact:	<b>Caroline De Marco</b> Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gcsx.gov.uk

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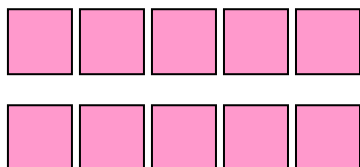
# Democratic Services: Housing Committee

Head of Housing	<b>Councillor Randall</b> Chair	Executive Director of Environment, Development and Housing	Lawyer	Democratic Services Officer
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Public Speaker	Public Speaker
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Public Seating



Press

## AGENDA

### PART ONE

Page

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#### 13 PROCEDURAL BUSINESS

**(a) Declaration of Substitutes:** Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

**(b) Declarations of Interest:**

- (a) Disclosable pecuniary interests not registered on the register of interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

**(c) Exclusion of Press and Public** - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

**NOTE:** *Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.*

*A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.*

#### 14 MINUTES

1 - 14

To consider the minutes of the meeting held on 18 June 2014 (copy attached).

Contact Officer: Caroline De Marco

Tel: 01273 291063

#### 15 CHAIR'S COMMUNICATIONS

## HOUSING COMMITTEE

### 16 CALL OVER

- (a) Items 19 to 30 will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

### 17 PUBLIC INVOLVEMENT

15 - 18

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the 3 September 2014;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 3 September 2014 (copy attached).

### 18 ISSUES RAISED BY COUNCILLORS

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions;
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

### 19 ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS 2014

19 - 32

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: *Ododo Dafe*  
Ward Affected: *All Wards*

Tel: 29-3201

### 20 PRIVATE SECTOR HOUSING HMO LICENSING UPDATE

33 - 74

Report of the Executive Director Environment, Development & Housing (copy attached).

Contact Officer: *Martin Reid*  
Ward Affected: *All Wards*

Tel: 201273 93321

### 21 HOUSING ADAPTATIONS UPDATE

75 - 86

Report of the Executive Director Environment, Development & Housing (copy attached).

## HOUSING COMMITTEE

*Contact Officer:* Sarah Potter, Martin Reid      *Tel:* 01273 29-3168, *Tel:*  
201273 93321

*Ward Affected:* All Wards

### **22 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 4 AND END OF YEAR 2013/14 87 - 108**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer:* Ododo Dafe      *Tel:* 29-3201

*Ward Affected:* All Wards

### **23 PROCUREMENT OF A CONTRACT FOR GAS SERVICING, MAINTENANCE AND INSTALLATIONS. 109 - 116**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer:* Sharon Davies      *Tel:* 01273 121295

*Ward Affected:* All Wards

### **24 HOUSING STRATEGY UPDATE 117 - 122**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer:* Daniel Parsonage      *Tel:* 01273 293081

*Ward Affected:* All Wards

### **25 RETRO-FITTING SPRINKLERS TO HIGH RISE BLOCKS 123 - 132**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer:* Brett Wells      *Tel:* 01273 296676

*Ward Affected:* All Wards

### **26 TENANTS AND RESIDENTS ASSOCIATIONS RECOGNITION POLICY 133 - 164**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer:* Becky Purnell      *Tel:* 29-3022

## HOUSING COMMITTEE

*Ward Affected: All Wards*

**27 NEW HOMES FOR NEIGHBOURHOODS - FINAL SCHEME APPROVAL 165 - 176**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer: Sam Smith Tel: 01273 291383*  
*Ward Affected: Withdean*

**28 PROCUREMENT OF TEMPORARY ACCOMMODATION FRAMEWORK AGREEMENTS AND APPROVED LIST OF PROVIDERS - UPDATE REPORT 177 - 182**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer: Martin McCurdy Tel: 01273 293786*  
*Ward Affected: All Wards*

**29 HOUSING ICT BUSINESS PLAN 183 - 198**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer: Hilary Edgar Tel: 01273 293250*  
*Ward Affected: All Wards*

**30 HOUSING TENANCY FRAUD UPDATE 199 - 204**

Report of the Executive Director Environment, Development & Housing (copy attached).

*Contact Officer: Tony Barnard Tel: 01273 291330*  
*Ward Affected: All Wards*

**31 ITEMS REFERRED FOR COUNCIL**

To consider items to be submitted to the 23 October 2014 Council meeting for information.

*In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of*

## HOUSING COMMITTEE

*the Committee meeting.*

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Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email [caroline.demarco@brighton-hove.gcsx.gov.uk](mailto:caroline.demarco@brighton-hove.gcsx.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

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For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email [caroline.demarco@brighton-hove.gcsx.gov.uk](mailto:caroline.demarco@brighton-hove.gcsx.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

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Date of Publication - Tuesday, 2 September 2014





### BRIGHTON & HOVE CITY COUNCIL

#### HOUSING COMMITTEE

4.00pm 18 JUNE 2014

#### COUNCIL CHAMBER, HOVE TOWN HALL

#### MINUTES

**Present:** Councillor Randall (Chair), Councillor Phillips (Deputy Chair), Peltzer Dunn (Opposition Spokesperson), Wilson (Group Spokesperson), Bowden, Barnett, Daniel, Farrow and Mears.

#### PART ONE

#### 1 PROCEDURAL BUSINESS

##### 1(a) Declarations of Substitute Members

1.1 Councillor Bowden declared that he was substituting for Councillor Kennedy.

##### 1(b) Declarations of Interests

1.2 There were none.

##### 1(c) Exclusion of the Press and Public

1.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

1.4 **RESOLVED** - That the press and public not be excluded from the meeting.

#### 2 MINUTES

2.1 Councillor Peltzer Dunn stated that the minutes did not mention that he had thanked Councillor Randall for his services as Chair over the last year.

2.2 **RESOLVED** - (1) That the minutes of the Housing Committee held on 30 April 2014 be agreed and signed as a correct record.

(2) That the minutes of the Housing Management Consultative Committee held on 1 April 2014 be noted.

### 3 CHAIR'S COMMUNICATIONS

3.1 The Chair reported that on Saturday 14 June he went to the special day on the level where he met tenants and officers. It was a successful day and tenants had made many useful suggestions.

3.2 The Chair reported that he had spoken at a conference on procurement at Birmingham last week.

3.3 A housing strategy Conference had taken place on 17 June 2004. The main session had four speakers, one of whom was a private sector speaker who provided a great deal of useful information. The Chair attended two workshops on older people and community land trusts. There were 130 people at the day. The Chair congratulated officers for organising the day.

3.4 Councillor Farrow congratulated the Chair for agreeing to hold this important event. It had been a useful day for networking with people with an interest in housing.

3.5 The Chair stated that two weeks ago he opened a Waste House. This was an excellent example of partnership working. Mears Ltd had been the main contractor and City College had been the Sub-Contractor. They provided about 230 training apprentices who took on most of the work. The Council had provided help with planning permission and storage.

3.6 The Chair stated he had attended a meeting of the Strategic Housing Partnership last week, where the housing strategy had been discussed. Meanwhile, he had he had recently talked to the Brighton Energy Co-op. He had also attended another high rise security meeting at Warwick Mount and attended the City Assembly.

3.7 Councillor Farrow referred to the Housing Strategy day and highlighted the concerns of private sector landlords. They represented a third of all housing supply in the city. He considered that it would be useful to have a strategic partnership with landlords and asked officers to look at this issue.

3.8 The Chair replied that there had been a Private Sector Housing Forum in the past, but it had been difficult to reach agreement. The council did have a constant dialogue with private landlords. The Chair asked the Executive Director, Environment, Development and Housing to prepare a briefing paper on this issue.

3.9 Councillor Mears suggested that it would be more helpful to have a report on this subject.

- 3.10 **RESOLVED** – That a report be prepared concerning the request for a strategic partnership with private landlords.

#### 4 **CALL OVER**

- 4.1 It was agreed that all items be reserved for discussion.

#### 5 **PUBLIC INVOLVEMENT**

##### **(a) Petitions**

##### **(i) Request to co-opt resident representatives onto the Housing Committee**

- 5.1 John Melson presented the following Petition which was signed by 68 people.

“We, the undersigned, petition the Members of the Housing Committee to co-opt Residents’ Representatives from the four Area Housing Management Panels and four Special Interest Groups (Sheltered Housing Action Group, Leaseholder Action Group, High Rise Action Group and Tenant Disability Network) to the Housing Committee in an advisory and monitoring capacity in developing the Council’s Housing Management Policies and Strategies. “

- 5.2 The Chair responded as follows:

“Essentially, it seems that the proposal would replicate on Housing Committee a similar set up that we had on Housing Management Consultative Sub Committee (HMCSC) that has just been disbanded.

The decision was taken at Policy & Resources Committee and full Council to disband HMCSC in the knowledge that the involvement of residents through Area Panels is being strengthened – and this needs to have time to settle.

Reports for consideration by Housing Committee will first be taken to Area Panels, and tenant feedback will be specifically reported within the report. This will enable councillors on Housing Committee to make decisions, as with other council committees, but informed by tenant representatives’ views. Area Panel representatives will also receive summaries of the decisions made at Housing Committee.

In addition, it is not within the gift of individual committees to decide upon constitutional matters. Such decisions need to be approved by Full Council. Also, within the Council’s constitution the membership of Housing Committee is fixed at 10 members of the authority.

If the petitioners wish, they can refer this petition to the correct committee.”

- 5.3 The Chair stressed that there were many other ways of working with tenants. This included working with the data base which contained 2000 names of people who could be contacted by telephone, email and letter. This was used in many ways, for example,

for recruiting mystery shoppers, for focus groups on service charges, the Annual Report, the Tenancy Strategy, to promote the City Assembly and to recruit people for other committees. Officers were continuing to work on the data base and on improving the tenants' webpage.

- 5.4 The Senior Lawyer confirmed that any change to the Housing Committee membership would have to be made by full Council via Policy and Resources Committee.
- 5.5 The Chair informed Mr Melson that he would find out the appropriate route for the petition. The matter might need to be considered by the Constitution Review.
- 5.6 **RESOLVED-** (1) That the petition be noted.

#### **(ii) Manor Place Development**

- 5.7 Amanda Sherratt presented the following Petition which was signed by 139 people.

"We the undersigned, whilst not opposed to the development of the above site, and in appreciation of the changes already made to the original plans, are opposed to aspects of the redesign and seek further improvements in the following areas:

#### Positioning of Balconies (Southern block)

It remains a significant concern that their current positioning will adversely affect Rugby Place/Bristol Street residents' privacy and provide the potential for unsociable noise levels to occur. We feel the balconies (and main living areas of the flats) should face north to instil the sense of community with Robert Lodge that we were told was a key part of this development. This would also create a natural symmetry with the northern block.

#### Architecture:

The design at present does not reflect any aspect of the majority Victorian/Edwardian housing of the surrounding area, and in particular that of Rugby Place, the street it faces and dominates (we reference to your own policy QD2 in this regard).

#### Scale:

Whilst at 3 stories the block is now a similar height to neighbouring homes, the design of the large rectangular block itself will continue to overshadow and dominate a narrow terraced street. We request that the height be reduced to 2 storeys, and/or that white/cream rendering is used to soften the overall appearance and improve the design aesthetics.

Further, we seek clarification on the design/scale of the proposed footpaths, railings and planting, and in particular to the height of the railings (for security) and of the trees (for screening/privacy)."

**(iii) Concerns from Robert Lodge Residents to the proposed plans to build two new blocks of flats**

- 5.8 Amanda Sherratt on behalf of Robert Clarke, presented the following Petition which was signed by 83 people.

“We are appealing to all the committee members to please consider the following concerns from Robert Lodge residents with regards to the proposed plans from the Regeneration Team to build two new blocks of flats, one at the former Manor Place Rent Office situated at the southern end of Robert Lodge, with the second to be built within and on our treasured communal gardens at the northern end of Robert Lodge.

The Regeneration Team state they have amended the drawings to take the residents’ concerns into account, however I have to say I fail to see this, as the amended drawings are not to scale and do not paint an accurate illustration or a true picture of how this proposal will affect the lives of current Robert Lodge residents.

The new buildings will be much closer to the existing residents lounge windows than is shown on these amended drawings and without doubt problems for existing residents with regard to the loss of daylight, sunlight, privacy and overshadowing.

I find it hard to understand why the Regeneration Team have not bothered to visit, or look at the proposed outlook from inside any of the existing residents’ flats, if nothing else to see or take stock of the implications and impact on the lives of existing residents.

I ask you to please take off your political hats, ask yourself one question how you would feel, if a building company stated they wanted to build a three storey block of flats a few metres outside your or your parents, lounge and bedroom window?”

- 5.9 The Chair thanked Ms Sherratt for her petition and reading out Mr Clarke’s petition. There would be a full discussion on this matter under Item 8 - New Homes for Neighbourhoods – Final Scheme Approval, when the content of the petitions would be taken into account.
- 5.10 **RESOLVED-** (1) That the petitions relating to the Manor Place development be noted.

**(b) Written Questions**

- 5.11 Barry Hughes asked the following question:

“The City Council’s website tells us that; “Resident involvement is at the heart of everything we do in Housing.” However, the recent abolition of HMCSC has meant that certain groups have lost a direct conduit to influencing decisions made by the Housing Committee. I would request therefore that nominated representatives of the four City-wide ‘special-interest’ groups, the Leaseholders’ Action Group, High Rise Action Group, Sheltered Housing Group and the Tenant Disability Network be given voting rights at Area Panel meetings, with immediate effect.”

- 5.12 The Chair replied that individuals from the four groups already attended the Area Panels, however he accepted this was not representative. The Chair considered it was a reasonable request to seek the views of the Area Panels. This action would be taken.
- 5.13 Mr Hughes asked the following supplementary question:
- “Currently councillors chair Housing Area Panel Meetings, however the councillors chosen for these roles are not always members of the Housing Committee. I believe that this practice is in error and that it would be more appropriate that a member of the City Council’s Housing Committee chair all Area Panel meetings. In this way councillors sitting on the Housing Committee would become better informed of the needs of Tenants and Leaseholders and be able to bring that knowledge to their work on the Housing Committee.”
- 5.14 The Chair replied that he agreed with this view. The Area Panels would be asked to consider the request. The Chair confirmed that the Area Panels would be able to make a decision on these issues and that there was no need for these matters to be referred back to the Housing Committee for endorsement.
- 5.15 Councillor Peltzer Dunn requested that members of the Housing Committee should receive the minutes of all the Area Panels. This was agreed.
- 5.16 **RESOLVED-** That the written questions be noted and forwarded for consideration to the Area Panels.

### **(c) Deputations**

- 5.17 The Chair noted that there were no deputations from members of the public.

## **6 ISSUES RAISED BY COUNCILLORS**

- 6.1 There were no Petitions, Written Questions, Letters or Notices of Motion from Councillors.

## **7 HOUSING ADAPTATIONS SERVICE UPDATE REPORT**

- 7.1 The Committee considered the report of the Executive Director Environment, Development and Housing which gave an update on council and private sector housing adaptations delivered in 2013/14 and commitments in 2014/15 and beyond. The report highlighted capital funding pressures this year and going forward in light of the end of the Private Sector Housing capital programme, and the options for managing the demand for major housing adaptations where this exceeded the capital available. The report was presented by the Head of Housing Strategy & Development – Private Sector Housing.
- 7.2 Councillor Wilson referred to paragraph 3.22 of the report and asked about the mechanism for recycling equipment. The Operations Manager, Housing Adaptations OT

Team explained that the council was keen to avoid waste. Adapted properties were re-let to people with a matching need.

- 7.3 Councillor Farrow referred to recommendation 2.3 in the report. He felt that people with disabilities were the most discriminated against in the city and stressed that the council as landlord must not discriminate. Councillor Farrow asked for a firm date to be set for the submission of the options report.
- 7.4 The Chair emphasised that the future of both the private sector and council housing adaptations had to be considered. He had asked officers to try and identify more houses with disabled facilities. The options report would be brought to the committee as soon as the work was completed.
- 7.5 Councillor Mears remarked that the council should find money for adaptations as this work would lead to massive savings elsewhere in the council. Councillor Mears referred to paragraph 3.1 relating to the Integrated Occupational Therapy and Technical Team within housing. She asked for details about how much savings had been made on adaptations by Adult Social Care and how much they had contributed to adaptations work.
- 7.6 The Operations Manager, Housing Adaptations OT Team explained that the average DFG grant last year was £9,000. When the Better Outcomes Report was written in 2007 the average DFG was around £6,000. Officers had not been able to gather local evidence although there were interesting individual case studies where it was known that the cost of adaptations saved a considerable amount compared to someone entering into residential care. With regard to Adult Social Care, in addition to the DFG they did make provision of £100,000 each year in social care funding, which was discretionary.
- 7.7 **RESOLVED** - (1) That the out-turn in 2013/14 and commitments in 2014/15 and beyond be noted.
- (2) That the work already being done in Housing to more proactively manage the demand for adaptations and make the best use of the capital funding in both council and private sector, be noted.
- (3) That it is agreed that an options paper come back to a future Housing Committee meeting to outline potential options to mitigate pressures identified.

## 8 NEW HOMES FOR NEIGHBOURHOODS

- 8.1 The Committee considered the report of the Executive Director Environment Development and Housing which focused on development proposals for four sites the Estates Regeneration Team now wished to progress through planning and construction stages. Members were asked to agree rent level and associated level of HRA subsidy for each scheme. The sites were at Flint Close, Portslade, Foredown Road Portslade, Hardwick Road, Hangleton and Manor Place, Whitehawk. The report was presented by the Housing Programme Manager.

- 8.2 The Housing Programme Manager stated that officers were recommending that the rent model was set at 80% market rent capped at LHA rate. There had been public consultation in relation to all four schemes and officers were trying to address concerns raised.
- 8.3 There had been a great deal of public concern raised about the development at Manor Place at the consultation event. Officers had listened to the concerns and tried to address them. These changes to the design included redesign of the northern block, reducing the height of the southern block by one storey, setting balconies inwards, changing the brick colour and moving the entrance to the southern block. The Robert Lodge garden would be smaller as a result of the proposals but improvements to the gardens would be made. Full details were set out in the table in paragraph 5.5 of the report.
- 8.4 The reason balconies were being provided was that it was necessary to provide private amenity space to the flats to comply with planning policy. Balconies had been provided on the southern side of the building as it was always preferable to have balconies facing south and it would make them useful for growing plants and herbs.
- 8.5 Councillor Mears stated that her main concern were the balconies. She asked why balconies were being provided to new residents when existing residents did not have them. Councillor Mears was concerned that community space was being taken away from the Robert Lodge garden. She felt that existing tenants were not being treated in the same way as new tenants. Councillor Mears also had questions relating to the Whitehawk Library site.
- 8.6 The Chair replied that a planning requirement had been introduced to provide amenity space (in this case balconies) since Robert Lodge was built.
- 8.7 The Head of City Regeneration explained that a report on the Whitehawk Library site would be brought to the committee in due course. The site would be used to provide 87 new homes.
- 8.8 Councillor Wilson raised questions relating to the residents' request to turn around the southern block, planning permission and parking. The Housing Programme Manager replied that turning the flats around would have a significant detrimental effect on the quality of the end flats. The planning application was likely to be submitted in early July. Planning would expect a plan to be submitted with regard to controlling the construction, and showing the traffic impact on local parking.
- 8.9 Councillor Peltzer Dunn referred to the claim in the petition from Robert Lodge residents that the new buildings would be much closer to the existing residents lounge windows than is shown on these amended drawings. He asked if this was a valid statement. The Housing Programme Manager replied that planning officers had advised that the plans should be amended to set back and reduce the footprint of that block. He stressed that Housing Committee was not a decision making meeting for the final design. The Head of City Regeneration explained that the petition had been received late and officers had not had an opportunity prepare a full response.



- 8.10 The Executive Director Environment, Development and Housing stressed that a planning decision was not being made at today's meeting. Any issues with the design would need to be resolved through the planning process.
- 8.11 Councillor Phillips informed members that she knew this area well and was pleased that the plans had been amended based on feedback. She noted that there was already a modern block in Rugby Place which set a precedent. She hoped that when the designs were submitted to planning there would be a city car club place available. The Housing Programme Manager said he would investigate if this was possible.
- 8.12 The Chair expressed concern about the rent level being set at 80% which he felt was too high. He had talked to officers about this and had been told that 70% of tenants would be on housing benefit. Officers also felt that if the intermediate rate was agreed it would result in a loss of income to the housing revenue account and fewer homes being built. However, there were no other affordable homes being built and the Chair preferred a 60% rent level.
- 8.13 Councillor Mears referred to paragraph 3.6 in the report which explained that higher rents would be mitigated by lower fuel bills.
- 8.14 Councillor Farrow believed that rents should be genuinely affordable and 80% was not genuinely affordable. However, he questioned whether more homes could be built if the 80% rent level was not agreed.
- 8.15 Councillor Daniels stated that agreeing a 60% rate would cause resentment among other tenants as tenants moving into the flats would have lower rent and lower energy costs. It was important to be equitable.
- 8.16 The Principal Accountant informed members that an 80% rent level would require a subsidy of £820,814. A 60% rent level would require a subsidy of £1,673,000. This would be affordable for the housing revenue account but it would reduce resources for the future.
- 8.17 Councillor Mears asked if the Chair was asking for 60% across the city or for this scheme only. The Chair confirmed that he was asking for 60% for this scheme.
- 8.18 Councillor Peltzer Dunn stated that although he had sympathy with the Chair's proposal he was concerned that it would adversely affect the HRA by £850,000. It would also be setting a precedent.
- 8.19 Councillor Phillips stated that although she would like to agree the 60%, she noted that 70% of the tenants would be on housing benefit and all the tenants would have reduced energy costs. The extra subsidy required was significant. As a result she would support the rent level at 80% but would like some clarification on what sort of education and support there might be for energy saving measures.
- 8.20 The Chair agreed that this was a critical point and he had spoken to officers about this issue. There was some evidence in the past that people with energy efficient homes thought they did not have to be economic with their heating.

- 8.21 Councillor Wilson stated that the only fair way of dealing with the issue of rent levels would be to consider a paper which would investigate the possibility of having the same rate across the city. Considering the rate on individual schemes would create disparity. In the meanwhile, she supported the 80% rate and stressed that there needed to be fairness across the city in these matters.
- 8.22 The Chair stated that although he felt uncomfortable with the 80% rate he accepted the argument that more homes were needed in the city.
- 8.23 **RESOLVED** – (1) That the design of the new homes be noted.  
(2) That the rent model set at 80% market rent capped at LHA rate be approved.  
(3) That the estimated levels of subsidy required from the HRA for the chosen rent model(s) be approved and that authority be delegated to the Executive Director of Environment, Development and Housing and the Executive Director of Finance and Resources to agree reasonable amendments to that subsidy if changes arise.

## 9 HOMELESSNESS STRATEGY 2014 - 2019

- 9.1 The Committee considered a report of the Executive Director Environment Development and Housing which outlined the development of Brighton and Hove City Council's Homelessness Strategy 2014-19 which was a sub strategy of the Citywide Housing Strategy. The strategy set out the council's strategic approach to responding to and preventing homelessness in its area.
- 9.2 The Service Improvement Manager Housing Options gave a presentation in which he set out the background, vision, guiding principles and strategic objectives of the strategy. The presentation also covered priority groups and issues and details of how the strategy would be delivered, monitored and reviewed.
- 9.3 Councillor Wilson raised the issue of the unintended result of welfare reform in relation to the shared room rate and the lifting of the upper level to 35. As a result people under 35, even if they were working, would not be able to access private rented tenancies as landlords were worried about the risk of them becoming unemployed. There were also fears about the effect of universal credit on tenancies.
- 9.4 The Chair mentioned that these concerns had been discussed at the Housing Strategy Day. He emphasised that the partnership element of the strategy was very successful. Public Health was also carrying out work at the moment on a strategy for better health care for homeless people. The Chair suggested it would be useful to ask Alistair Hill, Public Health Consultant to speak to the Committee about this work at a future meeting.
- 9.5 Councillor Mears referred to page 134 of the agenda which made reference to the Homeless Integrated Programme Board. Councillor Mears asked to see the terms of reference of the Board and asked for reassurance that it covered all the whole of the homeless strategy and not just single homeless. Councillor Mears referred to the diagram on page 131 of the agenda and expressed concern that it looked as if there would be no decisions made at Housing Committee about homelessness and that this matter would be considered by the Health and Wellbeing Board.

- 9.6 Councillor Mears asked what would happen to the Supporting People budget. There were a large number of people in the voluntary sector doing work around homelessness. She asked how this money would be spent and for reassurance that there would be no cuts to the voluntary sector around the services they delivered.
- 9.7 The Executive Director Environment, Development and Housing explained that there were plans to integrate the supporting people budget with health and social care. Meanwhile, the Housing Committee would continue to make its own decisions and would remain sovereign in its own right. However the Health and Wellbeing Board could refer matters to the Committee. With regard to the budget, the council would soon be entering into budget consultation and it would be up members to decide how the budget should be allocated.
- 9.8 The Service Improvement Manager Housing Options informed members that the Homeless Integrated Programme Board was chaired by the Clinical Commissioning Group. The Homeless Operation Board was attended by officers. The Better Care Programme Board was chaired by the Executive Director Adult Services and reported to the Health and Wellbeing Board. The governance in this area was still being developed, but information would be brought to the committee in due course.
- 9.9 With regard to the question about single people, members were informed that the issues considered by the Homeless Integrated Programme Board were matters such as the Homeless Pathways Hospital Pilot and around drug and alcohol misuse. It was suggested that when Alistair Hill, Public Health Consultant attended the Committee he should be asked to bring the terms of reference of the programme board and address the issues raised at this meeting.
- 9.10 The Head of Housing Support (Supporting People) explained that she was a member of the Homeless Integrated Programme Board as a housing representative. It was chaired by Alistair Hill and had an agreed terms of reference. The Board's remit was to look at integrating health and social care specifically for homeless clients, people in temporary accommodation and rough sleepers. In terms of commissioning the Board could make recommendations but did not have a decision making role. The idea of the Board was to get people from Public Health, Housing, Adult Social Care and GPs around the table to discuss services for homeless clients. It was confirmed that the Board was discussing issues relating to single homeless people.
- 9.11 Councillor Mears expressed concern that this work was all around single homelessness. She stressed that homelessness could be caused by domestic violence and family breakup.
- 9.12 Councillor Farrow expressed concern about the budget for Supporting People. At the housing conference Andy Winter, Chief Executive of the Brighton Housing Trust had stated that a decision would be made on the budget in March. The Executive Director of Environment, Development and Housing replied that he imagined that Mr Winter was referring to the budget process in February 2015. Budget papers would be available for councillors in the summer/autumn period. The Chair explained that Mr Winter was probably referring to the fact that the supporting People programme was due to finish in March.

- 9.13 Councillor Phillips expressed concern at the way homelessness had increased over the last four years. She highlighted the problems of violence towards women and girls. She was aware that people stayed in abusive relationships due to fears about housing and other issues. Councillor Phillips felt that there was a vacuum in some of the agencies listed in the report. She suggested that the Survivors' Network and the Women's Centre should be contacted. The Chair confirmed that the Women's Centre had been consulted about the strategy.
- 9.14 The Service Improvement Manager Housing Options mentioned that officers had worked with Inspire. He asked members to adopt the strategy and stressed that officers would continue to talk with all the relevant groups. In the meanwhile, there was a very good housing and domestic violence working group that was looking at these issues.
- 9.15 **RESOLVED** - (1) That the Homelessness Strategy 2014-2019 be adopted.

## **10 IMPROVING HOUSING SUPPLY - HCA AFFORDABLE HOUSES PROGRAMME 15-18 UPDATE**

- 10.1 The Committee considered a report of the Executive Director Environment Development and Housing which updated members on offers received in the local authority area for the 2015-18 Homes & Communities Agency (HCA) Affordable Homes Programme, including an outline of firm sites submitted by providers for the city's area as well as details of indicative supply. Members were also informed of additional funding options available to ensure best use of existing housing resources and to improve housing supply. The report was presented by the Head of Housing Strategy & Development – Private Sector Housing.
- 10.2 Councillor Mears referred to paragraph 3.6 in relation to the 2011-2015 Affordable Housing Investment Programme. She noted that the 2011-2012 rent total was 79% of the total affordable units and the 2014-2015 total rent was 38% of the total affordable units. She stressed that not everybody could afford shared ownership, and many schemes were now shared ownership only. She was concerned that the city was moving away from affordable rents, and felt that the planning authority should require developments to have 40% affordable homes with rented properties available.
- 10.3 The Chair stressed that the council were restricted by government policy with this regard.
- 10.4 Councillor Farrow mentioned that a speaker at the Housing Conference had referred to a fund available to convert commercial properties to homes. He asked for this to be investigated. The Chair replied that all opportunities would be investigated.
- 10.5 **RESOLVED** - (1) That the update on our Registered Provider partners' response to the Homes & Communities Agency 15-18 Affordable Homes Programme Prospectus in Brighton & Hove, be noted.

## 11 LIFT REPAIRS

- 11.1 Rosie Wakley, Mechanical & Electrical Manager, gave a presentation which set out how the council managed the van-stock service. Members were informed that most common parts were held on the van. Other commonly available parts could be ordered for next day service. Selected obsolete parts were stored locally. Some obsolete parts had to be specially made, sometimes abroad, or sent away for repair. At times specialist companies were called to deal with complicated lift repairs, resulting in a five day turnaround. Three experienced engineers were available at all times.
- 11.2 Liftec sent an email every afternoon which provided information on which lifts were out of service at that time. This information was communicated to councillors. There were not the resources available to have real time reporting but officers were looking to have electronic signage in the lobby of blocks providing information to residents. There was a partnership agreement with Liftec and regular meetings were held between Liftec and council officers to discuss performance.
- 11.3 The Chair thanked Ms Wakley for the presentation and commended staff who helped residents when lifts were out of action.
- 11.4 Councillor Bowden considered that Liftec was much better than previous contractors. Councillor Bowden pointed out that repairs were required not just due to parts wearing out. Repairs were sometimes needed as a result of vandalism or due to the actions of contractors who wedged the lift doors open. Councillor Bowden commended staff and ward councillors who supported residents when lifts were out of action. He also noted the financial burden of the cost of lift repairs on leaseholders.
- 11.5 Councillor Farrow thanked Ms Wakley for an excellent presentation. He referred to the issue of communication, and assumed that ward councillors were receiving the daily information provided by Liftec. Councillor Farrow asked for Housing Committee members to also be sent this information
- 11.6 Ms Wakley stated that she believed that the information was currently provided to ward councillors and would check to ensure this was the case. She would ensure that the information was also provided to Housing Committee members.
- 11.7 Councillor Daniels made a suggestion with regard to the issue of real time information. She stressed that the city had a large IT community who could be tasked with the challenge of finding a solution to this issue.
- 11.8 **RESOLVED** – That the presentation be noted.

## 12 ITEMS REFERRED FOR COUNCIL

- 12.1 No items were referred to the next Council meeting.

The meeting concluded at 6.17pm

Signed

Chair

Dated this

day of

**DEPUTATIONS FROM MEMBERS OF THE PUBLIC**

A period of not more than fifteen minutes shall be allowed at each ordinary meeting for the hearing of depositions from members of the public. Each deposition may be heard for a maximum of five minutes.

**The following deposition was submitted to Full Council on 17 July 2014 and is referred to Housing Committee – Damp and other tenants’ issues**

There is a flat on Brentwood Road which has the Queen’s head on the living room wall. Maybe this doesn’t sound too unusual, but in this case the Queen’s head is a temporary feature caused by the shape of the mould on a permanent damp patch which takes up around four square foot of the wall (photos provided). It’s a game the parents play with their two children, both of whom are asthmatic. They clean off the mould on a regular basis but it always returns in a different shape. When it’s been raining heavily, there is also running water down the wall.

When the issue was raised with Mears, the residents were offered a dehumidifier, but they are concerned about what this would do to their electricity bill. It is also a short term fix which will not make the problem go away and needlessly increases energy use. These tenants pay rent for their council property and have the right to a proper solution to be found for the extreme damp in their home.

In another flat on Brentwood Road, a Mears home visit recorded damp levels off the scale in the tenant’s bedroom, bathroom, living room and entrance hall. The proposed solution in this ground floor flat has been the removal of a brick above the damp course and new plasterboard, but the underlying cause of the damp does not appear to be being addressed. This seems an expensive and short term measure, particularly if the problem is also affecting other flats in the block. This case has been queried with the repairs team at Mears for the last nine months, and the resident is also asthmatic with other health conditions affected by damp.

In spite of representations made by a ward councillor, the solutions offered to the related damp problems above fail to resolve the problems for tenants, and cost more money in the long term, both involving expenditure in the short term while not fixing the underlying issue causing the damp. These cases also suggest that there may be ongoing damp issues in these particular buildings which would benefit from being investigated as a whole rather than on a flat by flat basis in response to residents’ requests.

Will the council acknowledge the failure in these cases to offer satisfactory solutions to these damp problems; make enquiries with Mears as to why there have been such

delays with these specific cases; request that the possibility of a larger problem in these buildings which would best be addressed as a whole be investigated; and raise this issue at the next housing committee with a view to avoid similar situations arising in the future?

There is currently no active tenants' association on the Hollingdean estate. Will the council also undertake to support the continuation of tenants' associations when key residents move on, in recognition that they serve an important purpose in highlighting maintenance issues and engaging tenants in the improvement of their homes and living environment?

#### List of Deputies

Tracey Hill	35 Hollingdean Terrace, Brighton, BN1 7HB
Caroline Penn	41 Ventnor Villas, Hove, BN3 3DA
Michael Inkpin-Leissner	6 Ridge View, Brighton, BN1 9AL
Craig Baxter	1 Brentwood Road, Brighton, BN1 7EQ
Leonard Stafford	10 Stephens Road, Brighton, BN1 7ER
Lillian Stafford	10 Stephens Road, Brighton, BN1 7ER

Supporting information (photo)







<b>Subject:</b>	<b>Annual report to council tenants and leaseholders 2014</b>		
<b>Date of Meeting:</b>	<b>10 September 2014</b>		
<b>Report of:</b>	<b>Executive Director of Environment Development and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafe</b>	<b>Tel: 29-3201</b>
	<b>Email:</b>	Ododo.Dafe@brighton-hove.gov.uk	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. SUMMARY AND POLICY CONTEXT:**

- 1.1 The council is required under the current regulatory framework for social housing landlords to publish a 'timely and relevant' annual report for our council tenants.
- 1.2 The annual report for the year ending 31 March 2014 has been produced with the involvement of tenants and leaseholders.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing Committee approves the annual report to council tenants and leaseholders 2014 at Appendix 1 for publication and distribution to all council tenants and leaseholders in the autumn edition of *Homing In*.

**3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 The council has produced an annual report to council tenants and leaseholders since 2010. As with the other reports, this one has been produced following the guidelines set out under the regulatory framework of the Homes and Communities Agency (HCA)
- 3.2 The HCA's requirements are that the annual report should:
  - Contain timely and relevant information
  - Contain information on the repairs and maintenance budget
  - Provide support to tenants to build capacity to be more effectively involved.

- 3.3 This report follows a similar approach to last years and the key features of the report are:
- The report has been kept at eight pages to make it relatively accessible to residents.
  - There is a housing highlights page to show the big picture and to illustrate the service improvements we made during 2013/14.
  - It links the work of the five Service Improvement Groups to each section - demonstrating their key role in co-regulating housing management services.
  - Residents are featured in their own words through quotes about their housing service.
- 3.4 For residents wanting more information supplementary articles on our services will also be included on the council website.
- 3.5 If approved by Housing Committee, the annual report will be sent to all tenants and leaseholders with the autumn edition of *Homing In* magazine. It will also be publicly available on our website and made available in alternative formats where needed.

#### **4. COMMUNITY ENGAGEMENT AND CONSULTATION**

- 4.1 Council tenants and leaseholders have been involved in producing the annual report. This has included the Homing In Editorial Board, Service Improvement Groups, residents providing quotes for the report and at the Area Panels.
- 4.2 The Service Improvement Groups reflected that the draft report covered a range of actions across the service, that it should promote the importance of residents being able to take an active part in running their own estates and assisting in its improvement. Furthermore a well-designed report was considered essential to ensure it is accessible to residents.
- 4.3 The Homing In Editorial Board highlighted that it was well designed and that the report needed to have a balance of different forms of resident involvement. More information and updates for leaseholders would be welcomed and the promotion of the Brighton and Hove TR forum was also suggested.
- 4.4 At the Area Panels in July and August, there were positive comments about the look, design and length of the draft report with positive news stories. Residents asked that there was a further plain language check and that it is jargon free. Residents suggested that the Housing Customer Services contact details are promoted and that further detail on the amount of money raised by Seaside Homes is included. Suggestions were also received that where relevant numbers as well as percentages are included and that we promote the work of tenancy fraud.

## 5. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 5.1 The cost of producing the annual report is estimated to be £1,900. These costs will be met from existing print and design budgets within the HRA for 2014/15.

*Finance Officer Consulted: Monica Brooks* *Date: 21.05.14*

### Legal Implications:

- 5.2 Paragraph 3.2 sets out the regulator's requirements for the annual report to tenants and leaseholders. The draft annual report attached to this report satisfies those requirements. No individual's Human Rights Act rights are adversely affected by the report.

*Lawyer Consulted: Liz Woodley* *Date: 08.08.14*

### Equalities Implications:

- 5.3 The HCA lays out no specific requirement for equalities reporting in the annual report. However, guidance on this issue is contained in the *Regulatory Framework* which states that registered providers shall:

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

The annual report illustrates how the council meets that standard and its progress in continuously improving its performance in this area. It is hoped that based on the feedback from residents in 2012 the format of the annual report will continue to be accessible. Alternative formats of the report will also be available on request or where a need is known.

### Sustainability Implications:

- 5.4 The annual report outlines how the council as landlord addresses sustainability issues and its progress in meeting its objectives. The commitments in the annual report include actions to reduce residents' energy bills, using energy grants to develop heat networks, insulation and solar panels and building new council homes. Tenants and leaseholders also have the option to opt into the e Homing In saving on postage and printing costs.

#### Crime & Disorder Implications:

- 5.5 The annual report outlines how the council as landlord addresses anti-social behaviour and its progress in meeting its objectives and commitments to continue to work with residents to improve our services. It furthermore outlines forthcoming legislation in the ASB Crime and Policing Act 2014 which the service will be responding to.

#### Risk and Opportunity Management Implications:

- 5.6 The HCA says that providers are expected to 'achieve the expectations of the regulator'. These are laid out in paragraph 3.2 of this report. The annual report seeks to meet these requirements. The report informs residents about opportunities for a greater number of tenants to be involved in resident involvement – one of the key requirements of the HCA.

#### Public Health Implications:

- 5.7 There are strong links between improving housing and reducing health inequalities. The annual report details the council's investment in improvements to its housing stock to bring all tenants' homes up to Decent Homes Standard. It also reflects our progress and commitments to reducing inequality, such as continuing to extend financial inclusion, to help residents manage their finances and to increase our understanding of tenants' needs and tailor our services to meet them.

#### Corporate / Citywide Implications:

- 5.8 Publication of this honest and robust assessment of our performance to council tenants and leaseholders meets the council's commitment to resident involvement and transparency. The commitments to further improve our landlord services and housing stock support the council's priorities to involve residents in everything we do, tackle inequalities and create sustainable communities throughout the city. The annual report illustrates how the council as landlord works in partnership with residents and other agencies to improve the neighbourhoods that council tenants and leaseholders live in and provide opportunities for local residents through a new apprenticeship scheme.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Annual report to council tenants and leaseholders 2014 final draft

### **Documents in Members' Rooms**

None

### **Background Documents**

1. *The regulatory framework for social housing in England from April 2012*, HCA  
<http://www.homesandcommunities.co.uk/ourwork/regulatory-framework>





# Annual Report

to council tenants & leaseholders

2014



## Welcome to the 2014 annual report

Inside you will find features and highlights from the past year, how we use the money we get from rents and service charges, what we're doing well and where we need to improve.

You'll also find out how Housing is working with community providers and how we are changing to provide you with a better service.



Brighton & Hove  
City Council

# Getting in touch



A quick guide to some of the different ways to stay up to date and get in touch with us.

## [brighton-hove.gov.uk/council-housing](http://brighton-hove.gov.uk/council-housing)

The council website has all the latest information, including answers to the most common questions and housing forms.

## [facebook.com/tenantandleaseholder](https://facebook.com/tenantandleaseholder)

Follow our page for news, photos and information. You can also contact us by direct message, and we will take up your enquiry for you.

## [twitter.com/BHCCtenants/@BHCCtenants](https://twitter.com/BHCCtenants/@BHCCtenants)

Follow our twitter feed to find out what's going on in our teams, and updates on everything from team meetings to events like the #CityAssembly. We retweet and share the news we think could be of interest.

## [bhccresidentcommunity.ning.com](http://bhccresidentcommunity.ning.com)

The BHCC resident community is more about you. A space has been created for you to share your skills, knowledge and ideas about housing. We're looking for associations, blocks and other groups to get online and join the conversation.

## **Brighton & Hove TR Forum**

Open to all council tenants and leaseholders to discuss issues affecting council housing and its environment, community development and resident participation in Brighton & Hove. To subscribe go to [bhctrf-subscribe@yahoo.com](mailto:bhctrf-subscribe@yahoo.com)

For all housing enquiries, contact the Housing Customer Service Team on 01273 293030.



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## Housing highlights

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### Apprenticeship scheme

We have funded two housing apprentices, to tackle unemployment in the city. The year long apprenticeship scheme provides the opportunity to gain work experience through placements with different teams within Housing, as well as studying with our training partners, City College. On completion, the apprentices receive a nationally recognised level 2 apprenticeship qualification, putting them in a much better position to apply for jobs.

*"A door has opened up for me. I come into contact with so many people. I hope to apply for a job here when my apprenticeship ends."*

**Housing Apprentice Jack Weallans**

### Mutual exchange

Last May we held a mutual exchange event to help people in homes that are too large exchange with people who need more room. We are also running a new scheme to match under occupying tenants with overcrowded families. Over 100 tenants have been contacted so far and visiting officers have begun to meet people to help them find a match and support them through the moving process.

### Service Improvement Groups

The five Service Improvement Groups are up and running. They are Home, Neighbourhood & Community, Business & Value for Money, Involvement & Empowerment and Tenancy. In this report, you will see a brief description of the groups and some of the improvements they want to achieve over the next year.

### The Tenant & Resident Scrutiny Panel

**The panel has completed its first two reviews:**

**Standard Letters** – the review made recommendations to ensure letters are clear and easy to read, are free of jargon and encourage residents to address concerns.

**Housing Customer Services** – the panel recommended upgrading our computer system and producing an action plan to carry this out, to help provide a more efficient service to tenants.

If you have any suggestions of what the Tenant Scrutiny Panel could look at next, please email [tenantscrutiny@brighton-hove.gov.uk](mailto:tenantscrutiny@brighton-hove.gov.uk), call 01273 291110 or share your thoughts on <http://bhccresidentcommunity.ning.com/tenant-scrutiny-forum2>

## Going local – improvements to tenancy services

As part of the review of the changes we introduced in 2012, residents, members and partners raised concerns about the lack of localised working and that officers working citywide did not have a connection to, or local knowledge of, an area.

In April 2014, we changed the service to work in three teams, with dedicated staff covering each area of the city. We hope this will result in improved local knowledge and better customer service from officers who know the area and are aware of local situations.

## Reviewing Sheltered Housing

We have worked with the Chartered Institute of Housing and the sheltered residents to review our sheltered service.

- Residents said that they wanted a policy for sheltered housing so we've consulted on the findings of the review with residents and staff so we can agree a new policy or 'offer' for sheltered housing.
- Residents said that they valued the role of the scheme manager, so we've changed our service charge so we can recruit more scheme managers.
- Residents said that the common ways need improving so we've decorated several of our schemes and are working with the Fabrica art gallery to develop more vibrant communal areas.
- We've also started an asset review of all our schemes so we can see what more we can do to improve our homes for older people.

## Resident involvement and empowerment

The Involvement and Empowerment Group will find ways to make it easier to join in and enjoy resident involvement. It will start by focusing on how our services promote all forms of engagement especially through social media.

### What we have done

- Set up the five new Service Improvement Groups – these groups are meeting regularly and working through their action plans.
- Helped residents make a difference by encouraging Estate Development Budget bids from new areas not covered by a residents association.
- Placed contact details for our resident associations on the council website to make it easier for you to get in touch with your local group.
- Worked with the resident associations to create their own web page.

### What we are doing

- Continuing to strengthen area panels to increase resident consultation prior to decision making.
- Publishing the results from resident meetings on the website.
- Capturing three ideas from resident associations about what they would like to achieve over the coming year and working with them to achieve it.
- Residents have worked together to help families get involved and held an event on the 14 June at the Level.



## Reaching out at the Level

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## Customer service, choice and complaints

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“Sometimes it’s hard to get a return call from 293030. They email officers to call back and it takes ages.”

“Have a phone that people can text to.”

“The knowledge, professionalism and compassion was excellent.”

### Quotes from Housing Customer Services survey 2014

#### What we have done

- Carried out our leaseholders satisfaction survey – leaseholders main concerns were around building maintenance, building and tenancy management and customer service.
- Developed the use of a text service to communicate with residents. This is currently being piloted for lift breakdown alerts.
- Learnt from complaints to ensure we provide the best service possible. The number of complaints upheld last year was 31%.
- Began a new email newsletter, the Homing In update for a few bite size pieces of housing news each month. You can sign up for this on our website at [www.brighton-hove.gov.uk/homing-in](http://www.brighton-hove.gov.uk/homing-in).

#### What we are doing

- Working with residents to produce improvements to our website.
- Carrying out our tenant satisfaction survey to find out what you think of our service and how we can improve.
- Exploring the use of digital recording equipment in training to improve customer service standards when dealing with enquiries over the phone.

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## Supporting diversity and reducing inequality

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#### What we have done

- Reduced the number of under-occupying households affected by welfare reform from 949 to 695.
- Carried out transgender awareness and traveller awareness training for staff with further sessions planned in 2014.
- Created 29 new scooter bays at Leach Court, Ellen House, Clarke Court and Normanhurst.
- Extended 22 properties to help those most in need of a larger or adapted property.

#### What we are doing

- Developing a mobile housing customer service to run alongside partner organisations. We will attend local community events, surgeries and provide drop-ins.
- Investigating how to provide a priority service from the housing office reception points to deal with matters relating to welfare reform.



The Housing Customer Service Team took **52,537** calls last year – an average of **208** each working day.

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## Your home

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The Home Group will look at the issues that directly affect your home and building. It will be reviewing discretionary gardening and decorating schemes, and monitoring the Estate Development Budget programme, and helping procure the new gas contract.

- The repairs and maintenance budget is £11.3 million in total. Money is invested into three main areas:
  - **Responsive repairs – £5.6 million**
  - **Empty properties – £1.7 million**
  - **Servicing and other repairs – £4 million**

### What we have done

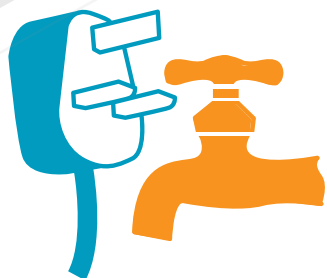
- Met the Decent Homes Standard. Achieved 100% decency targets for council-owned homes.
- Introduced a new Brighton & Hove Standard.
- Agreed a new lettable standard for our empty properties.
- Developed a programme with Mears to improve customer service.



**Achieved 100% gas compliance during the year for the first time**

### What we are doing

- Running a pilot scheme to create more accessible accommodation by installing level access showers in suitable ground floor properties when empty.
- Continuing our major work programme to refurbish blocks and replace lifts throughout the city.
- Starting a programme of installing solar panels, to help reduce tenants' electricity costs.
- Using energy grant funding to install heat networks to supply heat through a central source and insulation works in our properties.



**Completed 39,619 repairs this financial year - an average of 157 repairs every working day.**

## Your tenancy

The Tenancy Group will promote respect and pride on our estates. It will be developing better links with isolated and vulnerable people, and looking at the latest anti-social behaviour legislation and our allocations policy.

### What we have done

- Helped 211 households move by exchanging their homes with other tenants in the past year - including 36 who were under occupiers affected by welfare reform.
- Our tenancy sustainment team successfully helped 109 tenants stay in their home.
- Continued to improve how we resolve tenancy issues, ensuring swift resolution of cases where possible.

### What we are doing

- Changing the tenancy service teams to work in areas across the city to increase our local knowledge and improve our connection to an area.
- Reviewing our tenancy policies.
- Tackling tenancy fraud by working in partnership with the council's Corporate Fraud team.

**“The under occupancy charge was being made at my home for an extra room I didn't need. I wanted to move and a visiting officer came to my home to co-ordinate everything. I thought the service was brilliant and has really taken the stress out of moving.”**

**Quote from tenant in mutual exchange matchmaking scheme**

## Sheltered housing

“A smoking cessation worker came into the scheme. My main motivation for joining was to save some money as the cost of buying cigarettes was constantly on the increase. I am now in my 12th week of not smoking and with the money saved I have recently purchased a new laptop computer.”

### Quote from sheltered housing resident

#### What we have done

- Completed a series of promotions on cancer prevention with the Early Detection Service.
- Trained sheltered scheme managers to help tenants stop smoking ahead of national No Smoking Day, ensuring they are able to support tenants give up.
- Established a pilot drama therapy group in February at Jasmine Court with The Dramatherapy Partnership to look at ways of encouraging better mental health and wellbeing.
- Held health checks at our Laburnum Grove sheltered scheme in partnership with the NHS Health Check programme and are now promoting this to applicants applying for sheltered housing.
- Worked closely with East Sussex Fire & Rescue to carry out home safety visits to residents at risk of fire.

#### What we are doing

- Participating in MIND’s ‘Well-being for Older Carers’ pilot programme.
- Piloting community based arts projects as part of internal decoration schemes at sheltered schemes.
- Formed a partnership with The Fed – a charity led by disabled people – to work together in the Hollingdean area as part of The Fed’s ‘Out and About’ pilot.

## Inclusion


“I came to you looking to upgrade my IT skills and now I am in an alcohol recovery programme, doing voluntary work. My flat where I just existed is now a home and I feel like I have a future again! Thank you so much.”

“I feel so much more positive about life, because I am disabled it’s easy to think our life is over but you have helped me to see there is a world out there that I can be useful in.”

### Quotes from Learning and Participation Team clients

#### What we have done

- Provided individual money advice and support to 312 residents.
- Referred 234 people to Money Advice & Community Support (MACS) for money and debt advice.
- Developed and delivered our Digital Champions training to residents so they can help residents get online and benefit from the internet.



**Set up the Online Skills Bank forum for residents to share their talents and build networks.**

- Ran six energy efficiency awareness sessions for staff and residents and are recruiting energy champions.
- Learning and Participation officers worked with 155 residents on skills, learning and employment, with 74 people progressing into learning, training, volunteering or employment.

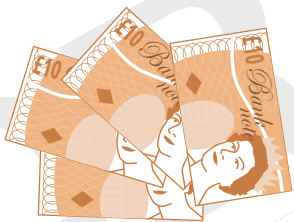
## What we are doing

- Launching the city-wide Money Mentors Programme, teaching residents to manage their finances, save money and support other people in the community to do the same.
- Targeting work around energy efficiency with residents.
- Continuing to help people get online and promote the Online Skills Bank.
- Running pre-employment and self-employment workshops.

“They did a lot. I’m happy I went along to the appointment. It took a lot of persuading to get me to go, but I’m glad I did.”

“Your help was very quick and you helped me to help myself again.”

### Quotes from MACS clients



MACS have brought in **£670,000** financial benefits for tenants so far

## Anti-social behaviour (ASB)

### What we have done

- Introduced risk assessments for all victims and witnesses of ASB, ensuring support is provided and actions put in place where needed.
- Improved our information sharing with the police and agencies through using one system to record ASB cases.
- We have family coaches in place to provide intensive family support.
- Ended the tenancies of nine people who caused serious ASB.

## What we are doing

- Reviewing security arrangements in high rise blocks.
- Reviewing and strengthening our policy towards hate crime.
- Responding to new powers in the ASB Crime and Policing Act 2014.

## Your neighbourhood and community

The Neighbourhood and Community Group will be checking into the communal cleaning and safety on our estates. It will be tackling fly tipping, promoting community clean up days, developing growing projects and working with the Probation Service Community Payback Team.

### What we have done

- Worked with the Estates Regeneration Team to identify potential sites for much needed new homes.
- Continued to deliver minor adaptations with 89 households benefiting this year.

### What we are doing

- Changing the way estate inspections are carried out.
- Reviewing our estates service offer and service standards in consultation with residents.
- The Neighbourhoods Team are exploring possible sites for community food growing around council homes.

## Value for money

The Business and Value for Money Group will be making sure that your rent is spent in the best way possible, looking into our work on equalities and financial inclusion and our response to the government's benefit changes. It will also be the representative link with the Tenant Scrutiny Panel.

### What we have done

- Raised a total of £16.2 million in receipts, from the start to date, from Seaside Homes to be reinvested in council homes.
- Reduced the number of evictions due to rent arrears – five this financial year down from 10 the previous year.
- Installed 766 new 'A' rated central heating boilers, resulting in carbon reduction and saving an average £105 on annual fuel bills for residents.
- Continued to encourage residents to sign up for our Customer Online Service (COS) – 1537 of you are currently signed up.
- Ran focus groups to gain feedback on changes to service charges.
- Expanded our use of social media to keep you up to date with our service, and help you get in touch.

### What we are doing

- The Business & Value for Money Service Improvement Group is reviewing the lasting impact of the support tenants receive from the Money Advice & Community Support service (MACS) and whether this is changing financial behaviour.
- Building new council homes – 45 extra care flats and 48 homes are planned on garage sites and spare land on our estates in the next two years.
- Delivering the final transfer of improved homes to Seaside Homes, with the receipts reinvested in council homes.

## Income & Expenditure

### Total income

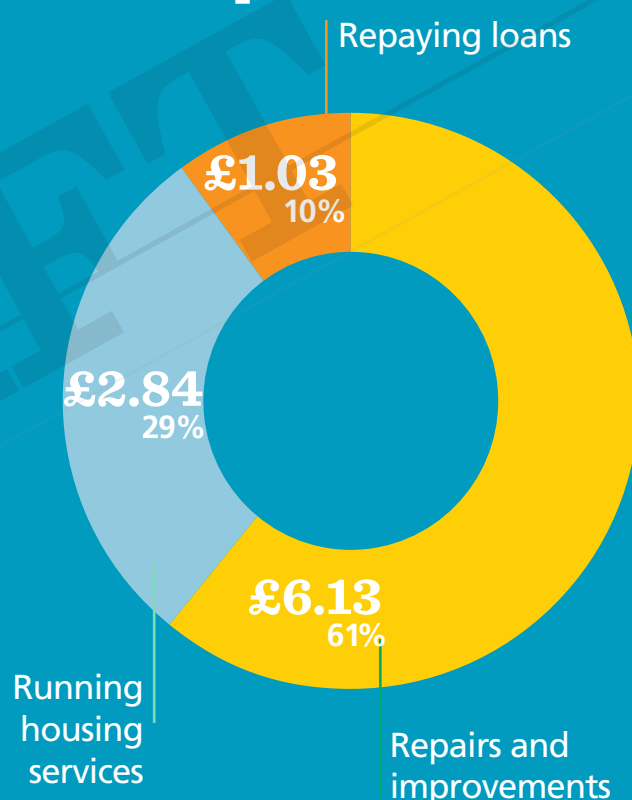
£56,331,000

### Total expenditure

£55,565,000

The difference in income of £766,000 has been added to reserves for the Housing Revenue Account and can be used at a future date.

### Per £10 spent:



You can find more information on our performance at [www.brighton-hove.gov.uk/hsg-performance](http://www.brighton-hove.gov.uk/hsg-performance)

If you have any comments on the annual report, would like to find out more about our service or if there's anything you'd like to see in a future issue, please let us know by emailing [housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk)



<b>Subject:</b>	<b>Private Sector Housing HMO Licensing Update</b>		
<b>Date of Meeting:</b>	<b>10 September 2014</b>		
<b>Report of:</b>	<b>Executive Director of Environment, Development and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Martin Reid</b>	<b>Tel:</b> 293321
	<b>Email:</b>	<a href="mailto:Martin.reid@brighton-hove.gov.uk">Martin.reid@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The principal tool for regulating standards in Houses in Multiple Occupation (HMOs) is HMO licensing. Currently HMOs of three or more storeys and with five or more occupants must be licensed under the Government's mandatory licensing scheme. The Council currently license and / or have licence applications for 1014 larger HMOs under the national mandatory licensing scheme applied City-wide.
- 1.2 The designation of an Additional Licensing scheme in the five Lewes Road wards (applying to smaller HMOs of two or more storeys and three or more occupiers) commenced on 5 November 2012. Housing Committee approved the designation on the basis of extensive consultation and robust evidence that a significant proportion of the smaller HMOs in the wards affected were being managed sufficiently ineffectively as to give rise to one or more particular problems either for those occupying the HMOs or for members of the public. As of 27 August 2014 the Council has received 1965 valid additional licence applications and checked and issued 1866 draft licences, of which 1779 have been followed up with full licences (often issued on condition that any work required is carried out within an agreed period)..
- 1.3 Following progress achieved under current licensing designations, this report outlines options to extend coverage and widen the scope of the existing schemes to address issues that continue to be raised in relation to management, standards and anti-social behaviour in relation to the expanding private rented sector in the City. The report outlines circumstances set out in the Housing Act where a local authority may consider establishing a Selective Licensing scheme or any further designation of Additional Licensing subject to statutory requirements in relation to consultation, evidence base and resourcing any new schemes. The report appendix includes a peer review of licensing schemes applied in other local authorities and an update on mapping of HMOs in the Lewes Road wards.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee note progress with implementation of the Additional Licensing scheme in the five Lewes Road wards since the commencement of designation on 5 November 2012.

- 2.2 That Housing Committee note the legal parameters around further Additional Licensing and Selective Licensing schemes and agree a detailed options paper to be reported to a future Housing Committee on extending coverage and / or widening the scope of discretionary licensing schemes in the City.

### 3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Brighton & Hove is a growing city with an increasing population, rising demand for housing and fewer households accessing owner occupation. There has been significant growth in private rented housing in the City (including the number of HMOs) with the sector increasing by 45.7%, an extra 10,691 homes, between the 2001 and 2011 Census. The Private Rented Sector now stands at 34,081 homes (private renting from a landlord or letting agency) or 28% of all housing stock in the City (2011 Census). The City has the 9<sup>th</sup> largest private rented sector in England & Wales and 6<sup>th</sup> highest proportion of converted dwellings or shared houses (houses in multiple occupation and bedsits) in England & Wales.
- 3.2 The table below compares private renting from a landlord or letting agent in Brighton & Hove with numbers and percentages in England, London and the South East.

Area	All tenures (total)	Private rented: Private landlord or letting agency	% Private rented: Private landlord or letting agency
Brighton & Hove	121,540	34,081	28%
England	22,063,368	3,401,675	15%
London	3,266,173	775,591	24%
South East	3,555,463	521,479	15%

Source: Census 2011 (DC4101EW)

- 3.3 When compared with individual London boroughs the Brighton & Hove percentage renting from a private landlord or letting agency is the same as Lambeth & Hackney (which have 11<sup>th</sup> and 12<sup>th</sup> highest percentage in the Capital). The five London Boroughs with the highest percentage renting from a private landlord or letting agent are in the table below (a full breakdown for all London boroughs is in Appendix 3 of this report).

London	All categories: Tenure	Private rented: Private landlord or letting agency	%
Westminster	105,772	39,732	38%
Kensington and Chelsea	78,536	26,676	34%
City of London	4,385	1,451	33%
Newham	101,519	33,118	33%
Tower Hamlets	101,257	31,227	31%

- 3.4 The five wards in Brighton & Hove with the highest number of households living in homes rented via private landlords or lettings agents is outlined in the table below (a full breakdown for all wards in Brighton & Hove is in Appendix 3).

Households living in homes rented via private landlords or letting agencies		
	Number	%
Regency	3,190	56%
Brunswick & Adelaide	3,261	56%
Central Hove	2,681	50%
St. Peter's & North Laine	3,915	45%
Goldsmid	3,164	40%

Source: 2011 Census Table  
DC4101EW

- 3.5 The five Brighton & Hove wards with the highest percentage increase of households living in homes rented via private landlords or letting agents between the 2001 and 2011 Census is indicated in the table below (a full breakdown for all wards is in Appendix 3).

Households living in homes rented via private landlords or letting agencies			
	2001	2011	Change
Moulsecoomb & Bevendean	579	1,259	117%
Hangleton & Knoll	257	547	113%
Hollingdean & Stanmer	409	826	102%
North Portslade	176	345	96%
Patcham	281	518	84%

Source: 2011 Census Table DC4101EW and 2001 Census

#### **Private Rented Sector - benefits**

- 3.6 The private rented sector is an important source of flexible housing supply in the City with a range of benefits including: Catering for a highly mobile population; Supporting university growth to the benefit of the local economy, labour market and cultural offer; Helping to address housing need in the city; Supporting investment in improving city housing stock; Supporting direct and indirect employment, including in local trades and businesses.
- 3.7 The sector has an important role in providing housing options for those not wishing or not able to consider home ownership or for those to whom social housing is not an option, as well as providing housing for the city's large student population. The council is keen to ensure that the sector meets the demands placed upon it by the housing needs of the wide range of tenants it services by providing well managed and quality accommodation. Over recent years, the property market has seen a surge in "Buy-to-Let" investors. The effects of a slowdown in the housing market may have had some deterrent impact on investment nationally, however local experience has been that demand for the private rented sector has remained strong because of population growth, continued university expansion and more households delaying becoming owner-occupiers and renting privately.

### **Private Rented Sector – issues.**

- 3.8 Much of the private rented sector provides decent well managed accommodation, playing a key role in meeting housing requirements of a third of the households in the City. However there are problems with part of the sector arising from poor management, property conditions and related problems of anti-social behaviour. In particular, the private rented sector does have some problems for which statutory regulation, particularly licensing, may be required.
- 3.9 Our Private Sector Stock Condition Survey (2008) indicated that 35% of all private sector homes fail the Decent Homes Standard (national average 27.1%) and 36.9% of private rented homes fail it. This failure is largely driven by category 1 hazards under the Housing Health and Safety Rating System and poor standards of thermal comfort. This is likely to be aligned to the fact that a significant proportion of the city's stock was built before 1919, much higher than the national average, with solid walls and sliding sash windows, hindering energy efficiency with 42% of carbon emissions in the City coming from domestic sources.
- 3.10 In addition to HMO licensing the Private Sector Housing Team deal with service requests about standards within private sector housing in the City, including issues such as dampness, disrepair and drainage and complaints concerning nuisance caused by the condition of neighbouring properties. Service requests are reactive requests for assistance received by phone, email or in writing or via referral from other teams or agencies.
- 3.11 Between 1 April 2013 and 31 March 2014 the Private Sector Housing team was in receipt of 1128 service requests from private sector residents across the City. Of these 369 (33%) related to dampness and 226 (20%) related to non-emergency disrepair complaints. To date (as of 27 August 2014), since the commencement of the Additional Licensing designation across the 5 Lewes Road wards (5 November 2012), the Private Sector Housing team has been in receipt of 2150 service requests, of which 738 (34%) relate to dampness and 445 (21%) to non-emergency disrepair complaints. To date this financial year (1 April 2014 to 27 August 2014) the team have been in receipt of 394 service requests of which 86 (22%) relate to non-emergency disrepair and 80 (20%) to dampness (less of which is reported during the summer months).
- 3.12 In addition to stock condition and service requests received by the Private Sector Housing Team, the expanding private rented sector continues to have other impacts across the City. This includes the fact that loss of private rented sector accommodation remains the most common single cause for being accepted as homeless by Brighton & Hove City Council. In Q4 2013/14 reasons for homelessness included: 30% due to loss of private rented accommodation; 26% due to eviction by parents; 16% due to eviction by family and friends; 11% due to fleeing domestic violence.

### **Private Rented Sector HMOs**

- 3.13 HMOs are amongst the more difficult to manage properties in the sector. Demand for HMOs is growing mainly aligned to demographics and affordability. Welfare reform and increasing private sector rents are making self contained accommodation unaffordable for many residents. With an increasing population,

including growth in student numbers through university expansion, and demand for more cost effective housing options, HMOs are increasingly being used to meet accommodation pressures across the City.

- 3.14 The Brighton & Hove City Council Stock Condition Survey (2008) and other data highlights that Brighton & Hove has an exceptionally high number of HMOs. Some are small bed-sits, others large shared houses. Many of the small bed-sits are concentrated in the centre of the City and often provide accommodation for the more vulnerable households. This is in addition to the significant and growing number of smaller HMOs along the Lewes Road 'corridor' providing housing for students and young professionals sharing the cost of rents.
- 3.15 In some HMOs the standards of management and living conditions can be poor. Research has shown the risk in HMOs from hazards such as fire can be as much as four or more times higher than the risk in a residential property occupied by a single household. Licensing allows local authorities to proactively identify and engage with landlords, particularly with the less responsible private landlords.
- 3.16 In relation to the existing additional HMO licensing scheme, Housing Committee (30 April 2014) has previously been advised that, in addition to the eight mandatory licence conditions, the five most common special conditions applied to additional licensed HMOs were:

	Hanover & Elm Grove	Hollingdean & Stanmer	Moulsecumb & Bevendean	Queen's Park	St Peter's & North Laine	Total
Structural fire Works	423	129	492	57	279	1380
Fire Alarms	324	112	411	40	205	1092
Other Fire Works	470	143	526	64	314	1517
Management/ Repairs	295	93	360	38	193	979
Loft Insulation	231	69	291	23	142	756

### **Outline of the main Local Authority Housing Powers in relation to Private Rented Sector Housing**

- 3.17 The Housing Act sets out a range of local authority powers in relation to private rented housing, including circumstances where a local authority may consider establishing a Selective Licensing scheme or any designation of Additional Licensing and the evidence needed to support this. Details on the main powers available to local authorities are below (including information from DCLG guidance – Dealing with Rogue Landlords – A Guide for Local Authorities - August 2012).

### **Housing Health and Safety Rating System**

- 3.18 Housing Health and Safety Rating System (HHSRS) is an evidenced based system used to assess housing conditions in all residential property introduced under the Housing Act 2004. The Housing Health and Safety Rating System provides guidance for all residential properties, to detail a benchmark for ensuring that they are safe and habitable.
- 3.19 HHSRS comprises an assessment of the presence and severity of 29 hazards, including 'excess cold'. Local authorities have a duty to take enforcement action,

usually to secure necessary improvements, where Category 1 (serious) hazards are present. Local authorities also have discretionary power to intervene where Category 2 hazards are present. In determining the most appropriate form of action, local authorities can consider the vulnerability of persons living (or likely to live) in the accommodation.

- 3.20 Under HHSRS a local authority can carry out an assessment of a home and will look at the likelihood of a hazard arising from the condition of the property and what the harmful outcomes might be. As a result of the assessment, the council will be able to say whether the property has 'Category 1' (serious) and/or 'Category 2' (other) hazards. If the local authority discovers serious Category 1 hazards, they will first discuss these with the home owner or landlord to encourage them to deal with the problems. If this isn't successful, then they can: serve a hazard awareness notice to draw attention to the problem; issue an improvement notice to the landlord to carry out improvements to the property; take emergency action to fix the hazard where there is an immediate risk; ban the use of the whole or part of a dwelling or restrict the number of people living there using a prohibition order.
- 3.21 If a home owner/landlord doesn't carry out the requirements of a legal ('statutory') notice issued by the local authority, they could face a prosecution which could result in a fine which is currently up to £5,000 but will be increased to unlimited when section 85 of the Legal Aid Sentencing and Punishment of Offenders Act 2012 is fully in force.
- 3.22 HHSRS is resource intensive and can only be applied to dwellings on an individual case by case basis. It is generally a reactive process and does not place a legal duty on landlords to 'register' with the Council in the way licensing does and it does not impose conditions in relation to management. The legal imperative on landlords to improve dwellings only comes into force under this part of the legislation when the Council takes action against them, requiring matters to be rectified. Conversely, licensing requires the landlord to come forward and obtain a licence and applies conditions that must be met in the HMO.

### **Mandatory Licensing of Houses in Multiple Occupation**

- 3.23 There is a statutory duty on all local authorities in England and Wales to license larger higher risk Houses in Multiple Occupation of three or more storeys housing five or more unrelated persons. These properties are seen as higher risk, both because of the nature and condition of the properties, and the vulnerability of their occupants. The mandatory Houses in Multiple Occupation licensing regime addresses poor management practices and aims to secure a reduction in death and injury from fire and other health and safety hazards, and ensures adequate provision of amenities.
- 3.24 Private landlords must be deemed to be a "fit and proper" person in order to be granted a licence. Local authorities can impose conditions on a licence, such as how the licence holder deals with the behaviour of occupiers and the maximum number of occupants allowed in the property. They can also impose conditions requiring adequate amenities and safety requirements to ensure decent standards in properties where there are several households sharing basic facilities. Breach of a licence condition is an offence currently subject to a fine of

up to £5,000. Letting or managing a property without a licence is a criminal offence currently subject to a maximum fine of £20,000.

- 3.25 The mandatory licensing scheme has been in operation in Brighton & Hove since 2006. The council currently license, or have licence applications for, 1014 larger Houses in Multiple Occupation across the City under the national mandatory HMO licensing scheme. Details of HMOs licensed under the mandatory scheme by ward as of 27 August 2014 are outlined below:

**Mandatory HMO Licensing all wards (all applications, draft & full Licences at 27/08/2014)**

Ward Name	Count of Licences
St. Peter's And North Laine	240
Hanover And Elm Grove	208
Queen's Park	111
Moulsecoomb and Bevendean	93
Hollingdean And Stanmer	66
Preston Park	65
Regency	57
Goldsmid	42
Brunswick And Adelaide	38
Central Hove	27
Westbourne	20
East Brighton	18
Withdean	8
South Portslade	7
Rottingdean Coastal	6
Wish	5
Hove Park	3
<b>Total</b>	<b>1014</b>

**Additional Licensing of Houses in Multiple Occupation**

- 3.26 Poor conditions and bad management practices can manifest themselves in smaller HMOs in specific areas. These smaller types of HMO may not meet the mandatory licensing criteria but there is a discretionary power to extend licensing to smaller types of HMO to reduce negative impact on occupier safety and the neighbourhood environment where they are poorly managed. Local authorities have a general consent to introduce such schemes subject to local consultation.
- 3.27 Section 56 of the Housing Act 2004 provides a power to license HMOs not covered by mandatory licensing through the creation of an Additional Licensing Scheme. Under Additional Licensing, local authorities can designate an area for a five year period if satisfied that a significant proportion of the HMOs are being managed sufficiently ineffectively so as to give rise to one or more particular problem, either for those occupying the HMO or for members of the public.
- 3.28 In order to introduce additional licensing for Houses in Multiple Occupation local authorities are required to consult with local residents, landlords and tenants for a

minimum of ten weeks. Local authorities are required to provide a robust evidence base for introducing a scheme, such as demonstrating there are significant management issues and poor property conditions that need addressing, within a designated area. Once a designation is confirmed landlords who operate licensable properties within the designated area will be required to apply for an HMO licence for each of their properties.

- 3.29 HMO licensing schemes are designed to be cost neutral to the Council as all associated costs for administering them are recovered through licensing fees. Landlords who operate the designated types of HMO without a licence may be subject to criminal prosecution.
- 3.30 Residents' benefit from licensing include: Safer healthier living conditions for residents of HMOs; Improved management standards in HMOs.
- 3.31 Concerns have been raised that some landlords, rather than license their properties, may change their business model and let to fewer individuals, single households or withdraw from the rental market. However, we have no significant evidence to prove this practice has been widespread following the introduction of the existing additional licensing scheme in the Lewes Road wards.
- 3.32 Housing Committee on 20 June 2012 designated the wards of Hanover & Elm Grove, Moulsecoomb & Bevendean, St Peters & North Laine, Hollingdean & Stanmer and Queen's Park as subject to Additional Licensing. As of 27 August 2014 the Council has received 1965 valid Additional Licence applications, broken down by ward as below:

Ward Name	Applications Received
Hanover & Elm Grove	525
Hollingdean & Stanmer	212
Moulsecoomb & Bevendean	752
Queen's Park	101
St. Peter's & North Laine	375
<b>Total</b>	<b>1965</b>

As of 27 August 2014 the draft licences issued by ward are as follows:

Ward Name	Draft Licences Issued
Hanover & Elm Grove	498
Hollingdean & Stanmer	198
Moulsecoomb & Bevendean	723
Queen's Park	93
St. Peter's & North Laine	354
<b>Total</b>	<b>1866</b>

Of these, full licences issued as of the 27 August 2014 by ward are as follows:

Ward Name	Full Licences Issued
Hanover And Elm Grove	478



Hollingdean And Stanmer	187
Moulsecoomb And Bevendean	701
Queen's Park	82
St. Peter's And North Laine	331
<b>Total</b>	<b>1779</b>

Information on all HMOs licensed under additional and mandatory schemes is publically available either on the Council website or direct via the Private Sector Housing Team.

Updated mapping of HMOs in the five Lewes Road wards incorporating details on applications under the national mandatory and additional licensing schemes and Council Tax information is included in Appendix 2 of this report.

The table below shows details of the ten managing agents with greatest number of additional HMO licenses as of 27 August 2014.

<b>Agent Name</b>	<b>Number of additional licensed HMOs</b>
MTM Property Services Ltd	155
Pavilion Properties Ltd	53
Homelets (Brighton) Ltd	50
Mr Dan Lyons	41
Greenfend Ltd T/a Cambridge Residential	40
Kendrick Property Services Ltd	39
Property Moves Ltd	38
Home Leasing Brighton Ltd	29
G K White & Company Ltd	28
Hove Lets Ltd	25

We have worked closely with landlords and agents on implementation of HMO standards allowing time to complete works where necessary and appropriate. While licenses are often issued with conditions (as in outlined in paragraph 3.16), to date it has not been found necessary to refuse any additional license applications. Those currently without full licences continue to be processed.

In the Housing Committee report of 20 June 2012 we estimated that there were potentially between 1,500 and 3,000 smaller HMOs in the five wards that may be subject to licensing under the Additional Licensing proposals. In order to ensure that landlords and agents of all licensable HMOs in the five Lewes Road wards comply with the Additional Licensing designation the Private Sector Housing Team have an enforcement programme targeting unlicensed HMOs. Under this programme we have identified up to 1000 dwellings which may be licensable but where licence applications have not been received. We are working through this list and to date have received 414 additional and mandatory licence applications

as a result. In addition, one landlord has been prosecuted after failing to respond to requests to submit a licence application.

### **Selective licensing**

- 3.33 This is a discretionary Local Authority power to focus on improving the management of privately rented homes accommodating single households as well as HMOs in a designated area that is deemed to suffer from low housing demand and/or experiencing 'significant and persistent' problems with anti-social behaviour. Such schemes are subject to local consultation. Selective Licensing is intended to address the adverse impact that poor management by a minority of private landlords, and antisocial behaviour by a few tenants, can have on other tenants and the wider community.
- 3.34 In order to introduce a Selective Licensing scheme local authorities are required to consult with local residents, landlords and tenants for a minimum of ten weeks. Local authorities are required to provide a robust evidence base for introducing a scheme, such as demonstrating there are significant antisocial behaviour issues that need addressing within a designated area. Once a designation is confirmed landlords who operate within the designated area will be required to apply for a licence for each of their properties.

### **Landlord licensing schemes - Peer Review**

- 3.35 A detailed review has been undertaken of discretionary licensing schemes applied in other Local Authorities in the South East and in London boroughs. This is attached in Appendix 1 for information / review by Housing Committee members.

## **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 The 2004 Housing Act (Section 56(2)) requires that before making an additional HMO licensing designation for a particular type of HMO, or for a particular area, a local authority must consider whether there are any other courses of action available to them (of whatever nature) that might provide an effective method of dealing with the problem or problems in question.
- 4.2 A two stage appraisal of the options open to the Council was carried out in accordance with Government guidance and reported to Housing Committee on 20 June 2012 in order to inform the decision on the additional licensing designation. The first stage involved the development of key options available for tackling poor quality problematic HMOs in the City and consideration of the strengths and weaknesses of each. The second stage involved the appraisal of the options against seven objectives identified to help contribute towards the Council's vision for the city's private rented sector. This work would need to be carried out again / revisited before considering any new licensing scheme.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 In order to introduce Additional Licensing for Houses in Multiple Occupation or any Selective Licensing local authorities are required to consult with local residents, landlords and tenants for a minimum of ten weeks.

- 5.2 In line with these statutory requirements Housing Committee report of 20 September 2012 outlined extensive consultation undertaken on Additional Licensing proposals for the five Lewes Road wards. In addition to attending various meetings including with landlord groups, representatives of letting agents and Local Action Teams, Housing Committee were advised of the following responses to consultation that took place from 18 January to 31 March 2012: 311 responses were received via the consultation portal (the majority from landlords and agents) with 44% (136) in favour and 56% (173) against; 1010 responses were received from the door to door survey of residents and businesses in the 5 wards. 71% (713) were in favour and 8% (81) against, with 14% (146) undecided and 7% (70) not answered.

## **6. CONCLUSION**

- 6.1 This update report is for information only pending a detailed options paper being brought back to a future Housing Committee.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 The additional license fees have generated income of £1.123m up to 31<sup>st</sup> March 2014 since the Additional HMO licenses were implemented in 2012. This has been used to offset costs of £0.429m for the same period with the balance of £0.694 being carried forward in reserves to offset future costs. Income received to date for this financial year is £0.059m and will be monitored through the budget monitoring processes (TBM).
- 7.2 The mandatory license fees have generated income of £1.077m up to 31<sup>st</sup> March 2014 since the Mandatory HMO licenses were implemented in 2006. There are £0.232m of reserves being carried forward to offset future costs
- 7.3 As stated in the 2014/15 General Fund Revenue Budget Report to Council on 27<sup>th</sup> February 2014, Subject to consultation and committee approval, the council's private sector landlord licensing scheme will be expanded to other areas of the city. Achievement of any additional income of up to £0.250m to cover eligible costs is aligned to implementation of further licensing in 2014/15 if agreed. The options report to be brought to this committee in accordance with the recommendations will include the financial implications of the proposed scheme.

*Finance Officer Consulted: Neil Smith*

*Date: 29/08/14*

### Legal Implications:

- 7.4 The council's powers to introduce Additional Licensing and Selective Licensing derive from Parts II and III of the Housing Act 2004. A brief outline of the relevant provisions is included in the report at paragraphs 3.27 - 3.28 and 3.33 – 3.34. No individuals human rights are adversely affected by the report's recommendation.

*Lawyer Consulted:*

*Name Liz Woodley*

*Date: 28.08.14*

#### Equalities Implications:

- 7.5 A full equalities impact assessment was undertaken in relation to the additional licensing designation for the five Lewes Road wards. No negative consequences of additional licensing were identified. A further equalities impact assessment would need to be undertaken should any further licensing proposals be forthcoming.

#### Sustainability Implications:

- 7.6 Maintenance and improvement of existing housing stock is generally more sustainable than continued deterioration. Adoption of measures such as licensing of HMOs should improve management and standards for the residents in those homes and the liveability of residential areas impacted by large numbers of HMOs more generally.

#### Any Other Significant Implications:

- 7.7 Please see below.

### **SUPPORTING DOCUMENTATION**

#### **Appendices:**

1. Local Authority discretionary licensing peer review.
2. Updated HMO mapping Lewes Road wards.
3. Full statistics for Private Rented Sector

#### **Documents in Members' Rooms**

1. None

#### **Background Documents**

1. Housing Committee 20 June 2012: Proposed Additional Licensing Scheme for Houses in Multiple Occupation (HMO), including Appendix 1: Report for Additional Licensing for Housing in Multiple Occupation; Appendix 2: Standards.
2. Housing Committee 26 September 2012: Update on the Implementation of the Additional Licensing Scheme for Houses in Multiple Occupation (HMO).
3. Housing Committee 19 June 2013: HMO Licensing Update.
4. Housing Committee 30 April 2014: HMO Licensing update

#### Crime & Disorder Implications:

- 1.1 An Additional Licensing designation aligns to evidence of significant management issues and poor property condition that need addressing within a designated area.

#### Risk and Opportunity Management Implications:

- 1.2 The risks associated with the proposals in this report have been managed in compliance with the Council's risk management strategy and a full risk log was presented to Housing Committee on 20 June 2012.

#### Public Health Implications:

- 1.3 Improving housing conditions reduces ill health among residents and produces quantifiable cost benefits to health and social care budgets. In terms of community wellbeing and resilience the Director of Public Health's Annual Report identifies that Housing in Brighton & Hove represents a particular vulnerability for children and adults. The Joint Strategic Needs Assessment identifies that poor housing conditions present risks to health. Any improvement of management and standards of HMOs arising from HMO licensing should have a beneficial Public Health impact.

#### Corporate / Citywide Implications:

- 1.4 In exercising its discretion to make an additional licensing designation the Council must ensure that any exercise of the power is consistent with its overall Housing Strategy. Housing Committee approved the Additional Licensing designation on the basis of extensive consultation and robust evidence that a significant proportion of the smaller HMOs in the five Lewes Road wards affected were being managed sufficiently ineffectively as to give rise to one or more particular problems either for those occupying the HMOs or for members of the public. The scheme should have a beneficial impact on communities in the areas covered by the designation. Residents in other parts of the city may consider that issues that have led to proposals for additional licensing in the five identified wards also exist in their area. The experience with mandatory licensing suggests that additional licensing would have no significant adverse effect on property supply.



## Landlord Licensing schemes - Peer Review

A review has been undertaken of 'additional' Licensing schemes in other Local Authorities in the South East and London boroughs.

Authority	Scheme	Financial	Methodology/Evidence	Comments
Hastings Borough Council	<p><b>Proposing Selective Licensing</b></p> <p><b>Currently additional scheme in designated areas since 2011):</b> Braybrooke, Castle, Central St Leonards and Gensing wards)</p>	No information available on Selective proposal as yet.	<ul style="list-style-type: none"> <li>• Anti Social Behaviour (ASB)</li> </ul>	<ul style="list-style-type: none"> <li>• Report not going to Cabinet yet. Members have agreed to proceed to consultation and take to Cabinet around Feb/Mar 2015.</li> </ul>
London Borough of Brent	<p><b>Requesting Additional licensing borough Wide and</b></p> <p>Selective 3 Wards (Selective subject to consultation).</p> <p>To defer a decision on introducing Selective Licensing in Brent to the next available meeting following a further two month consultation on which wards should be covered.</p>	<ul style="list-style-type: none"> <li>• Self financing over a five year period.</li> <li>• £550 for five years for Additional Licensing</li> <li>• £350 for five years for Selective Licensing (if introduced)</li> </ul> <p><b>Staffing Implications</b></p> <ul style="list-style-type: none"> <li>• Private Housing Services currently employs a Mandatory HMO Licensing Team Leader and two HMO Licensing Officers. These will form part of a new team tasked to process all licence applications. If the predicted number of applications is received, further license application and administration officers will be employed on a</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Consultation</b></li> <li>• Questionnaires;</li> <li>• Consultation Events</li> <li>• A survey of private tenants was undertaken alongside a mystery shopping exercise among local letting agents.</li> <li>• Focus groups were held with key stakeholders.</li> <li>• <b>Evidence</b></li> <li>• A study undertaken by HQN analysed data from a number of sources, including the Census and information held by the council.</li> <li>• A study undertaken by Mayhew Harper Ass used current and historical data linked to individual properties included in the current Local Land and Property Gazetteer (LLPG) to create new variables such as the level of turnover by address,</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Meeting: Tuesday 22 April 2014 Report – <a href="#">Decision - Private Rented Sector - Licensing</a></li> <li>• Licensing in the Private Rented Sector' submitted:</li> <li>• Report seeking approval for the introduction of an Additional Licensing scheme in the whole area of Brent and</li> <li>• <b>Decision - To defer a decision on introducing Selective Licensing in Brent to the next available meeting following a further two month consultation on which wards should be covered.</b></li> <li>• Additional Scheme: that this will commence no later than 1 November 2014.</li> </ul>

		<p>temporary contract basis to deal with the demand.</p> <ul style="list-style-type: none"> <li>• In addition Licence Enforcement Officers will also need to be employed and this may include the deployment of some existing Enforcement Officers</li> <li>• Staffing and other required activities will be funded from income generated by license fee</li> <li>• Costs of the scheme exclude the cost of any enforcement action on non-licensed properties but will cover the cost of processing the application and of compliance monitoring and enforcement</li> </ul>	<p>benefit status and number of adults</p> <ul style="list-style-type: none"> <li>• Data from Environmental Services and elsewhere was used to associate specific instances of ASB or noise, mapping and aggregating the data to provide evidence of the wider effects on each area as well as on specific categories of property.</li> <li>• Risk profiling was used to quantify the association between specific risk factors and ASB at a property level, aiming to show which risk factors or combination thereof is best predictive of ASB/noise events and how many properties fit their description.</li> <li>• Data on the private rented sector in Brent: 2001 and 2011 by Ward</li> <li>• Distribution of Private Renting</li> <li>• Percentage Change in Private Renting</li> <li>• Relative concentration of HMOs</li> <li>• Case Studies</li> <li>• Private housing services casework 2010/11 to 2012/13</li> <li>• Enforcement activity in Brent</li> <li>• Category 1 Hazards in Inspected Property</li> <li>• Selective Licensing: Private Renting and ASB by Ward</li> <li>• Ward by levels of anti-social behaviour</li> <li>• Anti-social behaviour</li> <li>• Evidence of problems with the management of HMOs relevant to Additional Licensing.</li> <li>• Evidence of problems with anti-social behaviour relevant to SL</li> <li>• SL- HQN has analysed both Council</li> </ul>	<ul style="list-style-type: none"> <li>• This will precede the formal commencement of the Additional Licensing scheme and it is proposed that designation of the scheme should commence from 1st January 2015.</li> <li>• In the case of Selective Licensing, as noted above, there is a need to give further consideration to the scope of the scheme.</li> <li>• Proposed that further consultation should take place over the next two month period following which a further report will be made Subject to the outcome of consultation / decision of the Executive it is anticipated that designation of SL would take effect from 1st January 2015.</li> <li>• Selective consultation started: 09/12/2013 Ended: 10/3/2014</li> </ul>
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			<p>and Police data to map anti-social and some criminal behaviour in Brent to identify where anti-social behaviour is most concentrated. The data is broken down to ward level.</p> <ul style="list-style-type: none"> <li>• Some anti-social behaviour activities in Brent relative to the size of the private rented sector by ward</li> <li>• Anti-social behaviour and related criminal behaviour in Brent by ward (as recorded by the Met Police)</li> </ul>	
<p><b>London Borough of Croydon</b></p>	<p><b>Extension of Additional Licensing all Wards from 1 August 2014.</b></p> <p>This means that all properties occupied by three or more people in two or more households are licensable HMO's regardless of the number of storey's.</p> <p>The wards included in the scheme are Addiscombe, Ashburton, Bensham Manor, Broad Green, Coulsdon East, Coulsdon West, Croham, Fairfield, Heathfield, Kenley, Norbury, Purley, Sanderstead, Selhurst, South Norwood, Thornton Heath, Upper</p>	<p><b>Resources</b></p> <p>The Housing Enforcement Team is organised into three service areas:-</p> <p>HMO's</p> <ul style="list-style-type: none"> <li>• One Team Leader, 3 Environmental Health Officers, 2 Housing Enforcement Officers and a licensing/admin officer.</li> </ul> <p>Single Household</p> <ul style="list-style-type: none"> <li>• One Team Leader, 2 Environmental Health Officers, 4 Housing Enforcement Officers. (One vacancy for Team Leader, interim currently in post).</li> </ul> <p>Public Health &amp; Drainage</p> <ul style="list-style-type: none"> <li>• 3 Public Health Enforcement Officers, 2 drainage technicians.</li> <li>• One vacancy for a Drainage Technician.</li> </ul> <p>The outlook for staffing is stable as budget targets for 2010 to 2011 have all been met. Contingency plans have been made for 2011 to 2012</p>	<p>The reasons for wishing to introduce these changes are as follows:-</p> <ul style="list-style-type: none"> <li>• To build on the success of the additional licensing scheme - this has improved the licensable stock and greatly reduced the number of "rogue" landlords.</li> <li>• However, some of these rogue landlords have reappeared as landlords of HMO's &amp; self-contained flats and in exempt areas.</li> <li>• To support the Council's Crime Reduction Strategy by making irresponsible landlords accountable for their tenants' Anti-Social Behaviour and reducing large scale fraud and people trafficking.</li> <li>• To protect vulnerable tenants from rogue landlords whose activities have increased in the exempt areas.</li> <li>• To improve housing standards in all multiple occupied properties &amp; self contained flats.</li> </ul> <p>The principle grounds are:-</p> <ul style="list-style-type: none"> <li>• To reduce transience and fear of crime;</li> </ul>	<p>Report Recommending Additional Licensing In The London Borough of Croydon</p> <p><a href="http://www.croydon.gov.uk/content/departments/housing/pdf/alscroyhmo">http://www.croydon.gov.uk/content/departments/housing/pdf/alscroyhmo</a></p> <p>Consultation on extending additional licensing scheme</p> <p><a href="http://www.croydon.gov.uk/content/departments/housing/pdf/1315416/Additional_licensing_consultation.pdf">http://www.croydon.gov.uk/content/departments/housing/pdf/1315416/Additional_licensing_consultation.pdf</a></p>

	<p>Norwood, Waddon, West Thornton, Woodside).</p> <p><b>(Currently additional in designated areas). Selsdon &amp; Ballards, and Shirley.</b></p>	<p>which do not adversely impact on HMO services. An EHO and Enforcement Officer have recently been appointed to the HMO Team.</p> <p>Within the Housing Enforcement Team varying workloads are dealt with by a flexible way of working and officers maybe given short term project work in another service area of the Housing Enforcement Team.</p>	<ul style="list-style-type: none"> <li>• To better coordinate safer neighbourhood services including ASB;</li> <li>• To better control rogue agents who lease properties from unwitting owners;</li> <li>• To prevent displacement of the problem to wards which currently have few problems;</li> <li>• Requests For Assistance;</li> <li>• Notices Served;</li> <li>• Private Sector House Condition Survey;</li> <li>• Displacement data;</li> <li>• To Reduce Transience And Fear Of Crime;</li> <li>• To Better Coordinate Safer Neighbourhood Services Including ASB;</li> <li>• <b>Consultation;</b></li> <li>• Presentations to Neighbourhood Partnership Meetings</li> <li>• Council Web Site.</li> </ul>	
<p><b>London Borough of Enfield</b></p>	<p><b>Proposing a borough wide scheme of both Additional and Selective Licensing</b></p>	<p>Enfield Council is proposing a cost of £575 for a license, which will cover the administrative cost of processing and approving the license for the period.</p> <p>Given its desire to support good landlords, a reduced license fee in the first months of the scheme will be offered to those who engage with the process. This will be set at £250.</p>	<ul style="list-style-type: none"> <li>• <b>Consultation &amp; evidence</b></li> <li>• ASB data</li> <li>• Growth in PSH sector</li> <li>• Case studies</li> <li>• Evidence from environmental services</li> <li>• Overcrowding</li> <li>• Housing enforcement enquiries</li> <li>• The London Borough of Enfield (LBE) has concluded that persistent problems of anti-social behaviour (ASB) are associated with the PRS – so it is proposing the designation of Additional and Selective Licensing schemes across the Borough as a</li> </ul>	<ul style="list-style-type: none"> <li>• Report (Jan 2014) sets out the information on which Enfield Council is consulting on a proposal for a borough wide scheme</li> <li>• <a href="#">Licensing Private Rented Housing to tackle ASB - Licensing Private Rented Housing to tackle ASB - Enfield Council</a></li> <li>• Call in at Overview &amp; Scrutiny Meeting April 2014</li> <li>• The Council is proposing the designation of Additional and Selective Licensing schemes</li> </ul>

			<p>whole, in order to deal with ASB problems, particularly in the form of rowdy behaviour, rowdy neighbours, noise and malicious or nuisance behaviour.</p>	<p>across the Borough as a whole as the Council believes that this will have the level of impact required to deal with the anti-social behaviour problems that exist in the Borough, and will prevent problem tenants and landlords from merely moving to another area within the Borough.</p> <ul style="list-style-type: none"> <li>• <b>If agreed will implement in October 2014?</b></li> </ul>
<p><b>London Borough of Haringey</b></p>	<p><b>Additional Licensing extended to Tottenham wards – Start 1 May 2014.</b></p> <p>The area affected covers the whole of parts of the following wards:</p> <ul style="list-style-type: none"> <li>• Bruce Grove</li> <li>• Northumberland Park</li> <li>• Seven Sisters</li> <li>• Tottenham Hale</li> <li>• Tottenham Green</li> </ul> <p>(Currently Additional in designated areas since Oct 2011)</p>	<ul style="list-style-type: none"> <li>• The scheme will employ five officers in delivering the extended Additional HMO Licensing scheme</li> <li>• It is proposed to use three existing staff within the Team together with the funding identified to fund an additional two PO2 officers at a cost of £86,000 pa.</li> <li>• It should be noted that the funding projections had assumed that fee income of £38,000 and £75,000 would be generated in 2013/14 and £75,000 respectively</li> <li>• .</li> <li>• The scheme is expected to generate a minimum total of £624,000 over the 5 year term.</li> </ul> <p>Although the total fee income will be sufficient to support the</p>	<ul style="list-style-type: none"> <li>• By improving the overall standard of HMO accommodation, it will be possible to improve the quality of life of those residents who live next to HMOs.</li> <li>• Additional HMO licensing will enable the Council to use its powers to tackle the worst offenders and to focus activity and resources effectively on properties of concern.</li> <li>• The Additional HMO Licensing Scheme will enable the Council to target problematic properties within a concentrated area, based on ward or defined boundaries. It will:</li> <li>• Put the onus firmly on the landlord to inform the Council of the existence of an HMO (rather than expect the Council to identify HMOs reactively and then take formal action to get improvements);</li> <li>• Reduce the burden on the Council Tax payer by setting licensing fees to cover the cost of administering the scheme;</li> <li>• Enable the Council to create a</li> </ul>	<ul style="list-style-type: none"> <li>• Committee Report - 17/12/13</li> <li>• <a href="#">Additional HMO licensing designation in Tottenham: Haringey Council</a></li> </ul>

		<p>scheme it will not flow smoothly over the 5 financial years and there may be shortfalls and surpluses arising in each of the financial years. The estimate of £624,000 is, however, a prudent figure which may compensate for isolated shortfalls arising in individual financial years. There is a small risk that, if future fee income flows fail to be realised, this will give rise to shortfalls in funding for the two PO2 officers. This must be monitored and corrective action taken if necessary.</p> <ul style="list-style-type: none"> <li>• In order to support the robust enforcement of the licensing scheme and standards through the scheme, it is proposed that the HMO licensing fee income and the proceeds from any Rent Repayment Orders are ring-fenced. This will enable a team of five officers to be established, two of whom will be funded from fee income.</li> </ul>	<p>comprehensive database of all the licensable HMO accommodation within the designated area;</p> <ul style="list-style-type: none"> <li>• Make it easier for the Council to identify and work with those landlords whose management and/or accommodation standards are inadequate and ensure that steps are taken to bring them up to the required standard;</li> <li>• Control the maximum number of occupants allowed to reside at the property, so as to assist in controlling issues with overcrowding;</li> <li>• Enable the Council to promote landlord accreditation and offer incentives to good landlords through adjustments to the licence fees and the length of the licence period;</li> <li>• Make it easier for the Council to develop a more co-ordinated approach, and to share intelligence, in order to address poor property standards more efficiently and effectively; and</li> <li>• Help the Council tackle rogue landlords and ensure that only those landlords who are 'fit and proper' have control of an HMO.</li> <li>• Consultation on this proposal first started in August 2012 which included an online questionnaire, Landlords Forum event (presenting the proposal), and presentations at local Area Forums and residents groups.</li> <li>• The key stakeholders that were targeted were landlords and letting agents, tenants occupying private rented accommodation (in particular</li> </ul>	
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			<p>those living in HMO accommodation) and local residents. The consultation was carried out through the following means:</p> <ul style="list-style-type: none"> <li>• Web Page</li> <li>• Online questionnaire</li> <li>• Hard copy questionnaire</li> <li>• Background information document</li> <li>• Landlords Forum presentation.</li> <li>• Landlords workshop</li> <li>• Mail-shot</li> <li>• Engagement with residents associations and Area Forums.</li> <li>• Promotion through publicity</li> <li>• Promotion at Councillors Ward Surgeries</li> </ul>	
<b>London Borough of Harrow</b>	<b>Additional Licensing – Borough Wide - 2009</b>	<p>The Council proposes to deliver the additional licensing scheme with its current resources.</p> <p>The service does not have a dedicated HMO team but delivers the licensing function within its Private Sector Housing Service. However, through internal service reviews, the feasibility of establishing a dedicated HMO Investigative resource is to be considered. This will allow the service to move to a more proactive stance in dealing with emerging HMO.</p>	<p>The Council is seeking permission to continue to operate a borough-wide licensing scheme as the HMOs in Harrow are spread across the whole borough and have not shown to be concentrated in any one ward.</p>	<ul style="list-style-type: none"> <li>• <a href="http://www.harrow.gov.uk/www2/documents/s70076/Housing%20Act%20-%20HMO%20Additional%20Licensing%20SoS%20nv3.pdf">http://www.harrow.gov.uk/www2/documents/s70076/Housing%20Act%20-%20HMO%20Additional%20Licensing%20SoS%20nv3.pdf</a></li> </ul>
<b>London Borough of Hillingdon</b>	<b>Additional – Borough Wide – March 2010</b>  Hillingdon Council	No info	<b>Noted at Social Services, Housing and Public Health Policy Overview Committee - Wednesday, 29th January, 2014 7.00 pm</b>	<b>Conclusion</b> ‘Overall, Hillingdon is a very different borough to Newham. As with any other London address, Hillingdon has small pockets of

	<p>introduced an HMO Additional Licensing Scheme on the 8 March 2010 within <a href="#">13 wards in the south of the Borough [1Mb]</a>,</p>		<p><a href="#">Selective Licensing in the Private Rented Sector PDF 115 KB</a> <b>Minutes:</b>  <a href="http://modgov.hillingdon.gov.uk/documents/s19239/POC%20report%20on%20selective%20licensing%2020.pdf">http://modgov.hillingdon.gov.uk/documents/s19239/POC%20report%20on%20selective%20licensing%2020.pdf</a></p> <p>The Housing Strategy Manager introduced the report.</p> <p>The Committee heard that the London Borough of Newham had recently introduced Selective Licensing which required every landlord renting accommodation within the borough to apply for a license. This had led other local authorities to evaluate whether selective licensing might be suitable. The following points were noted:</p> <ul style="list-style-type: none"> <li>• Selective Licensing in Newham was introduced in response to rising levels of anti-social behaviour (ASB) within private rented accommodation.</li> <li>• Newham had the largest private rented sector in London. As a result, it had a unique set of problems and Newham felt that selective licensing would enable it to better control and regulate its growing Private Rented Sector.</li> <li>• Before making a decision to designate an area for selective licensing, an Authority had to consider whether there were</li> </ul>	<p>ASB and substandard accommodation but this is not a widespread problem which is reflected in rising house prices and high deprivation index. Of the 326 LA's across the country Hillingdon is mid table where Newham is placed much lower, with only Hackney and Liverpool below them.'</p> <p>'With HMO licensing already in force across the south of the borough, already promoting Landlord Accreditation and good practice amongst our landlords there is little or no benefit to be gained from introducing Selective Licensing. This would almost certainly have a detrimental impact on our current good working relationship with local landlords and agents at a time when the Council is seeking to boost our supply of private rented accommodation to house homeless families and ease pressure on the growing cost of B&amp;B temporary accommodation.'</p>
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			<p>alternative means of addressing the issues – for example, through the introduction of a voluntary accreditation scheme for landlords.</p> <ul style="list-style-type: none"><li>• The government had announced two new pieces of legislation that would be coming into effect shortly in order to improve regulation within the PRS. In order to prevent Letting Agents from charging excessive fees, all Letting Agents would need to be regulated and belong to a recognised Ombudsman’s Scheme. Secondly, a duty would be placed on landlords to ensure any tenant had a legal right of stay in the UK, in order to clamp down on rogue landlords and the housing of illegal immigrants.</li><li>• <b>Although Hillingdon had a fair share of enforcement cases and small pockets of ASB, it would be extremely difficult to demonstrate levels of ASB and make a case for the introduction of Selective Licensing</b></li><li>• Resolved– That report be noted</li></ul>	
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<p><b>London Borough of Hounslow</b></p>	<p><b>Additional in entire borough from June 2014. -</b></p> <p>(Previously Additional Licensing in designated areas then revoked - <b>Notice is hereby given that the London Borough of Hounslow has on the 28th day of February 2014 issued a revocation of two additional licensing schemes in respect of houses in multiple occupation (HMOs within Hounslow Borough - and replaced borough wide).</b></p> <p>The revoked schemes are to be replaced with a new designation cited as 'the London Borough of Hounslow Additional Licensing of Houses in Multiple Occupation Scheme 2014'</p>	<p>Cabinet approval to introduce a wider licensing scheme for certain HMOs. It is anticipated that two additional officers will be required to facilitate the scheme at a cost of approx £85,000 p.a.</p>	<p><b>If the recommendations are adopted, how will residents benefit?</b></p> <ul style="list-style-type: none"> <li>• Safer, healthier living conditions for residents of HMOs in all parts of the Borough.</li> <li>• Improved management standards in HMOs in all parts of the Borough.</li> <li>• Reduced negative impact on the neighbourhood environment from poorly managed HMOs.</li> <li>• 30th July 2013 consultation.</li> </ul>	<p>Cabinet Report - 3rd December 2013</p> <p><a href="http://www.hounslow.gov.uk/public_notice_-_revocation_of_areas_for_additional_licensing_of_hmos.pdf">http://www.hounslow.gov.uk/public_notice_-_revocation_of_areas_for_additional_licensing_of_hmos.pdf</a></p> <p><a href="http://www.hounslow.gov.uk/public_notice_-_designation_of_an_area_for_additional_licensing_of_hmos.pdf">http://www.hounslow.gov.uk/public_notice_-_designation_of_an_area_for_additional_licensing_of_hmos.pdf</a></p> <p>Notice is hereby given that the London Borough of Hounslow has on the 1<sup>st</sup> day of March 2014 designated an additional licensing scheme in respect of houses in multiple occupation (HMOs). <b>The area affected covers the entire Borough of Hounslow.</b></p> <p>This scheme will be known as the London Borough of Hounslow Additional Licensing of Houses in Multiple Occupation Scheme 2014 ("the Scheme").</p> <p>This designation was made on the 1<sup>st</sup> day of March 2014 and the new scheme becomes operative on the 1<sup>st</sup> day of June 2014.</p>
<p><b>London Borough of Newham*</b></p>	<p><b>Additional and Selective – January 2013</b></p>	<ul style="list-style-type: none"> <li>• The Service has identified the net cost of the scheme for 2012/13 as £329k.</li> <li>• There are risks associated with the scheme, in</li> </ul>	<ul style="list-style-type: none"> <li>• The area of the London Borough of Newham suffers from significant and persistent anti-social behaviour related to the private rented housing stock together with poor tenancy and</li> </ul>	<p><a href="http://www.newham.gov.uk/Documents/Housing/Private-rented-property-licensing-public-notice.pdf">http://www.newham.gov.uk/Documents/Housing/Private-rented-property-licensing-public-notice.pdf</a></p> <p><a href="#">Search results</a></p>



		<p>particular whether the income targets will be achieved and whether these will be sufficient to offset the costs incurred.</p> <ul style="list-style-type: none"> <li>• It is expected that income in the second year of the scheme 2013/14) will offset the costs in 2012/13 and this will be closely monitored.</li> <li>• For 2014/15 and beyond a prudent approach has been taken and it is expected that the scheme will breakeven.</li> <li>• The costs of the scheme identified above exclude the cost of any enforcement action. This will depend on the scale of compliance with the scheme and whether the cost of any enforcement activity would be recoverable via legal action.</li> </ul>	<p>property management.</p> <ul style="list-style-type: none"> <li>• Following consultation in 2011 and 2012 the London Borough of Newham proposed to implement borough wide licensing to ensure that the private rented sector provides decent quality accommodation and that anti-social behaviour is effectively managed.</li> <li>• To this end Newham proposed to declare 2 licensing designations in the summer of 2012 that will become operative in January 2013 each encompassing the whole of the borough of Newham but capturing different property use types; <ul style="list-style-type: none"> <li>• Firstly, Newham proposed to introduce a borough wide Additional Licensing designation of HMOs that will require all landlords who let a property that is occupied by 3 or more non-related occupiers that sharing some basic facilities or amenities such as a kitchen or bathroom to have a licence.</li> <li>• Secondly Newham is proposed to introduce a borough wide Selective Licensing designation that will require landlords who let all other residential accommodation that falls outside of the mandatory and additional HMO definition to have a licence.</li> </ul> </li> </ul> <p>The formal consultation period ran from 20th February to 30th April 2012 and during that period, market research consultants ORS designed, managed and conducted all the following:</p>	
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			<ul style="list-style-type: none"> <li>• A residents' survey with a random sample of 415 respondents;</li> <li>• An on-line stakeholder consultation questionnaire ;</li> <li>• A deliberative forum with private rented sector tenants ;</li> <li>• Two deliberative forums with landlords, letting agents and landlords representative organisations.</li> </ul>	
<b>London Borough of Waltham Forest</b>	<b>Selective Licensing - April 2015 - Borough Wide</b>	<p>'There are a variety of ways on which a SLS scheme could be administered including delivering the scheme directly or tendering out the administration in part or as a whole. Work will need to be done to consider which option would deliver the most effective service at the most efficient cost. '</p> <ul style="list-style-type: none"> <li>• The cost of the SLS will be met from fees (where lawful) and within existing resources.</li> <li>• Section 87 of the Housing Act 2004 provides that the Council may recover its costs of running a SLS by charging fees from the applicant</li> <li>• All costs incurred by the authority in carrying out their functions to run a SLS are recoverable. Such fees must be reasonable and proportionate and cannot make a "surplus" for the Council.</li> </ul>	<p>Waltham Forest suffers from significant and persistent ASB that is often related to poor tenancy and property management.</p> <p>A comprehensive public consultation with landlords, the public and local businesses was carried out from the 8th of November 2013 to the 24th January 2014.</p> <ul style="list-style-type: none"> <li>• Selective Licensing ASB and PRS link evidence.</li> <li>• Independent report on the association between ASB and PRS.</li> <li>• How Selective Licensing links with the wider strategic approach.</li> <li>• The Evidence of Anti-Social Behaviour &amp; the Private Rented Sector.</li> </ul>	<ul style="list-style-type: none"> <li>• An update report was presented to Council Cabinet Committee meeting on 18 March 2014.</li> <li>• A further report was presented to Council Cabinet on 24 June 2014 which approved the decision to designate the whole borough as a Selective Licensing Area from April 2015. (This means that every home in the borough that is rented out privately must be licensed by the Council).</li> </ul> <p><a href="http://www.walthamforest.gov.uk/documents/selective-licensing-public-notice.pdf">http://www.walthamforest.gov.uk/documents/selective-licensing-public-notice.pdf</a></p>

		<ul style="list-style-type: none"> <li>Whilst the administration of the scheme is envisaged to be self financing it is important to note that any costs related to the enforcement against of landlords that have not licensed their premises is not recoverable. Therefore, to the extent that such costs are not recovered by courts awarding costs in successful enforcement actions, resources will need to be identified within existing budgets thru remodelling the enforcement service.</li> </ul>		
<b>Milton Keynes</b>	<p><b>Requested Selective</b> (Currently have National licensing )</p> <p><b>Selective scheme Rejected</b></p>	<b>Selective scheme Rejected</b>	<p><b>Selective scheme Rejected:</b> ‘The cabinet has made the decision that they would not pursue selective licensing but they have asked us to do more work around additional licensing to see if there is any justification for further HMO licensing,’ said Linda Ellen, head of housing management for Milton Keynes Council.</p> <p>‘The statistics we gathered as part of the consultation just did not support the idea that it was an area experiencing a persistent problem caused by anti-social behaviour. If you can’t evidence that you can leave yourself open to a legal challenge so you need strong supporting evidence to introduce it.’</p>	<p>No report but Rejected Selective scheme. (EHN online): <a href="#">EHN Online   Milton Keynes rejects selective licensing</a></p> <ul style="list-style-type: none"> <li>Milton Keynes council has opted not to introduce borough-wide selective licensing for its private landlords after a feasibility study found it would have not significant impact on ASB .</li> </ul>
<b>Oxford City Council</b>	<b>Additional Licensing then extended to City Wide in 2012</b>	<p><b>Financing:</b></p> <ul style="list-style-type: none"> <li>£180k of pump priming with claw back over 6 years</li> </ul>	<ul style="list-style-type: none"> <li>Oxford City Council's new powers for licensing houses in multiple occupation (HMOs) will start to</li> </ul>	<ul style="list-style-type: none"> <li>. Oxford Council now requires every landlord in the city who owns a property where there</li> </ul>

	<p>All HMOs (3 or more people)</p> <p>Will review Selective Licensing at later date</p>	<p>There is an annual fee to license an HMO and the fees will be used to pay for the scheme so that it is self financing and there will be no cost to the taxpayer. At the same time, the council will not make a "profit" from this scheme.</p> <p><b>Staffing Costs:</b></p> <ul style="list-style-type: none"> <li>• Up to 8 support staff</li> <li>• Up to 8 professional staff</li> </ul>	<p>license every HMO in the city from the end of the month.</p> <ul style="list-style-type: none"> <li>• The landlords of all two storey or single storey houses or flats occupied by three or four people will be required to obtain a licence to operate the property as an HMO.</li> </ul>	<p>are three or more unrelated tenants to get an HMO licence</p> <ul style="list-style-type: none"> <li>• <a href="#">Further HMO licensing powers introduced</a></li> <li>• <a href="#">Oxford City Council - Additional and Selective Licensing Seminar - 21 March 2013</a></li> </ul>
<p><b>Thanet Council</b></p>	<p><b>Selective Licensing – April 2012</b></p> <p><b>Cliftonville West and Margate Central Wards, Margate</b></p>	<p><b>Resources:</b></p> <p>Thanet District Council has received £500,000 from Kent County Council to increase the size of the Housing Regeneration Team in order to deliver an enhanced enforcement service. This funding has allowed the recruitment of 4.5 Housing Improvement Officers to carry out the enforcement work and 0.5 Housing Improvement Assistant to assist with the additional administration associated with increased enforcement.</p> <p>Combined with the existing team there are now 8.5 officers available for enforcement including the delivery of</p>	<ul style="list-style-type: none"> <li>• The Selective Licensing Scheme was introduced in part of Cliftonville and Margate to help tackle anti-social behaviour, low housing demand and improve living conditions. Landlords are obliged to license their properties in the designated area and to comply with the terms of the Scheme.</li> <li>• Thanet District Council took this action as part of a wider regeneration programme for the area following the latest results of the published indices of multiple deprivation. The indices look at the relationship between income, employment, health, education and skills, housing, crime and the living environment. Despite being located in the South East which is considered an affluent region, Thanet ranks 65 out of 354 based on the indices of multiple deprivation 2007 with 1 being the most deprived and 354 being the least deprived</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">How does the Selective Licensing Scheme affect my home in Margate?</a></li> <li>• Proposal <a href="#">4. The Proposal</a></li> </ul>

		<p>selective licensing.</p> <p>The KCC funding will only support the additional officers for 2 years; however the fees received through selective licensing will be ring fenced to the Housing Regeneration Team to be used to extend the contracts of some or all of these officers for the life of the licensing scheme.</p> <ul style="list-style-type: none"><li>•</li></ul>	<p>(Office of National Statistics 2007). The office of national statistics also provides information on individual super output areas within the district and the areas covered by Margate Central and Cliftonville West wards are in the bottom 3% of the most deprived areas nationally and are the two most deprived wards in the South East of England (IMD).</p>	
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<p><b>Woking Council</b></p>	<p><b>Requesting Selective Licensing</b></p> <p>Within the Town Centre, Maybury and Sheerwater and Knaphill Wards</p>	<p>If a scheme is adopted it is proposed that it is self funded through licensing fees, in much the same way as the on street parking regime is funded, charged to landlords, however it is recognised that the investment in setting up the scheme would need to come out of the existing staffing budget.</p> <p>Officer time is the greatest resource impact in setting up a scheme of this nature and where it has been adopted elsewhere (for example Newham, Oxford and Croydon) there has been substantial deployment of resources in order to collate the required information.</p> <p>It is proposed that this process would require approximately 3 FTE in order to carry out the necessary research and survey work in order to adopt a scheme.</p> <p>The work required to determine if a scheme is appropriate and to implement the scheme would have an initial cost to the Council. It is envisaged that this would be in the region of £150,000, predominantly made up of staff resources, but that this would</p>	<ul style="list-style-type: none"> <li>• Report proposes that Officers carry out the necessary survey work to quantify the scale of the issue in the private rented sector, define the licensing scheme conditions and consult with potentially affected persons prior to bringing a scheme back to Council for adoption.</li> <li>• It is likely that this process will take about nine months to a year depending on the level of engagement through the consultation.</li> </ul> <p>The work the Council is doing on houses in multiple occupation and the number of complaints about private rented conditions received indicates that there is an issue within the Town Centre, Maybury and Sheerwater and Knaphill Wards with regards to the private rented sector. This issue is further highlighted through the electoral canvass work which has emphasised areas of high rented occupation and poor conditions through over occupation. However further survey work needs to be done in order to collate all the information needed to successfully introduce a scheme.</p>	<ul style="list-style-type: none"> <li>• Report - March 2014 - Requesting authorisation to consult on Selective Licensing.</li> <li>• Plan to take about 9 - 12 months to consult .</li> <li>• <a href="#">item 7 private rented sector woking - Google Search</a></li> </ul>
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		be covered from savings within the existing approved staffing budgets.		
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\* First council in England and Wales to introduce compulsory Selective Licensing for all private rented properties.





# Appendix 2

## **HMO concentration Mapping - five Lewes Road wards including:**

- Mapping all National and Additional HMOs currently subject to licensing (application received, draft licence or full licence issued);
- Revenue & Benefits data relating to occupancy of 3 or 3+ persons:

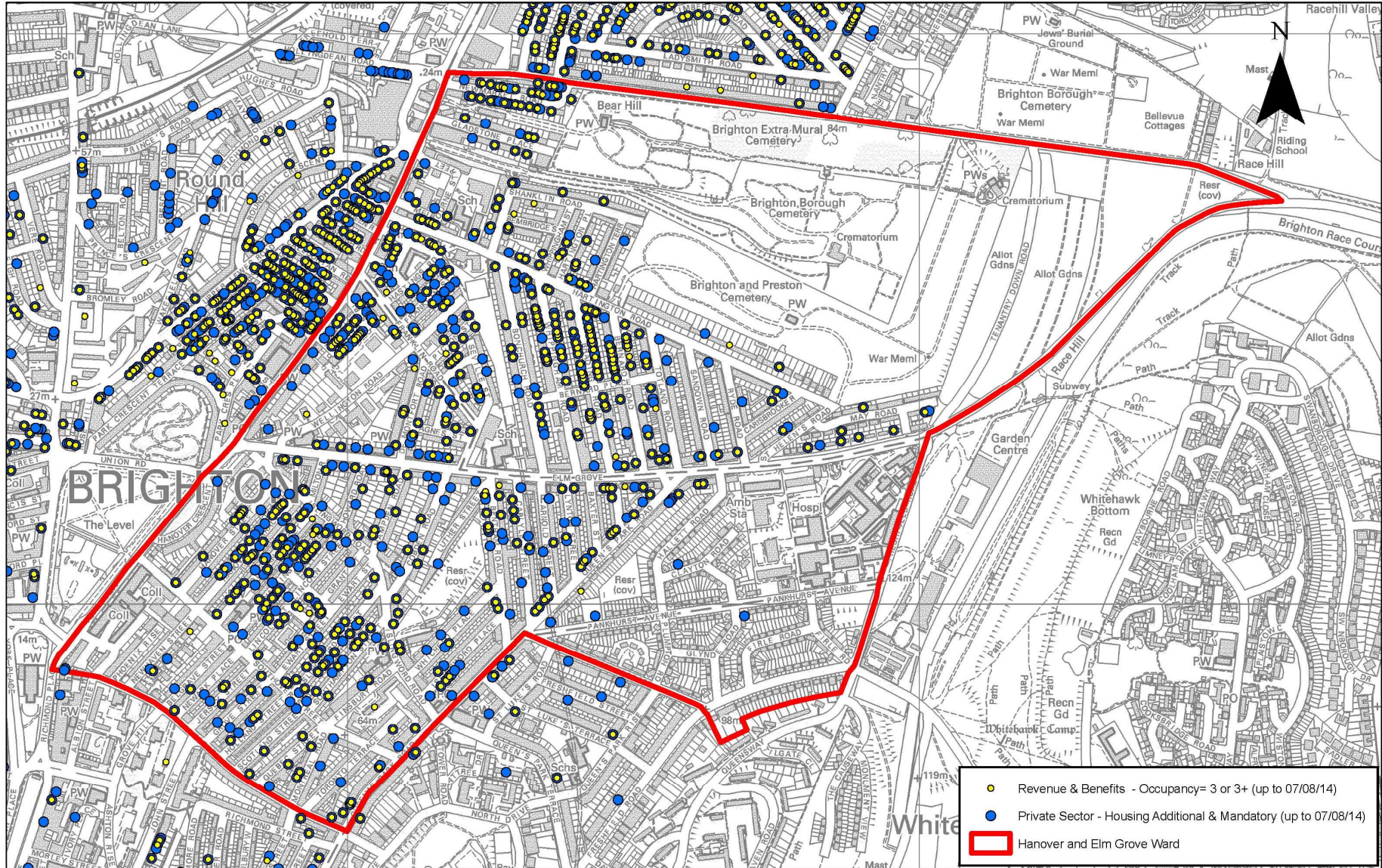
1. Hanover & Elm Grove Ward
2. Hollingdean & Stanmer Ward
3. Moulsecoomb & Bevendean Ward
4. Queens Park Ward
5. St Peter's & North Laine Ward

August 2014

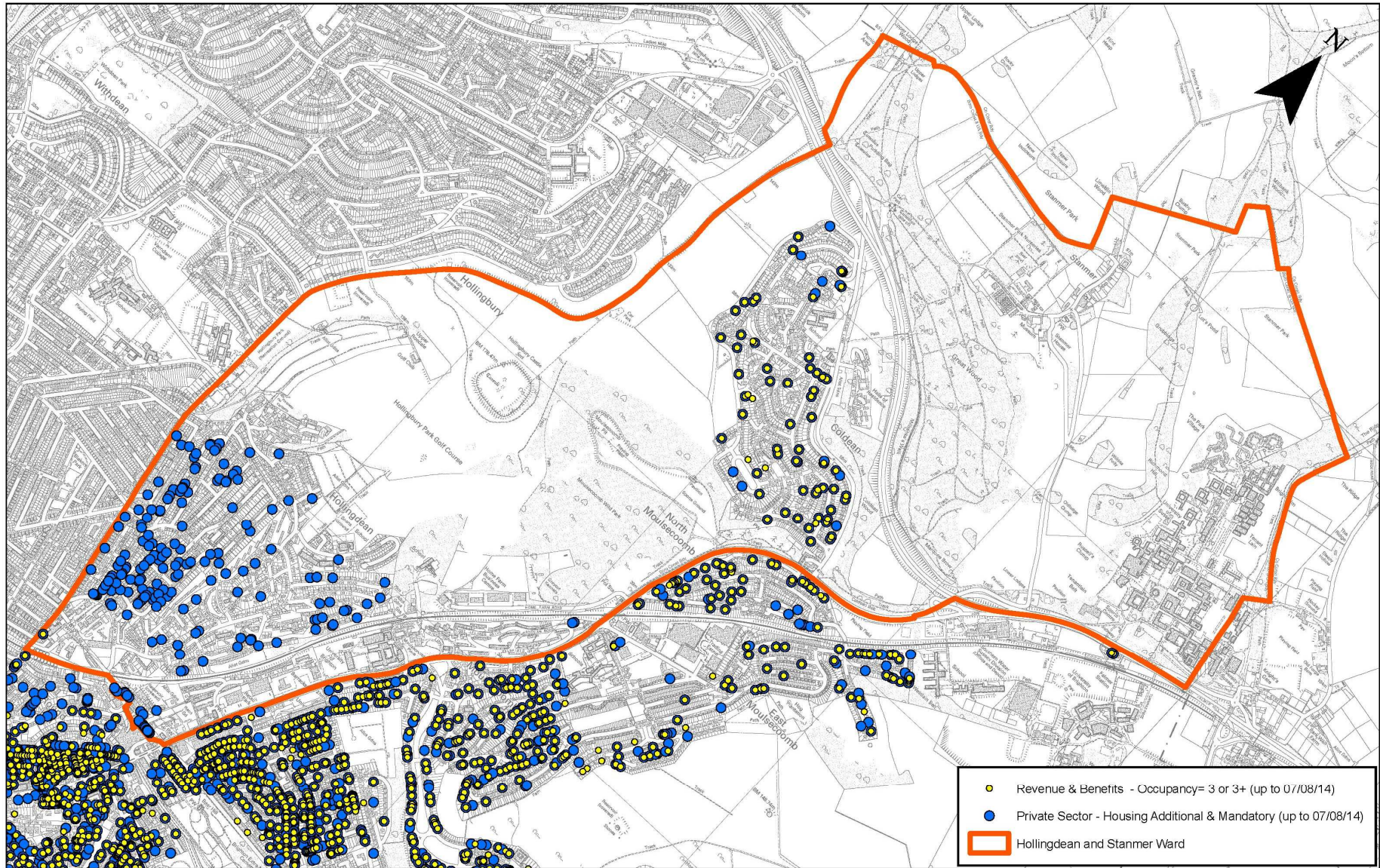


**Brighton & Hove  
City Council**

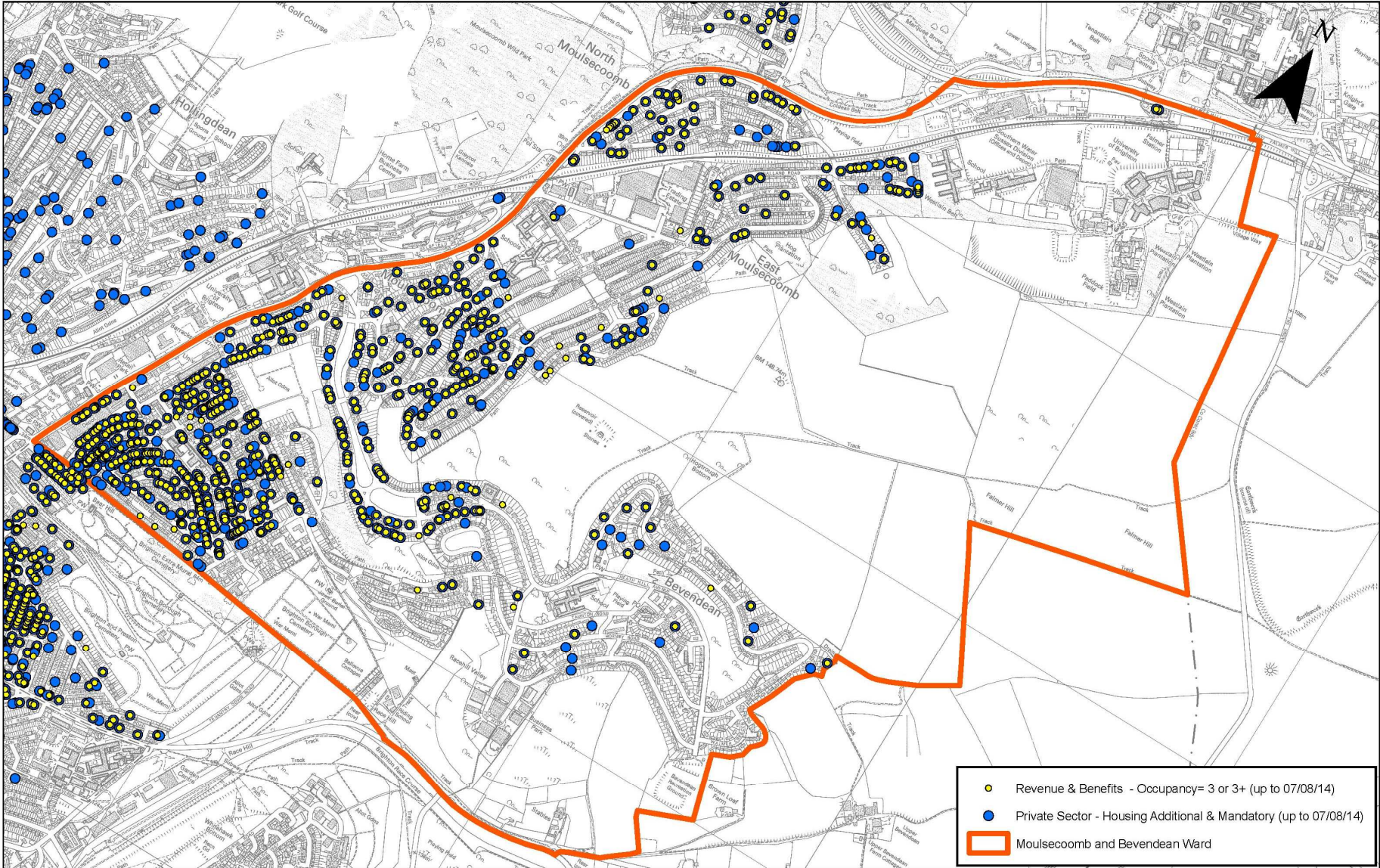
# Hanover & Elm Grove Ward



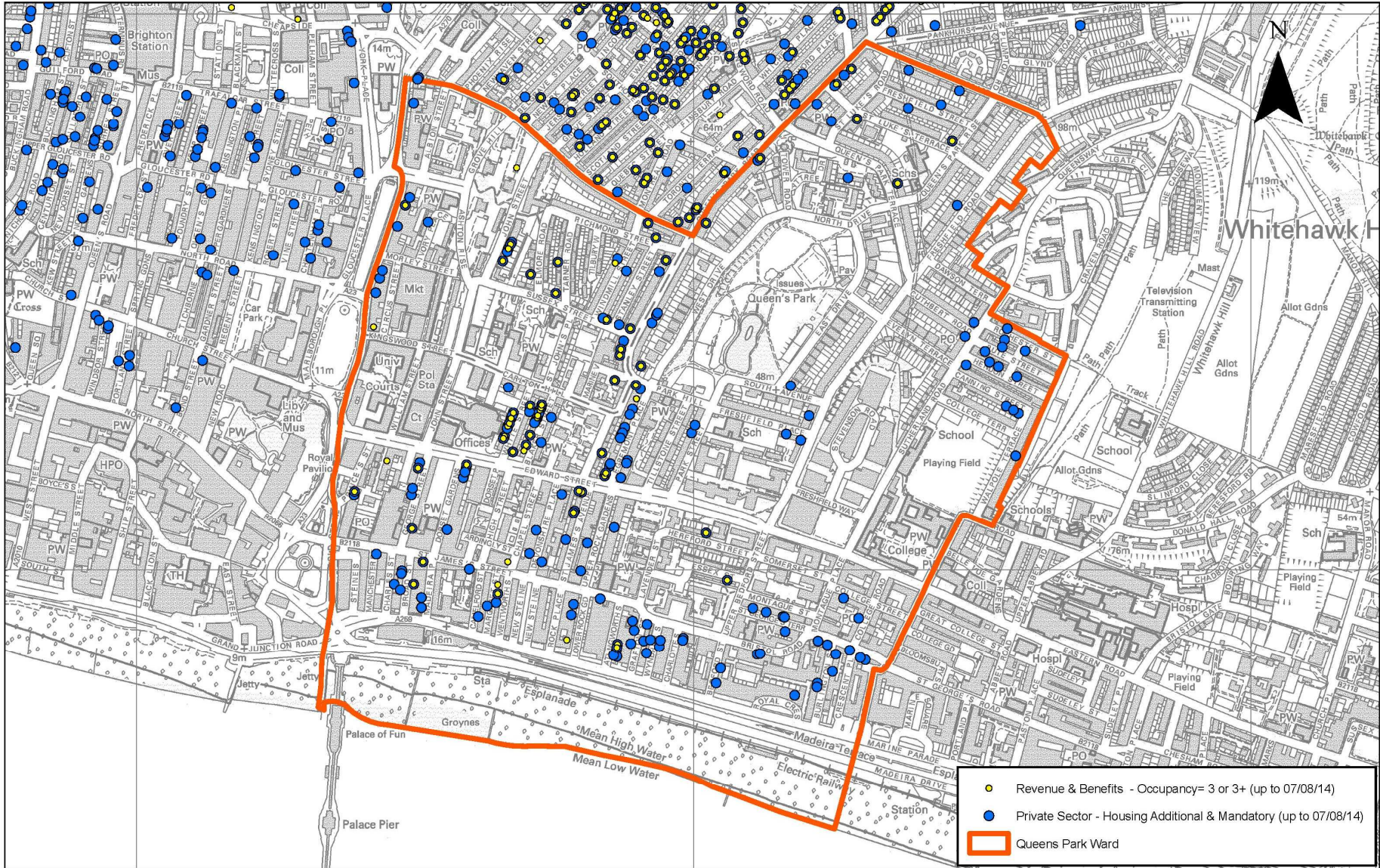
# Hollingdean & Stanmer Ward



# Moulsecoomb & Bevendean Ward



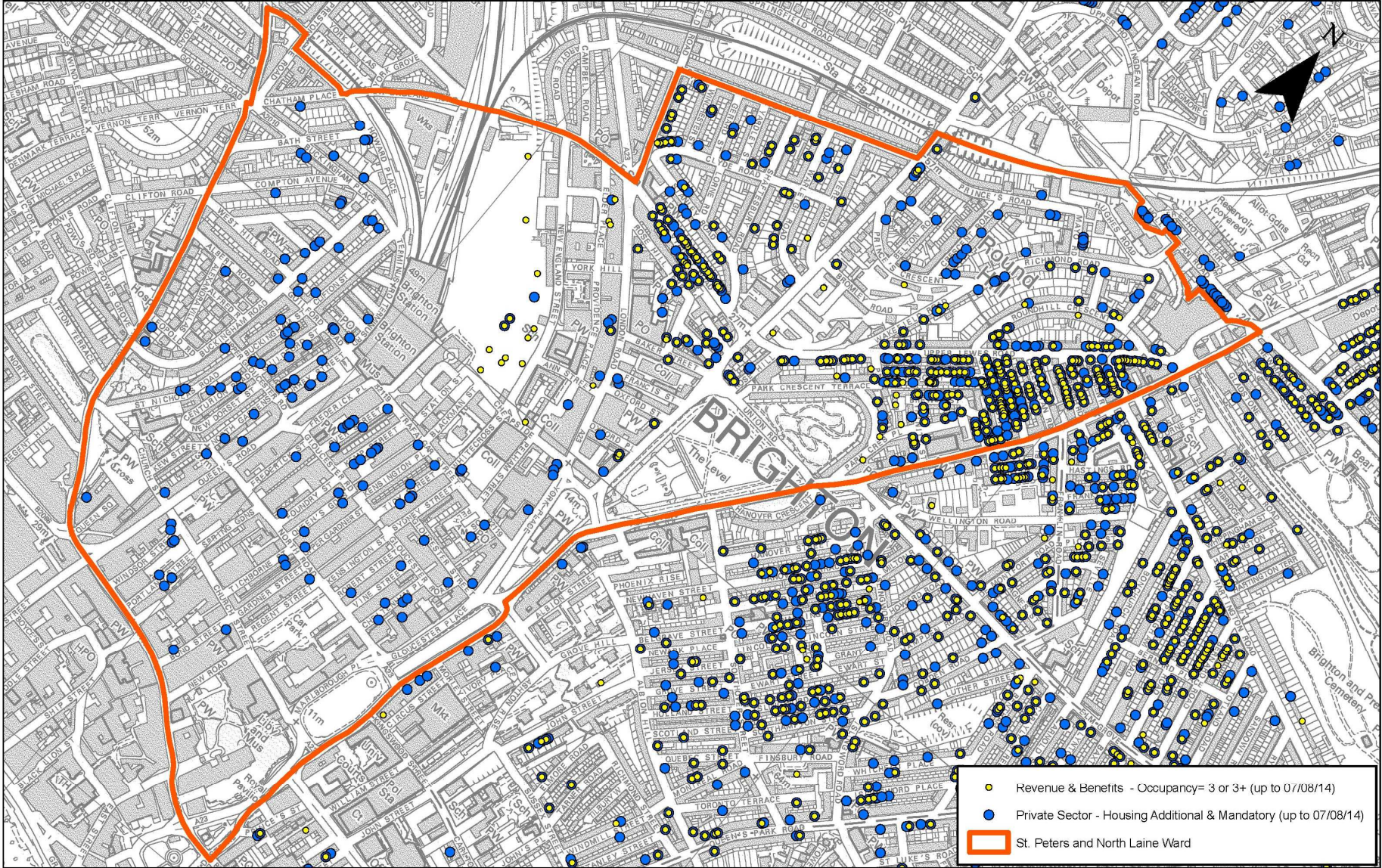
# Queens Park Ward



- Revenue & Benefits - Occupancy= 3 or 3+ (up to 07/08/14)
- Private Sector - Housing Additional & Mandatory (up to 07/08/14)
- Queens Park Ward

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# St Peter's & North Laine Ward



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Scale: 1:6,000

# Appendix 3

## Additional Licensing for Houses in Multiple Occupation

Safe, well managed private rented  
homes for all our residents

August 2014



**Table 1: Comparison of households living in accommodation rented through private landlords or letting agencies – relates to report para. 3.2.**

<b>Households living in the private rented sector in homes rented via private landlords or letting agencies</b>		
<b>Area</b>	<b>Number</b>	<b>%</b>
Brighton & Hove	34,081	28%
England	3,401,675	15%
London	775,591	24%
South East	521,479	15%

Source: 2011 Census Table DC4101EW

**Table 2: Number of households living in accommodation rented through private landlords or letting agencies relates to report para. 3.4.**

<b>Households living in the private rented sector in homes rented via private landlords or letting agencies</b>		
<b>Ward</b>	<b>Number</b>	<b>%</b>
Regency	3,190	56%
Brunswick & Adelaide	3,261	56%
Central Hove	2,681	50%
St. Peter's & North Laine	3,915	45%
Goldsmid	3,164	40%
Queen's Park	2,735	34%
Hanover & Elm Grove	2,166	33%
Westbourne	1,420	31%
Preston Park	1,987	31%
Moulsecoomb & Bevendean	1,259	21%
Wish	847	21%
Withdean	1,269	20%
Rottingdean Coastal	1,270	20%
East Brighton	1,265	19%
Hollingdean & Stanmer	826	16%
South Portslade	553	14%
Hove Park	563	14%
Hangleton & Knoll	547	9%
Patcham	518	9%
North Portslade	345	8%
Woodingdean	300	8%

Source: 2011 Census Table DC4101EW



**Table 3: Changes in the number of households living in accommodation rented through private landlords or letting agencies – relates to report para. 3.5.**

<b>Households living in the private rented sector in homes rented via private landlords or letting agencies</b>			
<b>Wards</b>	<b>2001</b>	<b>2011</b>	<b>Change</b>
Moulsecoomb & Bevendean	579	1,259	117%
Hangleton & Knoll	257	547	113%
Hollingdean & Stanmer	409	826	102%
North Portslade	176	345	96%
Patcham	281	518	84%
Rottingdean Coastal	706	1,270	80%
Woodingdean	169	300	78%
Wish	518	847	64%
St. Peter's & North Laine	2,535	3,915	54%
Withdean	837	1,269	52%
Goldsmid	2,171	3,164	46%
Hanover & Elm Grove	1,491	2,166	45%
Hove Park	389	563	45%
South Portslade	390	553	42%
Regency	2,283	3,190	40%
Westbourne	1,029	1,420	38%
Central Hove	1,951	2,681	37%
Queen's Park	2,045	2,735	34%
Brunswick & Adelaide	2,553	3,261	28%
Preston Park	1,576	1,987	26%
East Brighton	1,043	1,265	21%

Source: 2011 Census Table DC4101EW and 2001 Census

**Table 4: Number of households living in accommodation rented through private landlords or letting agencies in the London authorities – relates to report para. 3.3.**

<b>Households living in the private rented sector in homes rented via private landlords or letting agencies</b>		
<b>London</b>	<b>Number</b>	<b>%</b>
Westminster	39,732	38%
Kensington and Chelsea	26,676	34%
City of London	1,451	33%
Newham	33,118	33%
Tower Hamlets	31,227	31%
Camden	29,706	30%
Haringey	30,924	30%
Hammersmith and Fulham	24,215	30%
Wandsworth	39,171	30%
Brent	31,784	29%
Lambeth	36,023	28%
Hackney	28,112	28%
Ealing	32,696	26%
Islington	23,954	26%
Waltham Forest	23,919	25%
Barnet	33,175	24%
Merton	18,478	23%
Lewisham	26,665	23%
Hounslow	21,099	22%
Southwark	26,752	22%
Redbridge	21,441	22%
Enfield	25,395	21%
Kingston upon Thames	13,391	21%
Richmond upon Thames	16,410	21%
Harrow	17,165	20%
Croydon	28,762	20%
Greenwich	18,678	18%
Hillingdon	16,691	17%
Barking and Dagenham	11,559	17%
Sutton	11,671	15%
Bromley	16,229	12%
Bexley	9,721	10%
Havering	9,601	10%

Source: 2011 Census Table DC4101EW

<b>Subject:</b>	<b>Housing Adaptations Update Report</b>		
<b>Date of Meeting:</b>	<b>10<sup>th</sup> September 2014</b>		
<b>Report of:</b>	<b>Executive Director Environment, Development &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Martin Reid / Sarah Potter</b>	<b>Tel: 29- 0789</b>
	<b>Email:</b>	<b>Sarah.potter@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Housing Committee (18 June 2014) received an update on council and private sector housing adaptations delivered in 2013/14 and the level of commitments going forward. In particular, Housing Committee agreed that an options paper should come back to a future Housing Committee meeting to outline potential measures to mitigate the pressures identified.
- 1.2 In this report Housing Committee are asked to consider the capital funding pressures this year and going forward in light of the end of the Private Sector Housing capital programme and the options for managing the demand for and expenditure on major housing adaptations where this is forecast to exceed the capital funding available.
- 1.3 The Committee is asked to consider the options set out in the context of the rising demand for adaptations enabling disabled adults and children to live as independently as possible at home for as long as possible and the national evidence that timely housing adaptations can: significantly improve people's quality of life; deliver direct savings in relation to care costs, deferred entry into residential care and preventing unnecessary hospital admissions ( Better Outcomes, lower costs – ODI/University of Bristol ).

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee note housing adaptations capital expenditure commitments in 2014/15 and beyond.
- 2.2 That Housing Committee note the potential options outlined in paragraphs 3.18 to 3.29 in this report to mitigate pressures identified and agree the actions identified in recommendations below subject to report back to a future Housing Committee on progress & outcomes.
- 2.3 Housing Committee recommend that the Health & Wellbeing Board agree that the allocation for the Disabled Facilities Grant will be monitored as part of the governance arrangements for all schemes in the Better Care Fund.
- 2.4 Housing Committee approve consultation with housing associations to encourage tenant rather than landlord applications for Disabled Facilities Grant

and a greater contribution from housing associations toward the overall cost of adaptations to their homes.

- 2.5 Housing Committee approve use of the Adaptations Framework for adaptations in the private housing sector.
- 2.6 Housing Committee approve the consultation with council tenants and key stakeholders on the introduction of an Adaptations Policy for council tenants.

### **3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 Housing Committee 18 June 2014 considered a Housing Adaptations Service update report on the outturn in 2013/14 and commitments in 2014/15 and beyond. Committee agreed that an options paper come back to outline potential options to mitigate the future capital funding pressures identified. Committee noted that without reviewing alternative funding and delivery options it is likely that the capital provision will be fully spent and committed and the service would have to operate a waiting list.
- 3.2 Brighton and Hove has a rising demand for housing adaptations, in particular an increase in over 85's and children with complex needs living at home. Duties arise under the Community Care Act, Chronically Sick and Disabled Persons Act and the Care Act to assess needs and make arrangements for needs to be met.
- 3.3 2013/2014, in the private housing sector (rented and owner occupied) where major housing adaptations are largely funded through the Disabled Facilities Grant (DFG), the Housing Adaptations Service delivered £962,826 in DFG investment, completing 107 grants, the average amount of grant awarded being just under £9,000. The DFG is a mandatory grant. The maximum amount available under DFG (excluding any additional Council assistance) is £30,000.
- 3.4 Last year in council homes, where the Housing Revenue Account (HRA) funds adaptations, Housing invested £1,194,849, completing 793 minor adaptations and 329 major adaptations (those costing over £1,000). The average cost of a major adaptation was £3,156.

#### **Adaptations Panel**

- 3.5 Over and above the average cost of a major adaptation, identified in paragraphs 3.3 & 3.4 above, a significant number of more complex major adaptations cost more than this average. All applications for housing adaptations over £15,000 are scrutinised by an internal multi disciplinary panel to ensure proposed works are necessary and appropriate, reasonable and practicable at an early stage and other housing options considered where appropriate.
- 3.6 The table below illustrates Adaptations Panel cases considered over last 6 months (those cases assessed to be over £15,000). This includes estimated costs of works.

The Panel offers guidance on clinical reasoning and whether proposed adaptations works are necessary and appropriate and / or reasonable and practicable, in anticipation of an application for financial assistance being

submitted. Not all of these cases have received in principle approval as some go above the £30,000 DFG limit. We are currently unable to fund these from Housing capital budgets. We will routinely consider alternative Housing Options and / or assistance to move (under our Private Sector Housing Renewal policy where funds are available) where cases are above the DFG limit or don't offer value for money for the Housing Revenue Account to fund (in case of Council homes).

#### Adaptations Panel cases.

Panel Date	Adult/Child	Tenure	Works	Estimated Cost
5 Mar	Child	Housing Association	Bathing & hoist	£25,000
5 Mar	Child	Owner Occupier	Access, kitchen, bathing & equipment	£29,000
5 Mar	Adult	Owner Occupier	Through floor lift, bathroom & internal access	£30,000
2 April	Child	Owner Occupier	Through floor lift & bathroom works	£35,000
2 April	Child	Owner Occupier	Ground floor bed/bath & extension	£45,000
2 April	Child	Housing Association	Access, internal works, bathing & equipment	£88,000
7 May	Adult	Local Authority	Bathing & thorough floor lift	£17,500
7 May	Adult	Owner Occupier	Access	£19,000
7 May	Adult	Housing Association	Various	£22,500
7 May	Adult	Housing Association	Access & bathroom	£35,000
7 May	Child	Housing Association	Extension, bathroom & equipment	£35,000
7 May	Child	Owner Occupier	Access & bathroom	£22,000
4 June	Adult	Owner Occupier	Access, stair-lift & bathroom	£20,000
4 June	Child	Owner Occupier	Access, bathing & equipment	£91,000
4 June	Adult	Local Authority	Access to garden & bathroom	£15,000
6 Aug	Adult	Housing Association	Kitchen, bathroom & stair-lift	£17,000
6 Aug	Adult	Local Authority	Bathroom & internal access	£21,000
6 Aug	Adult x 2	Owner Occupier	Extension & equipment	£37,000

## Pro-active Housing Options approach

- 3.7 The Housing Adaptations Service works pro-actively to support households to make informed choices about their housing options as a potential alternative to expensive and disruptive adaptations to their existing home. The Service works with Home-move to support people through the housing application and lettings process and dedicates Occupational Therapy hours to accompany disabled applicants to view offers of council and housing association properties, advising on the suitability of the property.
- 3.8 The Housing Adaptations Service works to pro-actively manage the demand for major adaptations through its joint commissioning of the Home Improvement Agency housing advice and support service, work on new affordable lifetime and wheelchair accessible homes and the accessible housing register as well as making best use of capital programmes to improve and refurbish council homes.
- 3.9 The current demand on Home-move for fully wheelchair adapted homes (which is the Mobility 1 category) is as follows: 1 bed - 39 applicants; 2 beds – 19 applicants; 3 beds – 9 applicants; 4+ beds – 6 applicants.
- 3.10 The Housing Adaptations Service has strong links with the Housing Development Team in the commissioning of new affordable accessible housing and with Registered Providers and private developers at pre-planning design stages and on the letting of new wheelchair accessible housing both for rent and part buy part rent. The Service is also working with City Regeneration on the New Homes for Neighbourhoods initiative, providing guidance on inclusive design principles to help maximise the amount of accessible and fully wheelchair adapted homes planned under our estates regeneration programme.
- 3.11 Our Affordable Housing Brief states that ‘All residential units must be built to 100% Lifetime Homes Standard. At least 10% of the affordable homes must be built to the council’s wheelchair accessible standard as set out in Planning Advice Note – Lifetime Homes and Accessible Housing (PAN03)’. The table below demonstrates our current commissioning of new build wheelchair adapted housing under the present Affordable Housing Development Programme.

### 2011-15 Programme by tenure only

	Total affordable units	Rent	Shared Ownership	Wheel chair
2011-12 Total	58	46	12	13 (22%)
2012-13 Total	46	16	30	4 (9%)
2013-14 Total	164	104	60	16 (10%)
2014-15 Total	359	137	222	34 (9%)
ALL	627	303	324	67 (11%)

### Investment in Housing Adaptations - capital Funding out-turn & issues

- 3.12 The ‘Better outcomes, lower costs’ ( ODI/ University of Bristol 2007) report and Audit Commission (2009) ‘Building Better lives – getting the best from strategic

housing' provide the evidence that investment in housing adaptations bring significant savings to Health and Social Care budgets - reducing residential care, hospital admissions and delayed discharges. The Audit Commission (2009) 'Building Better Lives – getting the best from strategic housing' found that spending between £2,000 and £20,000 on adaptations that enable an elderly person to remain in their own home can save £6,000 per year in care costs.

3.13 In the private housing sector (rented and owner-occupier) major adaptations are largely funded through the Disabled Facilities Grant (DFG). Entitlement to a DFG is mandatory for eligible disabled people, the grant providing financial help for the provision of a wide range of adaptations ranging from stair lifts, level access showers and home extensions.

3.14 The allocation from government via the DFG has never been intended to meet 100% of local adaptations expenditure. The table below outlines, the allocation received from the Government via the DFG, the spend on funding adaptations over the last 5 years and the budget for 2014/15.

Allocation received from Government via the DFG	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Total	660,000	664,100	818,860	905,403	727,717	750,516

Spend on funding adaptations	2009/10	2010/11	2011/12	2012/13	2013/14	Budget 2014/15
Disabled Facilities Grants including PSH housing capital top up	1,219,053	1,059,178	1,098,185	1,059,059	962,826	1,000,000
Adult Social Care ( HAOT - Major Adaptation)	0	84,554	33,959	115,522	49,464	68,000
Children's Adaptations	30,762	19,622	29,400	2,978	4,997	80,200
HRA Adaptations	800,764	773,545	876,427	1,336,169	1,194,849	1,150,000
Total spend	2,050,579	1,936,899	2,037,971	2,513,728	2,212,136	2,298,200

3.15 In 2014/15 the government DFG allocation is £0.751m. There is a residual sum of private sector housing renewal money carried forward this year of which £0.111m is allocated for DFG top up, and some grant (£0.138m) carried forward against existing commitments providing a total DFG budget of £1m.

3.16 At this point in the financial year (mid Q2) the DFG spend stands at £0.413m, and commitments i.e. grants approved at £1.073m, in total £1.486m. Not all grants approved complete in the same year. The spend to date, 41% of the budget for the year, reflects significant service improvements, quicker OT assessment times, improved grant administration, and the rising demand and eligibility for the mandatory grant.

3.17 In the past Private Sector Housing Renewal Assistance (PSHRA) has provided significant top up to the DFG budget. In addition to DFG, Disabled Facilities Assistance of up to £50,000 was available under our PSHRA policy to applicants who met the eligibility criteria for DFG and who required additional funding in

order to pay for the adaptations or move to another property more suited to adaptation (or already adapted) for the benefit of the disabled person (subject to test of resources and other criteria). There is no private sector housing capital programme going forward and as a result there are potential capital pressures on Adult Social Care and Children's Services related to the discharge of Community Care Act duties to meet the needs of disabled adults and children and their carers.

### **Options to mitigate the future capital funding pressures identified**

- 3.18 Options to mitigate the future capital funding pressures identified and review of funding and delivery options are set out below.

#### **Recycled Private Sector Housing Renewal funding.**

- 3.19 Financial figures show that from 2009/10 to 2013/14, £0.666m in Renewal Assistance has been returned to the city council with 2013/14 showing the highest return with a total of £0.284m repaid. This is not currently recycled back into private sector housing capital programmes. This repayment activity is likely to increase in future given the high level of renewal assistance funding achieved under the successful BEST bids to Regional Housing Board. Critically this capital recycled into private sector housing could provide a capital programme to continue to top up the DFG allocation.

#### **Better Care Fund**

- 3.20 The Government has announced in a joint letter from the Dept. of Health and Dept. for Communities and Local Government the Better Care funding for DFG in 2015/16 is an indicative amount of £0.911m. The Health & Wellbeing Board (HWB) is established as a Committee of the Council pursuant to Section 194 of the Health and Social Care Act 2012 and the Local Authority (Public Health, Health and Wellbeing Board and Health Scrutiny) Regulations 2013. The Board is responsible for the administration of the Better Care Fund. Health and Clinical Commissioning Group (CCG) will determine the future funding allocation through the Better Care Fund linked to better Health outcomes and looking at the evidence of the cost benefit of timely adaptations in reducing costs and preventing hospital admissions. Housing Committee members may wish to seek assurances that the Health & Wellbeing Board continue to prioritise the allocation for Disabled Facilities Grant via the Better Care Fund arrangements in 2015/16 and beyond. Housing Committee could therefore recommend to the Board that it agrees that the allocation for the Disabled Facilities Grant will be monitored as part of the governance arrangements for all schemes in the Better Care Fund (recommendation 2.3 above).

#### **Housing Association applications**

- 3.21 Under the DFG process, we have previously accepted housing associations (HA) landlord applications on behalf of their tenants. These applications are not subject to a means test and we currently fund adaptations in HA homes up to the grant limit £30,000. The rationale for this approach was that it simplified the application process and increases the amount of adapted social housing available to those on the Council's housing register.
- 3.22 In 2013/14 we approved 53 HA landlord applications of which 90% of those HA tenants were in receipt of a pass-porting benefit and entitled to a full grant in their



own right. Accepting only HA tenants' applications rather than landlord applications would ensure the DFG was always issued subject to a means test and spent on those in greatest need of assistance.

- 3.23 In addition, approaching HAs to contribute either a percentage of the total cost of work or to fund certain types of adaptation would reduce the overall spend and align with potential HA duties under s36 of Equality Act.

Information on the approach of neighbouring authorities toward housing association tenant applications and contributions is in the table below

Authority	Allow Landlord app for HAs	HA Contribution?
<b>Arun DC</b>	No	LA always ask if no agreement in place.
<b>Adur DC</b>	No	If possible. By arrangement with individual HAs, case by case
<b>Lewes DC</b>		Some HAs pay fees, including contributions of up to 40-50%. Some large HAs will fund all works.
<b>Worthing BC</b>	No	If possible. By arrangement with individual HAs, case by case
<b>Horsham DC</b>	No	No current agreements in place but always ask.
<b>Mid Sussex DC</b>		From policy: "...normally expect larger Registered Social Landlords to adapt properties owned by them and will continue to encourage them to provide adequate resources."
<b>Wealden DC</b>	No	Varies. Some HAs pay up to 50%. LA always ask if not agreement in place. Some HAs pay HIA fees
<b>Eastbourne BC</b>	No	Individual arrangements with all HAs in area with majority contributing 50%. Some pay HIA fees
<b>Rother DC</b>	No	Very few contribute.
<b>Hastings BC</b>	Yes	Occasional contributions from HAs but not as a matter of course.: "Tenants of Registered Providers (RP's) are eligible to apply for mandatory DFGs, but in these situations, we will firstly investigate the RP's ability to carry out the necessary work, or other options, such as transfer to more appropriate accommodation for the disabled person."
<b>Chichester DC</b>	No	Individual arrangements with HAs with contributions up to 40% of total cost. Have SLA with all HAs

### **Review use of Council Housing Adaptations Framework Agreement**

- 3.24 In terms of delivery options, using the Council's Adaptations Framework Agreement of specialist contractors for adaptations in the private housing sector could significantly reduce the average cost of works and speed up the process. Currently the local Home Improvement Agency (HIA) provide casework and technical support for grant applicants including the preparation of technical drawings and a schedule for tendering the works, the DFG application requires 2 competitive quotes for most adaptations. The tender process for each grant application adds 3 – 5 weeks to the application process. The council's Adaptations Framework agreement, let October 2013, included in its scope the work to the value of up to £850,000 per annum for major adaptations in council

homes and in addition DFG spend up to the value of up to £650,000 per annum over the three years. To date the HIA has not made use of the DFG element of this. Using the Adaptations Framework could reduce the average amount of grant awarded.

#### **Council (HRA Adaptations)**

- 3.25 Although the DFG framework and mandatory aspect applies across all tenures the main DFG budget cannot be used for the funding of adaptations to council properties, the HRA contributes to these adaptations.
- 3.26 The HRA adaptations budget for 2014/15 remains at £1,150,000. Capital pressures on this budget also need to be flagged given rising demand. In 2013/14 Housing invested £1,194,849 completing 1,122 adaptations including 329 major adaptations – an over-spend of £44,849 absorbed by under spends elsewhere within the HRA capital programme.
- 3.27 In 2013/14 the average cost of a major adaptation in the council sector £3,156 compared to just under £9,000 in the private sector. The reasons for the lower cost include the procurement of the Adaptations Framework (Oct 2013) with a competitive schedule of rates and economies of scale, no professional fees as the work is managed by the Home Improvement Officers in the Housing Adaptations team, and some of the most complex adaptations requiring property extensions addressed through the joint work with Housing's Extensions Programme.
- 3.28 Managing the demand for and spend on adaptations in council homes will in part be managed through supporting council tenants to move to more suitable accommodation through commissioning the development of more new build wheelchair adapted homes and best use of existing housing resources through Homemove and the Accessible Housing Register as an alternative to costly and disruptive adaptations.
- 3.29 An Adaptations Policy, particularly for council tenants would also help clarify the type of work that the Adaptations Service can provide and requirement to ensure that the works are necessary and appropriate, reasonable and practicable. In order to take this forward we would propose to bring forward proposals for an Adaptations Policy for Council homes on which we would propose to consult with tenant groups.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 In Brighton & Hove the provision of equipment such as stair-lifts, ceiling track hoists, is funded through the DFG route. When the DFG budget is under pressure to meet all types of work that the mandatory grant can cover looking at funding the provision of equipment through Health and Social Care would reduce the pressure on DFG. This would however shift the capital pressures to Health and Social Care budgets.
- 4.2 In Brighton & Hove the DFG is issued to include the cost of providing extended 5 year warranties on equipment i.e. any electrical equipment typically stair-lifts, hoists, automatic doors. All adaptations are covered by a 1 year warranty. The cost of extended warranties varies typically ranging from £400 for a stair lift up to

£1,800 for a specialist height adjustable bath. Where the equipment is provided for private use within the home and the disabled person's own equipment it is their responsibility to ensure it is properly maintained and safe to use. Not funding the provision of the extended warranty under the DFG could reduce the overall DFG spend. The risk is this would result in a worse service and costs for the disabled person and potentially a pressure on Health and Social Care budgets to fund in cases of hardship.

- 4.3 Currently the Home Improvement Agency (HIA) contract, let Feb 2014 to April 2015, is commissioned with the Agency's fees for casework only support, 10% of the total cost of works excluding warranties, and casework and technical support at 15%. Reasonable fees are payable under the DFG and included in the grant application. Reducing the fees paid in the future HIA tender (post April 2015) could reduce the overall DFG spend. This is an opportunity as and when the service is re-tendered and subject to the contract pricing being sufficiently attractive to potential service providers.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 No community engagement or consultation has been carried out at this stage. It is planned to engage with Housing Associations in the City on the issue of the contribution to the cost of adaptations in HA homes and the move to tenants applications should Committee approve these recommendations. A full consultation would take place on the introduction of an Adaptations Policy for council tenants if approved.

## **6. CONCLUSION**

- 6.1 Committee is asked to approve the measures set out above to maximise the funding available for the investment in housing adaptations, to make best use of the Adaptations Framework for private sector adaptations and to produce and consult on an adaptations policy for council tenants.
- 6.2 Committee noted that without reviewing alternative funding and delivery options it is likely that the capital provision will be fully spent and committed and the service would have to operate a waiting list.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 HRA Adaptations - As mentioned in the body of the report, the HRA capital budget for adaptations is £1.150 million for 2014/15. Given the overspend of £44,849 last year, this is likely to come under pressure again for 2014/15, although so far indications are that this can be managed as part of the overall capital programme for the HRA. Any actions that can help prioritise where spend should be, such as the adaptations policy will assist in keeping costs down and achieving value for money. The costs of writing the policy will be met within current resources.

- 7.2 The Housing General Fund adaptations budget for 2014/15 is £1.068m and is funded by re-profiled budgets (£0.206m), grant funding (£0.751m) and a contribution from the renovation capital budget (£0.111m). Commitments against the Disabled Facilities Grant, as mention in 3.16 of the report, already exceeds the 2014/15 budget by £0.5m and a review of the profiling/funding is required to understand the financial impact on 2014/15 and future years.
- 7.3 Reimbursements of monies to the council through the Renewal Assistance Scheme have in previous financial years contributed to the corporate capital programme and are no longer available. Any changes in the use of these monies for future years will need to be taken into account through the corporate capital budget setting process.
- 7.4 The Disabled Facilities Grant (DFG) will form part of the Better Care Funding with effect from 01<sup>st</sup> April 2015, as detailed in the General Fund Budget Report, 13<sup>th</sup> February 2014. Indicative allocations for the Better Care Fund include £0.911m for the DFG. The DFG has been included in the Fund so that the provision of adaptations can be incorporated in the strategic consideration and planning of investment to improve outcomes for service users. However, the statutory duty on local housing authorities to provide DFG to those who qualify will remain and it is anticipated that this funding will be used to meet this statutory duty. Funding allocations will be confirmed as part of the 2015/16 budget setting process.

*Finance Officer Consulted: Susie Allen/Neil Smith*

*Date: 29/08/14*

Legal Implications:

- 7.5 The Housing Grants, Construction and Regeneration Act 1996 makes provision for Disabled Facilities Grants. Approval of such grants is mandatory where the proposed work is necessary and appropriate to meet the disabled person's needs, and the work is reasonable and practicable. The grant is means tested, although the means test does not apply where the disabled person is under 19.

*Lawyer Consulted:*

*Name Liz Woodley*

*Date: 26/08/14*

Equalities Implications:

- 7.6 An Equality Impact Assessment is planned to assess the impact of any changes to the current housing adaptations service, funding and delivery options, as a result of the recommendations in this report.

Sustainability Implications:

- 7.7 The delivery of major housing adaptations enabling people to live as independently as possible for as long as possible is an investment in the existing housing stock, in particular increasing the supply of accessible council housing for its life long use. Adapted and accessible council and housing association homes for rent are advertised and re-let through the council's Homemove scheme to those on the council's housing register with a matching need. The Accessible Housing Register ensures accessible properties are let to those with a matching need. In addition the housing options approach as an alternative to

costly and disruptive adaptations in public & private sector homes where it is appropriate ensures we adapt only where it is reasonable and practicable to do so.

- 7.8 Using the council's Adaptations Framework for DFG funded work up to £650,000 per annum over the remaining term of the Agreement would ensure private sector housing adaptations carried out by contractors who scored highly on sustainability including energy use, recycling, procurement of sustainable products and accreditations such as ISO 14001. In addition the Framework Agreement requires use of sustainable timber in line with FLEGT, the standard for all relevant BHCC contracts.

Any Other Significant Implications:

- 7.9 These are included in the body of the report where possible.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. None

### **Documents in Members' Rooms**

1. None

### **Background Documents**

1. 'Better outcomes, lower costs' (ODI/ University of Bristol 2007) report.
2. Audit Commission (2009) 'Building Better lives – getting the best from strategic housing' Better outcomes, lower costs.
3. Improving Access to Adaptations Housing Committee Report (14 January 2010).
4. Housing Adaptations Service update report – Housing Committee (18<sup>th</sup> June 2014).

Crime & Disorder Implications:

- 1.1 None.

Risk and Opportunity Management Implications:

- 1.2 \_A full risk and opportunity statement will accompany any changes to the current housing adaptations service, funding and delivery options. The full options report is the opportunity to explore options and risks. The risk of not approving the recommendation to come back to Housing Committee with this report is that options will not be fully explored and that current demand and spend will need to be closely monitored this year with the risk of having to manage waiting lists in both private and council sectors.

Public Health Implications:

- 1.3 The delivery of housing adaptations contributes to ensuring disabled people can live as independently at home for as long as possible, managing the risk of falls or injury through adaptation of the home facilitating safe access in to and out of the home, and the provision of essential facilities within it for safe bathing and the safe preparation of food.

Corporate / Citywide Implications:

- 1.4 The delivery of housing adaptations positively promotes disability equality enabling disabled people to live as independently as possible for as long as possible in their homes. In line with the Older Peoples Housing Strategy, we know we need to improve the supply of housing that can be adapted to meet changing needs, and in line with the roll out of more personalised support, and Adult Social Care commissioning continue to focus on people maintaining their independence for as long as possible, we know the importance of timely adapts in enabling this.

# HOUSING COMMITTEE

## Agenda Item 22

Brighton & Hove City Council

**Subject:** Housing Management Performance Report  
Quarter 4 and end of year 2013/14

**Date of Meeting:** 10<sup>th</sup> September 2014

**Report of:** Executive Director – Environment, Development & Housing

**Contact Officer:** Name: Ododo Dafé Tel: (01273) 293201  
Email: ododo.dafe@brighton-hove.gov.uk

### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management performance report covers Quarter 4 of the financial year 2013/14, alongside end year results. Benchmarking figures for the year are provided separately as Appendix 1.







### 2. RECOMMENDATIONS:

- 2.1 That the Housing Committee notes and comments on the report, which went to Area Panels in July 2014.



















### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. For this end of year report, explanations have been provided for indicators which are red or amber.

#### 3.2 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

## 4.0 Rent collection and current arrears

Performance Indicator		Year end 2012/13	Year end 2013/14	Target 2013/14	Status against target	Trend since last year
1	Rent collected as proportion of rent due each year	98.66% (£47,559,925 of £48,203,891)	98.31% (£49,816,314 of £50,671,674)	98.66%		
2	Tenants with more than seven weeks rent arrears	2.63% (310 of 11,771)	3.57% (415 of 11,619)	2.85%		
3	% in arrears served a Notice of Seeking Possession (NOSP) during the year	25.87% (722 of 2,791)	26.79% (806 of 3,008)	27.02%		
4	Households evicted because of rent arrears	0.08% (10 of 11,771)	0.04% (5 of 11,619)	Less than 0.29%		
5	Rent loss due to empty dwellings	0.76% (£357,781 of £47,183,691)	1.00% (£495,009 of £49,675,286)	1.6%		
6	Former tenant arrears collected	18.10% (£96,216 of £531,636)	34.66% (£165,781 of £478,368)	18%		
7	Rechargeable debt collected	10.80% (£24,561 of £255,226)	12.08% (£30,825 of £255,226)	11%		
8	Percentage collection rate of leaseholders' gross arrears	83% (£1,998,705 of £2,401,856)	78% (£2,448,038 of £3,133,224)	92%		
9	Percentage collection rate of leaseholders' recoverable arrears	92% (£2,211,933 of £2,401,856)	98% (£3,069,680 of £3,133,224)	93%		

### 4.0.1 Percentage of rent collected as proportion of rent due each year

The end year collection rate fell by 0.35% compared to last year, with the result that performance is slightly below target. A demographic analysis of council households in Brighton & Hove suggests that arrears are arising from increased pressure placed on household incomes due to the cost of living generally and the impacts of welfare reform changes introduced from April 2013. As of the end of March 2014:

- Working age households make up 61% of total households but account for 86% of total arrears.
- Working age households that do not receive Housing Benefit account for half of total arrears despite comprising only 23% of households overall.
- 37% of households with children are in arrears, which is a significantly higher proportion than for households without children (20%).
- Households with elderly or disabled occupants are less likely to be in arrears, although only if they are in receipt of housing benefit.

Another factor affecting this trend is the 695 under occupying tenants affected by the reduction in Housing Benefit, whose arrears of £91k make up a small but significant 10% share of overall arrears. However, these arrears have come



down since their peak of £142k in August 2013. Other welfare reforms will have made an impact, including:

- Council tax changes, with approximately 5,000 tenants required to pay a minimum of around £3 per week
- Benefit cap, affecting around 9 tenants
- Changes in benefits to people with disabilities, potentially reducing disabled tenants' household incomes
- Overall benefit uprating capped below the rate of inflation.

We continue to take a proactive approach to supporting our tenants with paying their rent, such as through our contract with the Money Advice and Community Support Service (MACS) who work with households facing financial difficulties to manage their money successfully. Since the start of the contract in September 2012, £670,000 of financial benefit has been pulled in for tenants as a result of benefit maximisation and appeals, grant/fund applications, refunds and debt write offs. The contract continues to perform well, and has been extended up to 31<sup>st</sup> March 2015.











#### **4.0.2 Tenants with more than seven weeks rent arrears**

The average proportion of tenants with seven or more weeks rent arrears (of gross rent) increased by 0.95% to exceed the target of 2.85%. This is for similar reasons to the overall increase in arrears as described in paragraph 4.0.1 – for example, 89% of households with seven weeks rent arrears at the end of March 2014 are of working age, and 56% do not receive Housing Benefit.

#### **4.0.3 Percentage collection rates of leaseholders' gross and recoverable arrears**

The collection rate of gross arrears (78%) fell because more needs to be collected than last year due to a sharp increase in the amount billed for capital works, which has risen from £764k in 2012/13 to £1,291k this year. This has a negative impact on the collection rate because not all arrears can be recovered within the six months between leaseholder billing at the end of September and the end of the financial year – eg because money demanded is being disputed, cases where we have instructed our solicitors to take action, charging orders that have been placed and instalment arrangements that have been agreed. The collection rate of leaseholders' recoverable arrears, which accounts for the circumstances outlined above, has significantly improved since last year to a record high of 98%.

#### 4.0.4 Percentage of rent collected as proportion of rent due each year by area

Area	Q4 2012/13	Q4 2013/14	Target 2013/14	Status against target	Trend since last year
North (includes Sheltered housing)	99.12% (£13,550,150)	98.87% (£14,221,229)	99.12%		
West	98.69% (£9,604,919)	98.57% (£10,106,573)	98.69%		
Central	98.87% (£8,952,438)	98.53% (£9,302,802)	98.87%		
East	98.13% (£15,449,313)	97.54% (£16,185,711)	98.13%		
All areas*	98.66% (£47,559,925*)	98.31% (£49,816,314)	98.66%		

\*Total for 2012/13 includes collection from small number of HRA properties which were then used as Temporary Accommodation.



#### 4.0.5 Percentage of rent collected as proportion of rent due each year by area

Rent collection has reduced across all areas of the city because they have all been impacted by the same pressures outlined above in paragraph 4.0.1. At 97.54%, the collection rate is lowest in the East Brighton area, which has larger than average proportions of groups who are experiencing hardship, such as:

- Working age households (69%, compared to 61% citywide).
- Households with children (33%, compared to 23% citywide).
- Under occupiers who have seen their Housing Benefit reduced (8%, compared to 6% citywide).

4.0.6 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 2.

#### 4.1 Empty home turnaround time

Performance Indicator	Performance for the quarter			Performance for the year			
	Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	Status against target
Average re-let time in calendar days (BV212)	18	18	↔	21	15	19	
Average re-let time in calendar days (no exclusion periods as per BV212)	36	51	↓	32	32	51	

##### 4.1.1 Average re-let time in calendar days – no exclusion periods as per BV212









Of the 145 re-lets during the quarter, 49 were long term empty properties (6 weeks or more), including 7 hard-to-let sheltered properties. The result was heavily skewed by one property in Moulsecoomb which had been untenanted for more than five years, although was not empty for the whole period as it was used to house decanted families whilst extensions were carried out to their homes. We have been successful in reducing the number of general needs and sheltered dwellings which have been unlet for a year or more, from six at end March 2013 to one at end March 2014.






4.1.2 The table below shows the breakdown by bedroom size of the 592 properties that were let during the year.

Bedroom size	Studio	1	2	3	4	5	Total
Number of lets	122	195	178	82	10	5	592
% of lets	20%	33%	30%	14%	2%	1%	100%

4.1.3 A table presenting a summary of long term empty properties is attached as Appendix 3.

## 4.2 Property & Investment

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Emergency repairs completed in time	99.35% (2,579 of 2,596)	99.89% (2,775 of 2,778)	↑	99%	99.57% (8,281 of 8,317)	99.77% (11,261 of 11,287)	
2	Routine repairs completed in time	99.73% (8,648 of 8,671)	99.81% (6,405 of 6,417)	↓	98%	99.78% (33,799 of 33,873)	99.80% (28,276 of 28,332)	
3	Average time to complete routine repairs (calendar days)	9 days	17 days	↓	15 days	9 days	14 days	
4	Percentage of appointments kept by contractor	95.46% (7,379 of 7,730)	97.79% (7,118 of 7,279)	↑	95%	94.56% (27,434 of 29,013)	95.47% (27,579 of 28,889)	
5	Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	97.40% (2,213 of 2,272)	99.46% (369 of 371)	↑	95%	97.03% (7,493 of 7,722)	99.09% (5,525 of 5,576)	
6	Percentage of responsive repairs passing post-inspection	96.65% (1,240 of 1,283)	95.71% (1,119 of 1,152)	↑	95%	95.44% (4,728 of 4,954)	94.89% (4,063 of 4,276)	
7	Percentage of repairs completed right first time	98.63% (12,622 of 12,797)	99.55% (9,154 of 9,195)	↓	97%	98.09% (45,717 of 46,607)	99.42% (39,390 of 39,619)	
8	Cancelled repair jobs	5.21% (633 of 12,143)	2.75% (316 of 11,472)	↑	Under 5%	11.04% (4,875 of 44,165)	3.26% (1,421 of 44,480)	

Performance Indicator		Performance for the quarter			Performance for the year			
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	Status against target
9	Percentage of homes that are decent	95.33% (11,347 of 11,903)	100% (11,827 of 11,827)	↑	100%	95.33% (11,347 of 11,903)	100% (11,827 of 11,827)	
10	Energy efficiency rating of homes (SAP 2009)	62.5	63.6	↑	63.0	62.5	63.6	
11	Percentage of planned works passing post-inspection	100% (253 of 253)	100% (165 of 165)	↔	97%	99.37% (2,221 of 2,235)	99.15% (1,163 of 1,173)	
12	Stock with a gas supply with up-to-date gas certificates	99.97% (10,387 of 10,390)	99.91% (10,284 of 10,293)	↓	100%	99.97% (10,387 of 10,390)	99.91% (10,284 of 10,293)	
13	Percentage of empty properties passing post-inspection	100% (157 of 157)	98.76% (159 of 161)	↓	98%	98.99% (591 of 597)	99.54% (655 of 658)	
14	Lifts – average time taken (hours) to respond	-	1h 32m	↑	-	-	2h 59m	-
15	Lifts – percentage restored to service within 24 hours	-	98.91% (181 of 183)	↑	-	-	96.74% (712 of 736)	-
16	Lifts – average time to restore service when not within 24 hours	-	6 days (12 days, 2 lifts)	↑	-	-	9 days (197 days, 24 lifts)	-

#### **4.2.1 Percentage of responsive repairs passing post-inspection**

Of the 4,276 jobs that were post inspected during the year, 219 failed: 186 required further works to complete the repair, 24 were due to poor quality work, eight were overclaimed (meaning less work was done than was stated on the repair order) and one was deemed to have failed by the supervisor because the expectations of the tenant were not fully met, although the technical requirements were. Performance has improved and is above target for Quarter 4 2013/14, at 95.71%.










#### **4.2.2 Stock with up-to-date gas certificates**

Nine properties did not have safety certificates as of 31st March 2014, although the checks have since been completed. To ensure all checks are carried out, the council will obtain an injunction and force access in cases where tenants repeatedly do not keep appointments, although this is rarely necessary – only 11 forced access appointments took place during the year, and the tenants were written to informing them of the time and date that they would be taking place.

#### **4.2.3 Lifts restored to service within 24 hours of callout**

Two lifts that went out of service during Quarter 4 were not restored to service within 24 hours, these were one lift at Bowring Way (3 days, to replace door gear) and one at Leach Court (9 days, to order and fit a new inverter). There were also lifts out of service due to long term refurbishments at Thornsedale and at Hereford Court, but these are not included in this indicator.

### 4.3 Estates Service

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Cleaning quality inspection pass rate	98% (184 of 188)	99% (193 of 194)	↔	98%	98% (719 of 734)	99% (723 of 729)	
2	Minor repairs quality inspection pass rate	99% (145 of 147)	100% (186 of 186)	↔	99%	99% (657 of 664)	99% (723 of 729)	
3	Cleaning tasks completed	97% (12,337 of 12,694)	99% (13,531 of 13,668)	↑	98%	98% (53,424 of 54,792)	98% (54,602 of 55,766)	
4	Emergency bulk waste removed within 1 working day	100% (3 of 3)	100% (64 of 64)	↔	100%	100% (17 of 17)	99% (276 of 277)	
5	Routine bulk waste removed within 5 working days	97% (829 of 855)	97% (559 of 576)	↑	98%	98% (3,270 of 3,337)	96% (2,517 of 2,622)	
6	Emergency light replacements/repairs completed within 1 working day	100% (270 of 270)	97% (264 of 272)	↓	100%	99% (718 of 725)	98% (706 of 717)	
7	Routine light replacements/repairs completed within 5 working days	74% (200 of 270)	98% (450 of 459)	↔	97%	94% (1,410 of 1,500)	98% (1,474 of 1,499)	
8	Neighbourhood Response Team jobs completed within target times	96% (1,986 of 2,069)	96% (1,276 of 1,329)	↓	96%	97% (8,027 of 8,275)	96% (5,936 of 6,182)	
9	Graffiti removals completed within target times	92% (11 of 12)	100% (5 of 5)	↑	100%	93% (25 of 27)	86% (31 of 36)	

4.3.1 **Emergency and routine removals of bulk waste completed within 1 working day**

Jobs to remove bulk waste represent a large and unpredictable (in terms of timings, locations and type) workload for the team, and all but one of the 278 emergency jobs completed during the year met the target completion date – the job in question was done the following day. Of the 2,622 routine jobs completed during the year, 105 missed the target, but the work was completed and the items cleared did not pose a risk to health and safety – eg because they were in enclosed areas such as bin rooms. Performance against both indicators during Quarter 4 represented an improvement on the year as a whole.

4.3.2 **Emergency maintenance and replacement of lights completed within 1 working day**

Of the 717 jobs completed during the year, 706 were completed within 1 working day. Of those that did not, eight jobs missed the target because tenants were not at home at the time of their appointments, but these were re-arranged. The remaining three were in common ways and were completed within one day in excess of the target date.

4.3.3 **Graffiti removals completed within target times**

Of the 36 graffiti removals carried out by the Estates Service team during the year, 31 were completed within their target times. Although five jobs missed their targets, the graffiti removed was not offensive, and all four jobs to remove offensive graffiti were completed in time.



#### 4.4 Anti-social behaviour (ASB)

Performance Indicator	Q4 2012/13	Q4 2013/14	Year End 2012/13	Year End 2013/14
Cases closed without need for legal action	94% (76 of 81)	97% (115 of 118)	95% (279 of 295)	96% (477 of 495)
Cases closed resulting in legal action	6% (5 of 81)	3% (3 of 118)	5% (16 of 295)	4% (18 of 495)
Cases closed without eviction	99% (80 of 81)	100% (118 of 118)	97% (286 of 295)	98% (486 of 495)
Cases closed resulting in eviction	1% (1 of 81)	0% (0 of 118)	3% (9 of 295)	2% (9 of 495)
Customer satisfaction with cases managed by the ASB Team*	75% (6 of 8)	100% (6 of 6)	82% (23 of 28)	96% (26 of 27)

\*Percentage of victims from complex cases handled by the ASB Team who said they were either 'very satisfied' or 'fairly satisfied' with the way the case was dealt with. Of the 118 ASB cases closed during Quarter 4, 13 were closed by the ASB Team and 105 by the Tenancy Team.

##### 4.4.1 Reports of ASB incidents by type\*






Category	Q4 2013/14	Change since last quarter	Year End 2013/14
Personal (eg verbal abuse, harassment, intimidation)	8% (65)	-18	9% (354)
Nuisance (eg noise, pets and animal nuisance)	16% (139)	-27	18% (698)
Environmental (eg fly-tipping and graffiti)	76% (655)	-164	73% (2,878)
Total	100% (859)	-209	100% (3,930)

\*Amendments have been made during the year to cover a wider range of ASB.

##### 4.4.2 Reports of ASB incidents by ward

A table presenting numbers of ASB incidents for all wards is attached as Appendix 4

## 4.5 Sheltered housing

Performance Indicator		Performance for the quarter			Performance for the year			Status against target
		Q4 2012/13	Q4 2013/14	Trend since last quarter	Target 2013/14	Year end 2012/13	Year end 2013/14	
1	Residents with an up to date support plan (of those requesting one)	98% (844 of 861)	99% (841 of 852)	↑	100%	98% (844 of 861)	99% (841 of 852)	
2	Residents who decline a support plan	3% (25 of 886)	4% (32 of 884)	↓	3% or under	3% (25 of 886)	4% (32 of 884)	
3	New residents with a support plan completed within 21 calendar days	92% (34 of 37)	94% (31 of 33)	↑	100%	95% (76 of 80)	91% (84 of 92)	
4	Call each resident personally (if requested)	100%	100%	↔	100%	100%	100%	
5	Provision of at least one social activity per week (in 21 of our 23 schemes)	100%	100%	↔	100%	100%	100%	

### 4.5.1 Residents with an up to date support plan, and those who decline one

As of the end of March 2014, 841 of 852 residents (99%) requesting a support plan had one, and only 11 plans were yet to be finalised with the resident. Of the 884 total residents, 32 declined a support plan altogether. However, residents are allowed to decline a support plan, as they may feel they do not need help to live independently.

### 4.5.2 New residents with a support plan completed within 21 calendar days

The majority of support plans for new residents were done within 21 days during Quarter 4 (94%) and the year (91%). Support plans can take longer to complete for a number of reasons – eg complexity of the residents' needs, appointments being missed due to staff sickness or resident absence (due to work commitments, hospitalisation or respite care).

## **5. COMMUNITY ENGAGEMENT AND CONSULTATION:**

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service and the report promotes scrutiny by members, residents and the general public. This report was taken to Area Panels in July 2014 and was commented upon and noted. Queries were raised and answered surrounding scaffolding and cancelled repair jobs, and a format change was proposed to make the charts and graphs clearer when printed in black and white, which will be adopted for future reports.

## **6. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 6.1 Changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. Recent income collection indicators show that year on year arrears levels for current tenants have increased by more than 25%, which equates to approximately £184,000, allowing for inflationary increases in rents. This is of growing concern as rents are the main source of income for the HRA and further welfare reform changes are still to follow. The 2014/15 budget for the contribution to bad debt provision is currently just sufficient to meet this level of increased debt. However, any reduction in rent collected has a direct impact on the resources available to spend on the management and maintenance of tenants' properties. Given the current economic climate and the on-going welfare reform changes, the situation is being closely monitored to ensure that any financial implications arising are highlighted in the monthly Targeted Budget Management (TBM) report for the HRA, which is reported quarterly to Policy and Finance Committee.

*Finance Officer Consulted: Monica Brooks Date: 01.07.14*

### Legal Implications:

- 6.2 As this report is for mainly for noting, there are no significant legal implications to draw to the Panel's attention.

*Lawyer Consulted: Liz Woodley Date: 30/06/14*

### Equalities Implications:

- 6.3 Where appropriate, equalities implications are included within the body of the report.

### Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

#### Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

#### Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

#### Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

#### Corporate of Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report (the percentage of homes that are decent and the energy efficiency rating of homes) are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Appendix 1. Housing Management Benchmarking Report 2013/14
2. Appendix 2. Outline of under occupation arrears and related information
3. Appendix 3. Long term empty properties
4. Appendix 4. Reports of ASB incidents by ward

### **Background Documents:**

1. None

## Appendix 1. Housing Management Benchmarking Report 2013/14

This report benchmarks our year end performance for 2013/14 against ten similar housing providers listed. The data is provided by Housemark, an independent organisation used by over 500 social landlords to share best practice. The indicators follow the definitions used by Housemark, so may be different to those presented in the main report.

The benchmarking results are presented in the table below. An explanation of the last four columns is given here:

- Our result – BHCC performance for the year
- Upper quartile – what our performance needs to be to place us in the top 25%
- Top quartile? – indicates whether or not we come in the top 25%
- Our ranking where 1 is the top – where we rank among our peer group members who provide data.

Housemark Performance Indicator		Our result	Upper quartile	Top quartile?	Our ranking
Rent collection and arrears	Current tenant arrears as a percentage of the annual rent debit	1.71%	Under 2.28%		1 of 8
	Percentage of all tenants who have been evicted for rent arrears	0.04%	Under 0.18%		1 of 8
	Former tenant arrears collection rate	19.99%	Over 17.54%		2 of 7
Empty homes	Average re-let time in days (standard re-lets only)	19 days	24 days or under		1 of 8
	Average re-let time of all re-lets (including any time spent in works)	51 days	37 days or under	ƒ	5 of 7
Property and Investment	Percentage of emergency repairs completed within target time	99.77%	Over 99.77%		3 of 9
	Percentage of routine repairs completed within target time	99.80%	Over 99.57%		1 of 9
	Appointments kept as a percentage of appointments made	95.47	Over 99.29	ƒ	6 of 7
	Percentage of repairs completed at the first visit	99.42%	Over 96.51%		1 of 6
	Percentage of dwellings with a valid gas safety certificate	99.91%	100%	ƒ	7 of 9
	Percentage of homes that are non-decent at the end of the period	0%	0%		1 of 5
ASB	Number of live cases per 1,000 properties	13	12 or under	ƒ	3 of 8

## Benchmarking Group

The members of our peer group for benchmarking are:

- Bristol City Council
- Derby Homes (ALMO\*)
- Enfield Homes (ALMO)
- Hounslow Homes (ALMO)
- London Borough of Croydon
- London Borough of Wandsworth
- North Tyneside Council
- Norwich City Council
- Plymouth Community Homes
- Southampton City Council
- Thurrock Borough Council

These organisations are from our benchmark peer group because they are similar in terms of:

- Stock size
- Index of Multiple Deprivation ranking
- Proportion of flats compared to houses
- Percentage of high rise and medium rise flats

Please note that one landlord (Thurrock Borough Council) have not yet provided any year end data to benchmark against, and the others do not provide data for all of the indicators – hence the varying totals in the our ranking column. More detailed breakdowns of these benchmarks are available upon request from [housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk)

\*Arms Length Management Organisation

## Appendix 2. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	End Jan 14	End Feb 14	End Mar 14
1	Number of under occupying households affected by the charge	949	770	727	695
2	Percentage of under occupying households in arrears (numbers)	29% (277)	71% (533)	67% (484)	48% (337)
3	Average arrears per under occupying household	£122	£171	£168	£131
4	Total arrears of under occupying households	£84k	£132k	£122k	£91k
5	Percentage increase in arrears of under occupying households since 1 April 2013 (amount of arrears)	0% (£84k)	58% (£132k)	46% (£122k)	9% (£91k)
6	Percentage increase in arrears of all current tenant arrears since 1 April 2013 (amount of arrears)	0% (£639k)	46% (£935k)	49% (£954k)	35% (£861k)
7	Under occupier arrears as a percentage of all arrears	13%	14%	13%	11%
8	Cumulative number of under occupying households moved via mutual exchange	0	33	34	36
9	Cumulative number of under occupying households moved via a transfer	0	49	51	57

\*Baseline = before the under occupation charge was introduced in April 2013

### Appendix 3. Long term empty properties

<b>General needs and sheltered long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 27/06/14</b>	<b>Ward</b>	<b>Status</b>
61	East Brighton	Ready to let
159	East Brighton	Ready to let
159	East Brighton	Ready to let - sheltered studio flat
285	East Brighton	To be leased to Seaside Homes - batch TBC
522	East Brighton	Undergoing extensive major works, along with adjoining property, prior to letting
124	Hangleton and Knoll	With Mears undergoing major repairs
131	Hangleton and Knoll	With BHCC for refurbishment
138	Hangleton and Knoll	With BHCC for refurbishment
180	Hangleton and Knoll	With BHCC for extension and refurbishment
201	Hangleton and Knoll	Ready to let following refurbishment by BHCC
257	Hangleton and Knoll	With BHCC for extension and refurbishment
47	Hanover and Elm Grove	With Mears undergoing major repairs
47	Hollingdean and Stanmer	Ready to let
89	Hollingdean and Stanmer	Ready to let
166	Hollingdean and Stanmer	Ready to let - sheltered studio flat
397	Hollingdean and Stanmer	Ready to let - sheltered studio flat
75	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
264	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
313	Moulsecoomb and Bevendean	With BHCC for extension and refurbishment



<b>General needs and sheltered long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 27/06/14</b>	<b>Ward</b>	<b>Status</b>
152	North Portslade	With BHCC for refurbishment
54	Queens Park	Ready to let - sheltered flat
61	Queens Park	Ready to let
89	Queens Park	Ready to let - sheltered studio flat
117	Queens Park	Ready to let - sheltered studio flat
131	Queens Park	With BHCC for refurbishment
68	Rottingdean Coastal	Ready to let
47	South Portslade	Let - new tenancy due to commence
54	South Portslade	Ready to let - sheltered studio flat
166	South Portslade	With BHCC exploring option to convert property into flats, detailed discussions with planning underway.
82	Wish	Small sheltered flat due for conversion into larger dwelling
131	Wish	Small sheltered flat due for conversion into larger dwelling
152	Wish	Small sheltered flat due for conversion into larger dwelling
103	Woodingdean	Ready to let following major repairs
208	Woodingdean	With Mears for major repairs
<b>Total of 34 dwellings</b>		

<b>Temporary accommodation long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 27/06/14</b>	<b>Ward</b>	<b>Status</b>
1733 to 1986	Central Hove (1 property containing 2 flats)	With BHCC undergoing major refurbishment to merge two small studio dwellings into one flat. Will be available for letting once connected to gas network – likely Aug 2014.
1051 to 2049	Goldsmid (1 property containing 2 flats)	With BHCC undergoing major refurbishment to merge two small studio dwellings into one flat. Will be available for letting once connected to gas network – likely Aug 2014.
1051 to 1051	Westbourne (2 properties containing 2 flats)	Discussions are underway with Pre-Planning team to merge two studio dwellings, which are adjacent, into one flat.
1052	Withdean (4 prefab bungalows and surrounding land)	To be redeveloped, as agreed at Housing Committee in November 2013.
<b>Total of 10 dwellings</b>		

#### Appendix 4. Reports of ASB incidents by ward

Ward	Incidents during Q4 2013/14			Incidents during the year 2013/14		
	Q4 2013/14	...per 1,000 tenancies	Change since last quarter	Year End 2013/14	...per 1,000 tenancies	Number of tenancies*
Brunswick & Adelaide	0	0	0	0	0	4
Central Hove	2	35	-1	12	211	57
East Brighton	218	98	-42	993	447	2,219
Goldsmid	22	67	-6	101	306	330
Hangleton & Knoll	40	33	-22	225	188	1,198
Hanover & Elm Grove	58	117	4	187	379	494
Hollingdean & Stanmer	81	64	-13	352	277	1,271
Hove Park	1	111	1	1	111	9
Moulsecoomb & Bevendean	50	32	-55	303	195	1,555
North Portslade	34	83	-17	135	331	408
Patcham	17	32	-5	94	175	538
Preston Park	3	48	-3	26	413	63
Queen's Park	194	114	-44	878	515	1,706
Regency	2	71	-3	11	393	28
Rottingdean Coastal	0	0	0	4	167	24
South Portslade	30	81	8	146	395	370
St. Peter's & North Laine	40	106	7	132	349	378
Westbourne	3	26	-6	25	216	116
Wish	40	116	-24	234	676	346
Withdean	0	0	0	0	0	43
Woodingdean	24	52	12	71	154	461
<b>Total</b>	<b>859</b>	<b>74</b>	<b>-209</b>	<b>3,930</b>	<b>338</b>	<b>11,618</b>

\*General needs and sheltered tenancies as of 31 March 2014



<b>Subject:</b>	<b>Procurement of a contract for gas servicing, maintenance and installations</b>		
<b>Date of Meeting:</b>	<b>10<sup>th</sup> September 2014</b>		
<b>Report of:</b>	<b>Executive Director, Environment, Development and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sharon Davies</b>	<b>Tel: 29-1295</b>
	<b>Email:</b>	<b>sharon.davies@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The Council is required to re-tender a contract to be offered for annual gas servicing and maintenance including full break-down cover, servicing, maintenance, emergency out of hours maintenance and planned system replacements and/or installations. The Council anticipates that procurement of the contract to cover these areas will provide value for money, reliability and service consistency for tenants.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee agrees to:

(1) The procurement of a contract for the annual gas servicing and maintenance including full break-down cover, servicing, maintenance, emergency out of hours maintenance and planned system replacements and/or installations for a five year period, with an option for extension up to a period of two years.

(2) To give delegated authority to the Executive Director of Environment and Housing in consultation with Executive Director of Finance and Resources to a) award the contract following the recommendations of the evaluation panel and the results of the tendering process and b) approve an extension to the contract if required dependent on performance.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The Council is seeking to procure a contract for the for annual gas servicing and maintenance including full break-down cover, servicing, maintenance, emergency out of hours maintenance and planned system replacements and/or installations. The contract will provide the above for the following assets:

- Communal Boiler Systems and associated equipment
- Domestic Boiler Systems and associated equipment

3.2 The current contract began on 1st October 2005 and will terminate on 30<sup>th</sup> September 2015. There are currently two Service Providers delivering the service in Brighton and Hove as follows:

- Mears Group – North and East city area
- P H Jones – Central and West city area

3.3 Current spend on the contract is approximately £5,500,000 each year between the two Service Providers.

3.4 Currently Mears service and maintain 5,888 properties and PH Jones service and maintain 4,385. The overall number of properties could increase due to new gas connections or decrease due to the Right to Buy scheme.

3.5 Since the contract began the following numbers of installations have been completed as part of the boiler replacement programme:

No of installs (2005 - 2015)	PH Jones	Mears
Communal Boilers	6	9
Domestic Boilers	2,885	4,300

3.6 The installation replacement programme will continue as part of the new contract. Boilers are expected to have an average 10 year life cycle.

3.7 Tenders will be evaluated on the basis of a 60% price 40% quality split. The gas industry and landlord servicing is regulated and therefore industry standards will be required as a minimum for quality as part of the qualification stage of the tender. Further scored quality areas will focus on how the Service Provider manages, monitors and develops customer service, customer engagement and their relationship with the council.

3.8 Currently there are two contracts in place to deliver these services across the city. Learning from this 10 year arrangement has led the project group to recommend that the new contact will use one service provider to cover the entire stock. This will provide a more consistent service and economies of scale by reducing procurement and management costs. This will also reduce officer resource needed to review accounts, performance and service delivery between two Service Providers. It is therefore expected that service quality will improve as a result of moving to a single Service Provider.

3.9 The procurement of the contract will be run under an Open Procedure. There will be a fair opportunity for local and new suppliers to bid for the contract which supports our commitment to the Local Labour Scheme and One Planet Living policies. The evaluation process will also ensure that providers have the capacity to deliver the service effectively.

### 3.10 Procurement Timetable:

Task	Due Date
Housing Committee meeting	10 September 2014
If approved at Housing Committee...	
Policy & Resources Committee meeting	16 October 2014
If approved at Policy & Resources Committee...	
Leaseholder Notice of Intention	24 October 2014
Publish Prior Information Notice	28 November 2014
Publish Advert/ITT	19 January 2015
ITT due date	05 March 2015
Evaluation commences	06 March 2015
Director approval of award	28 April 2015
Leaseholder Notification of Landlord's proposal	29 April 2015
Consultation Period	30 April 2015
Initial Award and Standstill Letter out	25 June 2015
Final Award Letter out	06 July 2015
Leaseholder Notice for Award of Contract	06 July 2015
Implementation	09 July 2015
Contract Start	01 October 2015

3.11 The contract will be a partnering agreement and will be structured using the TPC 2005 ACA Standard Form of Contract for Term Partnering.

3.12 Following success in the current contract we will be looking to start the contract on an Open Book style of accounting and the Service Provider will be strictly required to provide financial data on a bi-annual basis.

3.13 The current contract has been successfully delivered with both contractors providing a good level of gas compliance. Performance is reviewed monthly and which will continue as part of the new contract.

3.14 The transfer of staff will apply under this contract and the incumbent Service Providers will be expected to adhere to the TUPE regulations. TUPE information will be requested from both contractors once this report has been presented to Policy and Resources Committee.

## 4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 Other options include using more than one Service Provider and splitting the city geographically into lots.

4.2 The rationale for using one Service Provider across the city is supported by the learning from the current contract. As the service is regulated by strict legislation – minimum quality expectations will be met by all Service Providers. Working with one provider across the city will provide consistency, economies of scale, reduce pressure on resources within the council and provide us with the opportunity to

focus our mechanical and electrical resources on improving service delivery to our tenants.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The Housing department has a programme of continuous engagement with our residents through the various resident groups and representatives attend regular meetings with council officers and Service Providers.
- 5.2 The Council will engage residents in procurement and management of this contract through various groups such as the Area Panels and the Home Group. Additionally two tenant representatives will be engaged in the evaluation stage of this tender - they will be elected through the Home Group and will sign a Non-Disclosure Agreement
- 5.3 Because the contract will cover communal boilers and associated systems Leaseholders will be consulted on the procurement outcome following Section 20 legislation.
- 5.4 Feedback from the Area Panel meetings is provided in Appendix 1.

## **6. CONCLUSION**

- 6.1 The current Gas Servicing contracts across the city will be drawing to a close in October 2015. It is essential that the council procure a provision to continue the high standard of service provide to tenants.
- 6.2 It is recommended that this be delivered through one Service Provider for the city. And that this contract is let for five years with the option of an extension up to a period of two years.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### **7.1 Financial Implications:**

The main financial implications are contained in the body of this report.

Finance officers will form part of the team evaluating the contract tenders to ensure that value for money is achieved.

The current HRA capital programme and revenue budgets for this contract total approximately £5.5 million per annum, once the contract is awarded and programmes of works have been established, these budget will be reviewed as part of the council's targeted budget management monitoring and updated in the next budget process (which would be 2016/17) .

*Finance Officer Consulted: Susie Allen*

*Date: 02/07/14*



## 7.2 Legal Implications:

The Public Contracts Regulations 2006 will apply to the procurement of this contract.

*Lawyer Consulted:*

*Liz Woodley*

*Date: 02/07/14*

## 7.3 Equalities Implications:

Equality Impact Assessments are carried out on relevant projects undertaken by the council. Gas assets affect the quality of life for all our residents, without discrimination.

Vulnerable tenants will be supported and assisted on an individual basis by the Service Provider and the council.

Fuel poverty is a growing concern for the council and well maintained, regularly serviced, efficient systems provide our tenants with the equipment to heat their homes in a safe and manageable way.

There is a requirement that the successful Service Provider will have an equalities policy which would be reviewed as part of the procurement process.

## 7.4 Sustainability Implications:

The procurement process that will be undertaken for the re-letting of this contract will require the Service Provider to demonstrate that they:

- Have policies in place that will improve energy efficiency and encourage awareness of energy issues in terms of their own operations.
- Have a commitment to reducing waste, reusing and recycling resources used in the delivery of the service wherever possible, and aim to ultimately send a minimum amount of waste to landfill.
- Have a commitment to work with the council to install and maintain energy efficient systems to the benefit of residents and the environment.
- As part of this commitment the Service Provider should encourage low carbon modes of transport and fuel efficient driving, as well as reducing the need to travel.
- Have a commitment to sustainable procurement and consider the whole life cost of goods and services procured on behalf of the council. All aspects of procurement should be assessed to help reduce significant environmental impacts, whilst also maintaining a balance between social and economic needs of the wider community.
- Actively engage with and improve the performance and sustainability of its own supply chain.

## 7.5 Crime & Disorder Implications:

The single Service Provider will be expected to provide branded uniform and photo identification before entering a tenant's property. Tenants will always have a prior appointment made with the provider and will be advised of any changes to

this. Tenants will be advised that they should not let any persons into their property without a prior appointment and photo identification.

7.6 Risk and Opportunity Management Implications:

Risks associated with this procurement will be managed using the corporate risk management methodology.

A risk log will be kept and updated on a monthly basis throughout the procurement exercise in line with recommended project management techniques.

7.7 Public Health Implications:

In line with our legal requirements it is essential that we regularly check the safety of our gas systems. This provides reassurance to our tenants that the systems in their homes are safe to use, regularly serviced and replaced if no longer fit for purpose.

7.8 Corporate / Citywide Implications:

New and well-maintained systems will improve the general environment for our residents and demonstrate the Council's commitment to the wellbeing of local residents. Using one provider will provide the city with a consistency and a recognisable Service Provider.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

Appendix 1: Area Panel Feedback

### **Documents in Members' Rooms**

None

### **Background Documents**

None

## Appendix 1

### Area Panel Feedback:

The below comments are collated from the four area panel meetings that took place on the week commencing 28<sup>th</sup> July. Questions from Residents/Councillors are detailed along with the Officer response.

### East Area Panel:

1. *Resident - 'Will both current Service Providers bid for the contract.'*  
Officer – The procurement process will be an Open one so all interested suppliers will be invited to bid for the award – this invitation will include the current contractors if they wish to.
2. *Resident - 'Will one provider be able to deliver for the whole city?'*  
Officer – Yes this contract is not an unusual size and will be manageable for one provider.

### Central Area Panel:

3. *Resident - 'How much time will be expected from resident involvement?'*  
Officer – A request has already been sent to the Home Group for two tenants to join us - as part of the evaluation panel. The volunteer's will be selected at the Home Group meeting in November and begin work early 2015. I expect between 5 – 10 days to be the total input of work.
4. *Councillor - 'If we use one Service Provider are we at risk of complacency?'*  
Officer – The size of this contract is not unusual so would not be abnormal for one provider to take on. We will still be working in partnership with that provider to review performance. We will - as with our current partnerships - look at the market and areas of improvement throughout the contract. This will not be affected by the use of one provider.
5. *Councillor - 'Will we be able to see proof of economies of scale?'*  
Officer – Currently we use officer time to review two sets of accounts and two sets of performance figures, therefore there is an opportunity to reduce the input here. In addition to this we will look at cost as part of the evaluation process where we expect to see that using one provider will provide better value for money than two.
6. *Resident - 'What strategy would be in place if the Service Provider was to become bankrupt?'*  
Officer - The contract will make provision for withdrawal from the contract, and risk will be addressed through the project team. It is worth noting that even with two Service Providers in place we would not be able to award a contract from one provider to another as this would be against procurement regulations.

7. *Resident - '(I would be) keen to see that quality and safety are important to the service provider.'*  
Officer – The service is heavily regulated with legislation which provides us with additional assurance for quality standards. We can also focus on customer experience and the cost of delivering the contract.
8. *Resident - '(I think) monitoring of one provider should be easier than currently with two.'*  
Officer – Yes, we anticipate that monitoring performance on one provider will be less intensive than currently looking at two.

West Area Panel:

9. *Resident - 'Annual servicing is very positive; always plenty of warning through letter or phone so that residents don't miss appointments or waste time if operative cannot attend.'*  
Officer – We are pleased that you are happy with the current service you are provided. If there are particular aspects to the service delivery that make it stand out then we can look to take those things forward into the new contract; bearing in mind that the Service Provider may be different.

<b>Subject:</b>	<b>Housing Strategy Update</b>		
<b>Date of Meeting:</b>	<b>10<sup>th</sup> September 2014</b>		
<b>Report of:</b>	<b>Executive Director, Environment, Development, and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Daniel Parsonage</b>	<b>Tel:</b> 29-3081
	<b>Email:</b>	<a href="mailto:Daniel.Parsonage@Brighton-Hove.gov.uk">Daniel.Parsonage@Brighton-Hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report updates on progress on the development of the new City-wide Housing Strategy as requested by members following a report at Housing Committee on 30<sup>th</sup> April 2014
- 1.2 The current Housing Strategy expires this year. An update on consultation feedback, data analysis, issues, and themes from the consultation phase of the development with key internal and external stakeholders and communities of interest.
- 1.3 The findings from the consultation phase will inform and drive the final development of the Housing Strategy.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee notes the themes and priorities from the consultation phase of the development of the Housing Strategy
- 2.2 That Housing Committee approve the ongoing methodology for the development of the Housing Strategy.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The current Housing Strategy and sub-strategies are due to expire in 2014.
- 3.2 The new Housing Strategy will supersede the previous strategy and incorporate all sub-strategies.
- 3.3 The new Housing Strategy will be a stand alone chapter of the Community Strategy and a fundamental piece of evidence to support the City Plan, our Local Investment Plan, and other key housing related funding opportunities. The strategy brings benefits to the city by leveraging in funding for the authority and its partners.

3.4 The time line for strategic development is:

- 2013/14 Q3 Project Initiation & Housing Strategy 2009 Review
- Q4 Scoping & Drafting
- Q4 Consultation on Scoping Paper
- Q4 Strategic Housing Partnership Housing Risk and Opportunities Exercise
- 2014/15 Q1 Scoping & Consultation
  - Reporting to Housing Committee on the initial scoping phase (30/04/14)
- Q 1&2 Consultation Phase
  - More detailed interaction with communities of interest
  - Meeting with stakeholders including Housing Conference (17/07/14)
  - Drafting and data analysis
  - Report to Housing Committee seeking approval of consultation on the draft strategy (10/09/14)
- Q3 Sign-off at Housing Committee (12/11/14)
- Q3 Adoption by Full Council (11/12/14)

3.5 In addition to Housing Committee the primary interfaces for the project will be the Housing Leadership Team acting as the Project Board and the Strategic Housing Partnership acting as the Executive.

3.6 The themes that emerged from scoping phase were reported to committee on 30<sup>th</sup> April 2014 and these informed the consultation phase. The key themes were:

- HMO licencing
- Affordable Housing
- Housing Related support
- BME communities and housing
- LGBT communities and housing
- Older people
- Private rented sector
- Student housing
- Sustainability
- Family housing
- Community land trust and co-operatives

3.7 These themes were the basis for the on-line consultation via the portal on the Brighton & Hove City Council website. For each theme we asked for positive and negative feedback on each with open questions used as a result of preferences expressed by groups consulted. These questions are attached as an appendix to this report.

- 3.8 The consultation portal is live from 1<sup>st</sup> July 2014 to the 29<sup>th</sup> August 2014 and the submissions will be analysed to inform the Housing Strategy.
- 3.9 The appendix for this report contains the feedback from the scoping phase, meetings during the consultation, written feedback, information from social media interaction, and initial results from online consultation.
- 3.10 We are using social media to attract feedback through the @BrightonHoveCC Twitter account and we have issued eleven tweets: one introducing the strategy consultation as live, and one for each of the themes:
- Should all landlords be licenced? #futurebrightonhousing
  - How do we make housing more affordable? #futurebrightonhousing
  - How should we support vulnerable people with housing problems? #futurebrightonhousing
  - What are the barriers for BME communities and housing? #futurebrightonhousing
  - What are the barriers for LGBT communities and housing? #futurebrightonhousing
  - What housing options do older people want and need? #futurebrightonhousing
  - How do we make homes more energy efficient and reduce fuel poverty? #futurebrightonhousing
  - What are the issues around students and housing in the city? #futurebrightonhousing
  - How we make sure we have the right housing for families? #futurebrightonhousing
  - How should we support co-operative housing and community land trusts? #futurebrightonhousing
- 3.11 Each tweet contains the hashtag #futurebrightonhousing which enables online discussion under this theme.
- 3.12 This innovative approach will ensure participation in the consultation and should enable us to capture less formal response than just using the portal.
- 3.13 The draft strategy will consist of a concise and aspirational document that outlines the key themes and issues with clear actions and approaches to address these. There will be a supplementary report consisting of a housing needs and costs data analysis.

3.14 The data analysis as attached as an appendix includes data on demographics, costs, projections of need, development, quality of housing, welfare reform, and strategic context.

3.15 The data analysis also addresses the issues affecting specific groups including:

- Rough sleepers
- Families
- Older People
- LGBT Communities
- BME Communities
- Young People
- Armed Forces
- Students
- Gypsies and Travellers
- People with Learning Disabilities
- People with Mental Health Issues
- People with Physical Disabilities

3.16 The Draft Housing Strategy will be completed for Housing Committee to review and approve prior to final consultation including circulation all groups engaged in the scoping phase to ensure community groups and other key stakeholders continue to be fully engaged.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1 This approach is considered best practice and has been commended by community groups and stakeholders as offering early and ongoing engagement in the strategic planning process.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

5.1 As detailed in the main report and the appendix we have engaged through a variety of means with internal stakeholders, stakeholders, and communities.

#### **6. CONCLUSION**

6.1 That the committee approve the consultation process and the conclusions drawn to inform the Housing Strategy

6.2 That the committee approve the data analysis as a basis for the Housing Strategy.

#### **7. FINANCIAL & OTHER IMPLICATIONS:**

##### Financial Implications:

7.1 There are no direct financial implications arising from the recommendations of this report although the development of the strategy does require significant officer time which is met from existing resources.



*Finance Officer Consulted: Michelle Herrington Date: 15/08/14*

Legal Implications:

- 7.2 There are no significant legal implications arising from the report's recommendations.

*Lawyer Consulted: Name Liz Woodley Date: 21/08/14*

Equalities Implications:

- 7.3 The Housing Strategy will be subject to equalities impact assessment, informed by the consultation and research, to ensure that impacts are mitigated. There has been a targeted approach to ensure community led engagement.

Sustainability Implications:

- 7.4 The report refers to the sustainability issues raised in consultation and will inform the strategic objectives around this. However, there are no immediate sustainability implications from this report.

Any Other Significant Implications:

- 7.5 None

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

None

### **Documents in Members' Rooms**

1. Consultation Questions for Online Portal
2. Collated Consultation Data & Feedback
3. Background data report for new Housing Strategy



<b>Subject:</b>	<b>Retro-fitting sprinklers to high rise blocks</b>		
<b>Date of Meeting:</b>	<b>Area Panels September 2014 Housing Committee 12 November 2014</b>		
<b>Report of:</b>	<b>Executive Director of Environment, Development &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Brett Wells</b>	<b>Tel:</b> 293190
	<b>Email:</b>	<a href="mailto:Brett.wells@brighton-hove.gov.uk">Brett.wells@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

### FOR GENERAL RELEASE

#### 1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 To provide information to enable a decision to be made regarding the approach to be taken by Property & Investment in relation to fitting sprinkler systems in high rise blocks.

#### 2. RECOMMENDATIONS:

- 2.1 That a pilot installation of a sprinkler system at Somerset Point is undertaken.
- 2.2 This will inform a decision about whether to undertake a second pilot at St James House.
- 2.3 That the Head of Housing be given mandate to exercise the delegated authority that be given to the Executive Director Environment, Development & Housing to facilitate acting on such an informed decision – where appropriate - to undertake the second pilot at St James House.

#### 3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Lakanal House fire in July 2009 in which 6 people died and the Shirley Towers fire in April 2010 in which 2 fire fighters died, prompted Rule 43 letters from the coroners with recommendations on both that:

*“Social housing providers should be encouraged to consider the retro-fitting of sprinklers in all existing high rise buildings in excess of 30 meters in height”.*

- 3.2 The Fire Health & Safety Board (Brighton & Hove Housing Department working in collaboration with East Sussex Fire & Rescue Service (ESFRS)) has been approached by the ESFRS with an offer of assistance in carrying out pilots for the retro fitting of sprinkler systems. Part of this offer of assistance is 50% matched funding towards the capital costs of these pilots.
- 3.3 Officers are proposing, after careful analysis of the available options, that the first two high rise blocks in consideration for such a pilot scheme would be Somerset Point and St James House.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

##### **4.1 Risk Matrix**

Selection of the pilot schemes are based around a risk-rating matrix, provided by ESFRS. This identifies St James House and Somerset Point as being at the highest risk within the context of all (50 no.) high rise blocks owned by Brighton and Hove City Council.

##### **4.2 Somerset Point**

This is a sheltered housing scheme high rise block comprised of 72 dwellings over 13 floors. The 85 residents have an average age of 74 years. The main consideration is carrying out these works within the residents' flats. This will require pipes to be installed within the flat running to all habitable rooms with sprinkler heads, these will all be boxed in using a prefinished formed boxing. Communal areas will also be covered by the system. The initial costing for this block is approximately £86,400. With match funding from ESFRS the cost to BHCC would be £43,200.

##### **4.3 St James House**

This is a general needs high rise block comprised of 120 dwellings over 16 floors. The 175 residents have an average age of 46 years. The additional consideration here, compared to Somerset Point, is that some of the flats are occupied by leaseholders which will require the legal process of Section 20 consultation. The initial costing for this project is approximately £212,060 with match funding from ESFRS the cost to BHCC would be £106,030.

##### **4.4 Glenwood Lodge**

The council are at present installing a retro fit sprinkler system at The Glenwood Lodge Hostel in Grand Parade. At the time of preparing this report, contractors are in the process of installing pipe work around the building as the pictures below show. Once this is complete the pipe work will be boxed in.



#### 4.5 Current position

BHCC and ESFRS have had several meetings to discuss the need for retro fitting sprinklers within high rise blocks of flats. ESFRS have carried out desk top risk analysis on all High Rise Blocks within East Sussex (see Appendix 1 for the blocks owned by Brighton & Hove City Council). St James House comes at the top of this list and Somerset Point is the highest sheltered block coming 4th overall. It is considered that Somerset Point being fully tenanted would be the best option to trial a “pilot” and in the first instance using the guest flat as a show flat so that residents and other interested parties can consider the finished product. If this scheme is agreed, ESFRS and BHCC would then consult fully with all residents to inform and advise on the proposed programme of works.

- 4.6 If the pilot scheme is deemed to be successful, and the council decide to retro-fit sprinklers in all of the high rise and sheltered schemes the initial costings at present would be approximately £2.9m over 50 schemes with possible additional costs for any associated building works. In addition the ongoing annual maintenance costs would be approximately £250 per block, and based on the 50 schemes this would equate to £12.5k per year.

## 5 COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 This report will be discussed at Area Panels in September 2014 prior to being presented to Housing Committee in November 2014. The report will then be amended in line with residents’ views on the subject matter presented, allowing residents and stakeholders to determine, whether there is actual appetite to engage with the costs and adjustments that will be required to actually effect the retrofitting of sprinklers in their homes.

## 6. CONCLUSION

- 6.1 The officer recommendation is to carry out the pilot installation of the sprinkler system at Somerset Point, this being a block that is fully tenanted, thus mitigating any access problems. In addition, there are no section 20 leaseholder consultation requirements. This block is the cheaper of the two options and with the match funding from ESFRS would be a cost effective scheme within which to initiate such a pilot scheme. The project closedown and review stage will then

provide guidance on making an informed decision as to whether to and how to proceed with St James House and developing a programme of citywide installations to all high rise blocks.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

7.1 There is a substantial initial cost of installing a sprinkler system compared to a traditional fire alarm system.

7.2 The cost to BHCC for the Pilot Project (2 blocks) is:  
St James House £106,030 (match funded by ESFRS)  
Somerset Point £ 43,200 (match funded by ESFRS)  
There is no match funding for subsequent projects. The current capital programme 2014-2017 for the HRA does not include the costs of these schemes but they could be built into the HRA capital programme 2015-2018 subject to available resources which will be reported to Housing Committee in January 2015 and Policy and Resources Committee in February 2015. The on-going revenue maintenance costs of £250 per block for the two pilot schemes can be met from current revenue servicing budgets. .

7.3 To fit these sprinkler systems to all of the high rise blocks is estimated to cost in the region of £3 million with on-going revenue costs of £12,500. If the pilot(s) are deemed successful and further schemes are required, then a further report to Housing Committee and Policy and Resources Committee will be required in order to ensure that appropriate levels of capital and revenue resources are in place.

*Finance Officer Consulted: Name: Monica Brooks Date: 1/08/14*

### **7.4 Legal Implications:**

There is no statutory obligation on the council to fit sprinklers. However, their installation will assist in discharging the council's obligations to take fire precautions under the Regulatory Reform (Fire Safety) Order 2005. Tenants are required under their secure tenancy agreements to allow officers and others authorised by the council into their homes to carry out any work that may be necessary.

*Lawyer Consulted: Name Liz Woodley Date: 08/08/14*

### **7.5 Equalities Implications:**

Ideally the ESFRS would like to see Sprinkler systems fitted in all high rise blocks, following the Rule 43 Coroners report. This would significantly enhance the safety of all residents within high rise blocks, these being of obvious higher risk of death or injury to residents in the event of an outbreak of fire. This also fits

in with the Councils mission statement of 'Safeguarding the most vulnerable' and the Council's priority of 'Creating a more sustainable city'.

7.6 Sustainability Implications:

none

7.7 Any Other Significant Implications

The system activates immediately and manually to suppress fires reducing damage to the fabric of the building and also weighs down deadly smoke particles—making the air safer for residents to breathe, and therefore reducing deaths and injuries from smoke inhalation and fire. The Fire Service are actively promoting the installation of sprinklers as offering benefit in reducing the potential size of a fire and therefore offering better protection to the attending firefighting crews.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Table of all high rise blocks within BHCC, and is broken down to show the risk rating of each block. We have factored in costings for all blocks to be spread over the 30 year business plan (2 blocks per year = 25 years), thus providing a manageable budget allocation for retro-fitting all blocks across the designated period. What does FDR1 in the table mean?
2. Three year financial projections showing cost implications to BHCC including initial outlay cost plus ongoing (accrued) Annual Maintenance costs.
3. Ownership disposition of initially involved Blocks.

### **Documents in Members' Rooms**

none

### **Background Documents**

none





## Appendix 1

### ESFRS Risk Rating for BHCC Blocks

Site name	Flats	Total No. of floors	Sheltered Y/N?	Number of FDR1	Level 3	Level 2	Level 1	Risk Score2	Budget Cost for Sprinklers	Budget Allocation / Year
St James House, High Street, Brighton	120	16		16	2	4	10	69.20	£212,060	2014/15
Essex Place, Montague Street, Brighton	128	17		10	1	4	5	56.76	£153,600	2015/16
Wiltshire House, Lavender Street, Brighton	96	17		7	2	2	3	49.32	£115,200	2015/16
Somerset Point (Brighton), Somerset Street, Brighton	72	13	Y	9	1	1	7	47.04	£86,400	2014/15
Highleigh, Grove Hill, Brighton	45	12		6	2	3	1	41.40	£54,000	2016/17
Kestrel Court, 1-57 Swanborough Place, Brighton	57	11		5	2	3	0	41.27	£68,400	2016/17
Theobald House, Blackman Street, Brighton	110	19		7	1	1	5	40.90	£132,000	2017/18
Normanhurst, Grove Hill, Brighton	45	12		4	3	1	0	40.40	£54,000	2017/18
Falcon Court, 106-159 Swanborough Place, Brighton	54	10		6	2	0	4	29.40	£64,800	2018/19
Hereford Court (Brighton), Hereford Street, Brighton	96	17		4	0	2	2	28.32	£115,200	2018/19
Nettleton Court, Upper Hollingdean Road, Brighton	87	14		4	1	0	3	25.18	£104,400	2019/20
Dudenev Lodge, Upper Hollingdean Road, Brighton	80	15		10	0	0	10	22.00	£96,000	2019/20
Courtlands, Ashton Rise, Brighton	46	13		3	0	3	0	20.98	£55,200	2020/21
Swallow Court, 1-54 Albourne Close, Brighton	54	10		6	0	2	4	19.40	£64,800	2020/21
Patching Lodge, Park Street, Brighton	76	7		5	1	0	4	19.32	£91,200	2021/22
Saxonbury, Ashton Rise, Brighton	45	12		3	1	0	2	17.40	£54,000	2021/22
Highcroft Lodge, Highcroft Villas, Brighton	35	7		9	0	1	8	15.45	£42,000	2022/23
Warwick Mount, Montague Street, Brighton	73	13		5	0	0	5	14.49	£87,600	2022/23
Goldstone House, Clarendon Road, Hove	57	10		3	0	1	2	12.70	£68,400	2023/24
Richmond Heights, John Street, Brighton	46	12		2	0	1	1	11.52	£55,200	2023/24
Kingfisher Court, 55 - 99 Albourne Close, Brighton	45	9		3	0	1	2	11.05	£54,000	2024/25

Barclay House, Wellington Road, Brighton	37	7		4	0	1	3	10.59	£44,400	2024/25
Livingstone House, Clarendon Road, Hove	54	10		5	0	0	5	10.40	£64,800	2025/26
St Johns Mount, Mount Pleasant, Brighton	74	14		0	0	0	0	10.36	£88,800	2025/26
37-72 Leach Court, Park Street, Brighton	36	7	Y	4	0	0	4	9.78	£43,200	2026/27
Tyson Place, Grosvenor Street, Brighton	74	13		0	0	0	0	9.62	£88,800	2026/27
1-36 Leach Court, Park Street, Brighton	36	7	Y	3	0	0	3	8.28	£43,200	2027/28
Thornsedale, Albion Hill, Brighton	45	12		2	0	0	2	7.40	£54,000	2027/28
Ellen House BN3 3WX	57	10		1	0	0	1	6.70	£68,400	2028/29
Ecclesden, Grove Hill, Brighton	46	11		1	0	0	1	6.06	£55,200	2028/29
Clarendon House, Clarendon Road Hove	57	10		0	0	0	0	5.70	£68,400	2029/30
Conway Court, Clarendon Road, Block 3 Flats 37-54					0	0	4	5.62	£21,600	2029/30
Heron Court, 58-105 Swanborough Place, Brighton	48	9		0	0	0	0	4.32	£57,600	2030/31
73-108 Leach Court, Park Street, Brighton	36	7	Y	0	0	0	0	3.78	£43,200	2030/31
Conway Court, Clarendon Road, Block 1 Flats 1-18					0	0	2	3.62	£21,600	2031/32
Conway Court, Clarendon Road, Block 2 Flats 19-36					0	0	2	3.62	£21,600	2031/32
Johnson Bank, Wellington Road, Brighton	37	7		1	0	0	1	3.59	£44,400	2032/33
Conway Court, Clarendon Road, Block 4 Flats 55-72					0	0	1	2.62	£21,600	2032/33
Napier House, Wellington Road, Brighton	37	7		0	0	0	0	2.59	£44,400	2033/34
Allamanda, 146 - 192 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2033/34
Calendula, 109-155 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2034/35
Cherry, 13-59 Bowring Way, Bristol Estate, Brighton	24	7		0	0	0	0	1.68	£28,800	2034/35
Damson, 61-107 Bowring Way, Brighton	24	7		0	0	0	0	1.68	£28,800	2035/36
Hazel, 1-24 Turton Close, Brighton	24	7		0	0	0	0	1.68	£28,800	2035/36
Hollyhock, 206-252 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2036/37
Jasmine, 2 - 48 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2036/37
Meadowsweet, 74 - 120 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2037/38
Sorrel, 1-47 Chadborn Close, Brighton	24	7		0	0	0	0	1.68	£28,800	2037/38
Viscaria, 61-107 Donald Hall Road, Brighton	24	7		0	0	0	0	1.68	£28,800	2038/39
									<b>£2,943,600</b>	<b>25 Years</b>

## **APPENDIX 2:**

### **Financial Projections over next 3 Years.**

<b>Financial Year</b>	<b>Site Name</b>	<b>Total budget cost</b>	<b>Match funded (if applicable)</b>	<b>Estimated Cost to BHCC</b>	<b>Annual Maintenance cost</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>Accrual Cost over 3 years</b>
2014/15	St James House, High Street, Brighton	£212,060	Y	£106,030	£250	£106,030	£250	£250	<b>£106,530</b>
2014/15	Somerset Point (Brighton), Somerset Street, Brighton	£86,400	Y	£43,200	£250	£43,200	£250	£250	<b>£43,700</b>
2015/16	Essex Place, Montague Street, Brighton	£153,600	Not decided	£153,600	£250	£0	£153,600	£250	<b>£153,850</b>
2015/16	Wiltshire House, Lavender Street, Brighton	£115,200	Not decided	£115,200	£250	£0	£115,200	£250	<b>£115,450</b>
2016/17	Highleigh, Grove Hill, Brighton	£54,000	Not decided	£54,000	£250	£0	£0	£54,000	<b>£54,000</b>
2016/17	Kestrel Court, 1-57 Swanborough Place, Brighton	£68,400	Not decided	£68,400	£250	£0	£0	£68,400	<b>£68,400</b>
						<b><u>£149,230</u></b>	<b><u>£269,300</u></b>	<b><u>£123,400</u></b>	<b><u>£541,930</u></b>

**APPENDIX 3:**

**Ownership Disposition of initially involved Blocks.**

<b>Block</b>	<b>Number Of Flats</b>	<b>Number Of Flats Sold</b>	<b>Number of Seaside Homes</b>
St James House	120	29	1
Somerset Point	72	0	0
Essex Place	128	28	0
Wiltshire House	96	22	3
Highleigh	45	17	3
Kestrel Court	57	5	2
Theobald House	110	25	6
Normanhurst	45	15	2
Falcon Court	54	8	4
Hereford Court	96	22	4

<b>Subject:</b>	<b>Tenants and Residents Associations Recognition Policy</b>		
<b>Date of Meeting:</b>	<b>10 September 2014</b>		
<b>Report of:</b>	<b>Executive Director of Environment, Development and Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Becky Purnell</b>	<b>Tel: 29 - 3022</b>
	<b>Email:</b>	<b>becky.purnell@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The Tenant and Resident Association (TRA) Recognition Policy outlines the requirements for a TRA in a council housing area to be recognised by the council.
- 1.2 The Policy updates the existing Recognition Policy and Model Constitution and brings the Policy in line with the Code of Conduct agreed at Housing Management Consultative Sub Committee in December 2012.

**2. RECOMMENDATIONS**

- 2.1 That the Housing Committee agrees the proposed Recognition Policy and Model Constitution.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The TRA Recognition Policy went to the Housing Management Consultative Sub Committee in April. Members referred the Model Constitution back to the July Area Panels for comments and these are included in section 5 below.
- 3.2 The Recognition Policy ensures that associations that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative.
- 3.3 It brings the Policy in line with the Code of Conduct.

#### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 Continuing with the existing Recognition Policy and Model Constitution could save staff and association time; however bringing it in line with the Code of Conduct enables a more robust approach to financial responsibility, dealing with breaches and inappropriate behaviour, and ensuring compliance with current legislation.

#### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The Area Panels and Involvement & Empowerment Service Improvement Group have considered these papers and their comments are summed up below.

##### **5.2 Suggestions from January Area Panels on Draft Recognition Policy**

- 5.3 There was general agreement for a minimum of four general meetings a year rather than four committee meetings in the Model Constitution.

- 5.4 After the East Area Panel information on the Codes of Conduct for staff and Councillors was added to the Code of Conduct.

- 5.5 After the Central Area Panel “by email” was added to “verbally, on web postings, or in writing” under the Discrimination and Harassment section of the Code of Conduct.

##### **5.6 Involvement & Empowerment Group held 20/02/14**

- 5.7 The Resident Involvement Team can help with filling in the Form was added to the Complaints Form.

##### **5.8 Comments from July / August Area Panels on Model Constitution**

- 5.9 There was general agreement for a minimum of four general meetings a year rather than four committee meetings in the Model Constitution.

- 5.10 The Panels agreed that no more than one association would be recognised in a residents’ association area.

- 5.11 Area of benefit was replaced with area of the residents’ association.

- 5.12 Agreement that in areas where there are freeholders or tenants of freeholders they should not be excluded from the association, but they should not have a vote on decisions relating to council housing budgets or policy.

- 5.13 A quorum for meetings will continue to be decided on locally, although guidelines are not set in stone associations are encouraged to think about the number of homes they represent.

- 5.14 Agreed to add that amendments to the Constitution should be publicised with the notice for the meeting to members and the Resident Involvement Team at least two weeks before a general meeting.

- 5.15 Agreed that giving a clear reason should be included in the line about calling a special general meeting.
- 5.16 Asked to add, “If the Area Panel rep or deputy fails to attend three Area Panel meetings without good reason or apology the association will be written to requesting that a replacement is elected at the next general meeting”.

## **6. CONCLUSION**

- 6.1 There was an Everyone Counts survey at the City Assembly, on the consultation portal and in Homing In; 87% of respondents supported a Code of Conduct that clearly explains unacceptable behaviours and possible actions if not followed. This was the top answer.
- 6.2 Agreeing the draft Recognition Policy enables this to happen.
- 6.3 If agreed Housing will work with associations to adopt the Code of Conduct and if necessary review their constitutions.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 Any costs of revising the policy such as staff time will be met from current budgetary provisions within the resident involvement team.

*Finance Officer Consulted: Monica Brooks*

*Date: 06/03/14*

### Legal Implications:

- 7.2 The Housing Management Consultative Sub-Committee acts in a consultative capacity in the discharge of the Council’s functions as a housing landlord. It is therefore appropriate for the Sub-Committee to be given an opportunity to comment on the new Recognition Policy before Housing Committee is asked to approve it.

*Lawyer Consulted: Liz Woodley*

*Date: 19/03/14*

### Equalities Implications:

- 7.3 The Equalities Impact Assessment is attached as an appendix to the Draft Recognition Policy; it ensures that there will be training and support for residents

Sustainability Implications:

7.4 Supporting associations to be democratic and run effective meetings will help further develop a sense of community and place. Respectful behaviour will contribute to the health and happiness being of residents and staff.

7.5 Any Other Significant Implications:

None

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Draft Recognition Policy

**Documents in Members' Rooms**

None

**Background Documents**

1. Everyone Counts Report 2012
2. Recognition Policy and Model Constitution 1999



## Appendix 1

### ESFRS Risk Rating for BHCC Blocks



#### HOUSING POLICIES

#### **TENANTS AND RESIDENTS ASSOCIATIONS RECOGNITION POLICY**

##### **1. Introduction**

- 1.1. The aim of this policy is to set out the requirements that all tenants and residents associations must follow in order to be recognised by Brighton & Hove City Council.
- 1.2. This policy aligns with the Code of Conduct that was an appendix of the Everyone Counts Report (agreed December 2012) and was the priority identified by residents during the consultation process.
- 1.3. This policy was developed through a review of the Recognition Policy consulted on at the Area Panels and Involvement & Empowerment Group.
- 1.4. The Model Constitution has been amended to reflect comments made at the Area Panels.

##### **2. Aims and Objectives**

- 2.1 To ensure that associations that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative.
- 2.2 To ensure that associations abide by the Code of Conduct.
- 2.3 To ensure that associations hold four general meetings a year one of which can be the Annual General Meeting (AGM).
- 2.4 To ensure that associations elect a representative to the Area Panel.

### **3. Scope**

- 3.1 This policy applies to all the recognised tenants and residents associations in council housing areas.
- 3.2 This policy applies to all the recognised tenants and residents associations that receive a grant from council housing.
- 3.3 Some associations have freeholders or tenants of freeholders in the association area, the council recognises that these members are part of the association but should not take part in decision making about council housing budgets and policies.

### **4. Relevant legislation and regulatory compliance**

- 4.1 We will ensure that the associations are run in accordance with best practice and relevant policy
  - Tenancy Agreement
  - Tenant Handbook
  - Code of Conduct
  - Model Constitution for Associations
  - Regulatory Framework for Social Housing

### **5. Requirements for recognition**

- 5.1 A launch meeting.
- 5.2 An up to date Constitution in line with the Model Constitution (APPENDIX 4).
- 5.3 An Annual General Meeting.
- 5.4 Acceptance of and compliance with the conduct requirements of the Code of Conduct (APPENDIX 5).

### **6. Launch Meeting**

- 6.1 An association must be formed through a public meeting called for this purpose.
- 6.2 Each household living in the area of the association must receive an invitation to the launch meeting.

- 6.3 Residents living in the association area must be elected at this meeting to administer the association.
- 6.4 The meeting must be recorded and a copy of the notes sent to the Resident Involvement Team.

## **7. Constitution**

- 7.1 All associations must agree a written constitution that fits with the Model Constitution recognised by Brighton & Hove City Council. (APPENDIX 4)
- 7.2 Membership is limited to residents living in the association area and residents can't join an association outside the area they live in.
- 7.3 The council will only recognise one association in a given association area.
- 7.4 An association can agree to extend its area at a general meeting, but this has to be a neighbouring area without a recognised association.
- 7.5 The constitution must require each group to have an equal opportunities statement and a means of dealing with residents who do not abide by it.
- 7.6 Where there is a conflict of interest (this can be personal or financial or due to membership of a particular group) this should be declared and the member concerned should not take part in the debate or the vote.

## **8. Annual General Meeting (AGM)**

- 8.1 An AGM must be held within three months of the date due.
- 8.2 All households in the area of the association must receive an invitation to the AGM.
- 8.3 A ballot of all members will not be accepted in place of an AGM.
- 8.4 A copy of the examined accounts to be available at the meeting.
- 8.5 A copy of the minutes to be sent to the Resident Involvement Team.

## **9. Recognition**

- 9.1 The association will have an Area Panel representative.
- 9.2 The association will be able to apply for a council housing grant for running costs.

9.3 The association will be able to bid for the Estates Development Budget.

## **10. De-recognition**

- 10.1 If an association no longer complies with the Recognition Policy and Code of Conduct action will be taken to de-recognise the association.
- 10.2 Correspondence will be sent to the Chair and Secretary of the association setting out the reasons for de-recognition.
- 10.3 The association will have four weeks from the date of the correspondence to comply with the Recognition Policy.
- 10.4 If no action is taken, the association will automatically be de-recognised by the council. Housing will write to all households in the association area informing them of this decision.
- 10.5 The de-recognised association can appeal in writing to the Executive Director of Environment, Development and Housing against de-recognition on the grounds that it complies with the policy. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

## **11. Resources**

- 11.1 The effective delivery of this policy is dependent upon the skills and knowledge of committee members.
- 11.2 They will be supported in this by the Resident Involvement Team and the Resource Centre.
- 11.3 The number of associations has reduced over the past five years, a number of them had not been meeting; but there are currently 55 thriving associations. The Resident Involvement Team also undertakes outreach, promotes the Menu of Involvement and involvement in the new Service Improvement Groups. Work has been done in areas without associations to enable access to the Estates Development Budget and a number of informal small blocks groups have been established, for example residents at Noorwood and also Northerly successfully applied for new main doors, Hawkaway successfully applied for a storage area.

## **12. Monitoring and Review**

- 12.1 We will monitor and review this policy in conjunction with residents to ensure its effectiveness and relevance to the council's stated aims and objectives.

- 12.2 The Head of Housing has overall responsibility for the on-going monitoring of the policy through the work of frontline staff, particularly those engaged in resident involvement directly. The policy will be reviewed if there is a change to the Model Constitution or Code of Conduct by the Executive Director of Environment, Development and Housing.
- 12.3 In implementing this policy staff will refer to corporate and Housing strategies and policies outlined in Appendices 1 and 2. These are subject to their own review processes.

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## **APPENDIX 1: Relevant Corporate Strategies and Policies**

- 1.1 Complaints Policy
- 1.2 Community Engagement Framework
- 1.3 Equalities and Inclusion Policy
- 1.4 Data Protection
- 1.5 Health and Safety
- 1.6 Housing Strategy
- 1.7 Safeguarding Children and Adults Policies and Procedures
- 1.8 Social Inclusion Strategy
- 1.9 Sustainable Community Strategy
- 1.10 Reducing Inequalities Review

## **APPENDIX 2: Housing and Social Inclusion Strategies and Policies**

- 2.1 Tenancy and Occupancy Agreements
- 2.2 Anti-social behaviour procedures
- 2.3 Everyone Counts Report

## **APPENDIX 3: Council Housing Service Pledge**

### **Getting involved**

We will:

- provide a wide range of opportunities for you to be involved in what we do and how we do it
- involve you in setting our standards and making sure we meet them

## **APPENDIX 4: Model Constitution**

### **Council Housing Model Constitution**

#### **1. Name**

The name of the Association or group shall be .....

#### **2. Aims**

The aims of the Association or group are:

- To work for and represent all those living in *insert names of roads, blocks or sheltered scheme*.
- To promote the exercise of residents rights and the maintenance and improvement of their housing conditions, amenities and environment.
- To organise or assist the organisation of social activities as agreed by the Committee or General Meeting of the Association, which will be open to all members.
- To uphold equal opportunities and work for good relations amongst all members of the community.

#### **3. Membership**

Membership shall be open to all residents and their households living in the association area

The Association will not discriminate on the grounds of gender, gender reassignment, race, ethnicity, sexuality, disability, religion, belief, marital status, or age.

Membership of the Association will be free and all residents will automatically become members of the Association unless they indicate in writing to the Secretary that they do not wish to be a member.

4. **Committee**

The committee is elected at the Annual General Meeting (AGM) to carry out business on behalf of the Association in accordance with the wishes of general meetings.

All elected committee members will have full voting rights.

The committee shall consist of a Chair, Secretary and Treasurer and a minimum of ..... other members. (Housing is encouraging Associations to insert here the role of Social Media Officer if agreed at a General Meeting.)

The Association will hold four general meetings a year one of which can be the AGM.

If vacancies occur among the Officers of the Association, a General Meeting will be held to fill the positions until the next Annual General Meeting.

Committee meetings will be open to any member of the Association wishing to attend who may speak but not vote.

No member of the Association can make an agreement on behalf of the Association without the formal decision of the Committee or a General Meeting, this includes all serving Committee Members.

5. **Annual General Meeting**

The Committee will call an Annual General Meeting in the month of .....

An AGM must be held within three months of the date due.

A minimum of fourteen days' notice of the AGM must be given to members

All households in the association area must receive an invitation to the AGM.

A ballot of all members will not be accepted in place of an AGM.

A copy of the minutes will be sent to the Resident Involvement Team.

**At this meeting:**

The committee will present an annual report of the Association for the previous year.

The committee will present the examined accounts of the Association for the previous year.

The elections of the Officers and committee for the next year will be run by an independent person.

Any proposals given to the Secretary at least seven days in advance of the meeting will be discussed.

## 6. **Special General Meeting**

The Secretary will call a Special General Meeting at the request of the majority of the Committee, or ten members of the Association giving a written request to the Chair or Secretary stating the reason for their request. At least fourteen days' notice will be given of the Special General Meeting, which will take place within twenty-one days of the request.

## 7. **Conduct of business**

At all meetings any offensive behaviour, including racist, sexist or inflammatory remarks, will not be permitted. Anyone behaving in an offensive way or breaching the Code of Conduct may be asked not to attend further meetings or to resign from the Association if an apology is not given or if the behaviour is repeated.

The quorum for General Meetings of the Association will be a *minimum* of five members.

The quorum for all Committee Meetings of the Association will be a *minimum* of five members.

Housing encourages associations to consider the number of homes in the association area when deciding on minimum number for meetings to be quorate, as this varies from 26 – to 453 homes. Housing will support associations that may struggle to meet the minimum of five active members stated here.

Amendments to the constitution may be proposed at the AGM or any other General Meeting having been given in writing with at least fourteen days' notice to the Secretary and Brighton & Hove City Council (Resident Involvement Team).

## 8. **Area Panel**

The Association representative to the Area Panel will be elected at the AGM.

If the Area Panel rep or deputy fails to attend three Area Panel meetings without good reason or apology the association will be written to requesting that a replacement is elected at the next General Meeting.

## 9. **Finance**

The Treasurer will keep an account of the finances of the Association and will open a bank account in the name of the Association. Three cheque signatories will be



nominated by the Committee (one to be the Treasurer). Any two of these must sign every cheque. The signatories must not be related nor members of the same household. Signatories must never sign blank cheques.

The Residents Association books will be available for scrutiny at all general and committee meetings. Any member, who is not on the Committee, may inspect the books at any other time having submitted a request in writing.

As part of its function the Residents Association will be responsible for the monitoring of all financial transactions for and on behalf of the members.

All money raised by or on behalf of the Association is only to be used to further the aims of the Association.

#### 10. **Dissolution**

The Association may be dissolved at any time with a two-thirds majority vote at a General Meeting. At least fourteen days' notice must be given to all those eligible for membership. For the sole purpose of dissolution a quorum need not apply.

After all debts have been paid any grant monies remaining will be repaid to funders and any social monies will be given to a local charity.

**Signed:**

**Position: chair**

**Date:**

### **APPENDIX 5: Code of Conduct**

## **Draft Code of Conduct**

### **What is a code of conduct?**

A code of conduct is a common sense list of guidelines that describes the way residents are expected to conduct themselves generally, but particularly when participating in the resident involvement structure.

Brighton & Hove City Council staff are required to abide by the [Code of Conduct for Employees](#) and are accountable to the public as are Councillors who have their own [Code of Conduct for Members](#).

### **What do you mean by resident involvement?**

Resident involvement is a mix of the set up, the processes, the people, the activities and the resources that go into hearing from, involving, working with and understanding residents, and enabling them to have more influence over their housing services if they want to.

This code applies to all residents involved in these ways – eg as a tenant and residents association representative, a member of a working group or other group or committee, or as a participant on a training course, workshop or at a meeting.

### **Why have a code of conduct?**

The aim of this overarching code of conduct is to promote positive attitudes and behaviours, and a respectful approach to resident involvement.

A Code of Conduct will be available at meetings. New members to a group will be asked to ensure they are familiar with it and sign a copy or a register to that effect.

### **General behaviour and courtesy**

When taking part in resident involvement activities or groups you are expected to:-

- Not bring resident involvement in Brighton & Hove City Council, their group or tenant and resident association (TRA) into disrepute.
- Comply with your tenancy agreement conditions. The council reserves the right not to work with and involve residents who are in breach of their tenancy agreement.
- Be polite, reasonable and courteous to other residents, council officers, councillors, contractors and other people you come into contact with.
- Not expect to receive preferential treatment from councillors, officers or contractors as a result of being involved.
- Always use the established and publicised procedures to report issues such as repairs, complaints, request for service, etc even if they have been reported before.
- Communicate in a respectful and helpful way, especially when offering constructive criticism or challenge

### **Conduct in meetings and communications**

It is the responsibility of the chair or organiser of the meeting to ensure that the Code of Conduct is available at the meeting.

You are respectfully expected to:

- Support the meeting process by following the agenda, not talking when someone else is speaking but waiting for the Chairperson's permission to contribute, respecting the position of Chair, being courteous, and helping each other to reach effective decisions.

- Make new residents, visitors and observers feel welcome, and give new participants the opportunity to speak and become involved.
- Remember that the purpose of a meeting is to benefit residents generally and not specific individuals so please do not raise personal matters at a meeting unless at an association meeting.
- Operate within the rules laid down in the Code of Conduct.
- Give the opportunity to anyone affected by any remarks made, even if it is not about them, to say why they are offended without interruption so that the matter can be looked into or rectified.
- Disclose any **conflict of interest**, whether personal or on behalf of any group you represent, that you consider may affect or influence your approach to the matter under discussion.
- Accept that, although consensus will be sought wherever possible, not everyone will be happy with all decisions all of the time. There will need to be space for differing opinions to be evaluated, and joint approaches should be sought to arrive at win-win solutions. Once an issue has been decided, it should be respected by all present.

### **Discrimination and harassment**

Harassment means improper comment or conduct that a person knows or ought to know would be unwelcome, offensive, embarrassing or hurtful. It is important that people attending meetings, or otherwise being part of resident involvement activities or initiatives, feel comfortable, safe and free from discrimination or harassment. In order to ensure that this happens, we will challenge, and will support residents who challenge unacceptable or offensive behaviour and language.

You must not verbally, on web postings, by email or in writing:

- Use discriminatory language, harass or discriminate against people on the grounds of their age, ability/disability, race/ethnicity, colour, religion or belief, gender, marital or civil partnership status, sexual orientation or any other matter that might cause offence.
- Behave in an abusive way towards other residents or staff. For example, initiating or spreading hurtful rumours, making a false damaging statement about a person, swearing, or using insulting or threatening behaviour.

Not only is this unacceptable, but it is also illegal, and will not be tolerated.

The recognition policy for tenants' and residents' associations requires each one to have an equal opportunities statement and a means of dealing with residents who do not abide by it.

### **Confidentiality**

Residents must:

- Respect all individual tenants'/residents' confidentiality, whether present or not.

- Refrain from mentioning in public specific individual cases which may cause embarrassment or the identification of an individual.
- Not disclose any information shared with or by the officers that is of a confidential or commercially sensitive nature.

### **Financial responsibility**

Residents who are acting on behalf of other residents (eg as a committee member of a TRA) are in a position of trust. They must, where money is involved:

- Take reasonable care in management and accounting of funds.
- Ensure that accounts are accessible and available for audit.
- Consult with the residents being represented on expenditure.
- Control the use of funds for their proper use.
- Not obtain a personal gain or achieve ulterior objectives.
- Take reasonable care and precautions where property or facilities are made available for use (eg equipment should be stored properly so it is not stolen).

If an investigation is required, the relevant residents may be required to stand down from their position temporarily while the matter is looked into. Where a committee member or an involved resident has been proven to have deliberately fraudulently obtained funds, benefits, or property, they will be excluded from any further involvement with a recognised resident group. The council may also involve the police and its legal section.

Where mismanagement has resulted from a lack of information or training, the resident(s) will be expected to attend appropriate book keeping training.

### **Political affiliation**

Participating residents may be associated with, or be part of a political party; however they may not represent this party or its views within the role as a tenant representative

### **Specific areas for tenant representatives**

You must:

- Gather views on issues and proposals put forward by housing services that affect all residents in your area and represent the views accurately and fairly to the council or other organisations.
- Remember in meetings and correspondence that you are representing the views of, and are accountable to, your community or residents' association.

- Not speak or write on behalf of a group without its prior agreement. Correspondence, sent on behalf of any group, should be known in advance and available to all members of the group to check before it is sent out in order to give members an opportunity to contribute to it.
- Send apologies if you are unable to attend meetings and consider whether your position should be replaced if attendance is difficult. Non attendance at three meetings without apologies will automatically result in a replacement as the representative on a specific group or committee being sought.

**Behaviour that is unacceptable, offensive or in breach of this code could lead to an individual or association being investigated. In the case of associations it could also lead to it being derecognised.**

Examples of behaviours in breach of this code of conduct include:

- Behaviour that breaches of the council's policy on equal opportunities eg making jokes about people because of their age, race, gender, disability, faith, religion or sexual orientation, or because they are 'different' to you.
- Making assumptions and generalising about people because they belong to a particular group (for example: 'all young people...', 'all Asians...', 'all single parents...', 'all travellers...', 'all white people...').
- Describing people in a way that may be seen as an insult or a threat.
- Behaving in an aggressive manner towards other people or in such a way that they feel threatened or intimidated – including threatening to get someone sacked shouting and using offensive language.
- Verbal or physical assault upon any person or persons.
- Criminal behaviour, including fraud.
- Financial mismanagement.
- Conflict between committee members that means the group ceases to operate effectively and is no longer representative
- Abuse of power - threatening to have an officer sacked or another tenant evicted instead of using appropriate channels to make a complaint
- Abuse of power – public accusations about an individual in a meeting or by petition or by email and copying in senior managers, councillors and MPs instead of using the appropriate channels to make a complaint

Please note that 'people' referred to above includes residents, officers, councillors, contractors and other people you come into contact with.

## **Challenging unacceptable behaviour**

Any participant can challenge unacceptable or offensive behaviour through the chair or agreed lead person at a meeting.

Outside of meetings any participant can challenge through a tenant representative or a council officer, or by completing the '**Unacceptable conduct complaints form**'. (This can be obtained through resident representatives, Resident Involvement Officers, or by telephoning the Housing Customer Services or found on the council housing pages of the council's website).

## **Breach of the Code of Conduct**

### **Breach at a meeting**

1. Person asked to apologise and modify behaviour
2. If person refuses they are asked to leave
3. Person written to within one week, given the opportunity to apologise in writing within two weeks
4. Person offered to attend training where relevant
5. If a potential breach of tenancy may be referred to the Tenancy Team
6. If actions not taken up by the person the organisers of the meeting are notified

### **Breach outside of a meeting**

Behaviour when acting on behalf of the association or in capacity as a member of a housing management group

1. Attempt to resolve amicably when it occurs
2. Refer to the service manager or Resident Involvement Team as soon as possible
3. Relevant Officer investigates and informally meets the person
4. If a potential breach of tenancy may be referred to the Tenancy Team
5. In most cases person apologises and commits to not repeating behaviour
6. If the behaviour is repeated person asked to withdraw involvement

**Anti- social behaviour (ASB)** is defined on the council website and in the Tenant Handbook.

It is any behaviour that unreasonably disrupts the peace and comfort of other residents or adversely affects their health and safety. ASB can be anything that prevents another person from enjoying their home, garden, estate or neighbourhood. If experiencing ASB

1. Report the behaviour online or to Housing Customer Services
2. In an emergency call the police on 999
3. The Neighbourhoods or Tenancy Teams decide on action

## **Outcomes**

Depending on the circumstances, potential outcomes could be:

1. An apology is accepted
2. An undertaking is agreed - eg to complete specific training or to stop a particular action
3. The person might be removed from the working group
4. The association might be asked to remove the person from the committee
5. Tenancy action
6. Referral for mediation
7. Temporary de-recognition of a TRA
8. Permanent de-recognition of a TRA
9. Withdrawal of membership of the Area Panel
10. Withdrawal of eligibility of Housing grant funding
11. Withdrawal of eligibility to bid for the Estates Development Budget

## **Right to appeal**

1. The person or residents' group who reported the breach, or the person or residents' group who have been asked to act in response to a breach of the Code of Conduct have the right to appeal.
2. In the first instance this should be to the Resident Involvement Manager or relevant service manager.
3. If not satisfied with the response refer the matter to the council's Standards and Complaints Team who will follow the complaints process.
4. Person or residents' group can contact and MP or local councillor to talk to Housing about the concern.
5. If have been through the complaints process and not satisfied can contact the Local Government Ombudsman.

## **Right to appeal if an association is de-recognised**

1. It is open to a de-recognised association to appeal in writing to the Director of Environment, Development and Housing against de-recognition on the grounds that it complies with the policy.

2. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

## **Contact details for the Resident Involvement Team**

Resident Involvement Team  
Housing  
**Brighton and Hove City Council**  
The Housing Centre  
Unit 1, Fairway Trading Estate  
Eastergate Road  
Brighton, BN2 4QL  
Tel. (01273) 29 2112  
**RIT@brighton-hove.gov.uk**





**APPENDIX 6: Equality Impact Assessment**

**Equalities Impact Assessment**

<b>EIA Title:</b>	<b>Recognition Policy</b>	<b>Reference Number:</b>	<b>HM</b>
<b>Aim of Policy or Scope of Service:</b>	To ensure that associations that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative; it applies to all the recognised tenants and residents associations in council housing areas.		
<b>Approach to the Impact Assessment:</b>	The purpose of this EIA is to consider the possible positive or negative impact introduction of this policy may have on the council’s tenant and leaseholder residents associations.		

## Scope of the Assessment

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul>
<p><b>All</b> (impacts that apply to all groups)</p>	<p>(-) Associations are independent organisations and many of the committees have long standing members and some may find change a challenge.</p> <p>(-) Chairs may find enforcing the Code of Conduct to be a challenge.</p> <p>(+) Ensures that the council only recognises associations that keep to the terms of their constitutions and abide by the Code of Conduct.</p> <p>(+) Potential impact on all groups is that their involvement will increase due to associations running effectively and</p>	<p>Tenant &amp; Leaseholder Involvement Questionnaire</p> <p>Tenant profiling data</p> <p>Age Regulation 2006</p> <p>United Nations Convention on the rights of the child – Article 12</p> <p>Children’s Act 1989</p> <p>Equality Act 2010</p> <p>Tenant Census 2006</p> <p>20/20 Engagement Framework</p> <p>Information available on 6 equality strands.</p>	<p>Everyone Counts Report Dec 2012.</p> <p>Support from the Resident Involvement Team.</p> <p>Free committee skills and publicity training and printing at the Resource Centre.</p> <p>Support available for associations to use social media and set up web sites.</p> <p>Establishment of the Involvement &amp; Empowerment Group Nov 2013</p>	<p>Resident Involvement Team to attend association meetings and go through the Code of Conduct and Model Constitution.</p> <p>Set up peer to peer support sessions for the chairs around how to challenge difficult behaviours.</p> <p>Equalities awareness training for tenant representatives.</p> <p>Provide training workshops for resident groups to look for ways to increase involvement.</p> <p>Pin numbers of all committee members to be obtained so equalities monitoring reports can be run.</p>

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul>
<b>All</b> (impacts that apply to all groups) cont.	<p>that people will be treated with politeness and respect.</p> <p>(+) Provides tenants and leaseholders with an opportunity to give feedback on Housing reports at Area Panels and to scrutinise our performance against agreed standards.</p>			
<b>Race</b> (BME people, asylum seekers/refugees)	(+)Potential impact on all groups is that their involvement will increase due to associations running effectively and that people will be treated with politeness and respect	Tenant profiling data	As above	As above
<b>Gender</b> (men, women)	As above	Tenant profiling data	As above	As above

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul>
<b>Gender Reassignment</b>	As above	Tenant profiling data	As above	As above
<b>Marriage</b>	As above	-	As above	As above
<b>Civil Partnership</b>	As above	-	As above	As above
<b>Pregnancy &amp; Maternity</b>	As above	-	As above	As above
<b>Disability</b> (people with a physical or mental health issue, long term limiting illness, learning disability, or physical/sensory impairment)	As above	Tenant profiling data	As above	As above
<b>Age</b> (older, younger people)	As above	Tenant profiling data	As above	As above

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul>
<b>Religion or belief</b> (faith communities, including no belief)	As above	Tenant profiling data	As above	As above
<b>Sexual orientation</b> (lesbian, gay, bisexual and unsure people)	As above	Tenant profiling data	As above	As above
<b>Other groups</b> (carers, socially or financially excluded people, people experiencing domestic violence or abuse, etc)	As above	-	As above	As above
<b>Staff</b>	(-) Changes to the way officers engage with residents over the Code	Recognition Policy Model Constitution Tenant Rep's Handbook	Resident Involvement Team have gone through the Code of Conduct and	All communications relating to the Recognition Policy and Code of Conduct will be saved

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to:
	of Conduct may be challenging.	Grants procedure	know how to signpost people to the ASB Team or Standards and Complaints where relevant.	<ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul> in one folder and matters arising will be discussed at Team meetings. The Breach of the Code of Conduct form will be circulated.

*New actions to be transferred to Action Plan*



### Consultation

What consultation has been used or taken?	Date	Methods used	Findings
Staff session on Innovation Development	April 2012	Workshop style group discussion with Managers.	Behaviours were identified as a key barrier to resident involvement.
Innovation Group	April 2012	Research about methods / examples used by other housing providers was used. Scenarios of behaviours were discussed. Feedback from staff and residents was included in discussions.	Feedback from this group used to develop the Code of Conduct and Recognition Policy.

Survey on key areas of the Innovation (Everyone Counts) Report	April 2012	Article in Homing In, email to 3,000 on database, online consultation	87% agreed change <b>Code of Conduct</b> to clearly explain unacceptable behaviours and possible actions if not followed
Workshop at City Assembly on Code of Conduct	May 2012	Workshop style small group discussion.	Feedback that the Chair needs to be strong and enforce, support and training should be provided, and include a list of sanctions
Service Improvement Groups	Oct 2013	Copies of Code of Conduct circulated with welcome packs.	No objections raised.
Area Panels	Jan 2014	Full Report sent to the Area Panels and feedback collected for the consultation section of the Housing Report.	The Model Constitution needed amending as said tenants, it has been amended to residents. Comments from the Panels are in the consultation section of the covering report.
Involvement & Empowerment Service Improvement Group	Feb 2014	Feedback from Area Panels and rollout discussed	Agreement with Area Panel that should add "by email" to the Discrimination and Harassment section.  Some people don't like to complain or have trouble with forms, so the Resident Involvement Team will explain that they can help with the form and this is now added to the form.

### Action Plan

Agreed action	Timescale	Lead officer	Review date
Resident Involvement Team to attend association meetings and go through the Code of Conduct and Model Constitution.	May to October 2014	Becky Purnell	May 2015
Set up peer to peer support session for the chairs around how to challenge difficult	July to October 2014	Becky Purnell	May 2015



behaviours.			
Equalities awareness training for tenant representatives.	July to October 2014	Becky Purnell	May 2015
Provide training workshops for resident groups to look for ways to increase involvement.	July to October 2014	Becky Purnell	May 2015
Pin numbers of all committee members to be obtained so equalities monitoring reports can be run.	July to October 2014	Becky Purnell	May 2015

**Sign Off / Approval**

Lead Equality Impact Assessment Officer:

Date:

Departmental Equalities Lead:

Date:

Head of Delivery Unit / Lead Commissioner:

Date:

Communities & Equalities Team:

Date:

## **APPENDIX 7: Current Recognition Policy**

### **TENANTS' & RESIDENTS ASSOCIATIONS**

#### **Recognition**

Brighton & Hove City Council has set out some requirements that all tenants and residents associations must follow if they wish to be recognised. This is to ensure that associations that are involved in making decisions on behalf of residents are able to show that they are democratic, accountable and representative.

Once an association is recognised, it will be able to:

- Hold quarterly meetings with the local Housing Officer
- Send a voting representative to Area Panel and other meetings for resident participation
- Apply for a grant towards the cost of running the association

#### **Requirements for Recognition**

1. A Launch meeting
2. An up-to-date Constitution in line with the Model Constitution (attached).
3. An Annual General Meeting
4. Acceptance of and compliance with the conduct requirements of the Tenant Participation Compact and of this policy.

#### **Launch Meeting**

- 1.1 A tenants and residents association must be formed through a public meeting called for this purpose.
- 1.2 Each household living in the area of benefit of the association must receive an invitation to the launch meeting.
- 1.3 Residents living in the area of benefit must be elected at this meeting to administer the association.
- 1.4 The meeting must be minuted and a copy of the minutes sent to the Resident Involvement Team.

## **Constitution**

- 2.1** All tenants and residents associations must agree a written constitution that is recognised by Brighton & Hove City Council.
- 2.2** The constitution must include the following:
  - Provision for an Annual General Meeting including the month in which it will be held
  - The area which the association will cover i.e. names of streets, blocks of flats
  - An equal opportunities statement and a means of dealing with anyone who does not abide by it
- 2.3** Membership is only open to residents and their households living in the area of benefit. Subject to 2.4 below residents will not be able to join an association outside the area they live in.
- 2.4** A local association may, by agreement of a general meeting, extend rights to residents of a neighbouring area that does not have a recognised association but must not recruit members from an area that has a recognised association or from areas not bordering on the area of benefit.
- 2.5** Where there may be a conflict of interest, the member concerned must declare this; they must leave the room for the debate and cannot vote on the issue.

## **Annual General Meeting**

- 3.1** An Annual General Meeting must be held within three months of the date due.
- 3.2** All households in the area of benefit must receive an invitation to the Annual General Meeting.
- 3.3** A ballot of all members will not be accepted in place of an Annual General Meeting.
- 3.4** A copy of the minutes of the meeting must be sent to City Services.

## **De-recognition**

- 5.1** If a tenants and residents association no longer complies with the Recognition Policy action will be taken to derecognise the association.

- 5.2** Correspondence will be sent to the Chair and Secretary of the association setting out the reasons for de-recognition.
- 5.3** A further four weeks from the date of the correspondence will be given to the association to comply with the Recognition Policy.
- 5.4** If no action is taken, the association will automatically be de-recognised by City Services. Correspondence will be sent to all households in the area of benefit informing them of this decision.
- 5.6** It is open to a derecognised association to appeal in writing to the Director against de-recognition on the grounds that it complies with the policy. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

### **Equal Opportunities**

Brighton & Hove City Council is committed to equality of opportunity for all residents of the city. This commitment is reflected in all areas of the council's work.

The recognition criteria for tenants' associations require each group to have an equal opportunities statement and a means of dealing with residents who do not abide by it.

<b>Subject:</b>	<b>New Homes for Neighbourhoods – Final Scheme Approval</b>		
<b>Date of Meeting:</b>	<b>10 September 2014</b>		
<b>Report of:</b>	<b>Executive Director Environment, Development &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Sam Smith</b>	<b>Tel: 01273 291383</b>
	<b>Email:</b>	<b>sam.smith@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>Withdean</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Building new homes on council land is a council priority and essential if City Plan housing targets are to be met and the city's 'housing crisis' tackled.
- 1.2 At its meeting in November 2013 Housing Committee agreed to the demolition works, final feasibility study, design and development of new council housing on the site at 243-245 Preston Road, Brighton. This report focuses on development proposals for this site that the team now wishes to progress through planning and construction stages. Members are asked to agree rent level and associated level of HRA subsidy for the scheme.
- 1.3 The homes will be delivered through the council's Sustainable Futures strategic construction partnership.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee:
  - i) Notes the design and change to plans for this site
  - ii) Approves the rent model set at 80% market rent capped at LHA rate
  - iii) Approves the estimated levels of subsidy required from the HRA for the chosen rent model(s) and delegates authority to the Executive Director of Environment, Development and Housing and the Executive Director of Finance and Resources to agree reasonable amendments to that subsidy if changes arise

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The council's New Homes for Neighbourhoods programme has been established to provide much needed new homes on council land. The team has been reviewing available sites and progressing those that are suitable for the development of new housing.

## **Project background**

- 3.2 On Housing Committee's recommendation, the Policy and Resources Committee agreed in July 2012 that the buildings and land at 243-245 Preston Road be appropriated to the HRA. The bungalows were originally identified for leasing to Brighton & Hove Seaside Community Homes, however Housing Committee suggested that the bungalows may be more suitable for redevelopment and only flats in the main buildings were therefore leased. The Seaside leases only cover the individual flats within the main villas and the council retains full rights over all the garden land, including the right to build new homes. The bungalows were used as a site office and staff welfare facility by the contractors refurbishing the main buildings, but all four bungalow units are now vacant and in a semi-derelict state.
- 3.3 The original proposal brought to Housing Committee in November 2013 was to provide a development of four, two bedroom houses at the end of the garden of the existing building. The existing bungalows would be demolished with the new homes built in an L-shaped mews with bedrooms having sloping roofs on the first floor. Following Housing Committee's agreement it was agreed to use the council's Sustainable Futures Strategic Partnership to develop Preston Road and designs were passed to the in-house architecture team. The team have been assessing the scheme in terms of detailed design and scheme delivery.

## **New project proposal**

- 3.4 A number of issues which affect both cost and deliverability of the scheme have arisen including:
- Planning advice reduces the number of homes deliverable from four to three
  - Officers successfully negotiated access to the new homes via the private road (Cumberland Drive), however the freeholders were not willing to allow access to construction traffic
  - Analysis showed the large amount of deliveries and ground works required mean that the narrow side access would make development costly and problematic
  - The need for significant ground works which would be particularly costly given the access restrictions
- 3.5 Since these issues have arisen the team have been looking at alternatives for delivering homes on this site. This included an appraisal of the existing bungalows that are semi-derelict, which identified good foundations and a solid wooden frame structure in place. The partnerships architects and Quantity Surveyor undertook a comparison of building new homes using the existing foundations and wooden frame compared to the original scheme (with 3 homes as per latest planning guidance).
- 3.6 The options were presented to the Estate Regeneration Member Board who, although disappointed that the new build scheme was proving unviable, supported the option of rebuilding on the existing structure and foundations provided the new homes. This would bring a number of benefits including:

- New homes delivered quickly
- Lower cost and complexity than full new-build
- Fewer planning restrictions
- More sustainable as re-using existing structure
- Fewer access issues
- No major groundworks
- Less disruption for residents

3.7 The Member Board emphasised that the new homes should be robust, have a long life span and meet strategic housing need. The building work will be a brick wall construction around the existing timber frame with new windows, doors, internal walls, fixtures and fittings. The estimated life-span of the new homes would be a minimum of 60 years.

### **Wheelchair accessible homes**

3.8 The bungalow structures of the existing homes presented an opportunity to re-build them as much needed wheelchair accessible homes. The architects have therefore drawn up plans for two 3 bed bungalows that would be fully wheelchair accessible. The team have worked closely with the council's Adaptations Team and Occupational Therapists to ensure the designs meet local standards for accessible homes and would best meet the needs of future residents. The designs are attached in appendix 2.

3.9 The Housing Adaptations Update Report also being considered by this committee presents information on the urgent need for adapted homes in the city, the pressure on the adaptations budget and the sometimes high cost adapting existing homes. The city has a rising demand for adaptations as disabled children and adults are supported to live longer in their own homes, in particular an increase in over 85's and children living at home with complex needs. Providing fully accessible 3 bed bungalows helps meet the needs of families with parents or children with disabilities and negates the need for potentially costly adaptations which may not be required in the longer term or suitable for future residents.

3.10 There are currently nine households on the waiting list for 3 bedroom wheelchair accessible homes (Mobility 1 Category). Wheelchair accessible homes are exempt from Right to Buy legislation (provided that they form part of a group which it is the landlord's practice to let for occupation by physically disabled persons, and a social service or special facilities are provided in close proximity to the group, wholly or partly for the purpose of assisting those persons).

### **Sustainable Futures strategic construction partnership**

3.11 It is planned that pre-construction and construction phases will be undertaken by the council's in-house architecture and design team and new corporate Sustainable Futures strategic construction partnership. The partnership was procured under an OJEU procurement process authorised by Policy & Resources Committee on 21<sup>st</sup> March 2013, following two previously successful construction partnerships. The new partnership started in early 2014 for a contract term of four years and to a value of £60 million. It is delivering construction projects for

various council client departments and is managed by the council's Property & Design team.

- 3.12 The design team, including a member of the Estate Regeneration team, meet every four weeks and will work together within the assigned budget to set the Agreed Maximum Price following on from which the Quantity Surveyor will produce a review document for audit purposes which demonstrates that the project has achieved value for money. This document benchmarks the square metre (m<sup>2</sup>) rates against previous partnered and non partnered schemes and also against national construction rates for housing. In addition, an independent partnering advisor is employed and a Core Group meets monthly to oversee the arrangements and takes a strategic view of each scheme, ensuring that key deadlines are met.

Development timeline:

Milestone	Target date
Planning Permission gained	November 2014
Start on site	January 2015
Practical completion	May 2015

**Tenure and rent levels**

<b>243-245 Preston Road</b>	Rent per week at 80% market rent/LHA rate per week
Overview	The proposal includes 2 x 3 bedroom wheelchair accessible bungalows
Rent	£228 (capped at LHA rate)
HRA subsidy per home	£23,325
Total HRA subsidy requirement	£46,650

- 3.13 At its meeting on 18 June 2014 Housing Committee unanimously agreed to rents at 80% market rent, capped at Local Housing Allowance (LHA) rate, for four new council housing developments. Members' expressed concern about the affordability of 80% market rents for some residents, however the decision was made in the context of the need to maximise the number of new homes delivered by the programme and providing value for money to the wider Housing Revenue Account (HRA).

**4 ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 As detailed in the report a number of options for the development of this site have been considered including:

1. New build of three 2 bed houses at the top end of the garden
2. Building on existing foundations using existing timber frame
3. Wider development opportunities
4. Do nothing



- 4.2 It is considered that the option 2 is preferred based on cost, speed of delivery, complexity and sustainability.

## **5 COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 Further consultation will take place with Brighton & Hove Seaside Homes and their residents of the existing building as the project develops. There is not a local residents association.

## **6. CONCLUSION**

- 6.1 Agreeing to progress this scheme will enable the council to build two much needed wheelchair accessible family homes in the city.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 7.1 The HRA Capital Investment Programme 2014/15 includes a budget of £1.0 million, with indicative funding of £2.3 million for years 2015 to 2017, for building new homes on Infill sites, which includes Preston Road and Manor Place (Manor Place was previously reported at June Housing Committee). The original budget estimates assumed the use of RTB receipts for 30% of the development cost for Preston Road, as these receipts can be used toward funding the supply new affordable homes.
- 7.2 The viability modelling in this report assumes that the receipts will not be available for use as the proposals in this report for the Preston Road Bungalows are classified as refurbishments rather than new build. Therefore the viability modelling sets out to show whether the scheme can pay for itself by using the new rental stream only (net of management costs) over 30 years to pay for the principal and interest on the borrowing required to fund the development. This shows that without the use of RTB receipts there is a small subsidy requirement of £46,650. This subsidy can be met within the HRA Capital Investment budget for the New Homes on Infill sites, as although the RTB capital receipts cannot be applied, the original estimates were based on 4 units at a higher cost.

*Finance Officer Consulted: Susie Allen*

*Date: 27/08/14*

### Legal Implications:

- 7.3 As the Housing Committee has overall responsibility for the council's housing functions, it is empowered to make the decisions set out in the report. No individual's human rights are adversely affected by the report's recommendations.

*Lawyer Consulted: Liz Woodley*

*Date: 28.08.14*

Equalities Implications:

- 7.4 The proposals include two fully accessible wheel chair adapted homes.

Sustainability Implications:

- 7.5 The new homes will be built to high suitability standards. The council will also look to include Solar Photo Voltaic systems.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Wider implications
2. Preston Road designs

**Background Documents**

1. New Homes for Neighbourhoods – Estate Regeneration Programme report to Housing Committee 6 March 2013
2. New Homes for Neighbourhoods – Development of new homes on Housing Revenue Account (HRA) land 13 November 2014

Crime & Disorder Implications:

- 1.1 Good quality housing has been demonstrated to influence the rate of crime and disorder and quality of life.

Risk and Opportunity Management Implications:

- 1.2 There are a number of risks and opportunities associated with developing new homes including increases in construction and other costs. This is mitigated by the partnership financial control mechanisms as detailed in this report.

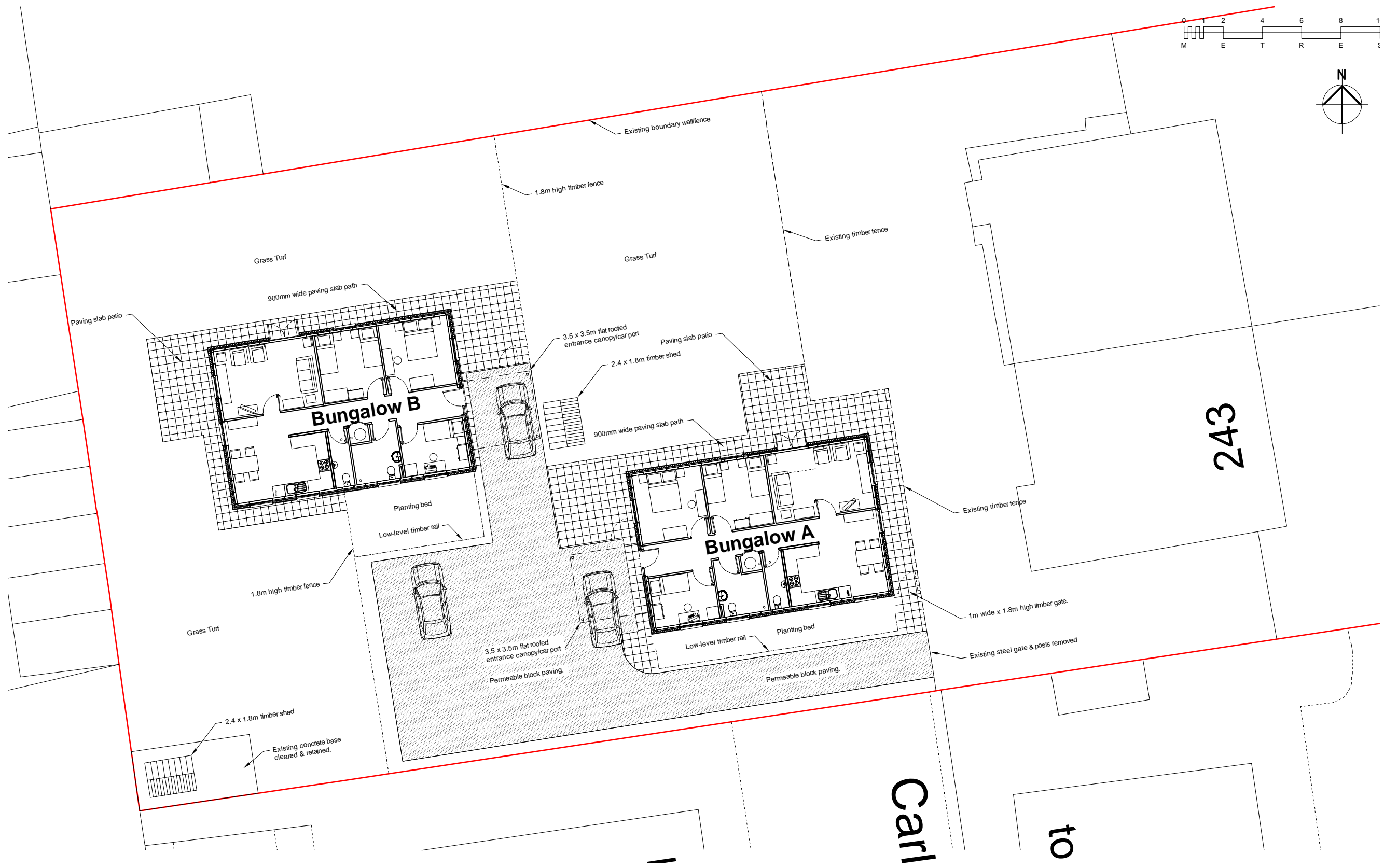
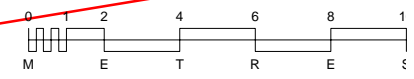
Public Health Implications:

- 1.3 This project will provide much needed wheelchair adapted accommodation. There are strong links between improving housing, providing new affordable homes and reducing health inequalities. Energy efficient homes which are easier and cheaper to heat will help support the health of households.

Corporate / Citywide Implications:

- 1.4 The Sustainable Futures Strategic Partnership is committed to working with the Local Employment Scheme to ensure that work, apprenticeship and training opportunities are provided for local people.





REV	DATE	DESCRIPTION

Drawing Status

**Pricing**



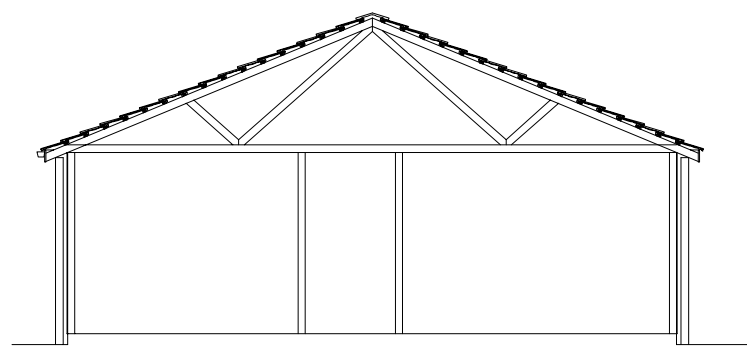
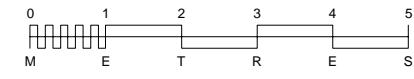
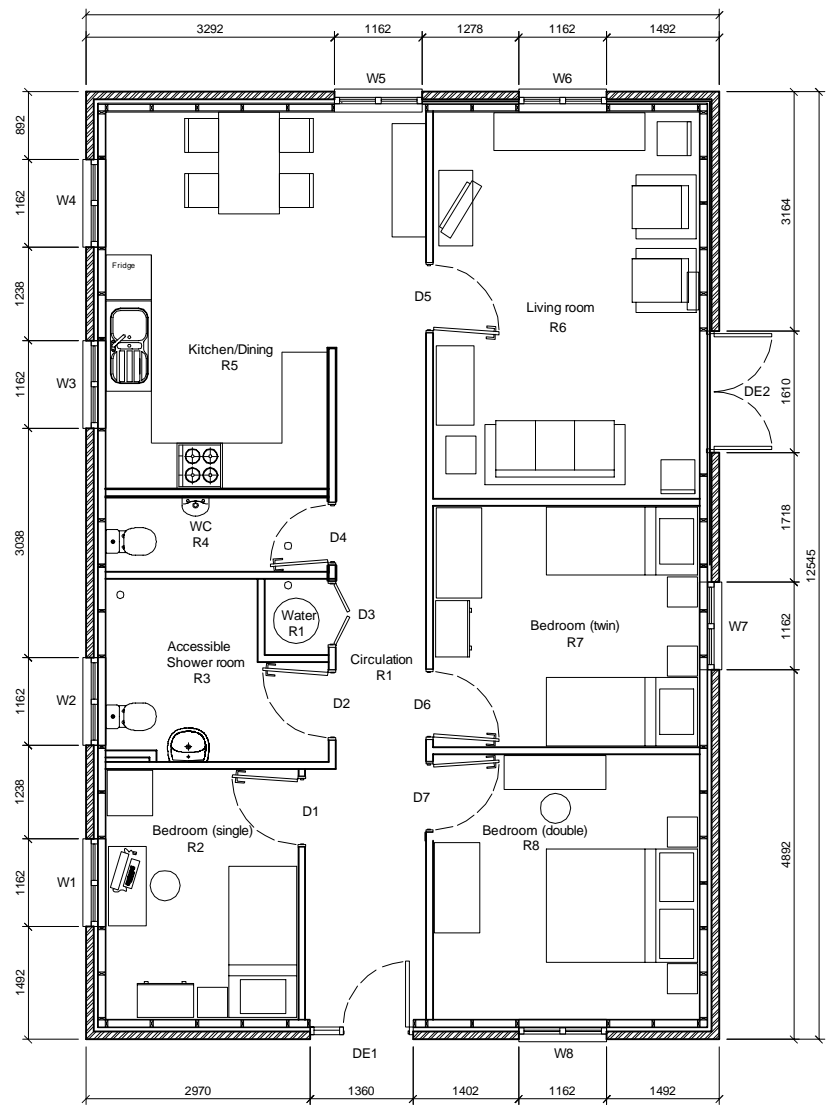
BRIGHTON & HOVE CITY COUNCIL  
 PROPERTY & DESIGN  
 KINGS HOUSE, GRAND AVENUE  
 HOVE, EAST SUSSEX BN3 2LS  
 Telephone: (01273) 290000 Fax No: (01273) 291467

Project  
**Preston Road Bungalows**

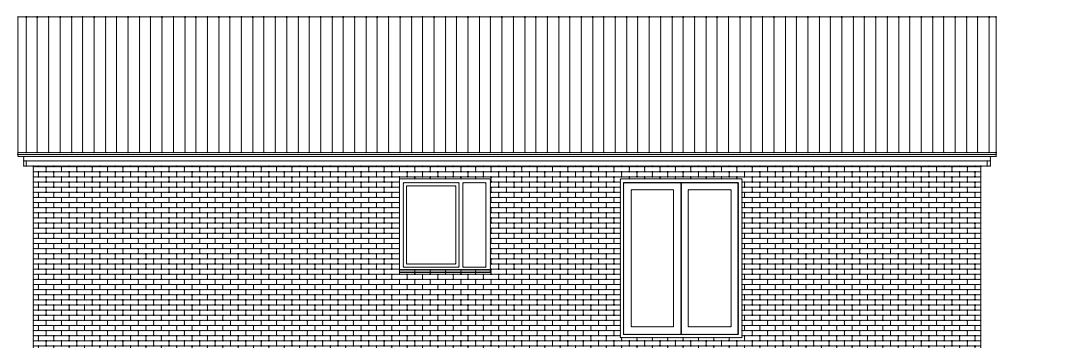
Title  
**External works**

Drawn By ST	Checked By -	Date Aug 2014
Project No. <b>HOU004</b>	Scale 1:100 @ A1; 1:200 @ A3	Revision
Drawing No. <b>100</b>		

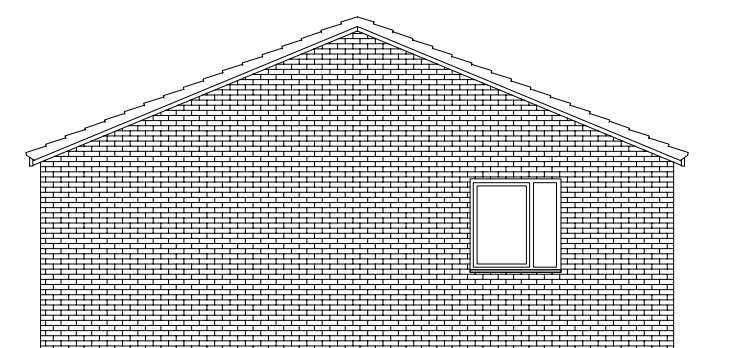




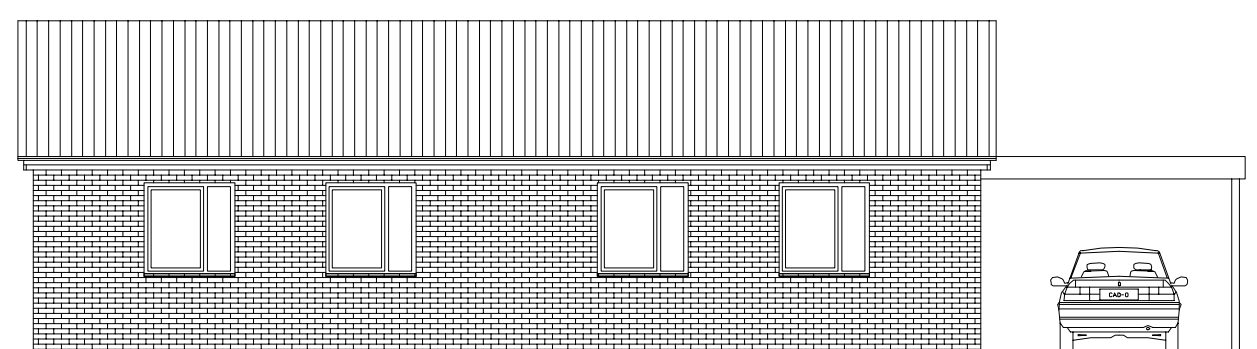
Cross Section (Bungalows A & B)



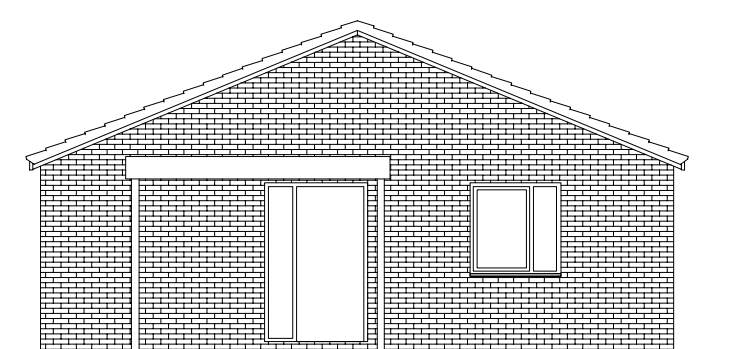
North Elevation (Bungalows A & B)



West Elevation (Bungalows A & B)



South Elevation (Bungalows A & B)



East Elevation (Bungalows A & B)

REV	DATE	DESCRIPTION

Drawing Status  
**Pricing**



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Project  
**Preston Road Bungalows**

Title  
**General Arrangement (proposed)  
Plans Elevations & Sections**

Drawn By ST	Checked By -	Date Aug 2014
Project No. <b>HOU004</b>	Scale 1:50 @ A1; 1:100 @ A3	Revision
Drawing No. <b>101</b>		





<b>Subject:</b>	<b>Procurement of Temporary Accommodation - Framework Agreements and Approved List of Providers – Update Report</b>		
<b>Date of Meeting:</b>	<b>Housing Committee 10<sup>th</sup> September 2014</b>		
<b>Report of:</b>	<b>Geoff Raw</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Martin McCurdy</b>	<b>Tel: 29-3786</b>
	<b>Email:</b>	<b>Martin.mccurdy@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report sets out the progress that has been made with respect to the procurement of framework agreements and an approved list of providers for the provision and management of temporary accommodation.

**2. RECOMMENDATIONS:**

- 2.1 That Housing Committee note the contents of this report.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 On 29<sup>th</sup> November 2012, P&R Committee granted delegated authority to the Executive Director Environment, Development & Housing in consultation with the Executive Director, Finance & Resources to set up:

- (i) a framework agreement for the provision of B&B type accommodation, for a duration of four years.
- (ii) a framework agreement for the provision of managed leased accommodation, for a duration of four years and
- (iii) an approved list of providers of blocks of leased accommodation that can be managed by the council for a duration of up to four years.

- 3.2 Delegated authority was also granted to the Executive Director Environment, Development & Housing to call off from those framework agreements and the approved list in order to award contracts as required following the recommendations of the evaluation panel and the results of the tendering process.

3.3 Further to the P&R Committee on 29<sup>th</sup> November 2012, Housing officers have embarked on a major procurement exercise to establish framework agreements and an approved list as set out below.

#### **4. PROGRESS TO DATE**

##### **(i) Framework agreement for the provision of B&B type accommodation.**

4.1 It has not been possible to set up a framework agreement for the provision of B&B accommodation because of the difficulties in establishing a common specification to cover all types of B&B accommodation on offer throughout the city - as it is so varied. Therefore, Housing officers are now working to set up an approved list of providers instead. A list will be established of pre-qualified providers so that Housing officers can then approach the providers on the list as and when a specific need for B&B accommodation arises. An evaluation of the property offered by the providers on the list will then be undertaken in line with set criteria to demonstrate that the council can obtain value for money.

4.2 The tender documents for this list are currently being drafted and developed by officers and the current target is to have this list in place by January 2015.

##### **(ii) Framework agreement for the provision of managed leased accommodation.**

4.3 At the time of the 29<sup>th</sup> November 2012 P&R report, it was envisaged that this framework agreement would cover the provision of both long term and short term temporary accommodation. This added complexity to the documentation and in an effort to save time, Housing officers decided to tender two framework agreements instead of one (one for the provision and management of long term temporary accommodation and another for the provision and management of short term accommodation) with the plan that they could get at least one framework agreement (for the provision and management of long term temporary accommodation) up and running as soon as possible.

4.4 The framework agreement for the provision and management of long term temporary accommodation has been tendered and three successful providers (Orchard & Shipman Group PLC, A.A. Homes and Housing Limited, West Pier Services Limited) have been awarded a place on this framework agreement.

4.5 An initial order has been executed with Orchard & Shipman Group PLC requiring them to procure and manage one hundred properties for the council. The leases and management for properties that Orchard & Shipman procure for the council could be as long as seven years. Officers are in the process of getting orders for the provision and management of ten properties approved by the Executive Director Environment, Development & Housing and then executed with A.A. Homes and Housing Limited and West Pier Services Limited respectively.

4.6 The framework agreement for the provision and management of short term temporary accommodation has been tendered. Officers have already shortlisted and interviewed tenderers and the tender evaluation report is currently being

drafted. This framework agreement is due to be awarded and executed with successful contractors in September 2014.

**(iii) Approved list of providers of blocks of leased accommodation that can be managed by the council.**

4.7 Upon reflection, and given the state of the housing market in Brighton where demand outstrips supply, it was not considered appropriate to procure an approved list of providers of blocks of leased accommodation that can be managed by the council especially as in 2009 delegated authority was given to the Executive Director Environment, Development & Housing to negotiate the final Heads of Terms for leases up to 10 years with each landlord in consultation with the council's Valuer, the Head of Law and Finance and Property (further to Housing Cabinet Member meeting on 29<sup>th</sup> April 2009 – see report attached).

4.8 To ensure that such leases are good value for money, details of the lease and price are referred from Housing officers to Property & Design valuation officers for consideration and ratification, prior to entering into a lease.

**(iv) Waiver for extension of existing agreements for short term and B&B temporary accommodation**

4.9 As existing agreements for the principal blocks of short term temporary accommodation and B&B were/are due to expire during May to September 2014, a waiver has been authorised to approve new agreements with the existing providers until 31<sup>st</sup> March 2015. The extended terms of the new agreements should allow time for Housing officers to complete the procurement of the framework agreement for short term temporary accommodation and the approved list of B&B providers. The intention is for the properties and services supplied under the framework agreement and the approved list to then replace the accommodation currently provided under the existing agreements.

**5. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

5.1 Not applicable

**6. COMMUNITY ENGAGEMENT & CONSULTATION**

6.1 Part VII of the Housing Act 1996 imposes a duty on the Council to secure that accommodation is available for some categories of homeless persons.

**7. CONCLUSION**

7.1 The report is for information only

**8. FINANCIAL & OTHER IMPLICATIONS:**

Financial Implications:

8.1 The total value of the Long Term Temporary Accommodation Framework is in the region of £18.5m to a maximum of £23.1m based on a projected demand of 343 properties over the 4 years of the framework. The initial order of 100 properties with Orchard & Shipman Group PLC, as mentioned in the body of the

report, has a framework value of £4.6m over 4 years. The value of the two orders of 10 properties with A.A. Homes and Housing Limited and West Pier Services Limited, as mentioned in the body of the report, will be approx. £1.1m over 4 years, subject to final approval and issue of the orders.

- 8.2 The total value of the Short Term Temporary Accommodation Framework is in the region of £13.4m to a maximum of £14.8m based on a projected demand of 220 properties over the 4 years of the framework.
- 8.3 The value of approved list of providers for Bed and Breakfast accommodation and blocks of lease accommodation is to be finalised and we will be seeking suppliers which offer the most economic advantage in the current challenging climate.

*Finance Officer Consulted: Neil Smith*

*Date: 27/08/14*

Legal Implications:

- 8.4 The legal implications set out in the report to P&R Committee dated 29<sup>th</sup> November 2012 continue to apply.
- 8.5 The setting up of an approved list for the provision of B&B type accommodation is deemed more suitable than a framework agreement for the reasons set out in the body of the report.

*Lawyer Consulted:*

*Name Isabella Sidoli*

*Date: 21.08.14*

Equalities Implications:

- 8.6 An EIA was submitted with the original P&R report in November 2012. This EIA was updated in April 2014 and is included at Appendix 1

Sustainability Implications:

- 8.7 The framework agreements support the commissioning of accommodation locally and working in partnership with the private sector to provide good quality accommodation to meet the corporate needs of the Council. The focus on long term temporary accommodation will enable people to become settled.

Crime & Disorder Implications:

- 8.8 None

### Risk and Opportunity Management Implications:

- 8.9 It is hoped that accommodation procured through the framework agreements and the approved list will assist by providing accommodation for homeless people whom the council has a duty to house who would otherwise be housed in more expensive nightly booked B&B accommodation. Therefore officers will continue to work hard to meet the timescales set out above with respect to the outstanding award of the framework agreement for short term temporary accommodation and the procurement of an emergency accommodation providers list.

### Public Health Implications:

- 8.10 The contract documentation sets a minimum standard for all properties that are procured under the framework agreements. In this way the framework agreement should have a positive impact upon the health and wellbeing of the clients.

### Corporate / Citywide Implications:

- 8.11 We are anticipating an increase in homelessness over the next few years as a result of the economy, housing market and welfare reforms. We have a statutory duty to provide accommodation for those qualifying homeless households and so will need to procure additional accommodation to meet this increasing demand and as it is becoming more difficult to access the private rented market

## **SUPPORTING DOCUMENTATION**

### **Documents in Members' Rooms**

1. None

### **Background Documents**

1. Procurement of Temporary Accommodation – Framework Agreements and Approved List of Providers. P&R Committee Report, 29<sup>th</sup> November 2012.
2. 10 year leasing – Temporary Accommodation – Housing Cabinet Member Meeting Report – 29<sup>th</sup> April 2009.



<b>Subject:</b>	<b>Housing ICT Business Plan</b>		
<b>Date of Meeting:</b>	<b>10 September 2014</b>		
<b>Report of:</b>	<b>Executive Director – Environment, Development &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Hilary Edgar</b>	<b>Tel: 29-3250</b>
	<b>Email:</b>	<a href="mailto:Hilary.edgar@brighton-hove.gov.uk">Hilary.edgar@brighton-hove.gov.uk</a>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 This report introduces the Housing ICT business plan which sets out the individual ICT projects that have been identified as necessary in the short, medium and long term, following the recent Tenant and Resident Scrutiny Panel report on the Housing Customer Service Team.
- 1.2 The plan reflects the importance of ICT in providing quality services to residents and in giving the right tools to staff to carry out their work.
- 1.3 This report also updates Housing Committee on the actions taken in response to recommendations about ICT made by the Tenant and Resident Scrutiny Panel in their report.

**2. RECOMMENDATIONS**

- 2.1 That the committee notes the attached Housing ICT business plan and the individual projects set out within it.

**3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 A key finding of the Tenant and Resident Scrutiny Panel report on the Housing Customer Service Team was that *'investment in ICT is vital to support the (team), as well as other housing services'* and three of the four recommendations the Panel made were about ICT.
- 3.2 Housing's response to the Panel's report was presented at the April meeting of this committee. This report provides an update on the work that has taken place since then to implement these three recommendations.

#### 4. UPDATE ON THE RECOMMENDATIONS

- 4.1 **Recommendation 1** – *‘That the Head of Housing commits to exploring the corporate Customer Experience Management (CEM) platform, being rolled out in other services, to see if there is a business case to be presented to the Customer Access Programme Board for it being introduced as a priority for the Housing Service’.*
- 4.2 Housing officers have met with colleagues from the corporate team that has supported other service areas to introduce Firmstep, the council’s chosen CEM system, to develop an action plan to put a business case to the Customer Access Programme Board and the ICT Change Advisory Board for Housing to invest in the purchase and development of Firmstep.
- 4.3 Officers are currently working through the following actions:
- 4.4 Analysing resident demands on the Housing service – identifying the number and type of resident queries to help understand the range of processes in the service.
- 4.5 Mapping these processes to show waste/opportunities to automate work or link teams through the CEM.
- 4.6 Speaking to Firmstep so they have an understanding of Housing’s needs and the service can get information on costs.
- 4.7 Redesigning processes (possibly with Firmstep) to provide a specification for the CEM.
- 4.8 Developing a project proposal/business case for the ICT Change Advisory Board and Customer Access Programme Board.
- 4.9 Providing the boards support the business case, planning the time, resources and costs needed to implement CEM within Housing.
- 4.10 **Recommendation 2** – *‘The Head of Housing produces a business plan for ICT in the Housing Service, including the Housing Customer Service Team. This would include short, medium and long term objectives, to be provided within four months of this Panel report going to committee (August 2014)’.*
- 4.11 The business plan is attached as Appendix 1.
- 4.12 A Housing ICT Programme Board will be set up this month to co-ordinate and manage the various projects in the business plan. The board will be accountable for the delivery of the different work streams within the programme.
- 4.13 The business plan will be expanded and updated as the Programme Board meets and the projects are developed.
- 4.14 **Recommendation 3** - *‘While the OHMS (Open Housing Management System) computer system continues to be used, the panel feels it is beneficial to recommend that its service and cost effectiveness is evaluated to determine whether future investment is needed for upgrades to the system to meet service*



*needs. The evaluation could also assess whether consideration needs to be given to the replacement of the housing management ICT system in the longer term'.*

- 4.15 The ICT business plan includes a project to review OHMS to determine whether it continues to be fit for purpose or whether there is a system on the market that would better meet Housing's needs.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The Tenant and Resident Scrutiny Panel considered the results of resident surveys and feedback in their review of the Housing Customer Services Team and when making their recommendations on changes to the ICT the team use.
- 5.2 A staff workshop was held on 4 June 2014 where colleagues from across the service came together to reflect and debate the use of ICT within housing. Staff demonstrated at this workshop that they have high levels of customer focus and a desire to work collaboratively to improve ICT systems.
- 5.3 The workshop also revealed the wide range of systems and databases (both internal and web based) that are used in the service. There are also a number of local spreadsheets and a variety of shared drives used by teams to store and retrieve information. Our aim is to reduce use of these to ensure information is easily accessible and shared between teams.
- 5.4 Officers at the workshop came up with a variety of ideas that are included in the Housing ICT business plan and some ideas that were several years in the future, for example, using technology within tenants' homes to easily track or identify repairs and improvements.
- 5.5 As the projects in the business plan are developed there will be actions in the plan to review services and processes in conjunction with residents to ensure ICT underpins and supports business improvement.

## **6. CONCLUSION**

- 6.1 This report provides information about work that will be undertaken in the short, medium and long term within Housing to improve ICT.
- 6.2 If supported, the projects in this plan will lead to the introduction of modern and 'fit for purpose' ICT within Housing which in turn will improve the customer experience for residents who make use of the council's ICT systems on a daily basis to access services, advice and information.

## **7. FINANCIAL & OTHER IMPLICATIONS**

### **7.1 Financial Implications**

The HRA capital programme 2014-17 has £0.080 million for spend on ICT during 2104/15 and indicative funding of £0.100 million for both 2015/16 and 2016/17. There will be financial implications to implementing the business plan but these will not be known until further assessments of the changes required have been

established. As and when the costs for delivery of the various projects become known, if these cannot be met from current budget provisions, further reports will be submitted to this committee to enable decisions to be made on whether or not to go ahead with the project(s) and agree resources required.

*Finance Officer Consulted: Monica Brooks*

*Date: 20/08/14*

## 7.2 Legal Implications

There are no significant legal implications arising from the report's recommendation.

*Lawyer Consulted: Liz Woodley*

*Date: 26/08/14*

## 7.3 Equalities Implications

A CEM system will provide much better equalities monitoring within Housing by being able to provide comprehensive reports on who is accessing services and why. This data will be used in Equalities Impact Assessments and to tailor services for particular groups of residents and individuals.

Equalities Impact Assessments will be carried out for each of the projects in the business plan as they are developed.

## 7.4 Sustainability Implications

Improved ICT and work processes will eliminate waste within Housing and lead to cheaper and more efficient services. A wider self serve offer and more mobile workforce will make it easier for residents to contact Housing without making a journey to a Housing Office.

## 7.5 Risk and Opportunity Management Implications

A risk register has been started as part of the Housing ICT business plan and this will be maintained throughout the life of the plan. Introducing new ICT brings both risks and opportunities and the Programme Board overseeing the plan, and individual project managers, will assess these as part of their work.

## 7.6 Corporate / Citywide Implications

One of the four main priorities in the council's Corporate Plan 2011-2015 is 'modernising the council'. The work to develop ICT within Housing and the associated business processes will contribute to the council's aim to modernise.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Housing ICT Business Plan

### **Background Documents**

1. Tenant & Resident Scrutiny Panel report on Housing Customer Service team



**Business Planning Template 2014/15**  
(Incorporating Risk Management Plans)

<b>Directorate</b>	Housing				
<b>Responsible Manager</b>	Angela Smithers				
<b>Version Date</b>	22/8/14	<b>From:</b> 1/9/14	<b>To:</b> 31/3/15	<b>Version number</b>	V1

## Corporate Priorities and their supporting Outcomes

<b>Corporate Priority</b>	<b>1</b>	<b>Priority One: Tackling Inequality</b>
Outcome	1.1	Children and young people have the best start in life
Outcome	1.2	Vulnerable adults supported to live healthy independent lives
Outcome	1.3	Decent affordable, healthy housing
Outcome	1.4	Reduce health inequalities and long standing public health issues
Outcome	1.5	Access to quality employment with wages that pay for a decent standard of living
Outcome	1.6	Culture and leisure opportunities for all
Outcome	1.7	Cohesive and safe communities
<b>Corporate Priority</b>	<b>2</b>	<b>Priority Two: Creating A More Sustainable City</b>
Outcome	2.1	A strong and low carbon economy
Outcome	2.2	A fair balance between the needs of pedestrians and cyclists, public transport users and motorists
Outcome	2.3	A low waste city
Outcome	2.4	A healthier and higher quality built environment
Outcome	2.5	Protection and enhancement of the city's natural environment
<b>Corporate Priority</b>	<b>3</b>	<b>Priority Three: Engaging People Who Live and Work in the City</b>
Outcome	3.1	A council that is easy to contact and demonstrates that it listens to residents
Outcome	3.2	Resilient and vibrant community & voluntary sector
Outcome	3.3	Improved collaboration between the council and communities
Outcome	3.4	Improved council engagement with businesses
Outcome	3.5	A more open and transparent council
<b>Corporate Priority</b>	<b>4</b>	<b>Priority Four: Modernising the council</b>
Outcome	4.1	Good governance and leadership
Outcome	4.2	A high performing workforce
Outcome	4.3	Excellent customer service
Outcome	4.4	Value for money

## Service Level Objectives

Outcome number	SLO number	Service Level Objective detail
4.3, 4.4	1	Develop and support ICT systems for Housing
4.3, 4.4	2	Integrate ICT systems with business processes
3.1, 4.3, 4.4	3	Improve customer access to information and services

## Risk and opportunity affecting achievement of Business Plan 2014/15

This section should be completed and linked to your Business Plan. If you need assistance, contact the [Risk Manager](#).

Risk No.	Reference link (i.e. service level objective, No. or Strategic Risk)	Risk Description	Potential Consequence(s)	Initial Likelihood (L) Risk Score	Initial Impact (I) Risk Score	Mitigating Controls & Actions (Responsible Officers in Brackets)	Controlled Likelihood (L) Risk Score	Controlled Impact (I) Risk Score	Controlled Risk Score (L x I)	Further "Solutions", i.e. actions Controls (Responsible Officers Brackets)  these represent "work that needs to be done"	Target Date	Lead Officer
Assign a unique Number	Detail the particular service objective no. or Strategic Risk, if relevant	Summarise what it is that you think could prevent achievement of your objective	Summarise what could happen and detail the impact on outcomes	Use the Risk Matrix	Use the Risk Matrix	List existing processes/Mitigations/ Controls that are in place and operating well to manage the risk	Use the Risk Matrix	Use the Risk Matrix	Multiply L x I and check Risk Matrix	List further actions that you have planned or realise that you need to take  (Assign a Responsible Officer for each action)	Completion date for this action	Insert Name
1.	1,2,3	Insufficient resources – money, time and staff to carry out work identified within set timescales	<p>Projects delayed or not completed</p> <p>Budget affected elsewhere in Housing or ICT solutions not provided.</p> <p>Housing not meeting the 'modernisation' agenda.</p>	4	12	<p>Programme Board to include reps. from ICT, HR, Finance and service teams.</p> <p>Board to scope budget and resources needed at an early stage to ensure individual projects are not competing against each other and funds and other resources are allocated for each project.</p>	3	3	9			Head of Housing/ICT Programme Manager



Risk No.	Reference link (i.e. service level objective, No. or Strategic Risk)	Risk Description	Potential Consequence(s)	Initial Likelihood (L) Risk Score	Initial Impact (!) Risk Score	Mitigating Controls & Actions (Responsible Officers in Brackets)	Controlled Likelihood (L) Risk Score	Controlled Impact (!) Risk Score	Controlled Risk Score (L x I)	Further "Solutions", i.e. actions Controls (Responsible Officers Brackets)  these represent "work that needs to be done"	Target Date	Lead Officer
1.	1,2,3	Lack of knowledge and ICT experience in current workforce to deliver projects	ICT systems not sufficiently specified; project timescales and budgets inaccurate.	4	12	Programme Manager to carry out assessment of knowledge and skills needed to carry out the projects.  Consider setting funds aside during 2015/16 budget setting process to employ a specialist Business Analyst to work with Programme Manager and Board.	3	3	9			Head of Housing/ICT Programme Manager
1.	1,2,3	Scale and pace of change exceeds staff ICT skill base	Staff unable to fully use new systems; negative impact of change on staff wellbeing and attendance	4	12	Staff and union representatives to have links with the Programme Board.  Use change management learning/experience of the Work Styles project  Carry out a training needs analysis and build training in new systems into project plans	3	3	9			Head of Housing/ICT Programme Manager

	MOST LIKELY <b>IMPACT</b>				
<b>LIKELIHOOD</b>	Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Almost Certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Almost Impossible (1)	1	2	3	4	5

You need to **DECIDE** the Likelihood of occurrence and the Impact on Objectives, i.e. **LIKELIHOOD x IMPACT**

**ORDER** – use the colour scores & take action as below

<b>1 – 3</b> <b>Low</b>	<b>4 – 7</b> <b>Moderate</b> <b>Monitor</b>	<b>8 – 14</b> <b>Significant</b>	<b>15 – 25</b> <b>High</b>
<b>Monitor periodically</b>	<b>Monitor if the risk levels increase</b>	<b>Review &amp; ensure effective controls</b>	<b>Immediate action required &amp; need to Escalate to the management level above</b>

S/M/L Term *	Service Level Objective - Develop and support ICT systems for Housing	Completion date	Performance indicator	Lead officer
	<b>Key Areas of Focus plus additional actions</b>			
S	Set up a Housing ICT Programme Board	September 2014	Board in place	Diane Hughes
M	Assess need to procure a new housing management system <ul style="list-style-type: none"> <li>• Research market for a new housing management system</li> <li>• Identify failings of the current system</li> </ul>	September 2015	Decision on whether new system is needed	To be confirmed by the Project Board
M	Introduce a Customer Experience Management (CEM) system <ul style="list-style-type: none"> <li>• Demand analysis – identify number and type of customer queries</li> <li>• Map current processes to show waste/opportunities to improve</li> <li>• Meet Firmstep</li> <li>• Redesign processes</li> <li>• CAB project proposal/business case</li> <li>• Project initiation document</li> </ul>	March 2016	CEM system in place	To be confirmed by the Project Board
M	Carry out a feasibility study for mobile working options	September 2015	Options identified	To be confirmed by the Project Board
M	Introduce Apex Survey Manager (asset management software)	March 2015	System in use	To be confirmed by the Project Board

\*Short term (under one year), medium term (one to three years), long term (over three years)

S/M/L Term *	Service Level Objective – Integrate ICT with business processes	Completion date	Performance indicator	Lead officer
<b>Key Areas of Focus plus additional actions</b>				
S	Migrate Housing performance management reports to Business Objects. This is more targeted and will give services greater autonomy over reporting needs.	March 2015	Improved performance reports	Diane Hughes
S	Develop processes to allocate and let car park and garages through OHMS.	March 2015	OHMS used to allocate/let spaces	Lucie Royall
M	Enhance ICT to respond to the introduction of Universal Credit; review implications of Universal Credit and welfare reform.	September 2015	Changes identified and implemented	To be confirmed by the Project Board
S	All tenancy files to be transferred onto Idox (electronic document management system).	March 2015	All tenancy files on IDOX	Hilary Edgar
S	Review 'call back' system within OHMS used by the Housing Customer Service team to refer cases to the Neighbourhoods team.	October 2015	Changes identified and implemented	Diane Hughes

\*Short term (under one year), medium term (one to three years), long term (over three years)

<b>S/M/L Term</b>	<b>Service Level Objective - Improve customer access to information and services</b>	<b>Completion date</b>	<b>Performance indicator</b>	<b>Lead officer</b>
<b>Key Areas of Focus plus additional actions</b>				
S	Introduce 'paperless' Direct Debits.	March 2015	Changes identified and implemented	Lynn Yule
M	Introduce a Housing 'App'.	March 2016	Number of residents using the App to access services	To be confirmed by the Programme Board
S	Develop social media communication strategy for Housing.	March 2015	Number of followers through social media channels	To be confirmed by the Programme Board
M	Develop self-service portal as part of Firmstep.	March 2016	Channel shift to self-service options	Diane Hughes

\*Short term (under one year), medium term (one to three years), long term (over three years)



<b>Subject:</b>	<b>Housing Tenancy Fraud Update Report</b>		
<b>Date of Meeting:</b>	<b>10<sup>th</sup> September 2014</b>		
<b>Report of:</b>	<b>Executive Director of Finance &amp; Resources</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Tony Barnard</b>	<b>Tel:</b> 291330
	<b>Email:</b>	<b>tony.barnard@brighton-hove.gcsx.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE.****1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The Corporate Fraud Team was set up on 1<sup>st</sup> June 2013 to tackle the main fraud risks that could affect the council.
- 1.2 Housing tenancy fraud represents one of the most significant areas of financial loss and harm from fraud to local government. It is estimated that the average cost to the public purse per case of housing tenancy fraud is £18,000 per annum (Audit Commission - Protecting the Public Purse 2013).
- 1.3 This report updates the Housing Committee on the work that has been undertaken so far this year in relation to tackling housing tenancy fraud and also informs the Housing Committee of initiatives that are planned for later in this financial year.

**2. RECOMMENDATIONS:**

- 2.1 That the Housing Committee notes the content of this report.

**3. CONTEXT/ BACKGROUND INFORMATION****Recovery of properties**

- 3.1 Five properties have been recovered since 1<sup>st</sup> April 2014. There were 4 cases where properties have been returned to council stock, two were as a result of keys being returned whilst the tenants were being investigated for suspected sub-letting and, in respect of the other two council properties, two tenants were evicted following successful completion of investigations into suspected sub-letting. The Corporate Fraud Team's remaining investigation related to a housing association property which was returned to their stock due to non-residency. There are many cases being actively investigated and it is hoped that further properties will be returned to the council housing stock during the remainder of the financial year.

### **Planned Sussex wide Tenancy Fraud Campaign**

- 3.2 A tenancy fraud campaign involving Local Authorities from both East and West Sussex was due to start on 1<sup>st</sup> September 2014. The cost per Authority based on all parties' participation was just over £1,000. The campaign was planned to run for nine weeks and would have consisted of short adverts on a local radio station.
- 3.3 Unfortunately, due to some Local Authorities either saying no or not responding to the proposed campaign, it cannot proceed as planned.
- 3.4 Instead, consideration is now being given to running the campaign at a later date.

### **National Fraud Initiative 2014**

- 3.5 The National Fraud Initiative (NFI) is a data matching exercise that is run every two years by the Audit Commission. Local Authorities from around the country submit their data via a secure data upload facility and reports are subsequently sent via the secure database to each individual Local Authority highlighting cases that may require further investigation.
- 3.6 The time has come for this exercise to take place again and one of the data sets that the council has been requested to supply is housing tenancy data.
- 3.7 NFI 2014/15 will be undertaken under the Audit Commission's data matching powers in Part IIA of the Audit Commission Act 1998.
- 3.8 The council is legally obliged to participate in this exercise and the date for the extraction of the data is 6<sup>th</sup> October 2014 with the reports of potential matches that may require further investigation due to be received on or around 29<sup>th</sup> January 2015.
- 3.9 The types of matching reports that are expected to be received that may require some form of investigation are as follows: -
- Housing tenants to Housing tenants within boroughs.
  - Housing tenants to Housing tenants between boroughs.
  - Housing tenants to In-country immigration.
  - Housing tenants to UK visas.
  - Right to Buy to Housing Benefit claimants.

### **E-Learning Fraud Awareness Training Package**

- 3.10 An E-learning fraud awareness training package is currently being developed for Members, Managers and staff by the Corporate Fraud Manager working in partnership with the council's Organisational & Workforce Development Team.
- 3.11 The aim of this fraud awareness package includes outlining what fraud is, what the key fraud risks are, how much it costs Local Government and what are the indicators that fraud may be occurring.



- 3.12 The awareness package will also include a short knowledge test to ensure that participants have understood the subject matter.
- 3.13 It is hoped that more fraud referrals will be received once the awareness training package has gone live which is expected to be by 1<sup>st</sup> January 2015.

#### **Tenancy Fraud Awareness Training 6<sup>th</sup>/7<sup>th</sup> August 2014**

- 3.14 Tenancy Fraud awareness training was provided to Housing staff on the above dates. This training was well received and has already led to further tenancy fraud referrals being received by the Corporate Fraud Team.

#### **National Tenancy Fraud Forum Conference 27<sup>th</sup> November 2014**

- 3.15 The national Tenancy Fraud Forum Conference is being held at the London Borough of Camden on 27<sup>th</sup> November 2014. Members of staff from the Corporate Fraud Team and Housing are scheduled to attend this conference.

#### **Tackling Tenancy Fraud Seminar – 30<sup>th</sup> September 2014**

- 3.16 Two members of the Corporate Fraud Team will attend the seminar which includes presentations on using the powers contained in the Prevention of Social Housing Fraud Act 2013 and effectively detecting and tackling tenancy fraud.
- 3.17 A debriefing session will be held with the staff attending the seminar upon their return in order to ascertain whether there are any points of good practice that can be implemented locally.

### **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 This report provides an update as to what is currently being done to try and tackle the issue of tenancy fraud. This will be kept under constant review.

### **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The council will be seeking to inform tenants of the proposed data matching exercise by placing a message about the National Fraud Initiative on the council's website and by placing an article in the Homing In magazine that is delivered to each tenant.

### **6. CONCLUSION**

- 6.1 The work currently being done to tackle housing tenancy fraud is outlined in this report.

## 7. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 7.1 The impact of bringing council properties brought back into use for eligible tenants awaiting housing could potentially reduce the cost to the council of housing tenants in bed and breakfast accommodation. The average cost of bed and breakfast is approximately £300 per week (of which half is paid through housing benefit). Therefore there could potentially be a small saving to the council/government from the reduced usage of bed and breakfast accommodation.

*Finance Officer Consulted: Susie Allen*

*Date: 27/08/14*

### Legal Implications:

- 7.2 As this report is for noting, there are no significant legal implications to draw to the Committee's attention.

*Lawyer Consulted: Liz Woodley*

*Date: 26/08/14*

### Equalities Implications:

- 7.3 None.

### Sustainability Implications:

- 7.4 None.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Further implications

### **Documents in Members' Rooms**

1. None.

### **Background Documents**

1. None.

Crime & Disorder Implications:

- 1.1 Tackling tenancy fraud will ensure that properties are only occupied by those in genuine need.

Risk and Opportunity Management Implications:

- 1.2 Risk and opportunity management implications are outlined in the report and will be kept under review.

Corporate / Citywide Implications:

- 1.3 There is a potential risk to the council's reputation if suspected tenancy fraud was not robustly tackled and this became widely known.

