

To: All Members and Substitute Members of  
the Overview & Scrutiny Committee -  
Housing  
(Other Members for Information)

Cc: Portfolio Holder for Housing

When calling please ask for:

Fiona Cameron, Democratic Services Officer

**Policy & Governance**

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Date: 8 September 2017

**Membership of the Overview & Scrutiny Committee - Housing**

Cllr John Ward (Chairman)  
Cllr Pat Frost (Vice Chairman)  
Cllr Carole Cockburn  
Cllr Patricia Ellis  
Cllr Michael Goodridge

Cllr Tony Gordon-Smith  
Cllr Denise Le Gal  
Cllr Richard Seaborne  
Cllr Liz Townsend

**Co-opted Members from the Tenants' Panel**

Miss Brenda Greenslade

Mr Adrian Waller

**Substitutes**

Cllr Maurice Byham  
Cllr Mike Band

Cllr John Williamson  
Cllr Jerry Hyman

**Tenants' Panel Substitutes**

Mr Terry Daubney

Dear Councillor

A meeting of the OVERVIEW & SCRUTINY COMMITTEE - HOUSING will be held as follows:

DATE: TUESDAY, 19 SEPTEMBER 2017

TIME: 7.00 PM

PLACE: COMMITTEE ROOM 1, COUNCIL OFFICES, THE BURYS,  
GODALMING

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR  
Head of Policy and Governance

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## **Waverley Corporate Plan 2016-2019**

### **Priority 1: Customer Service**

*We will strive to deliver excellent , accessible services which meet the needs of our residents.*

### **Priority 2: Community Wellbeing**

*We will support the wellbeing and vitality of our communities.*

### **Priority 3: Environment**

*We will strive to protect and enhance the environment of Waverley.*

### **Priority 4: Value for Money**

*We will continue to provide excellent value for money that reflects the needs of our residents.*

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### **Good scrutiny:**

- is an independent, Member-led function working towards the delivery of the Council's priorities and plays an integral part in shaping and improving the delivery of services in the Borough;
  - provides a critical friend challenge to the Executive to help support, prompt reflection and influence how public services are delivered;
  - is led by 'independent minded governors' who take ownership of the scrutiny process; and,
  - amplifies the voices and concerns of the public and acts as a key mechanism connecting the public to the democratic process.
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## **NOTES FOR MEMBERS**

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

## **AGENDA**

1. **MINUTES** (Pages 7 - 16)

The Minutes of the meeting of the Housing Overview & Scrutiny Committee held on 4 July 2017 are attached, and Members are asked to confirm them as a correct record.

2. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and note any substitutions.

3. **DECLARATIONS OF INTERESTS**

To receive from Members declarations of interests in relation to any items included on the agenda for this meeting, in accordance with Waverley's Code of Local Government Conduct.

4. **QUESTIONS BY MEMBERS OF THE PUBLIC**

The Chairman to respond to any written questions received from members of the public in accordance with Procedure Rule 10.

The deadline for submission of written questions for this meeting is 5pm on Tuesday 12 September 2017.

5. **PERFORMANCE MANAGEMENT REPORT - QUARTER 1 2017/18 (APRIL - JUNE 2017)** (Pages 17 - 28)

This report provides a summary of the Housing service performance over the first quarter of the financial year. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee. It also provides a summary of customer feedback data.

The Committee has the opportunity to comment and scrutinise the presented performance data. In addition the Committee may identify future committee reporting requirements regarding performance management.

### **Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee:

1. considers the performance figures, as set out in Annexe 1, and agrees any observations or recommendations about performance it wishes to make to the Executive,
2. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and
3. considers scope of work and identifies areas for the Committee future workplan.

6. IT SYSTEMS IN THE HOUSING SERVICE (Pages 29 - 38)

To provide the Committee with an awareness and understanding of the IT systems used by the Housing Service, and to provide information regarding past challenges, future plans and aspirations for the Service regarding IT.

**Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee considers the information provided, and agrees any observations or matters to be followed up by the Committee.

7. SHELTERED HOUSING SERVICE AND HOUSING RELATED SUPPORT  
(Pages 39 - 40)

Hugh Wagstaff, Head of Housing Operations, to provide a verbal update on Surrey County Council's proposals to decommission all Housing Related Support funding, including funding for services for older people, in order to achieve savings in the Adult Social Care budget.

Following an 8-week consultation with providers (June-August 2017) the Surrey County Council Cabinet will be considering recommendations on the proposals at its meeting on 26 September 2017.

The Surrey County Council Adults and Health Select Committee reviewed the proposals on 14 July 2017, and expressed concern in respect of the long term impact of the proposals. The attached response to the Select Committee's detailed recommendations was provided at their recent meeting (on 4 September) by SCC officers, and may be helpful to inform the Housing Overview & Scrutiny Committee's consideration of a response by Waverley Borough Council.

8. OCKFORD RIDGE - SITE VISIT FEEDBACK

The Chairman to introduce, and invite observations from the Committee; and for the Committee to agree how it would like to monitor the progress of the Ockford Ridge regeneration project going forward.

9. REVIEW OF HOUSING DESIGN STANDARD (Pages 41 - 68)

To provide members with an overview of the Design Standards and Specifications adopted in 2014 for new council homes and outline a proposal for review of these standards by the Committee both in context of 'Site C' at Ockford Ridge and other future council housing developments.

**Recommendation**

That the Housing Overview and Scrutiny Committee undertakes a review of the Waverley Design Standard Standards and Specification Guidelines, in the context of both Ockford Ridge Site C proposals and other Waverley Borough Council housing development schemes.

10. COMMITTEE WORK PROGRAMME (Pages 69 - 88)

The Housing Overview & Scrutiny Committee, along with the O&S Coordinating Board, is responsible for managing the Committee's work programme.

The work programme (attached) includes items agreed at the O&S Coordinating Board and takes account of items identified on the latest Executive Forward Programme (Annexe 1) as due to come forward for decision.

A Scrutiny Tracker has been produced to assist the Committee in monitoring the recommendations that have been agreed at its meetings. The Tracker details the latest position on the implementation of these recommendations and is attached at Annexe 2.

**Recommendation**

Members are invited to consider their work programme and make any comments and/or amendments they consider necessary, including suggestions for any additional topics that the Committee may wish to add to its work programme.

11. EXCLUSION OF PRESS AND PUBLIC

To consider, if necessary, the following recommendation on the motion of the Chairman:

**Recommendation**

That pursuant to Procedure Rule 20 and in accordance with Section 100A(4) of the Local government Act 1972, the press and public be excluded from the meeting during consideration of the following items on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified in the appropriate paragraph(s) of the revised Part 1 of Schedule 12A to the Act (to be identified at the meeting).

12. ANY ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider any matters relating to aspects of any reports on this agenda which it is felt need to be considered in Exempt session.

**Officer contacts:**

**Alex Sargeson, Scrutiny Policy Officer**

**Tel. 01483 523214 or email: alex.sargeson@waverley.gov.uk**

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WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - HOUSING - 4 JULY 2017

(To be read in conjunction with the Agenda for the Meeting)

**Present**

Waverley Borough Council

Cllr Carole Cockburn  
Cllr Patricia Ellis  
Cllr Pat Frost  
Cllr Michael Goodridge  
Cllr Tony Gordon-Smith  
Cllr Richard Seaborne  
Cllr Liz Townsend  
Cllr John Ward

For the Tenants' Panel

Miss Brenda Greenslade (Co-Optee)  
Mr Adrian Waller (Co-Optee)

**Apologies**

Cllr Denise Le Gal

**Also Present**

Cllr Carole King, Portfolio Holder for Housing

1. APPOINTMENT OF CHAIRMAN (Agenda item 1.)

The Committee confirmed the appointment of Cllr John Ward as the Chairman of the Housing Overview & Scrutiny Committee for the Council year 2017/18.

2. APPOINTMENT OF VICE CHAIRMAN (Agenda item 2.)

The Committee confirmed the appointment of Cllr Pat Frost as Vice-Chairman of the Housing Overview & Scrutiny Committee for the Council year 2017/18.

**WELCOME & INTRODUCTIONS**

The Chairman welcomed Members, Tenants' Panel representatives, Waverley Scrutiny Group members, and Officers to the first meeting of the new Housing Overview & Scrutiny Committee, and invited everyone to introduce themselves.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTES (Agenda item 3.)

Apologies for absence were received from Cllr Denise Le Gal.

4. DECLARATIONS OF INTERESTS (Agenda item 4.)

There were no declarations in relation to items on the agenda.

5. QUESTIONS BY MEMBERS OF THE PUBLIC (Agenda item 5.)

There were no questions from members of the public.

6. INTRODUCTION TO HOUSING (Agenda item 6.)

The Chairman invited Damian Roberts, Strategic Director of Frontline Services, Hugh Wagstaff, Head of Housing Operations, and Andrew Smith, Head of Strategic Housing and Delivery, to give an introduction to the Housing Service and the wider context and issues that impact on what Waverley is able, or has, to do as a local authority housing provider.

Hugh Wagstaff began by reflecting on the Grenfell Tower fire, which would impact on how social housing was managed and relationships with tenants for many years. Nationally, there had been six different housing ministers since 2010. The reputation of social housing landlords was now very low; and the response by Kensington & Chelsea LBC had highlighted their tenants' experience of their voices not being listened to for many years.

Hugh was pleased to say that this did not reflect the experience at Waverley. Tenant involvement, and independent tenant scrutiny, was a central principle of the co-regulation standards, and one that Waverley had signed up to fully. The government had given choice to tenants on their landlord, but local authority landlords were subject to a higher level of oversight and scrutiny through the democratic process, and members had an important role in listening to tenants and championing social housing.

Damian Roberts reminded the Committee that all district authorities had statutory strategic housing responsibilities, but Waverley was one of only a handful of Surrey districts that had retained its housing stock and landlord function. This meant that Waverley had a huge impact on the lives and life choices of council tenants. Working in partnership with tenants was important, but so were the relationships with contractors and councillors, and ensuring that there was a common goal of improving standards for tenants.

Continuing the presentation, Andrew Smith outlined the roles of the Strategic Housing & Delivery Service and drew attention to the new Housing Strategy that would come forward later this year, and the new Homelessness Reduction Act. The new homelessness legislation would put significant new burdens on local authorities to respond to homelessness applications, which would impact on Waverley's outstanding track record of preventing homelessness and avoiding the need for households to go into temporary accommodation other than as an absolute last resort.

The Council also had statutory responsibilities in relation to the private rented sector, in responding to complaints by tenants; and also in licensing Housing in Multiple Occupation (HMOs). New regulations in relation to HMOs were expected later in the year which, again, were likely to put additional burdens on the Council.

In addition to Waverley's own housing development activities, the team also worked with colleagues in Planning, property developers and Housing Associations to



deliver as many affordable homes as possible. However, there was a fundamental issue around the lack of housing supply – both market and affordable – which was heavily influenced by local and national planning constraints.

Hugh Wagstaff gave a brief introduction to Waverley's Landlord Service, whose role was to manage and maintain the Council's housing stock, including rent collection and supporting tenancies, working with contractors to deliver responsive repairs and planned works, managing sheltered housing, and delivering the Family Support service. The Government's rent reduction policy had impacted hugely on the amount of funds in the Housing Revenue Account Business Plan, and some difficult decisions had been made in order to adjust the stock maintenance programme to the budget available.

The Housing Improvement O&S Sub-Committee had been closely involved in shaping the procurement of the new housing maintenance contracts, and this process was on track. The Sub-Committee had been very influential in helping drive improvement in contractor performance on repairs and also the customer experience of the repairs service, and this was now one of the best performing services in benchmarking within our peer-group.

Referring again to the Grenfell Tower fire, Hugh informed the Committee that Waverley had no high-rise flatted schemes, and only 3 blocks of 4-storeys. The majority of flats were in small 2-storey blocks, and generally these had no common areas. All Fire Risk Assessments were current, and actions identified in them had been completed. A programme of inspections of communal areas in blocks of flats had been established to identify where tenants were using these for storage of items such as bikes or push-chairs. Alternative storage arrangements would be provided where this was possible, but tenants would be reminded that they could not block fire exits or compromise evacuation routes, and this would be enforced.

Cllr Frost was very pleased that the Housing Improvement Sub-Committee had had such an important role in supporting the work of the Housing Service, and it was noted that the procurement of the housing maintenance contracts was on track and the tender documents would be issued shortly. The Sub-Committee's concerns that as much time as possible be allowed for mobilisation had been recognised, and the timetable had been brought forward to enable this. An update on the procurement would be provided later in the year.

The Chairman asked about the scope of the new requirements in relation to Homelessness Prevention, and Andrew Smith advised that the new duty was to prevent homelessness for all eligible applicants threatened with homelessness, regardless of priority need; and also without necessarily having a 'local connection'. Councils would now have to accept homelessness applications or presentations from any person in the country, and an applicant could make multiple applications at different councils. There would be some transitional funding available in 2017/18 and 2018/19 to help meet the costs of the legislation, and consideration was being given to the best way to use funding and to configure the team to respond to the new duties.

The Chairman thanked Officers for their very informative presentation, which for Members less familiar with the details of the Housing Service highlighted the huge range of functions that fell within the remit of the Committee.

7. TENANCY AGREEMENT REVIEW (Agenda item 7.)

Rachel White, the Tenancy & Estates Manager, introduced the report that set out the scope and timetable for the review of the Tenancy Agreement. The Tenancy Agreement was the contract between each tenant and the Council, and it set out the roles and responsibilities of both tenant and landlord.

The aim of the review was to ensure that the Tenancy Agreement clearly supported policies and procedures that had been developed to enable the Council to manage individual tenancies but also meet its obligations to tenants collectively, and the wider community. The Tenancy Agreement needed to set out tenant responsibilities without ambiguity and support Officers in taking effective and timely action when addressing tenancy breaches.

The current Tenancy Agreement had been reviewed by a specialist housing barrister, and a number of amendments had been identified to improve clarity and reflect changes in the law. Further revisions would be added to reflect specific Waverley policies and procedures.

It was important that all the Council's services had the opportunity to review the proposed changes and propose amendments where appropriate to reflect delivery of universal services. The Tenants' Panel would also play a crucial role in the informal consultation on the development of new Tenancy Agreement, which would take place over the summer and early autumn. The final draft of the revised Tenancy Agreement would be presented to the Housing O&S Committee in November, before the start of the formal consultation with all tenants. The aim was to implement the new Tenancy Agreement with effect from 1 April 2018.

The Committee was supportive of the principle that the Tenancy Agreement should support the effective management of the Council's housing stock, and the process set out to review the Agreement.

Whilst recognising that this was a legal contract, Members had some concerns that the document was not in Plain English, and Adrian Waller highlighted a couple of examples of less than transparent 'legalese' that were not new but could cause alarm. The Committee recommended that if the document itself could not be simplified, a Plain English version should be developed to sit alongside it. Members also noted some typos in the revisions put forward by the barrister and stressed that documents needed to be carefully proof-read before being published.

Cllr Seaborne noted that he had expected there to be a national standard for tenancy agreements, but had not been able to find one through an internet search. He asked whether officers would be consulting with other landlord councils to obtain examples of tenancy agreements. Rachel confirmed that there was no standard template agreement, although there would be sections that would be common to all social housing tenancy agreements. She did have some good examples of tenancy

agreements that were better laid out and more accessible than Waverley's and the intention was to use the best ideas in setting out Waverley's new agreement.

The Committee endorsed the review of the Tenancy Agreement, and noted the timetable for the draft to come back to the Committee. The Committee recommended that a Plain English version of the Agreement – or some other form of explanatory text – be produced to ensure that tenants were absolutely clear what they were being consulted on, and eventually signing up to.

8. RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP'S REPORT ON VOIDS (Agenda item 8.)

The Chairman welcomed members of the Tenant Scrutiny Group – Pat Wright, James Remnant, and Phil Deans – to present the findings of their work to scrutinise the voids process.

Pat Wright began by thanking Waverley officers and Mears staff for their co-operation with the Scrutiny Group in carrying out the review. James Remnant then outlined the scope of the review, which had been quite wide-ranging, the findings and the recommendations that the Scrutiny Group had made.

They had been asked to undertake the review by the Head of Housing Operations, and to focus on the re-let standard, reducing the cost of a void, and improving value for money in the voids process. Ten recommendations had been made, aimed at: improving budgetary control of the voids process, including implementing recharges for certain elements of work; reviewing the re-let standard with tenants and promptly surveying satisfaction of new tenants; and reducing the time taken for each stage of the void process, including more accurate record-keeping.

The Scrutiny Group was pleased that the recommendations had largely been accepted by Waverley Housing Officers, and actions identified to address the issues identified.

The Committee thanked the Scrutiny Group for their very thorough report and the practical recommendations. The Committee felt that there were some issues identified that had not been carried forward into the recommendations: the lack of a marker on Orchard to indicate the end of the warranty period; differences in key dates between Waverley's records and Mears'; and, the lack of version control on the re-let standard. The Committee was concerned that the report may have been influenced by officers. James reassured the Committee that there had been no pressure from officers to drop recommendations, and the Scrutiny Group had been guided by advice from the Housing Quality Network to keep recommendations focussed. The Scrutiny Group did have some concerns about whether there were gaps in the computer interface between Waverley's and Mears' systems that might lead to discrepancies and lost time in the voids process.

Cllr Seaborne raised the issue of budgetary control, and the model used for setting the budget for voids. He asked if there was a better model that might be used that reflected the typical range of properties that became void over the course of a year, rather than a simple average.

In responding to questions, Hugh Wagstaff advised that great improvements in the voids process had been made over the previous 2 years, but the 20 day target continued to be a challenge and there was clearly scope for further improvement. The work of the Waverley Scrutiny Group had provided a fresh impetus to drive improvements forward and bring the re-let target to 15 days.

Budget-setting was based on historic data about the average number of properties that became vacant in a year, and the average cost of bringing them back to re-let standard. Whilst it was a very simple model, it was difficult to develop a model that would take account of the different age and type of properties, and the possible state in which tenants might leave a property. It was helpful that the Scrutiny Group and the Tenants' Panel were so supportive of Waverley implementing recharges to tenants who left their property in a poor condition in breach of their tenancy agreement. Budget had been allocated to enable the appointment of a Recovery and Recharges Officer, and recruitment was underway to fill this post.

The intention of the new post was not to penalise those tenants who took pride in their home, but to ensure that the tenant responsibilities under the Tenancy Agreement were met. Through the ongoing work of the Tenancy & Estates Officers, as well as property inspections when notice to vacate a property was given, tenants would be advised if there was remedial work they needed to carry out either in their home or to clear their garden. Only if they failed to take action themselves would charges be imposed.

In concluding the discussion, the Chairman thanked the Waverley Scrutiny Group for their hard work, and the contribution they had made to driving improvement in the Council's services. The recommendations would be monitored by the Committee to ensure that they were completed on time, and the Committee would continue to monitor the performance on void re-lets each quarter. The Chairman suggested that in addition, Officers report back to the Committee on the issue of IT systems in Housing and how they interfaced with the systems of our contractors.

9. OCKFORD RIDGE REGENERATION PROJECT - PROGRESS UPDATE (Agenda item 9.)

The Chairman invited Andrew Smith and Louisa Blundell to update the Committee on the Ockford Ridge regeneration project. He recognised that the project was a massive investment for the Council that would provide new and refurbished homes for tenants, as well as new rental income for the Council from the net increase in houses. It was an area of the Council's work that was ripe for scrutiny, but there were different perspectives that could be explored and he was keen to hear the views of the Committee.

Louisa Blundell gave a presentation that briefly covered the history of the estate, and the development of the regeneration project in 2012 which was made possible by the reform of council housing finance that took place with effect from 1 April 2012. The master plan for the redevelopment and remodelling of Ockford Ridge was developed in the first half of 2013, followed by a consultation with residents of Ockford Ridge. The project was split four sites (A, B, C and D) and in August 2014 the Council's hybrid planning application – outline permission for 83 dwellings on

Sites A, B and C, and detailed planning permission for 16 dwellings on Site D – was granted.

Given the length of the lead-in time for the project, from inception to work happening on Ockford Ridge, it had taken lot of work with residents to demonstrate to them that the Council was committed to the project. The show homes completed towards the end of 2016 had been a key milestone and a tangible demonstration of what was to come. These properties had already been let, and work was well underway on the construction of Site D.

The next site to be developed would be Site A, and the detailed planning application had been submitted and was due to be considered in September 2017. The number of dwellings proposed in the detailed application had been increased compared to the outline permission, which would enable all the residents from Sites B and C to be decanted, as well as residents of Site A who wished to return. Officers were now working on bringing forward Site B, with the detailed planning application coming forward in the autumn of 2017.

Alongside the redevelopment, a pilot phase of 6 refurbishments had been carried out over the winter of 2016/17. Some important lessons had been learned, including freezing the design at an early stage and having tenants formally agree to the design to be tendered. Lessons had also been learned in relation to the way that Waverley appointed experts to oversee the refurbishments, and a more simplified arrangement had been tendered for Phases 1-3 which would streamline communication and clarify responsibilities and accountability. On Waverley's side, the Development Team had also been configured so that each officer had specific responsibility for a particular element of the overall project.

Throughout the project, the role of a dedicated Tenant Liaison Officer had been crucial to the ongoing progress and success each stage, particularly in supporting tenants through the process of decanting to another property on a long- or short-term basis, or making a permanent move off Ockford Ridge.

The procurement process for Site D had been challenging and taken longer than expected as the original tender through a Framework failed to produce any tenders. A subsequent OJEU tender resulted in the appointment of W Stirland to develop Site D. The reduction in council house rents imposed by the government impacted on the HRA business plan and there was some concern about the Council's ability to complete the regeneration of Ockford Ridge as planned. However, the financial position was now more positive and budget approval would be sought to bring forward Sites B and C.

Cllr Gordon-Smith congratulated officers, and the Council as a whole, for persisting with the vision for Ockford Ridge, even when matters had not gone smoothly. There had been resistance to change from some residents, but the show homes had been instrumental in overcoming remaining opposition. Good communication was key to keeping residents on-side, and being responsive to their complaints and concerns.

Damian Roberts emphasised the huge impact the development was having on the community, not just individuals. The estate was not 'deprived' in absolute terms, and residents did not perceive the estate in that way; but, statistically the residents

did have more challenges than those across most of Waverley, and the improvement of their housing and local environment could have a transformative impact. It had been an important realisation that whilst not all residents were vulnerable, the impact of the change happening to them and around them effectively created a degree of vulnerability that had to be handled sensitively.

The Committee welcomed the presentation and the good work being undertaken on Ockford Ridge. Cllr Seaborne asked if the Committee could receive a summary of the progress against the timetable, and also see how the budgets had been rescheduled to reflect delays in progress. He accepted that delays happened, but they were also learning opportunities.

The Chairman felt that the Ockford Ridge regeneration was a suitable subject for an in-depth scrutiny review, but there were many perspectives that could be explored. He suggested that it might be helpful to have a site visit to Ockford Ridge, followed by an informal discussion to consider ideas about scrutiny topics and how to proceed.

The Committee agreed that a site visit would be useful, especially for those Members not familiar with the area. There was a reluctance to avoid undertaking a review that might delay any aspect of the project, and Members were pleased and reassured that officers had reflected on the how each step in the project had gone and taken action to address weaknesses in processes that had been identified. A scrutiny review would need to be carefully scoped so that it added value, and did not impact negatively on the work underway.

The Committee therefore asked officers to arrange a site visit to Ockford Ridge, with a report back to the meeting in September to discuss possible scrutiny topics.

10. PERFORMANCE MANAGEMENT - QUARTER 4 AND 2016/17 OUT-TURN  
(Agenda item 10.)

Annalisa Howson introduced the performance management report that covered the 4<sup>th</sup> quarter of 2016/17 (January – March 2017) and the overall performance for the year. Performance had generally been good, with just three indicators missing the target.

The voids re-let performance had fallen below target, with the average number of days to re-let normal voids in Q4 being 24 days. The average for the year was 22 days. This was a marked improvement from 2015/16, but did demonstrate that the 20-day target was challenging and did not allow for any slippage in processes.

It was not considered that there was any fundamental weakness in the voids process, and a range of actions had been taken to further support the process and address issues.

The performance on gas safety checks was a snapshot at the end of the quarter, and it was not unusual for a small number of checks to be outstanding. Every reasonable effort was made by the contractor to schedule appointments in good time to achieve compliance, but occasionally there were unable to obtain access to a property without the intervention of the Council. There was a very clear escalation

process from the contractor to the Council, and the Council did not delay in referring cases to court for a warrant. Two checks were outstanding at the end of March, and both had been completed in April after a court warrant enabled access.

The responsive repairs 'fixed first time' indicator had improved again in Q4, to 76% of jobs, although it still fell short of the target of 78%. There had been steady improvement over 2016/17 in this indicator, and this was reflected in the corresponding improvement in customer satisfaction with the responsive repairs service.

In response to questions from the Committee, it was noted that:

- The performance indicators were suite of indicators that were used with in the service as a performance management tool.
- There was no target set for the number of affordable houses delivered each quarter as they tended to be completed and handed over in multiples as developments were completed.
- Where possible, hard-wired smoke alarms were installed in council homes, and these were checked as part of the gas safety check. It was likely that there would be changes in requirements for smoke and fire alarms in some types of property as a result of the Grenfell Tower fire.

The Committee had been asked to consider how it wished to monitor performance in the Housing Service in future, and the Chairman noted that two of the O&S committees had decided to take the report by exception. He had originally felt that the Housing Committee might do the same, but on reflection he was inclined to suggest that the report format should continue as it was for the time being, as it provided useful context for the work of the Committee.

The Committee noted the overall good performance, and the exceptions, and agreed that they wished to continue receiving the full performance monitoring report on a quarterly basis for the time being.

#### 11. COMMITTEE FORWARD WORK PROGRAMME (Agenda item 11.)

The Chairman reminded the Committee that as a result of their discussions a report had been requested on the compatibility of the IT systems used in Housing and whether there were any issues arising from a lack of compatibility.

Cllr Seaborne had asked for information about the budget model for void costs in order to understand the variability of cost in relation to the type of dwelling or characteristics of the departing tenant. The Chairman suggested that a discussion off-line with Hugh Wagstaff might answer any questions of Cllr Seaborne.

Adrian Waller asked for an update on the outcome of the Tenants' Scrutiny review into cleaning of communal areas and community rooms. Hugh Wagstaff advised that the target date for the contract to start was September 2017, and it had been disappointing that this had been delayed for so long after the good work that had been undertaken by the Tenants' Scrutiny Group.

The Chairman agreed that it was important that actions that were agreed by the Committee were monitored and progress reported back to the Committee at each meeting so that they were not lost, and any delays could be challenged.

A site visit to Ockford Ridge would be arranged for later in the month or early August, and a report back made at the next Committee.

**The meeting commenced at 7.00 pm and concluded at 9.25pm.**

**Chairman**



## WAVERLEY BOROUGH COUNCIL

### HOUSING OVERVIEW & SCRUTINY COMMITTEE

19 SEPTEMBER 2017

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#### Title:

#### **HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT QUARTER ONE 2017/18**

**[Portfolio Holder: Cllr Carole King]  
[Wards Affected: All]**

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#### Summary and purpose:

This report provides a summary of the housing service performance over the first quarter of the financial year. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee. It also provides a summary of customer feedback data.

The Committee has the opportunity to comment and scrutinise the presented performance data. In addition the Committee may identify future committee reporting requirements regarding performance management.

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#### How this report relates to the Council's Corporate Priorities:

Waverley's Performance Management Framework, and the active management of performance information, helps ensure that Waverley delivers its Corporate Priorities. The Housing Service indicators support the Customer Service, Community Wellbeing and Value for Money corporate priorities.

#### Financial Implications:

The Performance Management Framework ensures that services are on track and provide evidence of performance against income and spend. There are no direct financial implications included within this report.

#### Legal Implications:

There are no direct legal implications associated with this report.

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#### Introduction

This report provides a summary view of housing service detailing KPIs and customer feedback.

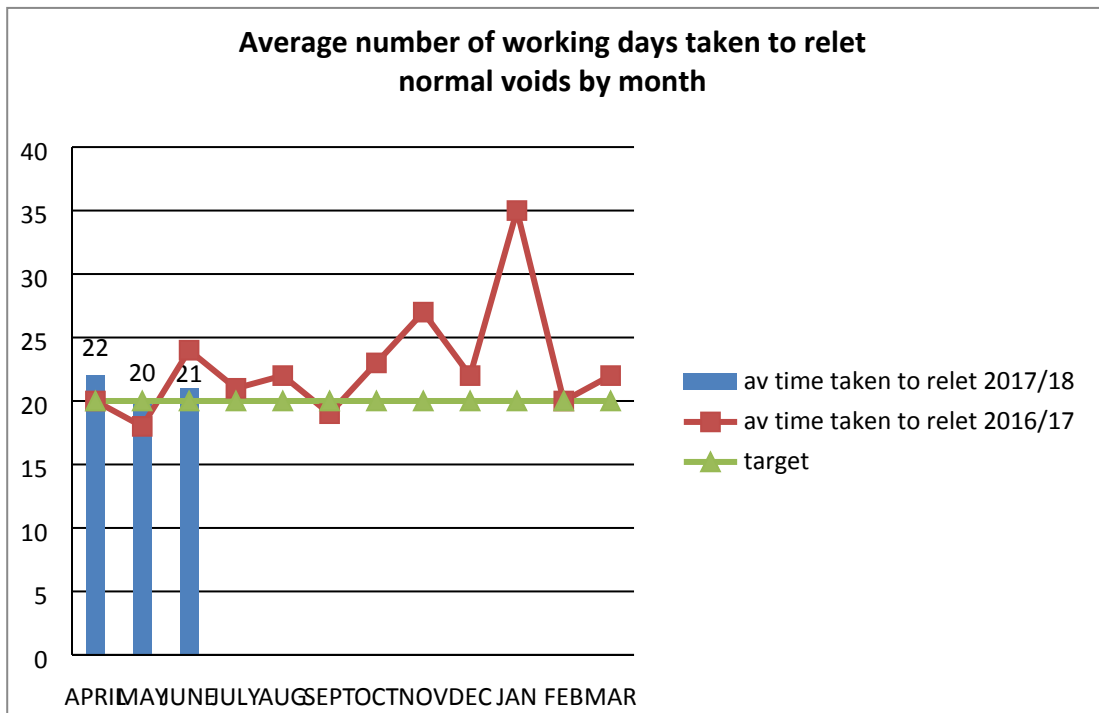
#### Key Performance Indicators

1. The nine Performance Indicators for the Housing Service are set out in Annexe 1.

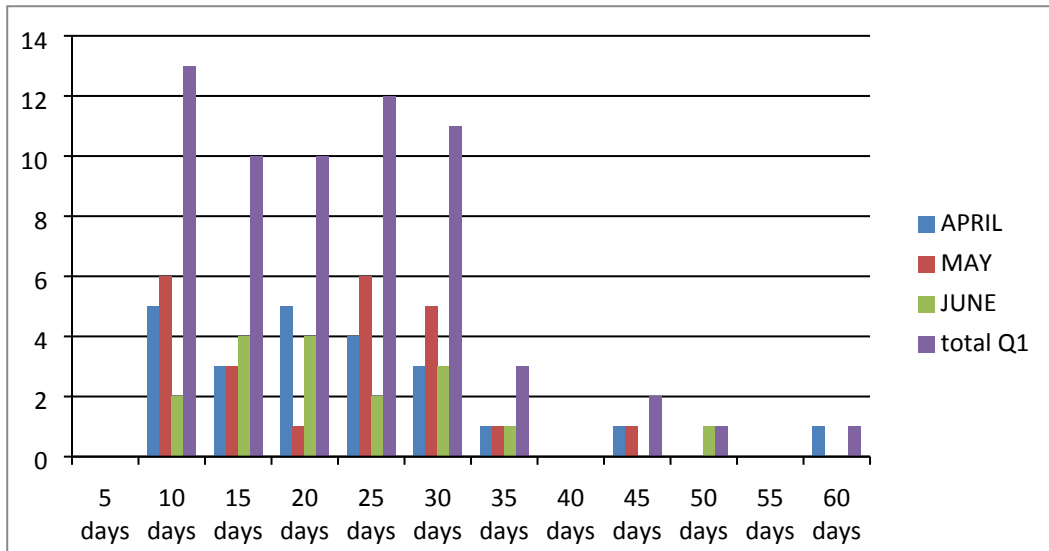
- The Housing Service performed generally well during Quarter One. Only three indicators did not meet the target. Comments on performance can be found for each indicator within Annexe 1. Additional information for indicators that did not meet performance targets follows:

**Re-let Performance**

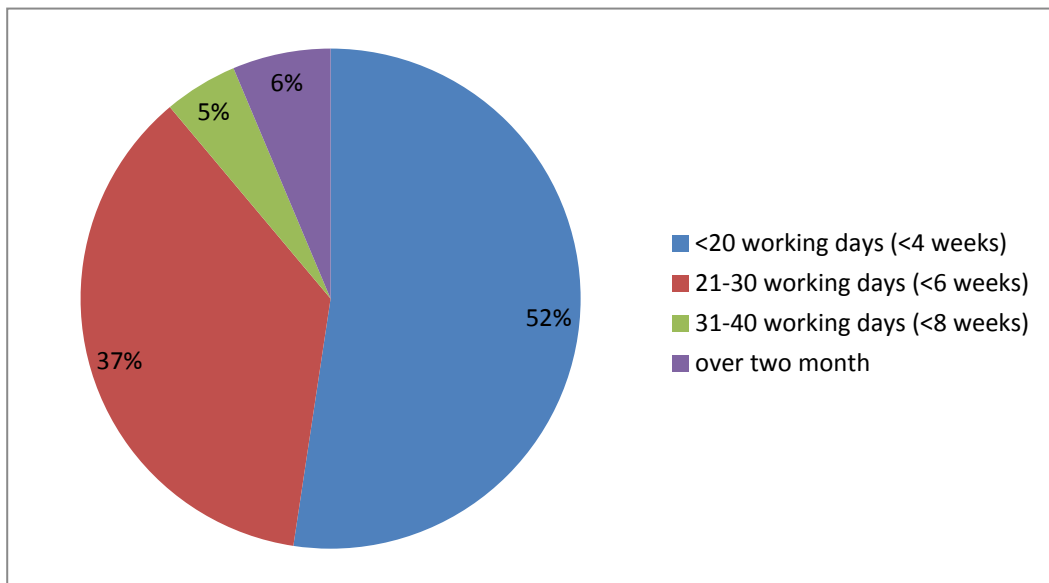
- To ensure we provide homes for people in housing need and maximise our rental income homes must be relet promptly. There has been an improvement in the relet performance for normal voids, but performance has not met target. This is disappointing following the continued improvement at the start of the 2016/17.
- 63 homes were relet during Quarter One with an overall average of 22 working days. 33 homes were let within target. The breakdown by month demonstrates that the target was met in May and was just off target in June.



- The mode average data for Quarter One shows an average of 10 working days. Only four homes took over two months to be relet.



6. 52% of homes were let within target and the majority (89%) within six weeks.



7. Performance was impacted by:

- a number of refusals for some homes,
- the poor condition of a small number of homes,
- disabled adaptations,
- debts on prepaid utility meters, and
- more challenging to let homes due to allocation restrictions.

8. A range of actions have been taken to support the current process and address issues:

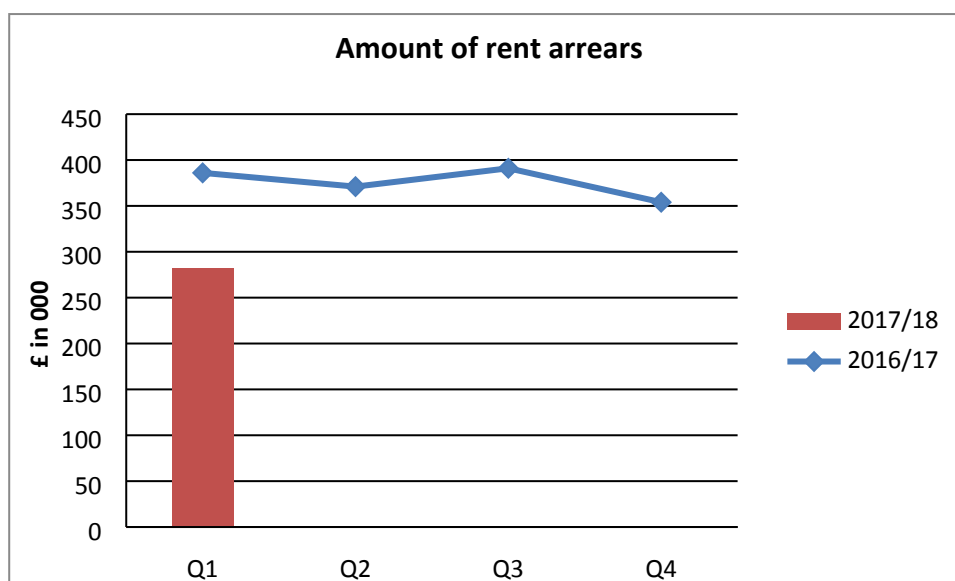
- activated application suspensions for applicants who refuse three offers
- end of tenancy visits and visits to those expected to move within six months identifying works to be completed by tenant and advising of estimated costs of recharge
- to complete disabled adaptations after move where possible
- new arrangements to clear utility meters
- review of age restricted homes

## Rent Collection

9. The team have an excellent history of rent collection performance and this figure is an anomaly. Due to the water charge credit<sup>1</sup> and some proactive work to ensure rent is paid in advance there has been a reduction in the total rent collected this quarter.
10. This is because tenants in credit have reduced their payments either manually or through the direct debit system. The below table illustrates the increase in tenants in credit compared to the previous year. There are an additional c500 tenants in credit amounting to an additional c£147,000.

Time period (13)	Number of rent accounts in credit	Total credit
End June 2016/17	3,107	£462,000
End June 2017/18	3,619	£609,000

11. The amount of total arrears also demonstrates good performance and an improvement from 2016/17.



12. Less than 1% of tenants are in arrears and the majority of tenants in arrears (46%) owe less than £100.

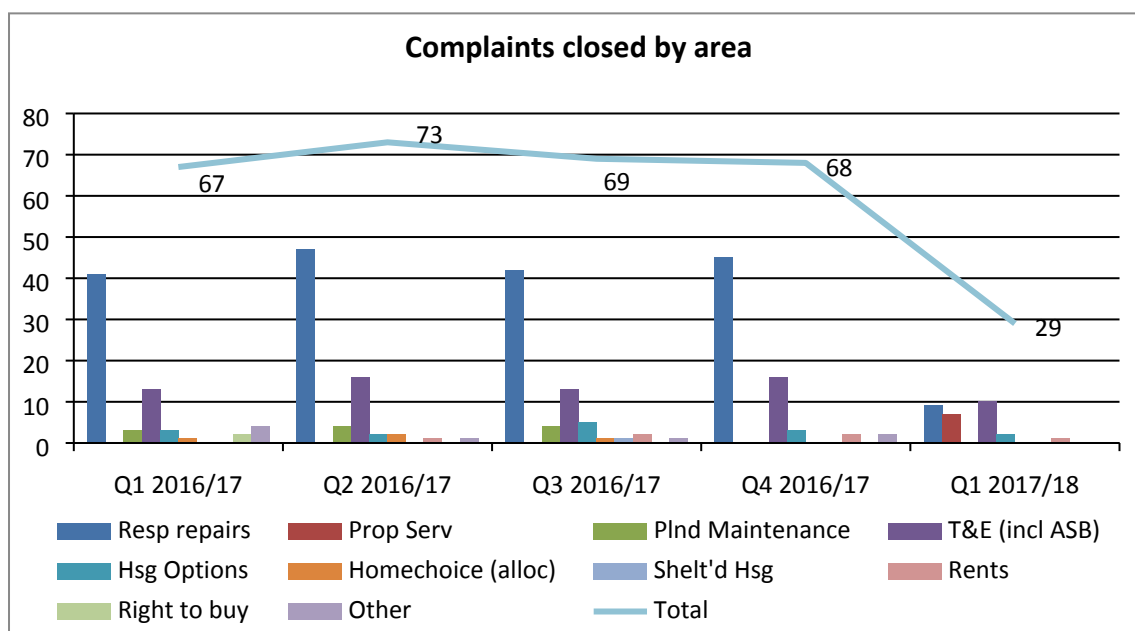
## Responsive repairs completed right first time

13. The number of repairs fixed at the first visit is an indicator collected from the tenants' telephone satisfaction survey. The performance improved during the previous year, from 71% to 76%, but dipped again in Q1.
14. This indicator has not impacted the overall satisfaction with the service at 92%. However the Customer Service Team and responsive repairs contractor are continuing to work closely to improve performance by ensuring the accurate diagnosis of repairs and appropriately equipped operatives.

<sup>1</sup> c2500 tenants received a credit to their rent account to reflect commission received by Waverley. This assisted tenants in rent arrears and enabled payment in advance.

## Customer Feedback

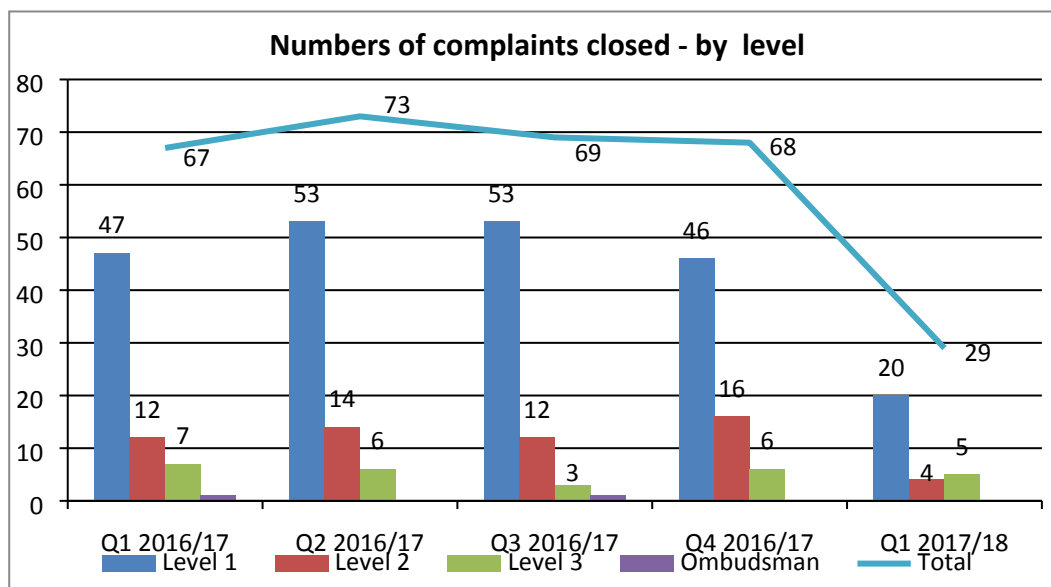
15. Waverley Borough Council welcomes feedback from our customers to help improve the services we provide. The Council operates a three tier complaints process as follows:
  - Level 1 – responded to by the appropriate officer.
  - Level 2 – responded to by the Head of Service.
  - Level 3 – responded to by the Executive Director.
16. If the customer is not happy with the response, they can escalate this to the next level. At each level the complaint is investigated and a response provided that can incorporate future actions for the Council.
17. If the customer is not satisfied with a Level 3 response they have two options available to them. They may pass their complaint to a 'Designated Person' (MP, Councillor or recognised tenant complaints panel) to locally resolve the complaint and/or refer the case to the Housing Ombudsman or they can choose to wait eight weeks before making a direct referral to the Housing Ombudsman.
18. The Housing Service received 19 compliments in Q1. An increase from the 12 received in Q1 2016/17. Compliments were received across the service, and in particular, Property Services.
19. Only 28 complaints were received in Q1 2017/18. There has been a significant drop in the number of complaints because of the fall in complaints regarding the responsive repairs.



20. This can be attributed to a number of changes implemented in Property Services:
  - a single contact point for complaints
  - greater focus on the quality of the overall customer journey
  - a closer working relationship with Mears, and

- inspectors having greater autonomy to deal with issues as they arise.

21. A general lower demand for repairs has also freed up resources to be proactive in service delivery.
22. This in turn, means that as fewer Level 1 complaints are received, there are fewer cases to escalate to Level 2 or 3. The breakdown of the cases by level of complaint is shown below:



23. The five level three cases were comprehensively investigated with three cases not upheld, one partly upheld and one upheld. The two partly/upheld cases received a small increase in the compensation offer.

## **Conclusion**

The housing service had a positive start to 2017/18 meeting key performance targets on gas safety, temporary accommodation and overall satisfaction with responsive repairs. The team continually focus on void works and relets to improve turnaround time and are close to target.

There has been a significant reduction in complaints received during Q1 with the largest reduction in Property Services. This has been achieved by the Waverley team and its contractors communicating more effectively with tenants and each other

## **Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee:

1. considers the performance figures, as set out in Annexe 1, and agrees any observations or recommendations about performance it wishes to make to the Executive,
2. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and

3. considers scope of work and identifies areas for the Committee future workplan.

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**Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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# Housing

## O&S Committee

# Performance Management Report

## Quarter 1, 2017/18

## (April - June 2017)

RAG Legend		Graph Lines Legend	
On target	<b>Green</b>	Waverley 2017/18 (current year outturn)	
Up to 5% off target	<b>Amber</b>	Waverley Outturn 2015/16 prior year	
More than 5% off target	<b>Red</b>	Waverley Target	
Data not available	<b>Not available</b>		
Data only/ no target/ not due	<b>No target</b>		

**CONTACT OFFICER:**

Name: Annalisa Howson

Telephone: 01483 523 453

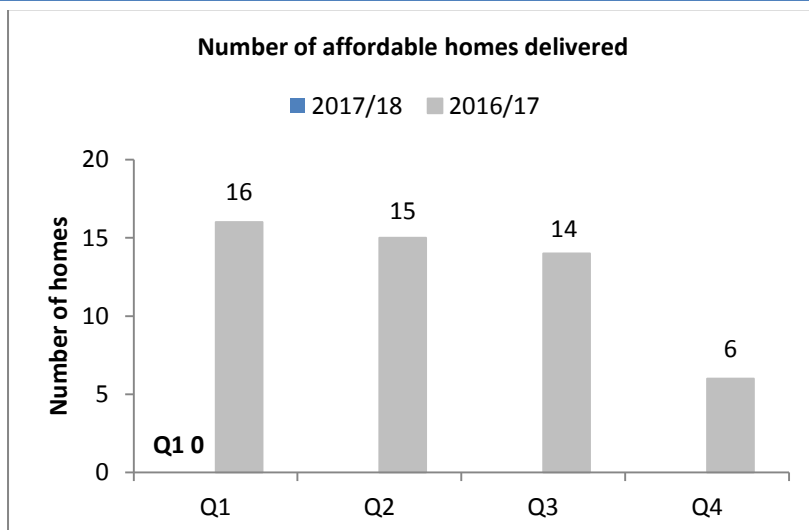
Email: [annalisa.howson@waverley.gov.uk](mailto:annalisa.howson@waverley.gov.uk)

Report date: 08 September 2017

## HOUSING

H1: Number of affordable homes delivered by all housing providers

No target



Time period	2017/18	2016/17
Q1	0	16
Q2		15
Q3		14
Q4		6

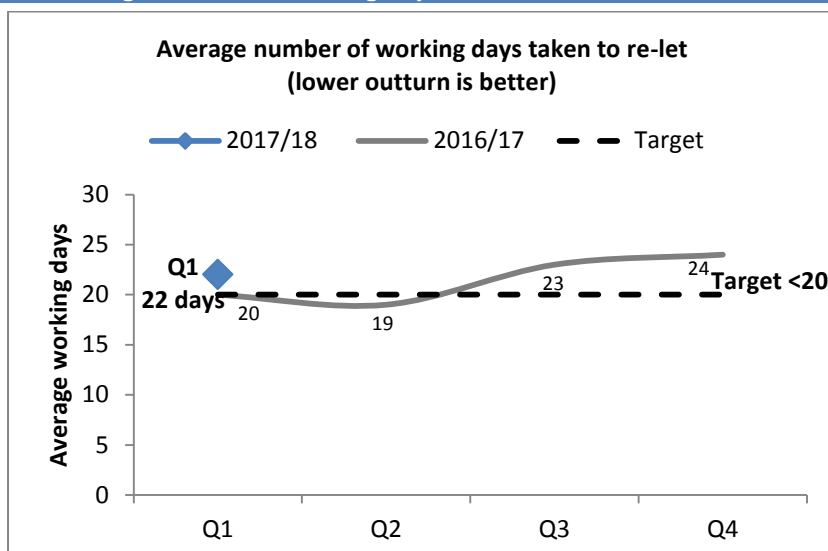
### Comments

No new homes were delivered in Q1. However there are a number of Council and Housing Association developments currently on site with 158 homes due in the future.

## HOUSING

H2: Average number of working days taken to re-let

RED



Quarter	Target	2017/18	2016/17
Q1	20	22	20
Q2	20		19
Q3	20		23
Q4	20		24

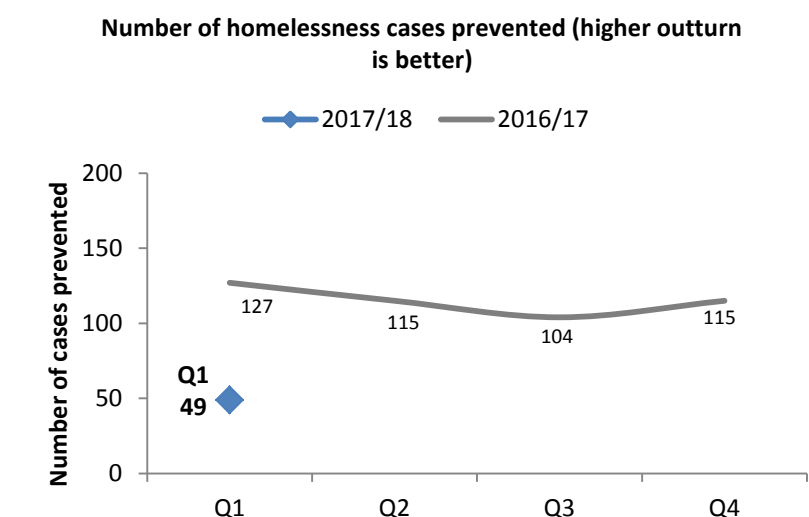
### Comments

63 homes were relet in Q1. The average time taken from tenancy end to tenancy start was 22 working days. 33 homes were let within 20 working days.

## HOUSING

H3: Housing advice service – homelessness cases prevented

No target



Quarter	2017/18	2016/17
Q1	49	127
Q2		115
Q3		104
Q4		115

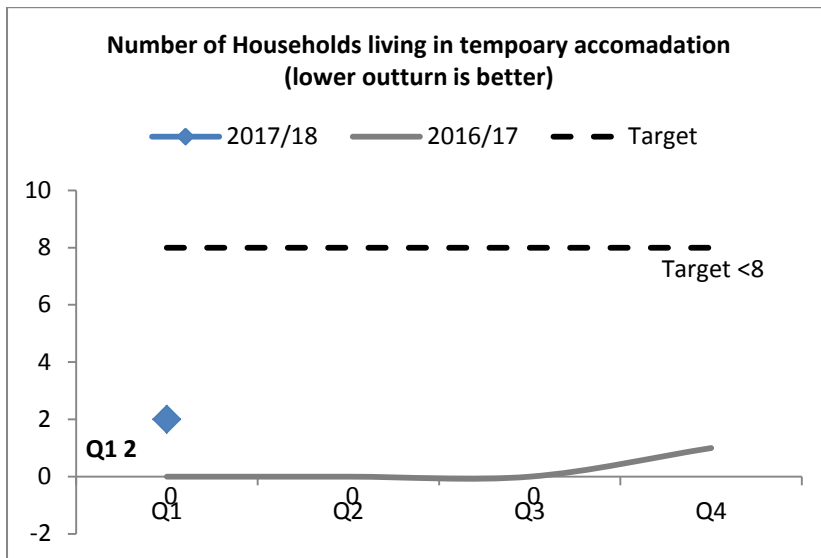
### Comments

In preparation of the Homelessness Reduction Act the team are no longer collecting homelessness prevention data from all housing teams and Waverley CAB. The team could not provide the level of details on other cases as required under the Act.

## HOUSING

### H4: Number of households living in temporary accommodation

GREEN



Quarter	Target	2017/18	2016/17
Q1	<8	2	0
Q2	<8		0
Q3	<8		0
Q4	<8		1

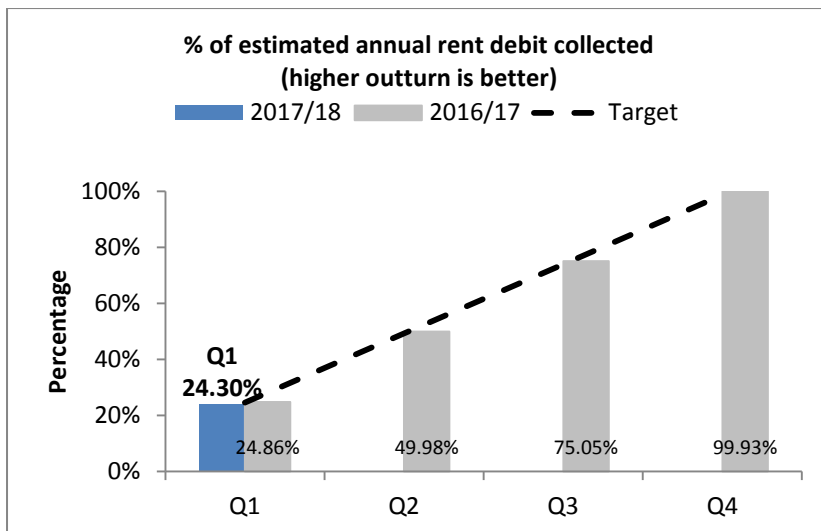
#### Comments

The PI reports on the number of households at a set date at the end of each quarter. The two households comprised of one single vulnerable men and a family of five. A total of four households were provided with temporary accommodation during the quarter.

## HOUSING

### H5: Percentage of estimated annual rent debit collected

AMBER



Quarter	Target	2017/18	2016/17
Q 1	24.65%	24.30%	24.86%
Q2	49.30%		49.30%
Q3	73.95%		73.95%
Q4	98.65%		98.65%

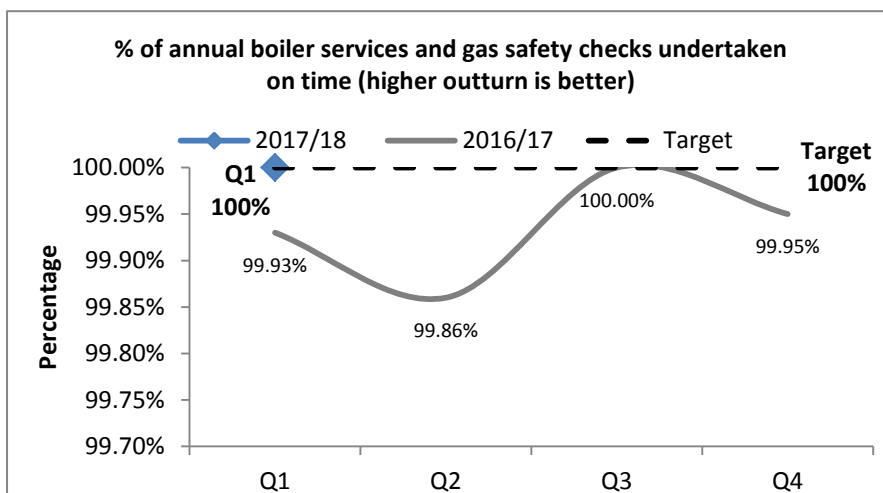
#### Comments

The team performed slightly below target. In total £7.5m has been collected against £7.7m charged. The dip in performance can be conversely related to the work undertaken to get accounts in credit.

## HOUSING

### H6: % of annual boiler services and gas safety checks undertaken on time

GREEN



Quarter	Target	2017/18	2016/17
Q1	100%	100%	99.93%
Q2	100%		99.86%
Q3	100%		100%
Q4	100%		99.95%

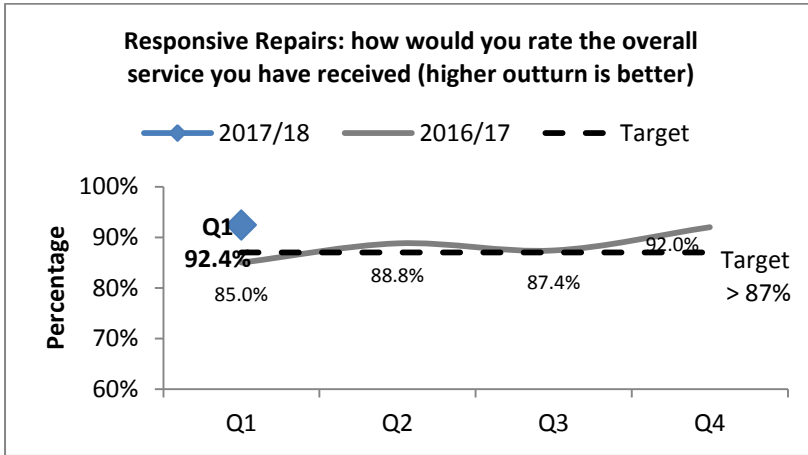
#### Comments

The team achieved target with no checks outstanding at the end of June. The improved performance reflects the team's ongoing proactive approach.

**HOUSING**

**H7: Responsive Repairs: how would you rate the overall service you have received**

**GREEN**



Quarter	Target*	2017/18	2016/17
Q1	87%	92.4%	85%
Q2	87%	-	88.8%
Q3	87%	-	87.4%
Q4	87%	-	92%

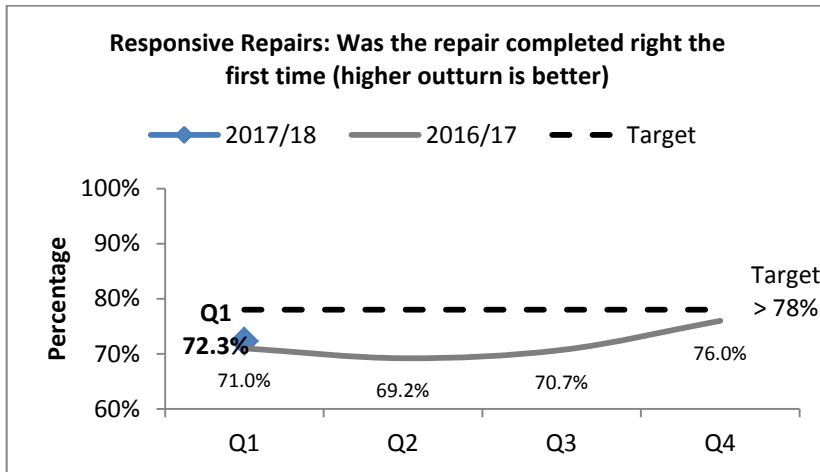
**Comments**

From 2016/17 tenant's views are collected by an independent telephone survey.

**HOUSING**

**H8: Responsive Repairs: Was the repair fixed right the first time**

**RED**



Quarter	Target*	2017/18	2016/17
Q1	78%	72.3%	71%
Q2	78%	-	69.20%
Q3	78%	-	70.70%
Q4	78%	-	76%

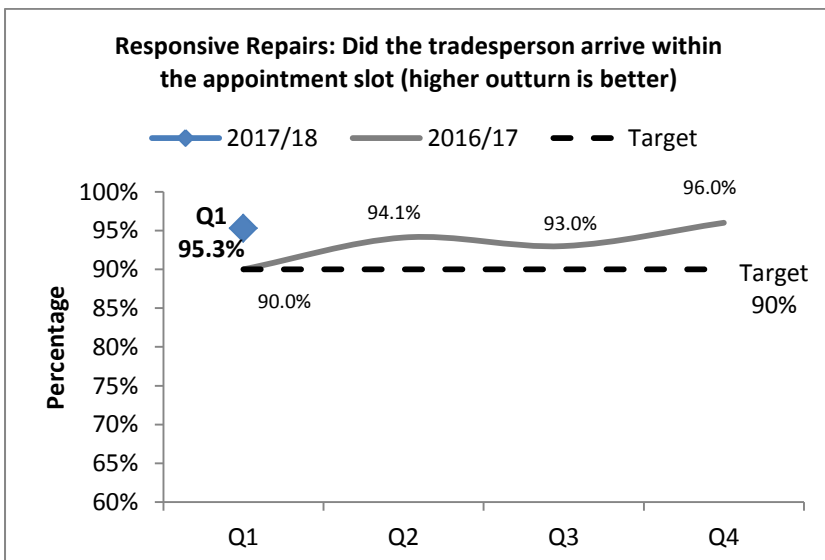
**Comments**

There continue to be challenges to meet target to provide first time fixes. The teams continue to strive to improve job diagnosis and maintain well stocked vans. This has not impacted the overall satisfaction with the service.

**HOUSING**

**H9: Did the tradesperson arrive within the appointment slot**

**GREEN**



Quarter	Target*	2017/18	2016/17
Q1	90%	95.3%	90%
Q2	90%	-	94.10%
Q3	90%	-	93.0%
Q4	90%	-	96.0%

**Comments**

The team continue to perform above target.

\* The targets have been set using past performance data and the market research company's benchmarking data. The targets have been set to deliver realistic service improvements. These targets are **not** contractual KPIs, the team are currently negotiating the contract targets

## WAVERLEY BOROUGH COUNCIL

### HOUSING OVERVIEW & SCRUTINY COMMITTEE

19 SEPTEMBER 2017

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**Title:**

**IT SYSTEMS IN THE HOUSING SERVICE**

**[Portfolio Holder: Cllr Carole King]  
[Wards Affected: All]**

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**Summary and purpose:**

To provide the Committee with an awareness and understanding of the IT systems used by the Housing Service, and to provide information regarding past challenges, future plans and aspirations for the Service regarding IT.

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**How this report relates to the Council's Corporate Priorities:**

An efficient and effective IT system supports the service to deliver the Corporate Priorities regarding Customer Service, Community Wellbeing and Value for Money.

**Financial Implications:**

The service has dedicated budgets for capital (new systems and IT development) of £45,000 in 2017/18. Each year, as part of the budget setting process, current and future IT requirements are considered.

**Legal Implications:**

All data held on IT systems is subject to Data Protection legislation and is governed by the Council's IT strategies and policies. From May 2018, new requirements will come into force under the General Data Protection Regulations (GDPR) to ensure further security, accuracy and relevance of data held by the Council.

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**Introduction**

1. The Housing Service provides a range of services with similar and different IT user requirements. With nearly 5,000 homes, 9,000 tenants, 500 leaseholders, 1,500 applicants and 100s of enquiries and complaints, there is a lot of data to manage.
2. In addition to the corporate IT systems used across all Council services, there are a number of specialist IT systems used to support the delivery of Housing Services.

## Core Housing IT Systems

### 3. Orchard Housing Management System

Orchard holds all the housing management and maintenance data regarding our homes and tenants to run the housing service. The system has a series of modules to manage services

<b>Dashboard</b>	Central record of tenant contacts and information
<b>Person details</b>	Current and former tenant details including name address and personal data
<b>Property details</b>	Address, size, age of home
<b>Rent</b>	Current and former rent accounts, weekly rental charges, payments, rent collection and arrears actions taken
<b>Repairs</b>	Responsive repair requests, authorisations and payments
<b>Applications</b>	Housing Need applications personal details, current and required housing details
<b>Relet process</b>	Process to manage notice, visits, works and letting of homes
<b>Tenancy management</b>	Processes to respond to ASB, tenant requests and managing tenancies
<b>Leaseholder service charge</b>	Records of leaseholders and annual service charges including repairs

### 4. Keystone Asset Management Database

Keystone holds detailed information about the elements of the home including installation and renewal dates. The database also holds health and safety information including the asbestos register and servicing scheduling for gas, fire, legionella.

### 5. Civica

Civica is a corporate document management system. In Housing it holds all tenant and property records i.e. holds the “paperwork” (eg applications, certificates, letters, file notes, review paperwork and complaints).

## 6. Deeplake

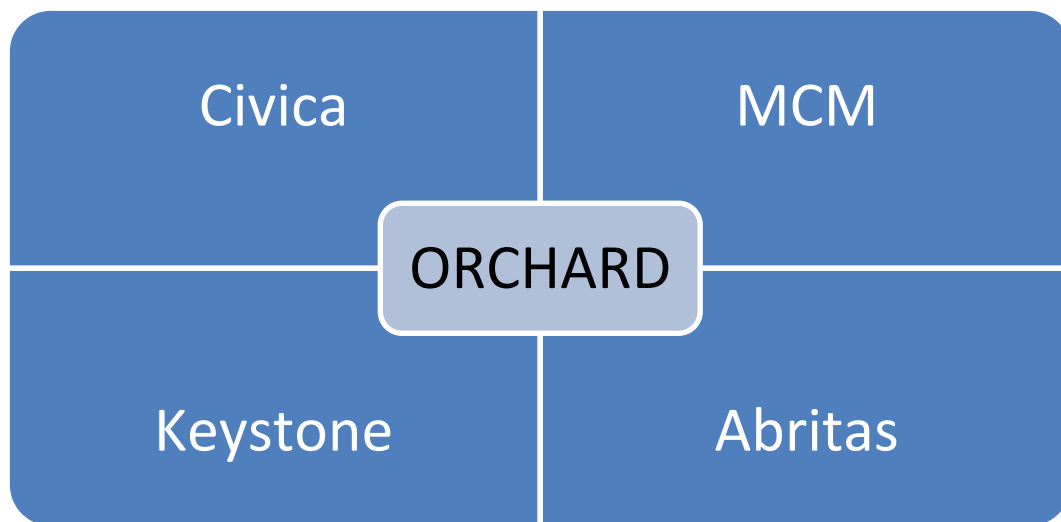
Deeplake is a specialised SMS texting service for Social Landlords and Local Authorities, used by the Rents team to communicate with tenants about missed direct debits, rent account balances, and arrears notifications.

## **Bespoke Housing IT systems**

7. A number of Housing teams use bespoke case management systems to hold case details, action and outcomes for their service area:
  - The Private Sector Housing team operate M3 Northgate, part of the Environmental Health system.
  - Housing Options team has a bespoke Access case management database developed and supported internally. In addition, Housing Options advertise homes and manages applicant bids through Abritas. The system is hosted externally with data uploads from Orchard.
  - The Family Support team has a bespoke SharePoint Case management database developed and supported internally.

## **Key IT system interfaces**

8. Orchard is the main housing management database, and is used as the lead system. Where possible and appropriate other systems are linked to or interface with Orchard to provide one view of the customer and/or service.
  - Orchard users are able to access Keystone, Civica and the Council's mapping system directly from Orchard via a "hot key".
  - Information flows back and forth between Orchard and MCM (contractor's database) detailing repair requests, payments, property and personal data.
  - Orchard letters are automatically filed in Civica.
  - Property details, servicing information and planned works flow back and forth between Orchard and Keystone.
  - Applicant details uploaded automatically from Orchard to Abritas daily.



### Corporate IT Systems

9. There is a wide range of corporate IT packages used in Housing to support general day-to-day work, or for specific tasks:

- **Microsoft Office**
  - Provides templates, documents, spreadsheets, email, databases and presentations (Word, Excel, Outlook, Access and Project)
- **SharePoint**
  - Microsoft web-based platform for document management and storage. SharePoint is the platform for Waverley's intranet and filing system for general documents eg policy, procedures, team notes. SharePoint also provides a database for all corporate complaints.
- **Lync telephony**
  - Phone system provided by Microsoft.
- **I lap and Mapping System**
  - The Housing Enabling team access planning applications and preapplication consultations through the planning systems.
- **SDS Proval LS**
  - The Housing Development team use a financial assessment tool for the future development of sites.
- **Adelante**
  - Cash income system that interfaces with Orchard.
- **Agresso**
  - Manages accounts payable, accounts renewable and the general ledger. (invoices, authorisations and payments).
- **Website systems**
  - Jadu is used to create the Council's website and Firmstep for web based applications (online forms).



- **Red Oxygen**
  - A texting system used by the Housing Options team to contact applicants and landlords.
- **Business Objects**
  - A universe to enable reporting from Orchard raw data.
- **SafetyNet**
  - Case sharing system with Police and statutory agencies

### **Housing IT Development**

10. Over the last few years the Housing Service has prioritised and resourced IT improvements. The Housing IT development work plan and all Housing IT development requests are reviewed by an officer governance group, with Housing and IT representatives chaired by the Strategic Director of Frontline Services. The Housing IT Governance Group assesses the business case, priority and capacity of new projects.
11. The Process Improvement Programme (PIP) in 2014/15 reviewed and improved key housing management and maintenance service delivery processes. The programme achieved its aims to reduce manual handling, maximise the use of Orchard and improve tenant satisfaction.

### **Process Improvement Programme: Projects**

<p>Housing Maintenance - Interface with contractor(s) and processes for:</p> <ul style="list-style-type: none"> <li>▪ Responsive repairs</li> <li>▪ Planned maintenance</li> <li>▪ Cyclical works</li> </ul> <p>Housing Management – processes for:</p> <ul style="list-style-type: none"> <li>▪ Tenancy conditions</li> <li>▪ Managing tenancies</li> <li>▪ Rent Services</li> <li>▪ Change in tenancy circumstances</li> </ul> <p>Leasehold management – processes for:</p> <ul style="list-style-type: none"> <li>▪ Right to buy</li> <li>▪ Service charges and invoicing</li> <li>▪ Section 20 consultation</li> </ul>
--

The project also delivered on implementing electronic interfaces between Waverley and its maintenance contractors ([Annexe 1](#)).

12. Customer Dashboard – there is a common issue for all service providers that data is held by different teams in different locations. This can lead to poor customer service as there is no central record of actions, information or guidance provided. The

housing team launched the Orchard Customer Dashboard in 2016 to provide a comprehensive view of customer contacts (Annexe 2).

13. Orchard Upgrades – the housing service is now working on the latest release of database. Upgrades and patches have been reviewed, tested and installed to maximise functionality of the system. In 2017, IT completed a comprehensive upgrade of the Business Objects reporting tool.
14. Keystone development - in 2017 the team have implemented a new servicing module to manage health and safety reviews and works.
15. Website Review – in 2016/17 all web pages were reviewed, deleted or edited to provide clear transactional based information.
16. Future developments and workstreams include:
  - Orchard-Agresso interface – the IT Governance group has championed this interface to stop double-handling of invoices in Orchard and in Agresso. The interface is currently in testing ahead of going live.
  - Digital platform – the Housing team have started work to pilot the corporate digital solution to improve the range of service options to residents. The first phase is to develop a digital platform for tenants to view their rent balance and account details. The project will be rolled out to other transactions to allow tenants to self service. Thus reducing avoidable contacts and free capacity to support those in need.
  - Maintenance Procurement Project and new contracts implementation.
  - Compliance with GDPR.
  - Email integration (Orchard and Outlook).
  - Orchard development – ongoing review and update of key management and maintenance processes.
  - Texting development.
  - Office upgrade – corporate initiative to move all users to Office 365 in 2017/18.

## **Staffing**

17. The provision of IT is supported by the Corporate IT team and one dedicated project officer in Housing. Challenges in recruitment, demand for IT services and corporate initiatives all have an impact on the capacity of the IT team to support the Housing service.
18. Within the Housing team, IT has historically been under-resourced and under-developed. The lack of capacity and resources has impacted/delayed project progression and the risk to service delivery has been recognised. The Orchard system had not been kept up to date before the Orchard Project Officer started in post 2014. The Orchard Project Officer is working to identify Orchard Champions

within each team to add support, training and involvement in Orchard processes and developments.

## **Conclusion**

19. The Housing Service has a comprehensive range of IT systems to support service delivery. The IT Governance Group supports and champions changes and developments. There is a clear vision for increased IT capabilities with a digital platform. The team has a continuous improvement ethos to deliver ongoing system developments to increase efficiencies and improve customer service. As with all IT systems, user knowledge, process development, data input and housekeeping are essential to the integrity of the system.
20. The team is well placed for future developments but recognises the need for ongoing training, user engagement and strong performance management. To deliver future developments and be fit for purpose the Housing team is minded to request additional resources at the 2018/19 budget setting process.

## **Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee considers the information provided, and agrees any observations or matters to be followed up by the Committee.

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## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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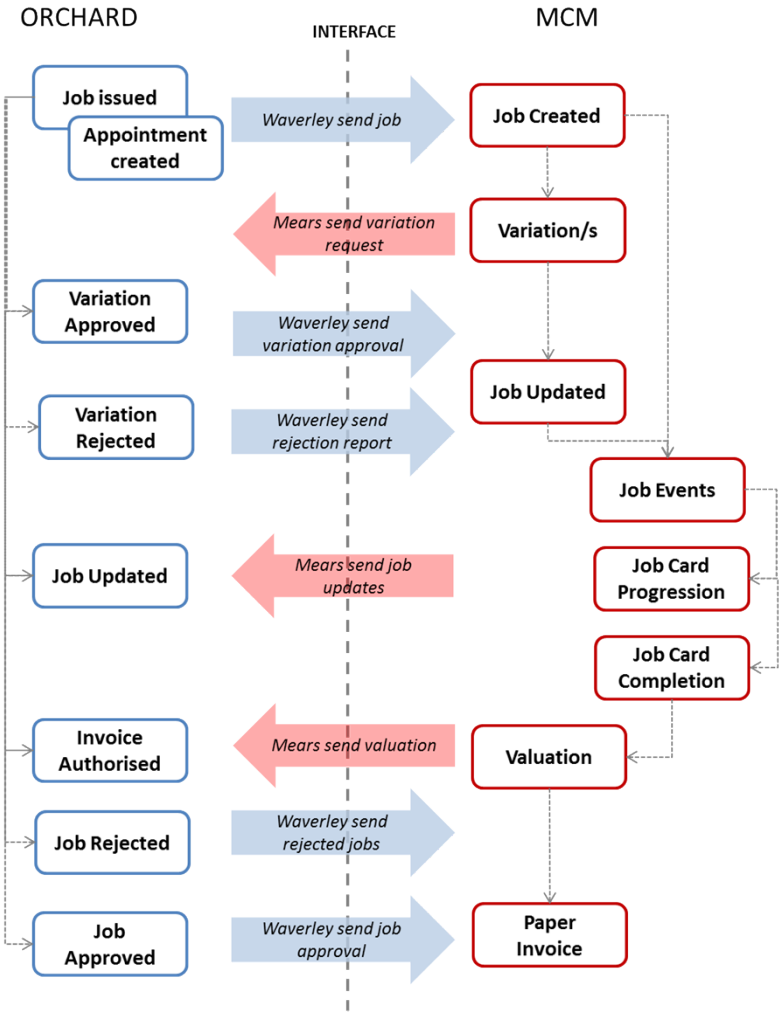
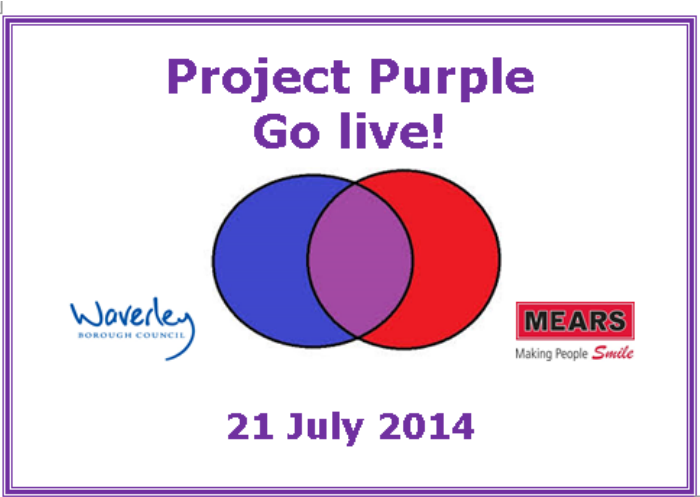
## **CONTACT OFFICER:**

**Name:** Annalisa Howson

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Process Improvement Project: Project Purple



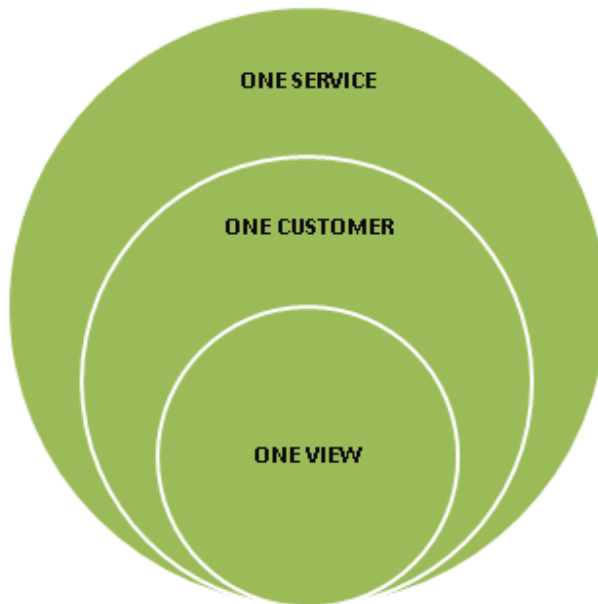
This diagram shows the process flow of a job once it is issued to the main contractor. The job information is passed through the interface and Orchard is updated automatically. The updates are sent between the two systems in standard orchard files. The process starts with the job being issued to the contractor and ends when the paper invoice is sent to Waverley for the job(s)

Information flows between the systems either instantly or within ten minutes depending on the event.

# Orchard customer dashboard



**Go live - Monday 4 April 2016**



Remember to record all customer contacts on the new Dashboard to give one comprehensive view the next time the customer calls

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## Adults and Health Select Committee – Housing Related Support

### Response to Recommendations on 14 July 2017

The Committee notes the proposals for housing related support. It expresses its concern in respect to the long term impact of the proposals, in respect to both the future demand for statutory services and the partnerships with district and boroughs.

#### **1. That officers outline how it will measure the long-term impact of those proposals, especially on socially excluded groups.**

##### **Response:**

##### **Housing Related Support for socially excluded and disadvantaged people**

At the time of writing, Adult Social Care is in the process of finalising the evaluation of the options.

It seems likely that the following option will be recommended to Cabinet on 26 September “Joint commissioning model - Adult Social Care continue to take the lead on commissioning services and works with district and borough councils and health to join up and maximise funding streams related to homelessness, health and supported living for socially excluded groups”.

We are hopeful that as part of this model, partners will be able to contribute funding thus minimising/eliminating any long-term impact. Should partners be unable to contribute funding, there is a proposal in place to achieve the savings required, again with the strategic view of minimising impact on vulnerable groups.

##### **Housing Related Support for older people and people with disabilities**

At the time of writing, Adult Social Care is in the process of evaluating the consultation feedback. Should the proposals be agreed by Cabinet on 26 September then Adult Social Care intend to measure the long-term impact by monitoring:

- The number of residents currently in receipt of Housing Related Support who ask for an assessment of their care and support needs.
- The number of residents who as a result of their assessment qualify for support under the Care Act eligibility criteria.
- The value of the personal budgets awarded to those who qualify for support under the Care Act eligibility criteria

#### **2. That officers provide in the Cabinet report further evidence of:**

- **the basis of the planning assumption of 70%;**
- **the scoping of current and future service provision for socially excluded groups, and full options analysis**

##### **Response:**

At the time of writing, Adult Social Care is drafting the paper for Cabinet on 26 September. Further evidence of the planning assumption of the 70% saving for Housing Related Support for older people and people with disabilities will be incorporated into the paper together with

the scoping and options evaluation for the Housing Related Support for socially excluded and disadvantaged people.

**3. That the committee reviews evidence of the impact of the Cabinet's decision on social housing across Surrey in late 2018;**

**Response:**

Should the proposals be agreed by Cabinet on 26 September then Adult Social Care will work closely with providers to implement the changes to the future funding of Housing Related Support.

As part of this, Adult Social Care will write to providers in late 2018 to understand the impact of the decision with regard to:

- The number of supported housing schemes available for older people, people with disabilities and for socially excluded and disadvantaged people in Surrey compared with September 2017.
- The number of residents in supported housing schemes for older people, people with disabilities and for socially excluded and disadvantaged people in Surrey compared with September 2017.
- The hours, and/or range of support available, delivered to older people, people with disabilities and for socially excluded and disadvantaged people in Surrey compared with September 2017.

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18 August 2017



## WAVERLEY BOROUGH COUNCIL

### HOUSING OVERVIEW & SCRUTINY COMMITTEE

19 SEPTEMBER 2017

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**Title:**

**REVIEW OF DESIGN STANDARDS AND SPECIFICATIONS FOR  
NEW COUNCIL HOMES**

**[Portfolio Holder: Councillor Carole King]**

**[Wards Affected: All]**

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**Summary and purpose:**

To provide members with an overview of the Design Standards and Specifications adopted in 2014 for new council homes and outline a proposal for review of these standards by the Committee both in context of 'Site C' at Ockford Ridge and other future council housing developments.

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**How this report relates to the Council's Corporate Priorities:**

**Financial Implications:**

No financial implications have been identified for undertaking the review. It will be undertaken within current approved resources.

Further assessment will need to be undertaken once the review of design standards is complete. Providing new Council homes to a higher standard is likely to have cost implications. However, initial upfront cost implications will be weighed against the long term cost benefits for tenants and maintenance.

**Legal Implications:**

There are no direct legal implications however the Council has taken into account the different guidelines and standards provided by the Government and feedback from residents on their new housing association homes.

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**1. Background**

In July 2013, the Housing Delivery Board discussed the process for ensuring good design and requested that a group was established to prepare a set of guidance notes on design standards and specifications for new Council developments.

A task and finish project group, comprising the Portfolio Holders of Housing and Housing Delivery and officers from Housing, Planning and Sustainability, met to develop these standards.

In preparing the standards, the group took into account the Homes and Communities Agency Design and Quality Standards, the Housing Quality Indicators, the consultation by

the Department of Communities and Local Government on Housing Standards, Waverley Borough Council's Parking Standards and feedback from residents on their new housing association homes.

In November 2013, the Housing Improvement Sub-Committee received a presentation on the proposed guidance note on Design Standards and Specification for New Council Homes. This was followed by a presentation to the Tenants Panel in December 2013.

The final draft of the [guidelines](#) was presented to Executive and adopted by Council at a meeting on 15 April 2014 (Annexe 2).

The guidelines outline the standards and specifications that the Council aspires to achieve when delivering its new homes and provides the starting point for all designs. However, the guidelines indicate that a balance should be struck between meeting all standards and specifications and the wider housing objective, particularly where there are financial and practical constraints.

It was therefore proposed that all designs will be assessed on a site-by-site basis and conflicting priorities will be addressed according to the context of that particular development including the needs of that area and the profile of future tenants. This will ensure the best possible scheme can be delivered within existing financial and practical constraints.

The overarching principles outlined in the guidelines are as follows:

- **Fit for purpose:** homes that reflect modern lifestyles and meet the current needs of tenants
- **Future-proof:** homes that are robust but flexible, with the ability to adapt to the changing needs of existing and future tenants
- **Community:** homes that respect and enhance the character of the local area and create mixed communities where people want to live
- **Sustainability:** homes that meet high levels of sustainability to protect tenants from rising fuel costs and minimise environmental impact
- **Choice:** homes that provide a range of sizes and types to reflect local needs and provide choice to households on the housing register
- **Secure:** homes that provide safe places for tenants to live and discourage crime in the local community
- **Good management:** homes that enable the council to better manage and maintain their stock

The design standards included in the guidance are:

- Pre-application advice
- External Appearance
- Internal Space Standards
- Bedroom Size
- Living Spaces and Layout
- Accessibility Standards
- Sustainability
- Natural Light
- Security Considerations
- External Space Standards

- Parking Position
- Unit Type and Mix
- Internal Storage
- Sound Insulation
- Refuse and recycling

As part of the guidance note it was recommended that the standards were reviewed in two years after their adoption. This would provide an opportunity for the first homes to be delivered to this standard and feedback obtained from the first tenants.

A number of council owned sites had been brought forward to planning prior to the adoption of these standards so the review was postponed to allow time to deliver sites where the properties met the new standards. These include:

- Cedar Close, Farnham
- Show Homes Ockford Ridge, Godalming
- Bridge Road, Haslemere

We are also on site with two further schemes to be delivered to these standards: Wey Court, Godalming and Nursery Hill, Shamley Green.

Since the adoption of the Waverley standards the government has reviewed the design standards, removed the Code for Sustainable Homes and moved to embed energy targets within Building Regulations.

It is therefore timely to review the current Waverley Borough Council Design Standards and Specification Guidelines and then review the proposals for Site C included in the hybrid planning application ([WA/2014/0932](#)) in light of the revised guidelines. A copy of the planning approved outline scheme is attached as Annex 1.

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### **Recommendation**

That the Housing Overview and Scrutiny Committee undertakes a review of the Waverley Design Standard Standards and Specification Guidelines, in the context of both Ockford Ridge Site C proposals and other Waverley Borough Council housing development schemes.

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### **Background Papers**

There are no background papers (as defined by Section 100D (5) of the Local Government Act 1972) relating to this report.

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Site C

Planning Approved Outline Scheme

The scheme to the left was submitted as part of a hybrid masterplan and was granted outline planning approval in May 2014.

Apartments (8no)

1B2P - 8no

Houses (21no)

2B4P - 16no

3B5P - 5no

Approved total - 29no

Notes:

The circled units have not been included in this calculation:

- 66 Ockford Ridge to be refurbished; garden area to form part of redevelopment
- Showhomes (complete)



Outline planning approved scheme, 2014





**DESIGN STANDARDS AND SPECIFICATIONS FOR NEW  
COUNCIL HOMES: GUIDANCE NOTES**

**Housing Development Team  
Waverley Borough Council  
Council Offices  
The Burys  
Godalming  
Surrey  
GU7 1HR**

**Dec 2013**

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## **1.0 Introduction**

In 2012, the Council started a new council housing programme with the aim to deliver an additional 30 affordable homes per year. Through this, the Council wants to re-define expectations about affordable housing by developing attractive, high quality homes which provide excellent places for tenants to live, but also enhance their surroundings and protect the local character of towns and villages. Good design is crucial to achieving this aim and should be a guiding consideration right from the offset of a development.

This document sets out the principles and aspirations that the Council seeks for its new homes and is separated into two sections:

### **1. Design standards (Section 3)**

This section outlines the principles that should be given due consideration during the design of new homes and the standards that dwellings are expected to meet.

### **2. Specifications (Section 4)**

This section outlines the detailed internal and external specifications for all new dwellings.

## **2.0 Reviewing the Standards and Specifications**

The Housing Revenue Account business plan 2012-2042 identifies £261 million to invest in new affordable homes over the next thirty years. Over this time Government guidance, building standards and best practice will change, new technologies will emerge and the Council will continue to learn about good design through greater experience. It is important therefore that these Standards and Specifications are regularly reviewed to reflect these changes.

The first review will take place in April 2016, two years after this document is adopted. This will allow sufficient time for the Council's first homes to be completed and feedback from the first tenants to be received. After this, the Standards and Specifications will be reviewed by the Housing Delivery Board on an annual basis. This will be informed by regular surveys of new tenants' experiences to highlight potential areas for improvement.

### 3.0 Overarching Principles

This programme provides the Council with an excellent opportunity to develop outstanding examples of affordable housing design to benefit occupiers, the community and the Council's management. In setting the standards and specifications contained within this document the Council aspires to create great homes that meet the following principles:

- **Fit for purpose:** homes that reflect modern lifestyles and meet the current needs of tenants
- **Future-proof:** homes that is robust but flexible, with the ability to adapt to the changing needs of existing and future tenants
- **Community:** homes that respect and enhance the character of the local area and create mixed communities where people want to live
- **Sustainability:** Homes that meet high levels of sustainability to protect tenants from rising fuel costs and minimise environmental impact.
- **Choice:** Homes that provide a range of sizes and types to reflect local needs and provide choice to households on the housing register
- **Secure:** Homes that provide safe places for tenants to live and discourage crime in the local community
- **Good management:** Homes that enable the council to better manage and maintain their stock

### 4.0 Delivery and constraints

This document outlines the standards and specifications that the Council aspires to achieve when delivering its new homes and should be the starting point for all designs. At times however financial and practical constraints will mean that the Council has to strike a balance between achieving all standards and specifications and meeting its wider housing objectives. For example, given the Borough's high housing need, it may be preferable to deliver units that are smaller in size than the levels proposed in this document in order to maximise development on restricted sites.

All designs will therefore be assessed on a site-by-site basis and conflicting priorities will be addressed according the context that particular development, including the needs of that area and the profile of future tenants, so that the best possible scheme can be delivered within existing financial and practical constraints.



## **5.0 Design standards**

The benefits of good design are multi-faceted. High quality and energy efficient housing provides tenants with homes to meet their current and future needs are cost-effective to live in and provide good sized internal living and external amenity space. Good design benefits the community by contributing to and enhancing the local environment. It can also be a significant factor in ensuring community support for a scheme. Well designed housing can also benefit the environment by creating low-carbon energy efficient homes.

This section outlines the principles and standards that should be given due consideration during the design of new council homes, so that the most can be made of this excellent opportunity to create exemplars of good design in the Borough.

### **5.1 Pre-application advice**

Whilst this document provides guidance on the Council's standards and aspirations for its new housing development, emphasis is placed on the importance of obtaining pre-application advice from the earliest stages of design so that proposals develop in full consultation with the Council's Planning Team and inline with planning policy. For more information on the Council's pre-application Process please visit [http://www.waverley.gov.uk/info/1023/planning\\_advice/333/need\\_pre-application\\_advice](http://www.waverley.gov.uk/info/1023/planning_advice/333/need_pre-application_advice)

### **5.2 External appearance**

All design must be of high quality and indistinguishable from market housing. External appearance however will vary depending on the context of the site and how proposals relate to their immediate surroundings. There is therefore no set of right or wrong principles, with each design being justified against site analysis and evaluation with proper regard given to local character and distinctiveness. Character appraisals of the existing area can help when looking for design cues and should be carried out during the pre-application stage to inform design and layout choices.

Many areas of the Borough have a Village Design Statement (VDS) or Town Design Statement (TDS) which provide a clear statement of the character of a particular village or town against which planning applications may be assessed. Where these exist, all new dwellings should be guided by the statements from the offset of proposals. This is important for understanding local views and perceptions and therefore enabling new development to generate local support rather than conflict

and opposition. The statements must be explicitly referred to in a scheme's Design and Access statement.

There are a number of Town and Village Design Statements (TDS/VDS) published in Waverley. These include:

- Haslemere Design Statement - adopted as a **material consideration** on 17 July 2012.
- Churt Village Design Statement - adopted as a **material consideration** on 14 December 2010.
- Farnham Design Statement - adopted as a **material consideration** on 20 July 2010.
- Thursley Village Design Statement - adopted as a **material consideration** on 21 July 2009.
- Cranleigh Design Statement - adopted as a **material consideration** on 22 July 2008.
- Frensham Village Design Statement - adopted as a **material consideration** on 22 July 2008.
- Wonersh Village Design Statement - adopted as a **supplementary planning document** on 20 February 2007.
- Dunsfold Village Design Statement - adopted as **supplementary planning guidance** on 24 April 2001.
- Elstead Village Design Statement - adopted as a **material consideration** on 4 July 1995.

Town and Village Design Statements are available on the Council's website:

[http://www.waverley.gov.uk/info/1004/planning\\_policy/1392/village\\_and\\_town\\_design\\_statements](http://www.waverley.gov.uk/info/1004/planning_policy/1392/village_and_town_design_statements)

In addition to the TDS/VDS, the Surrey Design Guide sets out key objectives and principles that need to be taken into account to ensure all new development is of the highest design quality. The Surrey Design Guide was adopted by Waverley Borough Council in April 2002 as Supplementary Planning Guidance and can be downloaded from the Surrey County Council website:

[http://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0006/171888/Surrey-Design.pdf](http://www.surreycc.gov.uk/_data/assets/pdf_file/0006/171888/Surrey-Design.pdf)

### 5.3 Internal space standards

It is important that new homes are designed to provide good space standards to enable flexibility that can reflect the changing and varying needs of households. Good size properties also allow the Council good management of their stock as they can be allocated to a wider range of households.

There are various space standards currently available for affordable housing, for example Parker Morris, the London Design Guide and HCA Housing Quality Indicators (HQIs). The table below shows new standards proposed by DCLG as part of their Housing Standards Review consultation. The Council supports this framework and aspires to deliver its new homes at Level Two, which is largely in line with the London Design Guide standards. Level Two should therefore be the starting point for all new proposals, however smaller units may be delivered depending on specific site feasibility. In turn, should housing needs data indicate a requirement for a fully wheelchair accessible unit then Level 3 should be used as a size guide.

Internal Space Standards (m2) (DCLG Housing Standards Review – Illustrative technical standard)

Standard	Proposed Level 2	Proposed Level 3
1 bed/2 person flat	48	58
2 bed/3 person flat	61	73
2 bed/4 person flat	70	87
2 bed/4person house	83	104
3 bed/5 person house	96	120
3 bed/6 person house	105	130
4 bed/6 person house	109	135
4 bed/7 person house	118	145

### 5.4 Bedroom Size

It is important that affordable housing provides decent bedroom sizes, particularly in light of new housing benefit rules that require same sex siblings to share a bedroom until the age of 16.

The Government's Housing Standards Review also proposed minimum bedroom sizes and widths for consultation, outlined in the table below. Again, the Council supports this framework and aspires to deliver bedrooms at Level 2 standard, unless site feasibility indicates otherwise.

In addition:

- All new council 2 bed properties must be designed for four people, providing one double and one twin room. This ensures that 2 bed properties can be let to two person, three person and four person households.
- All properties with 3+ bedrooms must provide at least one double and one twin bedroom to maximise the property's potential use.
- All one bed properties must be designed for 2 people (i.e. have a double bedroom).

Minimum Bedroom Space Standards (m2) (DCLG Housing Standards Review – Illustrative technical standard)

	<b>Proposed Level 2</b>	<b>Proposed Level 3</b>
Single bedrooms	7.5	8.5
Principle double bedroom	12.0	13.5
Other double / twin room	11.5	12.5

Minimum Bedroom width (meters) (DCLG Housing Standards Review – Illustrative technical standard)

	<b>Proposed Level 2</b>	<b>Proposed Level 3</b>
Single bedrooms	2.15	2.4
Double and twin bedrooms	2.75	3.0

## 5.5 Living spaces and layout

As well as providing adequate space, it is important that new housing provides the correct number of living spaces to meet a household's needs. The Council expects properties to adhere to the HCA's HQI standards with respect to living spaces, displayed in the table below.

### Number of Living Spaces required for each unit size (HCA HQIs)

Required living spaces	1 bed/ 2 person	2 bed/ 3 or 4 person	3 bed/ 5 or 6 person	4 bed/ 7 person
Bathroom	1	1	1	1
WC	1	1*	2	2
Kitchen	1	1	1	1
Living room	1	1	1	1
Dining space	1	1	1	1

\* Two WCs if on two floors

With respect to WC and sanitary provision:

- All 2+ bed properties across two floors are expected to provide 2 WCs, including one on the ground floor.
- Consideration should be given to providing a separate WC and bathroom in 2 bed flats should this be more practical for its intended use than a combined WC and bathroom. .
- All ground floor flats should provide for the future installation of a wetroom, to ensure adaptability and future accessibility.

The exact layout of properties will be largely dependent on plot size and individual design, however where possible the following should be met:

- Properties of three plus bedrooms should have two living spaces (i.e. a separate kitchen or kitchen diner)
- Wherever practical all new dwellings should be provided with an entrance hall or lobby to conserve energy and ensure that entry is not directly into the living space or flight of stairs.
- A living space, which may be a combined kitchen/dining room, should be provided within the entrance floor. (Accessibility Level 2. See section 3.5)

- Kitchens and bathrooms should be located on an outside wall where possible and have their own window.

## 5.6 Accessibility Standards

New council housing should be built to good accessibility and adaptability standards to accommodate the current and future needs of disabled and / or older tenants. DCLG's Housing Standards Review proposed three levels of accessibility standards, described in the table below. In line with space standards, the Council supports development at Level 2, however acknowledges that meeting all Level 2 requirements may not be practical or financially viable. Therefore the key elements of Level 2, that all new dwellings should meet, are highlighted in the Specifications, Section 4.

[Accessibility standards overview \(DCLG Housing Standards Review – Illustrative technical standard\)\\*](#)

Level	Description
<b>Level 1</b>	Provides adequate accessibility for most people, including many older people and basic visitor access for those using wheelchairs.
<b>Level 2</b>	Provides adaptability as well as improved access for everyone; making homes suitable for the majority of older people and many part-time wheelchair users, as well as young families with buggies. Also provides good visitor access to wheelchair users.
<b>Level 3</b>	As a revised version of the Wheelchair Housing Design Guide, level 3 is the highest tier and will provide very good accessibility for most people, including the majority of wheelchair users.  Level three provides a distinction between 'wheelchair accessible' design features (ready to be used by wheelchair users) and 'wheelchair adaptable' design features (where the first occupants are unknown).

\*Full, technical details of the accessibility standards are available in the Housing Standards Review technical document:

<https://www.gov.uk/government/consultations/housing-standards-review-consultation>

## **5.7 Sustainability**

There is a Council wide commitment to building homes that are future proof and have high sustainability considerations that will protect residents from rising energy costs. All new council homes should therefore strive to achieve Code for Sustainable Homes level 4 and provide exemplars of sustainable development within the Borough. Where Code 4 is unachievable overall, the energy and carbon dioxide (CO2) as well as the Water elements of Code 4 must be achieved. Sound insulation should also be given a high priority (see section 3.13)

New dwellings should be built with very efficient building fabric that will reduce the need to heat and maximise natural daylight that will minimise energy use. Where possible, passive design should be fully considered from the offset with regard to orientation, glazing and materials (see section 3.7).

Whilst aiming to achieve Code level 4, the Council is open to exploring new sustainable technologies that will make homes more energy efficient and minimise costs for tenants, (for example solar tubes.) It is important that such technologies are user friendly and easy for tenants to operate and maintain. We would therefore welcome design and technology proposals that are evidenced to meet these criteria. District and renewable heating systems should be fully considered for bigger developments and where appropriate.

In addition, design proposals should aim to take into account and facilitate the potential use of future technologies such that they can be installed retrospectively. Sustainability is also an important consideration when sourcing materials for development. All new development should therefore adhere to the Sustainable Timbers Policy.

## **5.8 Natural Light**

Natural light is good for health and well being as well as creating attractive, welcoming developments. It also improves energy efficiency by reducing the need for lights and meeting some heating requirements through passive solar gain.

Importance should therefore be placed on maximising natural light within the design of new dwellings:

- Where possible, all habitable rooms should receive direct sunlight with a priority given to living, dining and kitchen space.
- Glazing to all habitable rooms should not be less than 20% of the internal floor area of that room.

## **5.9 Security considerations**

Security considerations must be taken into account from a scheme's earliest stages and design statements must be explicit in terms of how safety has been considered. Developments are therefore required to meet Secured by Design standards (<http://www.securedbydesign.com/>) and consultation should take place with the Borough's Crime and Disorder Prevention Officer at the pre-application stage.

## **5.10 External space standards**

Feedback from resident satisfaction surveys carried out over the past six years suggests there is the need to increase the external amenity space provided with affordable homes. The design of new council homes should therefore seek to maximise this space whilst also taking into account the need to utilise the site's full development potential and provide good sized internal living spaces.

At a minimum all new houses must include a (usually rear) private garden providing at least 50 m<sup>2</sup> of usable amenity space. The provision of front gardens will be dependent on the context and street scene of the site. It is desirable that each flatted unit also has its own private garden, particularly where units are designed for families (i.e. have 2+ bedrooms) or are on the ground floor. Where this is not feasible design should include an element of usable amenity space through communal gardens. Where flats are intended for families this space must be suitable for children's play, in line with Policy H10. For example, communal space should be positioned so that it is overlooked by the surrounding development to encourage passive surveillance.

All external space, private or communal, should be designed to capture sunlight where possible and north facing gardens should be avoided.

## **5.11 Parking provision**

The Council recognises that communities are often concerned about the potential impact that new developments may have on parking. It is therefore essential that the design of new council homes fully accounts for parking requirements.



This should be guided by the Council’s residential parking guidelines, detailed in the table below, together with a realistic site appraisal in terms of proximity to services and transport and the wider context of parking in that neighbourhood.

Waverley Borough Council’s Residential Parking Guidelines (adopted October 2013)

Locational Characteristics	Town Centre	Rest of Waverley
1 bed	1 space per unit	1 space per unit
2 bed	1 space per unit	2 spaces per unit
3 + bed	1.5 spaces per unit	2.5 spaces per houses

In addition, careful consideration should be given to the siting and orientation of car parking so that it does not negatively affect the use and appearance of open space. A guide to Car parking ‘What works where’ can be found at: [Car Parking: What works where | Homes and Communities Agency \(HCA\)](#)

### 5.12 Unit Type, Mix and Number

The unit mix will reflect the type of housing identified as being required in the most Up-to-date Housing Needs Survey and Strategic Housing Market Assessment. Regard will also be given to the form and type of development appropriate for that site, as well as the profile of households currently on the Council’s Housing Register in that area. This will result in providing a range of properties including houses, maisonettes and flats, reflecting the ethos of the Council’s ‘Choice Based Lettings’ scheme. Emphasis is also placed on creating mixed communities for all household types and ages.

With regard to unit number, the starting point should be to maximise the site for the optimum provision of affordable housing whilst taking into account internal and external space standards together with the Council’s planning policies and the area’s local character.

### 5.13 Internal Storage

Storage is an important factor in ensuring that properties are future proof and that people have enough space to enjoy their homes. Storage areas should therefore be maximised within new properties and the Council supports the minimum storage standards, detailed in the table below.

This storage should be provided through dedicated, built-in storage cupboards such as airing, utility and cloak cupboards, cupboards under the stairs or built-in wardrobes.

Internal Storage Standards at all Levels (adapted from the London Design Guide)

Bedroom No.	Storage (m2)	Bed Space No.
1 Bedroom	2.5	2 bed spaces
2 Bedrooms	2.5	3 bed spaces
	2.5	4 bed spaces
3 Bedrooms	2.5	4 bed spaces
	3.0	5 bed spaces
4-6 Bedrooms	3.0	5 bed spaces
	3.5	6 bed spaces
	4.0	7 bed spaces
	4.5	8 bed spaces

Notes:

1. Storage is built-in and free of hot water cylinders and other obstructions
2. Storage has a minimum internal height of 2m

## 5.14 Sound Insulation

Noise is often a key concern for tenants, being a common cause of stress, sleep disturbance and friction between neighbours. Good sound insulation is therefore important not only in creating positive places to live but also in encouraging harmonious communities. New council homes should therefore seek to use building materials that achieve the highest number of credits possible for sound insulation under the Code for Sustainable Homes, the criteria for which is detailed in the table below.

**Code for Sustainable Homes Assessment Criteria for Sound Insulation**

Criteria	Credits
Where: Airborne sound insulation values are at least 3dB higher Impact sound insulation values are at least 3dB lower <b>OR</b> Airborne sound insulation values are at least 5dB higher	1       3

<p>Impact sound insulation values are at least 5dB lower</p> <p><b>OR</b></p> <p>Airborne sound insulation values are at least 8dB higher</p> <p>Impact sound insulation values are at least 8dB lower</p> <p>than the performance standards set out in the Building Regulations approved for England and Wales, Approved Document E (2003 edition, with amendments 2004)</p> <p>This can be demonstrated through EITHER</p> <p>A programme of pre-completion testing based on the Normal programme of testing described in Approved Document E, for every group or subgroup of houses or flats, demonstrating that the standard or standards are achieved.</p> <p><b>OR</b></p> <p>Use of constructions for all relevant building elements that have been assessed and approved as Robust Details by Robust Details Limited (RDL) and found to achieve the performance standards stated about. All relevant dwellings must be registered with RDL.</p>	4
<p><b>Default Cases</b></p> <p>Detached dwellings</p> <p>Attached dwellings where separating walls or floors only occur between non-habitable rooms.</p>	1 3

The layout and orientation of adjacent buildings and communal spaces is also an important factor in limiting noise disturbance and should be considered from the earliest design stages. For example, where possible bedrooms should not be placed adjacent to neighbour's living areas and noisy communal equipment (such as lifts or plants) should be a sufficient distance from doors and windows.

### 5.15 Refuse and recycling

New dwellings should meet the Council's emerging requirements for refuse and recycling provision on new developments. Details are available on request.

### 5.16 Relevant documents:

The following documents are of particular relevance to the design of new Council

- Town and Village Design Statements - [http://www.waverley.gov.uk/info/1004/planning\\_policy/1392/village\\_and\\_town\\_design\\_statements](http://www.waverley.gov.uk/info/1004/planning_policy/1392/village_and_town_design_statements)
- Waverley Borough Council Parking Guidelines October 2013 - [http://www.waverley.gov.uk/downloads/download/1621/waverley\\_borough\\_council\\_parking\\_guidelines-october\\_2013](http://www.waverley.gov.uk/downloads/download/1621/waverley_borough_council_parking_guidelines-october_2013)
- “Surrey Design”, adopted by Waverley as Supplementary Planning Guidance on 23rd April 2002 - [http://www.waverley.gov.uk/info/1004/planning\\_policy/270/surrey\\_design\\_guide](http://www.waverley.gov.uk/info/1004/planning_policy/270/surrey_design_guide)
- SPD for Residential Extensions (provides general advice regarding the design/juxtaposition of buildings, windows, distances between buildings etc) - [http://www.waverley.gov.uk/info/485/planning\\_applications/923/residential\\_extensions\\_supplementary\\_planning\\_document\\_spd](http://www.waverley.gov.uk/info/485/planning_applications/923/residential_extensions_supplementary_planning_document_spd)
- SCC Standing Advice for parking spaces and driveway lengths

**External documents:**

- Secured by Design - <http://www.securedbydesign.com/>
- DCLG Housing Review Document on technical standards - <https://www.gov.uk/government/consultations/housing-standards-review-consultation>
- HCA Housing Quality Indicators - <http://www.homesandcommunities.co.uk/hqi>
- Code for Sustainable Homes - <https://www.gov.uk/government/policies/improving-the-energy-efficiency-of-buildings-and-using-planning-to-protect-the-environment/supporting-pages/code-for-sustainable-homes>

**6.0 Specifications**

This section outlines the internal and external specification requirements for new council homes. Building new homes to a high specification will ensure that they provide a good living environment for tenants, but also that on-going maintenance costs are kept to a minimum and that the life-span of the property is maximised.

In addition, building new homes to a similar specification with tried and tested components and materials enables the Council better management of their properties in terms of repairs, maintenance and replacements.

<b>KITCHEN</b>	
<b>Range</b>	Rixonway Kitchens - Trieste range with choice of colour for worktop, draw/cupboard door front and handles. Metal rails to draw units.  <u>Or</u> Howdens Kitchen – Greenwich Range. Choice of colour.  <u>Or</u> equivalent range from alternative approved supplier
<b>Flooring</b>	Tarkett Ltd Textar Anti Slip sheet flooring (or equivalent from alternative approved supplier) laid in a continuous seamless sheet with heat welded joints. Choice of colour.
<b>Lighting</b>	LED lighting, 150 lux.
<b>Lighting control</b>	Local switch at entrance to space.
<b>Ventilation</b>	Humidity activated electro/mechanical air extraction. Min 30 l/s.
<b>Power points (appliances)</b>	Power points supplied for washing machine, dishwasher, fridge/freezer and cooker.  Cooker to be provided with both gas and electric points (where gas available).  Switches and sockets over worktops should be 700mm from an internal corner. Controls to a radiator, boiler, cooker hood and other items that are usually mounted outside of this range are exempt. (Accessibility Level 2)
<b>Small power</b>	4 No. TSSO's above work surfaces  2 No. TSSO's in dining area (where situated in kitchen)
<b>Cupboard units</b>	Min no. of cupboard doors: 7 (1 bed accommodation); 8 (2 bed accommodation); 9 (3+ bed accommodation). One lockable cupboard.  Wall units set back 150mm from the cooker space.  Sufficient void space at rear of unit to accommodate service runs (75mm minimum).
<b>Work surfaces</b>	Min. length of work surfaces (excl. sink): 2m (1 bed accommodation); 3m (2 bed accommodation), 4m (3 bed accommodation).  Min. 300mm long worktop provided both sides of the cooker.
<b>Storage</b>	Tall cupboard for household appliances, part shelved.
<b>Tiling</b>	Johnsons 150mm x 150mm ceramic wall tiles (or equivalent from alternative approved supplier) finished with white edging trims. White Grout. White sealant.

	Three courses of tiles above worktops to form splash backs. Tiling behind cooker to height of wall units and width of cooker space.
<b>Heating</b>	Radiator with TVR.
<b>Allocated spaces</b>	Spaces allocated for cooker, dishwasher, full height fridge/freezer and washing machine space (minimum 625mm clear width).
<b>Waste</b>	Separate sink and washing machine waste trap required.
<b>Sink</b>	Astracast Alto single bowl sink top with drainer – supplied by City Plumbing or equivalent from alternative approved supplier.
<b>Taps</b>	Bristain Group Ltd. Utility Range mono-block kitchen. Mixer with ¼ turn lever (or equivalent from alternative approved supplier). Aerated.
<b>Fire protection</b>	Combined (ionisation and optical) mains operated with 10 – 15 year battery back up and test reset button.

<b>BATHROOM (located on an outside wall, where possible)</b>	
<b>Flooring</b>	Tarkett Ltd Textar Anti Slip sheet flooring,(or equivalent from alternative approved supplier) laid in a continuous seamless sheet with heat welded joints. Choice of colour.
<b>Sanitary Ware</b>	Armitage Shanks - Roca 'Laura' range or Sandringham Range (or equivalent from alternative approved supplier): – White 560mm . Wash Hand basin with pedestal or similar approved supplier (same width); white Close coupled W.C suite. Roca Range (or equivalent from alternative approved supplier) – white 1700 or 1500 x 550mm steel bath with slip resistant base and hand grips.
<b>Lighting</b>	IP54 Surface LED. 100 Lux@ FFL.
<b>Lighting control</b>	Local switch outside door.
<b>Ventilation</b>	Exterior walls/windows to have humidity activated electro/mechanical air extraction. Extract a min. 30 l/s.
<b>Tiling</b>	Johnsons 150mm x 150mm ceramic wall tiles (or equivalent from alternative approved supplier). Choice of colour. Tiling finished with white edging strip. White Sealant. 3 courses of tiles to form splash back above basin.  Ceiling height tiling to 3 sides of bath.  Tiling around back of toilet, shelf, window sill (if applicable).
<b>Finishes</b>	Toilet roll and towel holder. Shower rail and curtain.
<b>Heating</b>	Towel rail with TVR.
<b>Bath and shower</b>	Bristan Group Ltd. Utility Range ¼ turn lever basin and bath pillar taps to basin and bath (or equivalent from alternative approved supplier).

	Bath with mixer tap (thermostatic controlled / aerated / flow restrictor for code 4) with flexible shower hose and second wall mounted cradle.  Basin taps to be aerated with thermostatic blending valves on hot water.
<b>Small power</b>	1 no. shaver socket.
<b>Other</b>	Aerated taps and other water saving devices.

<b>WC (located on an outside wall and natural ventilation where possible)</b>	
<b>Lighting</b>	IP44 Surface LED. 100 Lux@ FFL.
<b>Lighting Control</b>	Local switch outside door.
<b>Flooring</b>	Tarkett Ltd Textar Anti Slip sheet flooring (or equivalent from alternative approved supplier), laid in a continuous seamless sheet with heat welded joints. Choice of colour.
<b>Ventilation</b>	Exterior walls/windows to humidity activated electro/mechanical air extraction. Extract min.30l/s.
<b>Tiling</b>	Johnsons 150mm x 150mm ceramic wall tiles (or equivalent from alternative approved supplier). Choice of colour. Tiling finished with white edging strip. White Sealant.  3 courses of tiles to form splash back above basin.  Tiling around back of toilet, shelf, window sill (if applicable).
<b>Finishes</b>	Toilet roll and towel holder.
<b>Heating</b>	Radiator with TVR.
<b>Sanitary Ware</b>	Armitage Shanks - Roca 'Laura' range or Sandringham Range (or equivalent from alternative approved supplier): – White 560mm. Wash Hand basin with pedestal or similar approved supplier (same width); white Close coupled W.C suite.
<b>Taps</b>	Basin taps to be aerated with thermostatic blending valves on hot water.

<b>BEDROOMS</b>	
<b>Lighting</b>	Pendant LED. 100 Lux@ FFL.
<b>Lighting control</b>	1 local switch at entrance.
<b>Small power</b>	4 TSSO's in master bedroom. 3 TSSO's in other bedrooms. Include 1 TSSO in TV position close to TV point if master or second bedroom.
<b>Heating</b>	Radiator with TRV.
<b>TV/Radio/Sat TV</b>	1 no. Triplex outlet, in TV position (if master or second bedroom).

<b>Ventilation</b>	Natural via openable window.
<b>Fitted wardrobe (where included)</b>	To be filled with a single MDF shelf with hanging rail below.
<b>Telephone / data</b>	Telephone point (if master or second bedroom).
<b>Flooring</b>	Carpeted - 50% wool / 50% nylon hessian backed with heavy duty underlay complete with gripper rods fixings. Heat welded seams at door thresholds.

<b>LIVING ROOM</b>	
<b>Small power</b>	5 TSSOs , including 2 at TV position close to TV point.  2 No. TSSO's in dining area (where situated in living room)
<b>Lighting</b>	1 or 2 Pendant LED (depending on size). 150 lux @ FFL.
<b>Lighting control</b>	Local switch at entrance to space.
<b>Fire detection</b>	Combined (ionisation and optical) mains operated with 10 – 15 year battery back up and test reset button.
<b>TV/Radio/Sat TV</b>	1 No. Triplex outlet at TV position.
<b>Heating</b>	Radiator with TVR.
<b>Ventilation</b>	Natural via openable windows.
<b>Telephone / data</b>	2 No. Telephone points, including one next to TVR.
<b>Flooring</b>	Carpeted - 50% wool / 50% nylon hessian backed with heavy duty underlay complete with gripper rods fixings. Heat welded seams at door thresholds.
<b>Windows</b>	Glazing to the window to the main living area should start no higher than 850mm above floor level. In the main living space, the handle to at least one window should be at or below 1200mm above floor level. (Accessibility Level 2)

<b>HALLS, STAIRS AND LANDING</b>	
<b>Lighting</b>	Pendant LED. 100 LUX @ FFL.
<b>Lighting control</b>	Local switches in hall and landing, 2 way control.
<b>Small power</b>	2 No. TSSOs - 1 in hall and 1 on landing.
<b>Telephones / data</b>	1 No. master socket.
<b>Door access</b>	Door chime.
<b>Heating</b>	Radiator with TVR.



<b>Fire Protection</b>	2 combined (ionisation and optical) mains operated with lithium rechargeable battery with 10 – 15 year guarantee and test reset button. One in the hall and one in the landing.
<b>Flooring</b>	Carpeted - 50% wool / 50% nylon hessian backed with heavy duty underlay complete with gripper rods fixings. Heat welded seams at door thresholds.
<b>Accessibility</b>	All halls and landings within the entrance floor and the floor level above should provide a clear width of at least 900mm. (Accessibility Level 2)

<b>LOFT SPACE</b>	
<b>Loft hatch</b>	Locking loft hatch.
<b>Boarding</b>	Boarded routes to services (allow for proprietary loft boarding legs).
<b>Lighting</b>	Pendant luminaries.
<b>Switch</b>	Local switch at entrance to space.

<b>HOME OFFICE (flexible location)</b>	
<b>Telephone / data</b>	1 No. telephone point.
<b>Small power</b>	2 TSSOs

<b>DÉCOR THROUGHOUT</b>	
<b>Walls</b>	1no. mist coat and 2no coats of Emulsion; Vinyl for wet areas, matt for all other rooms.
<b>Timber</b>	Skirting/Architraves/Linings/Staircase balustrade; 2 no. coats of white gloss.

<b>OTHER INTERNAL</b>	
<b>Windows</b>	<p>All windows fitted with internal sills, providing additional storage space.</p> <p>All windows to be recessed in external walls, providing better energy efficiency and aesthetic quality.</p> <p>Painted softwood curtain battens with shaped rounded ends to each window (where construction is traditional).</p> <p>Window handles should be located at or below 1400mm above floor level.</p> <p>All windows to have child proof locks.</p>
<b>Internal doors / door ways</b>	<p>Plywood faced paint quality solid core, four panel and to be of the appropriate fire resistance.</p> <p>Door stops to all internal doors.</p> <p>Throughout the home, all internal doorways, should provide a minimum clear</p>

	opening width of 750mm. (Accessibility Level 2)
<b>Heating</b>	Heating systems will depend on heating sources proposed and the level sought under the Code for Sustainable Homes.
<b>Storage</b>	Storage is to be prioritised over ensuite WCs.  Airing cupboard to be fitted with at least three full width, full depth slatted softwood shelves.  Allowance to be given for internal shelving to storage cupboards.  Storage should be enclosed, namely purpose built cupboards with doors.
<b>TV / Radio / Sat TV</b>	Integrated reception system – Aerials external on roof. IRS unit to receive digital, freeview and Sky Plus together with DAB radio. Aerial cabling wired to socket outplates in the living room, main and second bedroom – wiring coiled in loft space for connection to aerial by others.
<b>Flooring</b>	Vinyl to all ground floor rooms where floor is concrete screed.
<b>Carbon monoxide detection</b>	All properties should be fitted with an appropriately placed hard wired carbon monoxide detector.
<b>Switches, stopcocks and controls</b>	Switches, stopcocks and controls should be located between 450mm and 1200mm above floor level, and at least 300mm (measured horizontally) from an internal corner, wherever practicable.(Accessibility Level 2)

<b>EXTERNAL</b>	
<b>Planting</b>	Turf rear and front gardens where appropriate.  Give due regard to indigenous planting.
<b>Lighting</b>	Wall mounted IP 65 rated, outside back and front doors.
<b>Fencing</b>	1.8m high close boarded fencing to boundaries and privacy panels.
<b>Property approach</b>	Level or gently sloping with a minimum of a 1/15 gradient.
<b>Paving</b>	Paved pathway around the property and where appropriate to the garden shed.  Small paved patio area to the rear of the property (where appropriate).
<b>Storage</b>	Secure by Design Shed (CfSH level 4)  Bike secure storage (CfSH level 4)  Bin/Recycle Storage Internal & External (Code 4)
<b>Drying facilities</b>	Rotary Washing Line (CfSH level 4)
<b>Water storage</b>	220L Water Butt linked with downpipe (CfSH level 4)

<b>TV / Radio / Sat TV</b>	Integrated reception system areal at high level  Cabling to property for provision of Digital TV
<b>Telephone</b>	Cabling to property for provision of telephone services.
<b>Entry System</b>	All flats and wheelchair units to be provided with basic speech only entry phone system.
<b>Front door</b>	Number, bell and letter box to be provided  A 300mm nib should be provided to the leading edge of the entrance door; creating a side clearance zone that extends for a distance of at least 1200mm in front of the door. All other external doors providing access into, or out from, the dwelling) should also provide at least 800mm clear opening width and door nibs to the leading edge. (Accessibility Level 2)
<b>Access</b>	An accessible threshold is required (i.e. level). (Accessibility Level 2)
<b>Water supply</b>	1 no. bib tap with hose union connection.
<b>Service meters</b>	Service meters to be placed in accessible location for reading purposes.
<b>Car parking</b>	Where private parking is provided within the curtilage of a dwelling, a standard parking bay should be capable of being widened to 3.3m. (Accessibility Level 2)  Parking areas should be level or gently sloping. (Accessibility Level 2)
<b>Accessibility</b>	All outdoor spaces should provide a 1500mm clear turning circle, free of any door swing, and suitable for turning a wheelchair. The surface of any paved or other hard ground surface should be reasonably smooth, even and slip resistant under normal weather conditions. (Accessibility Level 2)  Where a private rear garden is provided, this should include a level patio area at least 2000mm deep and not less than 8m2. (Accessibility Level 2)

<b>COMMUNAL SPACE (FLATS)</b>	
<b>Light</b>	Where dwellings accessed via an internal corridor the corridor should receive natural light.  LED lighting
<b>Ventilation</b>	Where dwellings accessed via an internal corridor the corridor should receive adequate ventilation.
<b>Accessibility</b>	The communal entrance should provide a level external landing area at least 1200mm wide x 1200mm deep and fully covered. (Accessibility Level 2)  A 300mm nib should be provided to the leading edge of all communal doors and gates within the scope of this section; creating a side clearance zone that extends for a distance of at least 1200mm in front of the door. (Accessibility Level 2)  A 1500mm clear turning circle should be provided inside the entrance area, in front of the entrance door when closed. (Accessibility Level 2)

<b>Lifts</b>	Lifts must be wheelchair accessible.  The Council will aspire to provide lift access to flats situated above the first floor. This will be considered against practical and financial considerations (including the cost of installation, maintenance and tenants' future service charges) together with the likely needs profile of future tenants.
<b>Fire Protection</b>	Adequate combined (ionisation and optical) mains operated with 10 – 15 year battery back up and test reset button.

<b>UNACCEPTABLE MATERIALS AND PROCESSES</b>	
	High alumina cement in structural elements
	Woodwool slabs in permanent formwork to concrete or in structural elements
	Calcium chloride as a concrete additive
	Sea dredged aggregates or aggregates for use in reinforced concrete which do not comply with the requirements of British Standard 882 (1983) and aggregates for use in concrete which do not comply with the relevant sections of British Standard 8110 (1985)
	Calcium silicate bricks or tiles
	Asbestos cement products; or asbestos in any other form including vermiculite containing asbestiform fibrous dust
	Lead or any products containing lead for use in connection with drinking water
	Materials which are generally composed of mineral fibres either man made or naturally occurring which have a diameter of 3 microns or less and a length of 200 microns or less or which contain any fibres not scaled or otherwise stabilised to ensure that fibre migration is prevented
	Urea formaldehyde foam and cellulose fibre
	Plastics for water storage and delivery the release toxic materials
	Materials containing vinyl chloride unless risk form carcinogen is shown to be negligible
	Vermiculite containing asbestiform fibrous dust
	Cellulose fibre
	Polyurethane foam or polyisocyanurate foam unless the risk is shown to be negligible
	Plywood with glues, resins and surface treatments that produce irritant volatiles
	Decorative finishes containing lead or asbestos
	Materials containing chlorofluorocarbons (CFCs)
	Paints and wood preservatives containing pentachlorophenols (PCPs) tributyl tin oxide (TBTO) or Lindane
	Tropical hardwoods unless from a demonstrable replenishable or sustainable source
	Perforated bricks in manholes
	Peat unless from a known source other than an SSSI or Eire
	Any treatment of materials either before or after installation which give rise to toxic or hazardous emissions or particles
	Other substances generally known at the time of use to be deleterious to health and safety or to the durability of the works in the particular circumstances they are used.

**INTRODUCTION TO WAVERLEY BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY WORK PROGRAMME**

The programme is designed to assist the Council in achieving its corporate priorities by ensuring topics add value to the Council's objectives, are strategic in outlook, are timed to optimise scrutiny input and reflect the concerns of Waverley residents and council members. The programme is indicative and is open to being amended with the agreement of the Chair with whom the item is concerned. The work programme consists of three sections:-

- Section A – Items tabled for the forthcoming relevant Overview and Scrutiny Committee.
- Section B – Items for consideration at future meetings of the relevant Overview and Scrutiny committee. In-depth scrutiny review topics for consideration by the respective Committee will also be listed in this section. It is expected some items will be carried over to the following municipal year.
- Section C – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.

## Housing Overview and Scrutiny Committee

### Section A

#### Forthcoming agenda items

19<sup>th</sup> September 2017

Agenda item	Objectives for Scrutiny	Link to Corporate Plan	Executive Member lead	Director lead
<b>1. Performance Management Report – Q1, 2017/18</b>	To receive and scrutinise the performance management information for Q1.	Customer Service	Cllr Julia Potts	Tom Horwood, Interim Managing Director
<b>2. I.T Systems in Housing</b>	To receive an overview on the I.T systems used in Housing and how they interact; including history, lessons learned and the improvements made.	Customer Service	Cllr Carole King	Damian Roberts
<b>3. Sheltered Housing Service</b>	To receive a verbal update regarding the SCC proposals to withdraw Housing related support funding (September 2017)	Community Wellbeing	Cllr Carole King	Damian Roberts
<b>4. Ockford Ridge</b>	To receive site visit feedback and to receive a summary of the development and refurbishment programme and the delivery of the project.	Community Wellbeing	Cllr Carole King	Damian Roberts

## Housing Overview and Scrutiny Committee

<b>5. Review of Housing Designed Standards</b>	To receive a short report explaining what they are, the purpose of the standards and guidelines and why it is timely for members to review the topic.	Community Wellbeing	Cllr Carole King	Damian Roberts
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Housing Overview and Scrutiny Committee

Section B

Forward programme 2017-18

Subject (alphabetical order)	Purpose for scrutiny	Date for O&S consideration	Date of Executive decision (if applicable)	Priority (high / low)
<b>Affordable housing</b>	<ul style="list-style-type: none"> <li>• Identify how Waverley Borough Council can support the delivery of affordable housing (shared ownership models, starter homes, social rent etc.)</li> <li>• Housing for local workers and residents</li> <li>• The extent that housing association partners are delivering housing objectives in terms of meeting and matching need following comments made from the strategic review that there needs to be balanced communities who can afford to live here and work locally.</li> <li>• Key workers initiative?</li> <li>• Housing strategy?</li> </ul>			High
<b>Compatibility of Housing I.T systems</b>	<ul style="list-style-type: none"> <li>• To receive an overview on the I.T systems used in Housing and how they</li> </ul>	September 2017		High



## Housing Overview and Scrutiny Committee

	<p>interact; including history, lessons learned and the improvements made.</p> <ul style="list-style-type: none"> <li>• Gap in time period a void can be re-let as understood by the Council and Contractor.</li> <li>• Questions around I.T procurement processes and the ways in which different IT systems are compatible with each other (broader than just housing)</li> </ul>			
<b>Housing Design Standards and Guidelines</b>	<ul style="list-style-type: none"> <li>• To receive a short report explaining what they are, the purpose of the standards and guidelines and why it is timely for members to review the topic.</li> </ul>	September 2017		
<b>Homelessness prevention strategy (homelessness reduction bill)</b>	<ul style="list-style-type: none"> <li>• For members to review and scrutinise the impact the homelessness reduction act will have on Council resources by reviewing and contributing to the new homelessness prevention strategy</li> <li>• To scrutinise the impact the change in strategy will have on homelessness prevention.</li> </ul> <p>To come alongside Housing Strategy?</p>	November 2017/ January 2018	November 2017 (earliest date)	High

## Housing Overview and Scrutiny Committee

<b>Housing maintenance contract procurement</b>	Monitor the progress of the delivering the housing maintenance contract procurement.		January 2018	High
<b>Housing service performance indicators</b>	To monitor the performance of the housing services including scrutiny of responsive repairs satisfaction rates.	Quarterly September 2017		Low
<b>Housing strategy</b>	<ul style="list-style-type: none"> <li>• For members to input and contribute to the key priorities, principles and key issues for Waverley; and to receive and consider the draft Housing strategy report in Autumn 2017.</li> <li>• Affordable housing</li> <li>• Homelessness strategy</li> </ul>	November 2017	February 2018	High
<b>HRA asset management strategy</b>	<ul style="list-style-type: none"> <li>• Housing voids: To review sections of strategy to reflect the HRA business plan options to either invest or seek disposal of void homes</li> <li>• Housing standards: To examine how changes to the maintenance contracts and the introduction of the one per cent reduction in rental income will affect standards of homes (February 2018)</li> <li>• Time and budget estimation for housing voids: Review</li> </ul>			

## Housing Overview and Scrutiny Committee

	<p>housing void records for duration and cost with the aim to classify each job by size, age of the property and duration of tenancy to investigation whether this has any impact on the cost and duration of re-let jobs</p>			
<b>HRA Business plan</b>	<ul style="list-style-type: none"> <li>• To review the delivery of the Council's programme of building new Council properties for rent, in light of the impact from the legislative changes to one per cent rent payment reductions; and</li> <li>• To consider the impact of the rising value of land for commercial use on the delivery.</li> </ul>			
<b>HRA development programme</b>	<ul style="list-style-type: none"> <li>• To review the changes to the tenancy agreement &amp; for members to decide the level of engagement they wish to have in this process. (4<sup>th</sup> July).</li> <li>• For the committee to receive consultation feedback as part of this process (December 2017)</li> </ul>	November 2017		
<b>Ockford Ridge</b>	<ul style="list-style-type: none"> <li>• Site visit feedback (September 2017)</li> <li>• To scrutinise the</li> </ul>	<i>Standing item</i>		High

## Housing Overview and Scrutiny Committee

	development and refurbishment programme; and monitor the delivery of the project. (September 2017)			
<b>Performance management report</b>	To receive and scrutinise the performance information for Q1.	September 2017		
<b>Private sector housing</b>	<ul style="list-style-type: none"> <li>• For members to receive an introduction to Private Sector Housing (November 2017)</li> <li>• Review the enforcement of standards and compliance on private landlords (governance and regulations); and</li> <li>• To scrutinise the impact of the changes to housing benefit on families and individuals who rent in the private sector.</li> <li>• Investigate the use of private housing stock to house people on the housing register.</li> <li>• Houses in multiple occupation: change in legal status: To scrutinise the Council's approach to enforcing standards of HMOs across the Borough in light of the anticipated legislative changes requiring 1 &amp; 2 storey HMOs to obtain a licence (November 2017 or</li> </ul>	November 2017?		High

**Housing Overview and Scrutiny Committee**

	January 2018)			
<b>Re-procurement of the repair and maintenance contracts</b>	<p>To monitor the procurement process to make sure contracts are delivered on time.</p> <p>Recommendation tracker</p>			High
<b>Responsibility as a social landlord and duty of care in the area of tenants' mental health</b>	<p>Possible in-depth review on the responsibility the Council has as a social landlord in a duty of care and mental health provision for tenants.</p> <p>New research by the charity Shelter has found that 1 in 5 adults have suffered from mental health problems due to pressures from housing over the last five years and 1 in 6 people said that housing pressures had affected their physical health. Additionally 69% of people who had experienced serious housing issues have suffered from poor mental health.</p> <p>Other issues relating to housing and wellbeing are: reducing numbers in unsuitable or overcrowded accommodation in the context of an ageing population and fuel poverty.</p>			Low

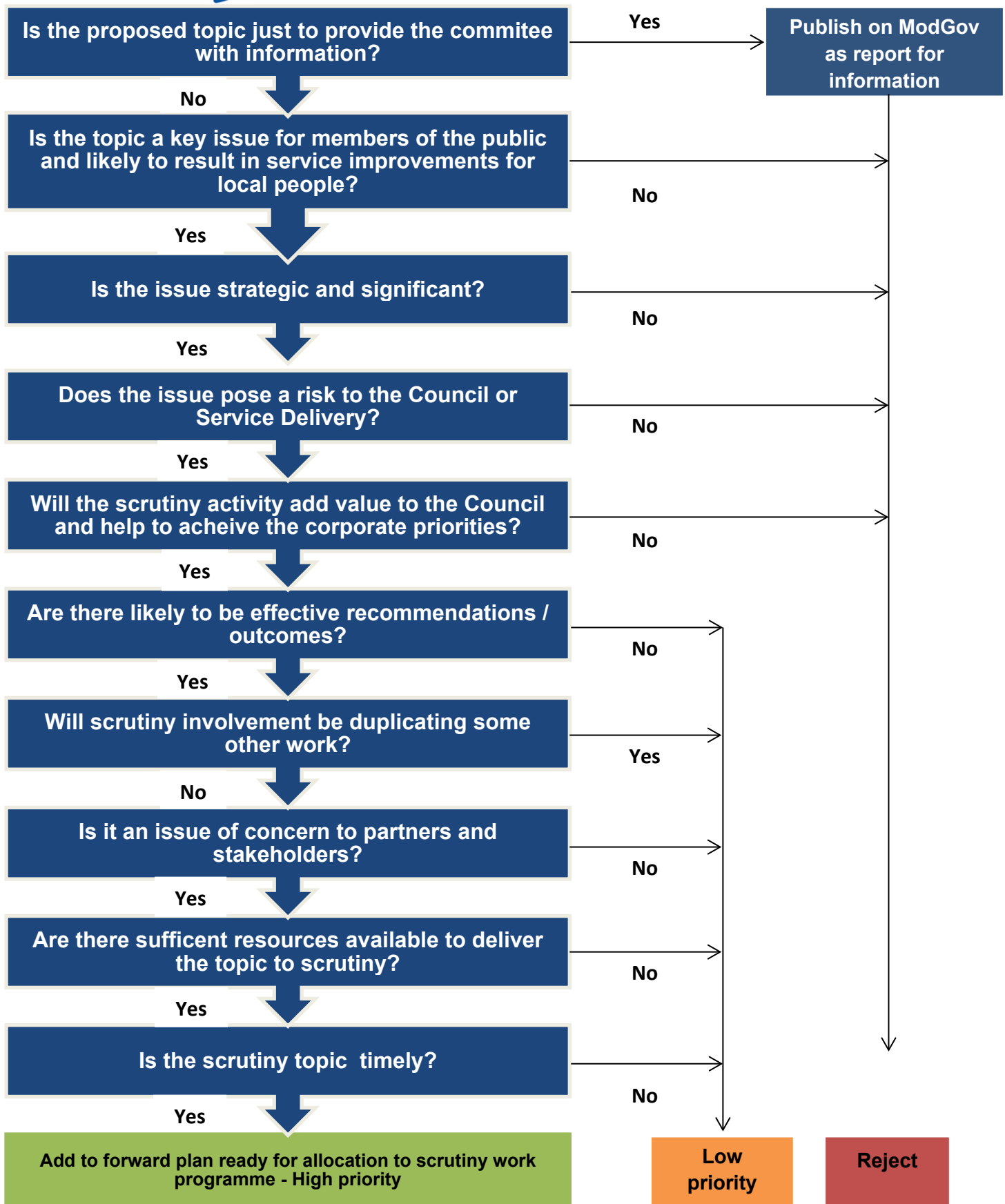
## Housing Overview and Scrutiny Committee

<b>Sheltered housing scheme</b>	<p>To receive a verbal update regarding the SCC proposals to withdraw Housing related support funding (September 2017)</p> <p>To scrutinise the finances for Sheltered Housing and to consider the impact that any change in funding will have on the service (November 2017?)</p>	<p style="text-align: center;">September 2017 &amp; November 2017?</p>		High
<b>Tenant panel voids report and Housing Service response</b>	<p>To receive the tenant's panel voids report and to scrutinise the housing services response.</p>	<p style="text-align: center;">4<sup>th</sup> July 2017</p>		

### Section C

## Proposed in-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<b>1. Review of Housing Design Standards</b>	<b>TBC</b>			



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## Waverley Borough Council Key Decisions and Forward Programme

This Forward Programme sets out the decisions which the Executive expects to take over forthcoming months and identifies those which are key decisions.

**A key decision** is a decision to be taken by the Executive which (1) is likely to result in the local authority incurring expenditure or making savings of above £100,000 and/or (2) is significant in terms of its effects on communities living or working in an area comprising two or more wards.

Please direct any enquiries about the Forward Programme to the Democratic Services Manager, Emma McQuillan, at the Council Offices on 01483 523351 or email [committees@waverley.gov.uk](mailto:committees@waverley.gov.uk).

### Executive Forward Programme for the period 5 September 2017 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	0 & S
<b>POLICY AND GOVERNANCE, HUMAN RESOURCES, BRIGHTWELLS AND LEP - CLLR JULIA POTTS (LEADER)</b>						
Brightwells [E3]	To bring forward matters when necessary	Executive	No	Potentially every Executive meeting	Kelvin Mills, Head of Communities and Major Projects	Environment
Performance Management	Quarterly combined performance report	Executive	No	October 2017	Louise Norie, Corporate Policy Manager	All
Independent Remuneration Panel - Members' Allowances	To receive the report and recommendations of the Panel	Executive, Council	No	October 2017	Emma McQuillan	VFM and CS
<b>CUSTOMER AND CORPORATE SERVICES - CLLR TOM MARTIN (DEPUTY LEADER)</b>						
Property Aquisitions	To bring forward opportunities for approval as they arise	Executive	No	Potentially every Executive meeting	David Allum, Head of Customer and Corporate Services	VFM and CS

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Customer Services Review	To review and agree the way forward for Customer Services	Executive, Council	Yes	October 2017	David Allum, Head of Customer and Corporate Services	VFM and CS
<b>PLANNING I - CLLR BRIAN ADAMS</b>						
CIL Draft Charging Schedule	To agree the next stage	Executive	Yes	October 2017	Graham Parrott, Planning Policy Manager	Environment
Local Plan Part I	For adoption	Executive, Council	Yes	December 2017	Graham Parrott, Planning Policy Manager	Environment
Brownfield Register	To agree the register and process for future updates to list	Executive, Council	No	December 2017	Graham Parrott, Planning Policy Manager	Environment
Local Plan Part II - Preferred options Consultation	For approval	Executive, Council	Yes	February 2018	Graham Parrott, Planning Policy Manager	Environment
<b>ECONOMIC DEVELOPMENT - CLLR ANDREW BOLTON</b>						
Economic Development Strategy	For approval	Executive, Council	No	October 2017	Damian Roberts, Director of Operations	VFM and CS
<b>COMMUNITY SERVICES AND COMMUNITY SAFETY - CLLR KEVIN DEANUS</b>						
'Prevent' Counter-Terrorism Strategy	To agree a Strategy and Action Plan	Executive	No	October 2017	Katie Webb, Community Services Manager	Community Wellbeing

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Safeguarding Policy	To review and adopt the policy	Executive	No	October 2017	Kelvin Mills, Head of Communities and Major Projects	Community Wellbeing
Joint Enforcement Team (JET) Initiative	To agree next steps	Executive	No	October 2017	Richard Homewood, Head of Environmental Services	Environment
<b>ENVIRONMENT - CLLR JIM EDWARDS</b>						
<b>HEALTH, WELLBEING AND CULTURE - CLLR JENNY ELSE</b>						
Leisure Centre Facilities Review	For approval	Executive	No	October 2017	Fotini Vickers	Community Wellbeing
Leisure Centre Management - O&S Review	To receive a progress update after 6 months	Executive	No	February 2018	Kelvin Mills, Head of Communities and Major Projects	Community Wellbeing
<b>FINANCE - CLLR GED HALL</b>						
Budget Management [E3]	Potential for seeking approval for budget variations	Executive	Yes	Potentially every Executive meeting	Peter Vickers, Head of Finance	VFM and CS
<b>HOUSING - CLLR CAROLE KING</b>						
Housing Delivery Board [E3]	Potential to approve and adopt policies and make decisions to assist in the delivery of affordable homes in the Borough	Executive	Yes	Potentially every Executive meeting	Andrew Smith, Head of Strategic Housing Delivery	Housing

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Partnership with Developers or Housing Associations for new Affordable Homes	Give consideration to matters as they arise to assist in the delivery of affordable homes in the Borough	Executive	No	Potentially every Executive meeting	Andrew Smith, Head of Strategic Housing Delivery	Housing
Implementing requirements of the Housing and Planning Act 2016	Decisions to implement changes resulting from the Act	Executive	Yes	October 2017	Andrew Smith, Head of Strategic Housing Delivery	Housing
Homelessness Reduction Bill	To agree a response and budget/grant allocations	Executive	No	October 2017	Andrew Smith, Head of Strategic Housing Delivery	Housing
HRA Business Plan Review	To review the business plan as part of the budget process	Executive	No	November 2017	Andrew Smith, Head of Strategic Housing Delivery	Housing
Housing Maintenance Contract Procurement [E3]	To report back on the progress of the project	Executive	No	January 2018	Hugh Wagstaff, Head of Housing Operations	Housing
Review Tenancy Agreements	To receive an update report	Executive	No	February 2018	Hugh Wagstaff, Head of Housing Operations	Housing
Housing Strategy	To adopt the strategy	Executive, Council	No	February 2018	Hugh Wagstaff, Head of Housing Operations	Housing
Asset Management Strategy [E3]	To adopt the strategy	Council, Executive	No	February 2018	Hugh Wagstaff, Head of Housing Operations	Housing

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
<b>PLANNING II - CLLR CHRIS STOREY</b>						

Background Information

The agenda for each Executive meeting will be published at least 5 working days before the meeting and will be available for inspection at the Council Offices and on the Council's Website ([www.waverley.gov.uk](http://www.waverley.gov.uk)). This programme gives at least 28 days notice of items before they are considered at a meeting of the Executive and consultation will be undertaken with relevant interested parties and stakeholders where necessary.

**Exempt Information** - whilst the majority of the Executive's business at the meetings listed in this Plan will be open to the public and press, there will inevitably be some business to be considered which contains confidential, commercially sensitive or personal information which will be discussed in exempt session, i.e. with the press and public excluded. These matters are most commonly human resource decisions relating to individuals such as requests for early or flexible retirements and property matters relating to individual transactions. These may relate to key and non-key decisions. If they are not key decisions, 28 days notice of the likely intention to consider the item in exempt needs to be given.

This is formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of any of the Executive meetings listed below may be held in private because the agenda and reports or annexes for that meeting contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), and that the public interest in withholding the information outweighs the public interest in disclosing it. Where this applies, the letter [E] will appear after the name of the topic, along with an indication of which exempt paragraph(s) applies, most commonly:

[E1 – Information relating to any individual; E2 – Information which is likely to reveal the identity of an individual; E3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information); E5 Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings; E7 – Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime].



### Housing Scrutiny recommendations tracker

Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
<b>4th July 2017</b>	1. Tenancy Agreement review	For an explanatory text to be produced alongside of the tenancy agreement so tenants are clear what they are being consulted on and signing up to.		
	2. Response to recommendations from the Waverley Scrutiny Group's report on Voids	That the recommendations from the Waverley Scrutiny group and performance on voids re-lets are monitored by the committee.		
	3. Oxford Ridge Regeneration Project	For a site visit to be arranged to Ockford Ridge followed by an informal discussion to inform potential in-depth review topics. Feedback due in September 2017.	Site visit agreed (1/08/17) and review topic identified subject to O&S approval on 19th Sept.	
	4. Performance Management Q4	To continue receiving the full performance monitoring report on a quarterly basis for the time being.		

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