

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:

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Calls may be recorded for training or monitoring

Date: 3 November 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
Mr Terry Daubney

Dear Councillor

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

DATE: TUESDAY, 14 NOVEMBER 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.

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.

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 - 14)

The Minutes of the meeting of the Housing Overview & Scrutiny Committee held on 19 September 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.

5. **INTRODUCTION TO PRIVATE SECTOR HOUSING**

To receive a presentation that introduces Waverley's responsibilities and functions in relation to Private Sector Housing.

6. **REVISED PRIVATE SECTOR HOME IMPROVEMENT POLICY** (Pages 15 - 38)

This report introduces a revised Private Sector Home Improvement Policy for Waverley that will allow the Council to extend the range of assistance available to vulnerable residents to help them remain living safely and independently in their own homes.

Recommendation

That the Housing Overview and Scrutiny Committee recommends adoption of the Home Improvement Policy to the Executive.

7. **HOMELESSNESS REDUCTION ACT 2017** (Pages 39 - 44)

To update members of the Housing Overview and Scrutiny Committee on the implications of the Homelessness Reduction Act 2017 and the steps being taken by Officers to help ensure that the Council fulfils its statutory duties under the new legislation.

Recommendation

The Housing Overview & Scrutiny Committee is asked to note the preparations being made for the implementation of the Homelessness Reduction Act 2017.

8. HOUSING SERVICE PLAN 2017/18 - MID-YEAR REPORT (Pages 45 - 50)

To note, and discuss by exception only.

9. CUSTOMER SERVICE PROJECT - HOUSING

To receive a presentation to update the Committee on the work to improve customer service within Housing (Objective H3 of the 2017/18 Service Plan), and how this work relates to the corporate Customer Service Project.

10. HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT - QUARTER 2 2017/18 (Pages 51 - 68)

This report provides a summary of the housing service performance over the second 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 risks and mitigations regarding Universal Credit, as set out in Annexe 2, and agrees any observations or recommendations it wishes to make to the Executive
3. supports the ongoing partnership working with Waverley Citizen Advice on debt management,
4. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and
5. considers scope of work and identifies areas for the Committee future workplan.

11. FUTURE OF WAVERLEY'S SHELTERED HOUSING SCHEMES

To receive a presentation on the option being explored to ensure that Waverley's Sheltered Housing Schemes are sustainable without SCC Housing Related Support funding.

12. OCKFORD RIDGE REGENERATION PROJECT (Pages 69 - 74)

To receive an update on the Ockford Ridge housing development.

Recommendation

To note the report.

13. COMMITTEE WORK PROGRAMME (Pages 75 - 96)

The Housing Overview & Scrutiny Committee, is responsible for managing its work programme.

The work programme (attached) takes account of items identified on the latest Executive Forward Programme (Annexe 2) 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 as Part C of the work programme.

Recommendation

The Committee is invited to consider the work programme and make any comments and/or amendments they consider necessary, including suggestions for any additional topics it may wish to add to the work programme.

14. 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).

15. 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

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Fiona Cameron, Democratic Services Officer

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WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - HOUSING - 19 SEPTEMBER 2017

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

Present

Cllr John Ward (Chairman)	Cllr Tony Gordon-Smith
Cllr Pat Frost (Vice Chairman)	Cllr Denise Le Gal
Cllr Carole Cockburn	Cllr Richard Seaborne
Cllr Patricia Ellis	Cllr Liz Townsend
Cllr Michael Goodridge	

Co-opted Members

Miss Brenda Greenslade	Mr Adrian Waller
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Also Present

Councillor Carole King

12. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 4 July 2017 were confirmed as a correct record and signed.

13. APOLOGIES FOR ABSENCE AND SUBSTITUTES (Agenda item 2.)

Apologies for absence were received from Hugh Wagstaff, Head of Housing Operations.

Cllr Carole King, Portfolio Holder for Housing was present at the meeting.

14. DECLARATIONS OF INTERESTS (Agenda item 3.)

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

15. QUESTIONS BY MEMBERS OF THE PUBLIC (Agenda item 4.)

There were no questions from members of the public.

16. PERFORMANCE MANAGEMENT REPORT - QUARTER 1 2017/18 (APRIL - JUNE 2017) (Agenda item 5.)

Annalisa Howson, Service Improvement Manager, introduced the Performance Management Report on key performance indicators for the first quarter of 2017/18 (April – June 2017).

The Housing Service had performed well in the first quarter of 2017/18, with only three indicators missing their target.

The void re-let performance target of 20 working days continued to be challenging. The average for the quarter was 22 days, which showed an improvement over the previous two quarters, and 33 out of 63 homes had been re-let within the target time which demonstrated that this was a realistic target to work towards. The Committee was advised that the performance for August had been 16 days.

As usual, a number of factors had combined to result in delays in re-letting homes, some of which impacted on the time taken to bring the property up to re-let standard, and some which delayed the sign-up of new tenants once the property had been passed back to the Council. There had been a number of refusals by applicants on some homes, and action had been taken against applicants who refused three offers by temporarily suspending their ability to bid on properties. A number of properties were restricted to older tenants which limited the number of applicants able to bid. Given the demand for council housing, a review of age-restricted housing would be undertaken to see if it was possible to relax these restrictions.

Unusually, the rent collection performance had missed its target in the first quarter of 2017/18. The rent collection team had an excellent record for rent collection, and this quarter's performance was expected to be a one-off occurrence resulting from the high number of tenants in credit on their rent accounts and who had adjusted their rent payments accordingly.

Whilst the customer perception of responsive repairs jobs 'fixed first time' had dipped slightly in the first quarter, there had not been any impact on the overall satisfaction with the service which was at 92%. Officers continued to work with the contractor to improve performance through accurate diagnosis of repairs and appropriately prepared operatives.

Overall, the number of complaints received by the Housing Service had shown a significant drop in the first quarter, driven in particular by a fall in the number of complaints about the responsive repairs service.

The Committee was pleased to see the overall good performance, and particularly the high number of compliments received by the service, recognising that people were generally more inclined to complain than to praise.

The Committee noted that tenants' perceptions of whether a repair had been 'fixed first time' was very subjective and could depend on their understanding of the fault and what was required to put it right. A lot of work had been done to map the customer journey from initial phone call to report a problem through to resolution, and this had informed the way in which customer satisfaction data was collected. Follow-up calls were made to customers who were particularly dissatisfied to establish exactly what the cause of this had been; analysis was also carried out by trades to see if there were any patterns evident.

Cllr Seaborne referred to the Waverley Scrutiny Group's report on the voids process that had been presented to the Committee at the meeting in July, and the findings in relation to the time taken at either end of the repair process for Waverley to interface with Mears: there seemed to be some scope to reduce the time between Waverley receiving the keys from the vacating tenant and handing them on to

Mears to carry out works; and between Waverley receiving the keys back from Mears and the property being available to the HomeChoice team. He asked if it would be possible to present the performance data in a way that showed how the re-let time was split between the contractor and Waverley?

Cllr Seaborne also advised the Committee that he had discussed the voids process with the Head of Housing after the July meeting, and had been very impressed with the level of analysis and understanding of the work flows. Some variability in performance month to month was acceptable, and could be affected by the type of properties that had become vacant, assuming that that larger properties with gardens would take longer to bring up to re-let standard than a small flat.

The Committee was pleased to see the overall good performance in Housing, and the notable drop in the number of complaints. The Committee suggested that the presentation of the void re-let indicator (H2) be revised to show the split of time between the contractor and Waverley during the re-let period, and also an indication of the size of the properties re-let, as this could impact on the time taken to complete the works. The Committee noted that the Housing Service has a systematic, data-driven approach that covers the entire customer journey to understand customer satisfaction.

17. IT SYSTEMS IN THE HOUSING SERVICE (Agenda item 6.)

Annalisa Howson introduced the agenda report that explained the range of IT systems used in Housing, and outlined IT development plans within the Housing Service.

The Committee had raised some concerns at their meeting in July during the discussion of the Waverley Scrutiny Group's report on void re-lets, regarding the effectiveness of IT systems, and in particular the interfaces between key systems including those of the council's contractors.

The Housing Service managed a huge amount of data of different types, relating to the properties the council owned, the tenants and leaseholders, and the interactions and transactions between the council and tenants, leaseholders and Housing applicants. To do this, Housing had a number of specialist IT systems which were used in conjunction with various Waverley corporate systems.

The Committee was reassured that there was an effective interface between Waverley's Orchard system and Mears' MCM as a way of sharing information on responsive repairs and voids works. However, it did rely on care being taken with data input. The Committee was also pleased to learn that there was a Housing IT development work plan that was reviewed regularly and ensured that all development requests were assessed and prioritised against the objectives of reducing manual handling of data, maximising the use of Orchard as the central IT system for Housing, and improving tenant satisfaction.

Cllr Frost expressed concern about the length of time it was taking to implement the interface between Orchard and Agresso. This had been promised for a long time and needed to be prioritised to streamline processes and enable more efficient working. Peter Vickers, Head of Finance, advised that the interface was part of a

wider upgrade of Agresso and was now in testing; it would go live in the next month or so.

The Committee noted that the Digital Platform would be the next IT development priority. This was a corporate project that would improve the range of online, self-service functions for those residents who preferred to interact with the Council remotely. Housing was piloting the digital platform, which in the first phase would allow tenants to view their rent account balance and details. In the long term it was planned for residents to access other council services via the digital platform.

Cllr Le Gal asked how the Housing Service was preparing for the implementation of the General Data Protection Regulations in 2018, which would require organisations to have clear policies and procedures, supported by IT systems, to ensure the security of personal data.

Damian Roberts, Strategic Director of Frontline Services agreed that this was a major issue for the whole Council, not just Housing, and therefore a corporate GDPR Project Group had been established, led by Graeme Clark, Strategic Director for Finance & Resources. Whilst a lot of work was required to ensure that Waverley was ready for GDPR, Waverley was part of the Public Services Network, the government's high-performance network, and had implemented various measures to achieve PSN accreditation. Data-sharing with other government agencies was covered by specific data-sharing protocols. The most familiar example of data-sharing was Housing Benefits data with the Department of Work and Pensions.

The Committee was reassured that IT development in Housing was being actively managed and planned in order to maintain a culture of continuous improvement. However, there were some residual concerns whether the needs of Housing were prioritised and adequately resourced by the corporate IT team, and the Committee asked for the IT Work Programme to be circulated to them, so they could assess if this was a matter that should be escalated.

18. SHELTERED HOUSING SERVICE AND HOUSING RELATED SUPPORT (Agenda item 7.)

Andrew Smith, Head of Strategic Housing and Delivery, provided a verbal update to the Committee on the Surrey County Council's (SCC) proposals to decommission Housing Related Support funding, including funding for services to older people, in order to achieve savings in the Adult Social Care budget, and the implications for Waverley services.

The Committee noted that following an 8-week consultation with providers (June-August 2017) the SCC Cabinet would be considering recommendations on the proposals at its meeting on 26 September 2017. The agenda for this meeting had just been published, which set out the detail of the final recommendations:

1. *SCC to no longer provide funding for Housing Related Support for people with learning, physical and sensory disabilities **and services for older people**; and*
2. *SCC to continue to fund Housing Related Support for the socially excluded – those with mental health issues, **those who are homeless or at risk of homelessness**, ex-offenders and the gypsy and traveller community.*

Assuming that the recommendations were agreed by the SCC Cabinet on 26 September, Andrew Smith explained the implications for Waverley services:

- Housing Related Support provided funding for Waverley to employ a manager at each of the 8 Sheltered Housing schemes. The managers supported tenants by ensuring a safe and secure environment including estate management, offering advice and information, and helping to access community services such as day and health care.
- It was not permitted to use the Housing Revenue Account (rents) to pay for this service.
- Residents would be able to request an assessment from Adult Social Care of their care and support needs to see if they qualify for support under the Care Act eligibility criteria. It was not expected that many Waverley tenants would qualify for this.
- Work was underway to model the finances of the sheltered housing schemes and develop options to secure a sustainable service going forward. However, there was a likelihood of redundancies arising from the reduction in funding.

Waverley also received Housing Related Support in relation to provision of homelessness services to social excluded residents. Whilst the funding for this service would be significantly reduced, it would not be cut entirely. The funding was for accommodation-based support and floating support. Funding for accommodation-based support helped to fund 2 beds in the Woking night-shelter for Waverley clients with complex needs. Floating support was currently provided through the Riverside (a 'third sector' organisation) in Guildford, but consideration was being given to other ways of providing a service for Waverley residents.

The Chairman invited Adrian Waller and Brenda Greenslade from the Tenants' Panel to brief the Committee on the work that they had done to support sheltered housing tenants during the consultation.

Adrian advised that the Tenants' Panel had attended the SCC consultation event at each of the sheltered housing schemes, and had produced a comprehensive report (*attached to these minutes*) that highlighted the concerns of tenants and their families. The managers provided an important service to vulnerable older tenants who, with that low level of support, were able to maintain a level of independent living that would otherwise be at risk and could lead to more residents requiring intervention from Adult Social Care. The uncertainty around the future of the sheltered service was causing a great deal of worry for residents, which extended to other services such as Careline.

The Tenants' Panel had issued a press release about the impact of the cuts in funding which had received good coverage, and Brenda had submitted a public question to the SCC Cabinet and would be attending the Cabinet meeting. It had been disappointing that no Surrey County Councillors had attended any of the consultation events in Waverley, and they had been very grateful to Cllr King for her presence which had meant a lot to tenants.

The Committee commended the Tenants' Panel for their work in supporting tenants, and the excellent report that summarised the concerns. Tenants had been very grateful to the Tenants' Panel and Cllr King for taking up their cause. The

Committee agreed that the cuts to funding for services to older people was short-sighted and was likely to result in a poorer quality of life for older people in sheltered housing schemes. It was very sad, however, that this might not make them sufficiently vulnerable to meet the criteria for individual support from Adult Social Care.

Damian Roberts echoed the concerns of the Committee and Tenants' Panel: sheltered housing schemes provided an important half-way house between an older person living fully independently in their own home and having to move to a care home. They addressed the key issue of social isolation, and the knowledge that a manager was available to provide support if necessary increased self-confidence. It was hugely disappointing that the decision had been financially driven, and whilst there was a collective will in Waverley to continue to offer the option of sheltered accommodation, there would have to be changes.

Cllr Frost asked that all tenants be given reassurance that Waverley's Careline service was not affected by these funding cuts. She also pointed out that the staffing of Sheltered Housing Schemes had already been reduced over the years in order to cut costs, and the managers were the last remaining on-site support. Cllr Frost agreed with the suggestion from Cllr Le Gal, that Waverley should engage with Surrey MPs to ensure that impact of the funding cuts was raised at the highest level of the Government.

Andrew Smith pointed out that the Government had been due to publish a green paper on the future funding of supported housing in the spring, and this was still awaited. If the Council was to write to MPs it would be a useful opportunity to lobby for some positive policy statements from the government on housing.

The Committee agreed to recommend to the Executive that:

- Waverley thanks the Tenants' Panel for their work in supporting tenants in Sheltered Schemes during the SCC consultation;
- reassures tenants in the Sheltered Housing schemes that Careline is not affected and will continue; and,
- the Leader writes to all Surrey MPs, and the Prime Minister, and Minister for DCLG (Sajid Javid) to express grave concerns about the impact of cuts by Surrey County Council in Housing Related Support funding, especially for older people, and to press the government to bring forward the long-awaited Green Paper on the future funding of supported housing. The Committee recommended that the Leader include her letter to Surrey County Council, and the Tenants' Panel excellent report on the impact of the withdrawal of HRS for older people.

19. OCKFORD RIDGE - SITE VISIT FEEDBACK (Agenda item 8.)

The Chairman reported back on the site visit to Ockford Ridge that had taken place on 1 August. He had been joined by Cllrs Carol Cockburn, Patricia Ellis and Liz Townsend, and officers.

It had been a very informative visit, and Members had been very pleased to see the progress being made on Site D. Building the show homes had been a very good tactic – they had provided a taster of what was to come, and a clear demonstration of Waverley's commitment to the project.

A personal observation about the show homes had been about the huge roof space, that tenants were not allowed to use. This seemed to be a waste of space, and had prompted a discussion about the design standards that Waverley uses to guide its housing development work and whether these should be reviewed.

Cllr Cockburn noted that it was clear that officers had reflected on experiences so far of development management and community consultation, and had identified lessons that needed to be learned. It was quite hard to identify a suitable topic for the Committee to scrutinise that would lead to some useful and timely recommendations.

Whilst Cllr Frost recognised that there had been great improvements in the project management, she was keen for the Committee to play a role in monitoring the key elements of the project, for example the budgets and spend, slippage against timetable, risks, and issues. This was Waverley's biggest housing development project in many years, and there was a considerable reputational risk in relation to the council's ability to effectively project manage the scheme and complete on time and in budget.

The Committee agreed to add an Ockford Ridge progress summary to the work programme as a standing item, and to discuss a potential review of the Waverley design standards under the next agenda item.

20. REVIEW OF HOUSING DESIGN STANDARD (Agenda item 9.)

Louisa Blundell, Housing Development Manager, introduced the report which set out the background to the development in 2013 of the Council's design standards and specifications for new housing developments by the Council. The design standards took account of 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's Parking Standards, and feedback from residents on their new housing association homes. The standards were adopted in 2014.

The guidelines outlined the standards and specifications that the Council aspires to achieve when delivering its new homes and provides the starting point for all designs. However, they also 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. All designs were assessed on a site-by-site basis and conflicting priorities addressed according the context of that particular development, including the needs of that area and the profile of future tenants. This ensured the best possible scheme could be delivered within financial and practical constraints.

Given that the Council now had a great deal more experience of housing development, it was timely to review the design standards; and the observation made about the 'waste' of roof space was a good example of the fresh perspective that Members could provide. The review had direct relevance to the Ockford Ridge project, as proposals for Site C would be brought forward in 2018, and the revised guidelines would inform the instructions to the architects for the detailed planning application.

The Committee agreed to undertake a review of Waverley's Housing Design & Standards Specification, to inform the planning application for Ockford Ridge Site C and other Waverley developments.

The Committee noted that the scope and timetable for the review would be prepared by Alex Sargeson in discussion with Louisa Blundell. The following Members were appointed to the Task & Finish Group to carry out the review: Cllrs Tony Gordon-Smith, Richard Seaborne, Liz Townsend, Patricia Ellis, and Adrian Waller (Tenants' Panel).

21. COMMITTEE WORK PROGRAMME (Agenda item 10.)

The Committee reviewed its forward work programme, and noted that the provisional agenda for November 2017 included:

- Homelessness Reduction
- Housing Strategy
- Private Sector Housing – a general overview and the Home Improvement Policy
- Update on the impact of SCC decommissioning of Housing Related Support – plans for services to socially excluded homeless and Sheltered Housing Schemes
- Ockford Ridge Regeneration programme – progress summary & highlights

The Committee noted that the Value for Money & Customer Service OS Committee had set up a Task & Finish Group to look at slippage in the capital monitoring programme, and had asked the Housing OS Committee to nominate a member to join the Group, in view of the extensive capital programme in the Housing Revenue Account. Cllr Richard Seaborne agreed to join this Task & Finish Group.

The meeting commenced at 7.00 pm and concluded at 8.20 pm

Chairman

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title:

HOME IMPROVEMENT POLICY

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

Summary and purpose:

This report introduces a revised Private Sector Home Improvement Policy for Waverley that will allow the Council to extend the range of assistance available to vulnerable residents to help them remain living safely and independently in their own homes.

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

This report relates to the Council's Community Wellbeing priority.

Financial Implications:

The additional costs of delivering the new grant schemes will be covered in full from the Better Care Fund grant Waverley receives. In 2017/18 Waverley has received £640,637. Additionally, £356,298 is available from previous years and funding until 2020 is secure.

Legal Implications:

There are no direct legal implications arising from this report.

Introduction

1. The Council introduced a Private Sector Home Improvement Policy in 2003 and then further revised the Policy in July 2013. The Policy sets out how the Council can assist disabled, elderly or vulnerable residents in carrying out adaptations or improvements to their homes. Prior to 2015 these works were partially funded by a government grant, which was topped up by the Council.
2. In 2015 the government grant was replaced by the Better Care Fund, a new programme designed to deliver integration of local health and social care services, and the funding was increased to a level where the Council did not need to top up disabled adaptations. The Better Care Fund has increased substantially since 2015 and the level of funding is expected to continue until at least 2020. Despite making some changes to how we process grants, we are now under-utilising this funding and we need to change the policy to make better use of it and further improve the lives of our residents.

3. In 2016/17 Surrey County Council and the Surrey Districts and Boroughs jointly commissioned Foundations, the national body for Home Improvement Agencies, to carry out a review of delivery of the Better Care Fund for home adaptations in light of the increased funding. Their report provided 20 recommendations, including dispensing with means testing for simple adaptations, providing "Relocation Grants" to help people move to somewhere more suitable and providing "Prevention Grants" for minor works to reduce care packages, hospital/care home admissions and bed-blocking. Some of their recommendations have already been introduced at Waverley. However, in order to incorporate other recommendations and maximise use of the Better Care Fund, it will be necessary to make changes to the Home Improvement Policy.

The Policy

4. A comparison between the existing policy and the proposed new Policy is attached at Annexe 1.
5. A Disabled Facilities Grant (DFG) is a mandatory grant to enable disabled residents (and residents with disabled children) to carry out adaptations to their homes to meet their needs. The grants are means tested (except for disabled children) and are subject to a maximum limit of £30,000. The Council has delegated authority to the Head of Strategic Housing and Delivery to approve discretionary funding for major adaptations where the cost of the works exceeds £30,000.
6. The Safe and Warm Grant is a discretionary grant that enables energy efficiency and home security measures to be provided to improve the well-being of vulnerable households and reduce fuel poverty. A charge is placed on the property for 10 years from the date of completion of works. The proposed policy makes some changes to the Safe and Warm Grant including:
 - Qualifying residency period reduced from three years to one year
 - Eligible works extended to include rewiring, asbestos removal and removal of hoarding
 - Maximum grant increased from £5,000 to £10,000.
7. The proposed policy introduces a Relocation Grant of up to £10,000 to help disabled people move to accommodation that better suits their needs, if this is a more appropriate solution than a DFG of up to £30,000. It is anticipated that there will be a maximum of one Relocation Grant each year as circumstances where a grant would be awarded are likely to be rare.
8. The proposed policy also introduces a Prevention Grant of up to £5,000 to carry out a range of simple measures to ensure that elderly and disabled residents can occupy their homes safely and to ensure that properties are suitable for these people to be discharged from hospital without delay. Such works include home safety checks, provision of rails, ramps, hoists and steps and emergency heating and electrical repairs. This will be a fast track grant and will not require completion of forms or assessment of finances and no repayment conditions will be applied on completion of the works.
9. Some relatively simple but important adaptations, such as stairlifts and ramps, can cost more than £5,000. The proposed policy removes the requirement for means

testing under an application for a Disabled Facilities Grant for stairlifts, hoists, low threshold steps, ramps and rails.

10. The cost of the measures included in the new policy will be entirely resourced from the Better Care Fund, which is £640,000 for 2017/18 and is expected to remain at this level or even increase until 2020. The measures are considered to be entirely in accordance with the aims of the Care Act 2015 and therefore it is appropriate to use this funding. There is no requirement for the Council to use its own capital funding.
11. The purpose of this report is to introduce a revised Home Improvement Policy that will allow the Council to extend the range of assistance available to vulnerable residents to help them remain living safely and independently in their own homes and to reduce hospital/care home admissions, bed-blocking and the demand for care packages. The proposed new Home Improvement Policy is attached at Annexe 2.

Recommendation

That the Housing Overview and Scrutiny Committee recommends adoption of the Home Improvement Policy to the Executive.

Background Papers

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

CONTACT OFFICER:

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Comparison of existing and proposed policies

Annexe 1

Assistance	Existing	Proposed
Disabled Facilities Grant (DFG)	Mandatory grant up to £30,000 Applicants are means tested (except for disabled children)	No means testing for stairlifts, ramps, rails, steps and hoists Relocation Grants could provide a more cost effective alternative
Safe and Warm Grant	Available for energy efficiency and security measures up to £5,000 Applicants must be in receipt of an income related or disability benefit or be aged over 60 and below the income tax threshold Applicants must have occupied the property for at least 3 years 10 year repayment condition	Eligible works extended to include rewiring, asbestos removal and removal of hoarding Maximum grant increased to £10,000 Eligible benefits to include Working Tax Credit and Universal Credit Qualifying residency period reduced to one year No change to repayment condition
Relocation Grant	Not available under existing policy	Available for costs associated with moving to a more suitable property where existing property is difficult or expensive to adapt Maximum grant £10,000 Applicants to be means tested
Prevention Grant	Some minor adaptations costing less than £5,000 fast-tracked where applicant has a nil means test contribution	Available for home safety checks, minor disabled adaptations, minor repairs and other measures necessary for prevention of hospital/care home admissions and bed blocking Maximum grant £5,000 No means test required but recipient must be disabled or elderly and below tax threshold No requirement for application form or approval notice

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ANNEXE 2



Home Improvement Policy

<i>Owned by:</i>	<i>Simon Brisk</i>
<i>Created Date:</i>	<i>01/04/2013</i>
<i>Equality Impact Assessment completed:</i>	
<i>CMT Approval Date:</i>	<i>17/04/2013</i>
<i>JCC Consultation Date:</i>	
<i>Executive/Council Approval date:</i>	
<i>Date for review:</i>	<i>01/04/2019</i>
<i>Last updated</i>	<i>01/09/2017</i>

□

POLICY STATEMENT

Waverley is committed to the provision of grants and other forms of assistance to enable residents living in non-Council accommodation in the Borough to carry out adaptations and other home improvements so that they can live independently in their own homes and reduce the risk of illness or injury.

INTRODUCTION

The Regulatory Reform (Housing Assistance) Order 2002 introduced a discretionary power to local authorities to provide assistance for housing renewal in ways they consider most appropriate. This could include grants, loans, equity release schemes and various other initiatives.

The Order states that before the powers contained within it can be used, local authorities must adopt and publish a policy on how they intend to use them. ODPM Circular 05/2003 sets out the required contents of the policy and describes the procedures necessary to publicise it.

Waverley Council introduced its Home Improvement Policy on 18th July 2003 and a major revision of the Policy was carried out in 2012. A further revision to the Policy was carried out in 2017 and the new Policy is set out in this document.

OBJECTIVES

The policy details how the Council will provide assistance for repairs, improvements and adaptations to the homes of those residents in the Borough who need it most.

The Policy supports the following core priorities in the Corporate Plan:-

- Value for money
- Customer service
- Environment
- Community wellbeing

It also supports the objectives of the Surrey Better Care Fund Plan.

Taking into account the priorities mentioned above, the Council intends that the Policy will:-

- (a) contribute to the Health and Wellbeing Strategy and action plan to deliver activities and services to improve the lives of Waverley residents;
- (b) contribute to the Ageing Well Strategy to support older people and people with disabilities to lead healthy and independent lives;
- (c) remove housing hazards and improve the condition of the local private sector housing stock;
- (d) enable residents to make their homes energy efficient and secure against crime.

The main objective of this Policy is to help reduce risk of illness or injury to reduce hospital admissions, enable faster hospital discharge, delay onset of admission to residential care and reduce care costs. While this policy is primarily aimed at the needs of elderly and disabled residents, it includes measures to help other residents on low incomes to improve their living conditions and reduce the risk of illness or injury.

CAPITAL RESOURCES

The Care Act 2014 introduced a significant change in the way that national government funding for provision of home adaptations grants for disabled people is paid to local authorities. This allocation is now paid through the Better Care Fund and this presents an opportunity to integrate provision of assistance across housing, health and social care systems to achieve better health and wellbeing outcomes. This Policy is intended to contribute to the strategic aims and objectives of the Surrey Better Care Fund plan.

For 2017/2018, the Better Care Fund allocation is £640,000 and this level of funding is expected to continue through to 2020. In addition the Council receives approximately £10,000 each year from grant repayments; these receipts are fed back into the capital grant budget. This allocation has been used to provide the mandatory

Disabled Facilities Grant and the discretionary Safe and Warm Grant as set out in the previous Home Improvement Policy. The new Policy set out in this document has increased the range of discretionary assistance for home adaptations to reduce health and social care costs.

The Council will review the level of resources for the Home Improvement Policy each year when the Better Care Fund allocation is made known.

TYPES OF ASSISTANCE AVAILABLE

Disabled Facilities Grant (DFG)

Purpose/Key Outcomes

To carry out adaptations to dwellings to meet the basic housing needs of disabled people and improve their quality of life.

Eligibility Criteria

The disabled person must be registered or registrable with Surrey Social Care Services.

Eligible Works

- (a) facilitating access to and from the dwelling by the disabled occupant;
- (b) making the dwelling safe for the disabled occupant and other persons residing with him/her;
- (c) facilitating access to the principal family room by the disabled occupant;
- (d) facilitating access to or providing a bedroom for the disabled occupant; the provision of a new bedroom will only be considered if the adaptation of an existing room is unsuitable;
- (e) facilitating access to or providing a room containing a w.c. for the disabled occupant or facilitating the use by the disabled occupant of such a facility;
- (f) facilitating access to or providing a room containing a bath or shower for the disabled occupant or facilitating the use by the disabled occupant of such a facility;

- (g) facilitating access to or providing a room containing a wash-hand basin for the disabled occupant or facilitating the use by the disabled occupant of such a facility;
- (h) facilitating the preparation and cooking of food by the disabled occupant; in considering this work it is essential that the disabled person constantly cooks for the household; if this is not the case, facilities will be limited to the strict needs of the disabled person;
- (i) improving or providing a heating system in the dwelling to meet the needs of the disabled occupant; no provision will be made for heating facilities in rooms not normally used by the disabled person;
- (j) facilitating access to or control of the source of power, light or heat by the disabled occupant;
- (k) facilitating access and movement by the disabled occupant around the dwelling in order to provide care for a person who is normally resident in the dwelling.

In order to qualify for a grant, a recommendation is required from an Occupational Therapist that the works are necessary and appropriate and the Council must be satisfied that the works are reasonable and practicable. All applications for adaptations that are likely to cost more than £20,000 are assessed by a panel of Officers to determine whether the Council will support the proposed works.

Amount of Assistance

The maximum amount of grant is set by statute - currently £30,000. A discretionary grant may be considered for some or all of the cost of eligible works that exceeds the statutory limit.

The amount of grant is limited to the cost of the works recommended by the Occupational Therapist. Works not recommended by the Occupational Therapist will not normally be considered for mandatory grant but can be carried out in conjunction with grant works if the client provides the funding.

In the case of applications by owners and tenants, the amount of grant will depend on the result of a test of financial resources (means test) carried out on the disabled person and any partner. This test will determine how much (if any) contribution they need to make towards the cost of the work. There is no means test for mandatory

DFGs where the works are for a disabled child. However a means test may be applied to any discretionary additional grant.

The installation of stairlifts, hoists, low threshold steps, ramps and rails are exempt from the requirement for a means test and therefore a grant is available for the whole cost of these items.

In the case of applications by landlords, the amount of grant provided is the total of cost of the works and ancillary expenses less the assessed increase in capital value of the property as a result of the works.

Conditions

- a) The dwelling or home must be occupied as the disabled person's main residence
- b) The applicant must take reasonable steps to pursue any relevant insurance or legal claim and to repay the grant, as far as appropriate, out of the proceeds of such a claim
- c) The work must be completed to the satisfaction of the Council within 12 months from the date of approval unless the Council agrees to an extension of time
- d) The work must be carried out by one of the builders whose estimate accompanied the application unless the Council agrees to the appointment of an alternative builder
- e) No payment will be made if the works begin before the date of approval unless prior agreement is obtained from the Council
- f) No payment will be made unless the Council has been provided with suitable receipts or invoices
- g) The aggregate of interim or staged payments must not exceed nine-tenths of the amount of grant
- h) The Council may impose a condition requiring the recovery of specialist equipment when no longer required
- i) The Council will apply a legal charge to the property of up to a maximum of £10,000 to the amount of a completed grant that exceeds £5,000 where the application is made by the owner of the property and the works are to provide sleeping accommodation or washing/toilet facilities to the property, whether

by extension or internal conversion. This charge will last for ten years and the amount repayable tapers downwards after the first full six years.

- j) The Council will apply a legal charge to the property of up to the full amount of any discretionary grant paid to cover the cost of works in excess of the £30,000 mandatory grant where the application is made by the owner of the property. This charge will last for ten years and the amount repayable tapers downwards after the first full six years.

Relocation Grant

Purpose/Key Outcomes

To assist disabled people with the costs associated with moving to a suitable or easily adaptable property where it has been assessed that the works required to the existing property are uneconomical or impracticable having regard to its age, condition, size or location.

Eligibility Criteria

The disabled person must be registered or registrable with Surrey Social Services.

Eligible Costs

Removal expenses, legal costs, estate agent fees, mortgage arrangement fees, utility connection costs and any fees for services provided by approved organisations, such as Care & Repair, associated with the purchase of a suitable or easily adaptable property. Costs related to the purchase price of the house or furnishings are not eligible.

Amount of Assistance

The maximum amount of grant is £10,000.

The applicant's contribution is determined by a test of resources of the disabled person (and partner) as for mandatory DFGs. The amount of grant is the total cost of the expenses less the applicant's contribution (if any).

Conditions

- a. The applicant (or representative) must carry out a survey of the proposed accommodation to ensure that it meets the Decent Homes Standard or that any necessary works to achieve the standard can be completed within the applicant's resources.
- b. Where the proposed accommodation still requires adaptations, these must be within the scope of a DFG and not exceed £20,000 in cost.

Prevention Grant

Purpose/Key Outcomes

To carry out simple measures to ensure that disabled and elderly residents can occupy their homes safely and to ensure that homes are suitable for these types of residents to be discharged from hospital without delay.

Eligibility Criteria

1. The applicant must be one of the following:-
 - a) an owner occupier; or
 - b) a person who occupies the dwelling under a right of exclusive occupation granted for life; or
 - c) a private sector or housing association tenant.

2. The applicant must be either:-
 - a) in receipt of a qualifying benefit; these are:-

Income Support, Guaranteed Pension Credit, Housing Benefit, Council Tax Support, Income Based Job Seeker's Allowance, Working Tax Credit, Attendance Allowance, Disability Living Allowance, Industrial Injuries Disablement Benefit, War Disablement Pension, Universal Credit or a replacement benefit for one of the above; or

 - b) aged over 60 years and with an income level below the income tax threshold.

Eligible Works

This grant is available for a range of measures including the following:

- a) home safety checks and remedial actions
- b) emergency boiler repairs
- c) emergency electrical repairs
- d) fire alarms
- e) hoists
- f) ramps
- g) low threshold steps
- h) internal and external rails
- i) decluttering to improve access
- j) replacement of worn and dangerous carpets
- k) key safes
- l) movement and extreme temperature monitors.

This list is for guidance and other relevant costs may be considered.

This is a “fast-track” scheme for low level adaptations and improvements, which do not require a full social care assessment, application form or means test. A recommendation may be required from a health professional e.g. a GP, Occupational Therapist or health visitor.

Amount of Assistance

The maximum amount of grant is £5,000.

Conditions

There are no conditions attached to this grant.

Safe and Warm Grant

Purpose/Key Outcomes

To carry out energy efficiency or home improvement measures which directly improve the health, safety and well-being of vulnerable households and/or reduce fuel poverty.

Eligibility Criteria

1. The applicant must be one of the following:-
 - a) an owner occupier; or
 - b) a person who occupies the dwelling under a right of exclusive occupation granted for life; or
 - c) a tenant with the power or duty to carry out the works in question.
2. The applicant must have occupied the dwelling for at least one year.
3. The applicant must be either:-
 - a) in receipt of a qualifying benefit; these are:-

Income Support, Guaranteed Pension Credit, Housing Benefit, Council Tax Support, Income Based Job Seeker's Allowance, Working Tax Credit, Attendance Allowance, Disability Living Allowance, Industrial Injuries Disablement Benefit, War Disablement Pension, Universal Credit or a replacement benefit for one of the above; or
 - b) aged over 60 years and with an income level below the income tax threshold.

Eligible Works

The Safe and Warm Grant is available for a range of measures including:-

- a) Repair or replacement of old or defective boilers with Part L compliant boilers
- b) Installation of new central heating system and/or heating controls
- c) Installation of electrical heating systems or additional electric heaters
- d) Loft insulation, cavity wall insulation and draught-proofing
- e) Clearance of lofts for loft insulation
- f) Insulation to park homes

- g) Replacement of defective windows
- h) Installation of fire precautions
- i) Repair or renewal of electrical installations
- j) Removal or encapsulation of internal asbestos material where a health risk
- k) Home security measures e.g. door and window locks, door chains and viewers.

Any clients who qualify for funding through the Energy Company Obligation (ECO) scheme or other such initiatives that become available, will be assisted using funding from these national schemes in the first instance.

In the case of rented properties and the works in question are the responsibility of the landlord, no financial assistance will be available.

Amount of Assistance

The maximum amount of grant is £10,000.

Conditions

- a) Repayment of the grant is required if the property is sold within ten years of grant completion
- b) Repeat grants are only permitted up to a maximum amount of £10,000 within any three year period
- c) No grant will be available for works which are eligible for funding through an insurance claim.

PRELIMINARY OR ANCILLARY FEES AND CHARGES

If fees or charges arise which are reasonable to incur in relation to the works, they will be eligible for assistance and can be included in the grant or loan.

Eligible fees will include fees for Surveyors, Planning applications, Building Regulation approval and private Occupational Therapist reports.

GUILDFORD & WAVERLEY CARE AND REPAIR AGENCY

The Guildford & Waverley Care and Repair Agency provides a technical support service to prepare specifications and plans, obtain Building Regulation and Planning approval, obtain Contractors' estimates, supervise the works and certify payments. This service is provided for a fee, which can be included in the approval of a grant or loan.

The service is available to any resident of the borough who lives in private sector accommodation and is either elderly (60 or over), disabled or in receipt of a means tested benefit and is not able to undertake these tasks him or herself.

The provision of the Care and Repair technical service is aimed at facilitating adaptations and improvements for people who would otherwise be unable to organise such works themselves. The key outcomes are improving the quality of life of disadvantaged or vulnerable residents and increasing the number of decent homes in the Borough.

HANDYPERSON SERVICE

This Council provides access to a handyman service to carry out falls prevention, energy efficiency and other minor works for elderly, vulnerable and disabled persons. Any works carried out under one of the grants listed in this policy will be free of charge. The handyman can also carry out repairs and improvements that are not covered by this Policy; in this case a charge will be applied for labour and the cost of materials.

ACCESS TO ASSISTANCE

Assistance is normally accessed initially by contacting the Private Sector Housing Team. This team will refer cases to the Care and Repair Agency, with the agreement of the client. The Care and Repair Agency can also be contacted directly via their own telephone number and email address.

In the case of enquiries for a mandatory DFG or a Relocation Grant, a preliminary test of resources form will be sent initially. Once this form is returned, a provisional

calculation of the applicant's contribution is performed and the applicant is advised of the result. In the case of enquiries for any kind of disabled adaptation, a referral is also made to the Social Care Team of Surrey County Council in order to arrange for an Occupational Therapist's report.

The appropriate application forms and other relevant paperwork are normally issued following a site visit by an officer from the Private Sector Housing Team or Care and Repair and it has been determined that the person, property and works are all eligible.

There are also a wide range of national schemes providing assistance with energy efficiency works e.g. insulation, draught-proofing and heating installation. Where a person qualifies under one of these schemes, they will be referred to the most appropriate agency. This enables the Council's resources to be spent on works which are not covered by other schemes. Currently all enquiries for loft and cavity wall insulation and draughtproofing are referred to Action Surrey, which is an agency set up in Surrey to advise on energy efficiency measures. Enquiries for boiler replacements and central heating may also be referred to Action Surrey for funding through a national scheme. Their contact details are provided below.

Information on support which is available will be provided to other agencies including Citizens' Advice Bureaux, Action Surrey and Surrey County Council.

The services will be publicised with contact details in the "Your Waverley" magazine, the local press, the Waverley website and through other appropriate communication channels that are available from time to time.

CONDITIONS

The grants will be subject to the conditions outlined above. All grant applicants will be informed that conditions apply both before and at grant approval stage. The conditions will be provided in writing. Details of grants and any repayment conditions will be recorded in the Land Charges Section and the conditions will be a Local Land Charge.

Applications to waive conditions will be considered on their merits by the Private Sector Housing Manager.

ADVICE

A range of information leaflets will be made available to people who make enquiries. These will cover the range of services available under this Policy and the details of each of the different options. These leaflets will be available from all Council Offices and through other Agencies including the Citizens' Advice Bureaux and Surrey County Council.

Staff from the Private Sector Housing Team provide advice and assistance on a whole range of housing issues including the availability of grants from Waverley and alternative sources of funding works such as equity release loans and local and national schemes for energy efficiency measures. The Guildford & Waverley Care and Repair Agency also provide advice and information or signpost enquiries to other agencies, which are better able to provide it. Advice and information is provided free of charge.

Waverley staff will not provide financial advice. It will be made clear to anybody who may need to raise a loan that they should seek independent financial advice before entering into any commitments.

COMPLAINTS

Where people who enquire are unhappy, either about this Policy or about the level of service they receive under the Policy, they have the right to complain.

In the first instance a request for review should be made in writing to the Private Sector Housing Manager at the address given below. If the complainant is not happy with the response, he/she should make a formal complaint through the Council's Corporate Complaints Procedure. Details of this procedure will be provided on request. Details of how to make a complaint will also be included in all the leaflets used to inform people about the services available.

EXCEPTIONS TO POLICY

It is recognised that any Policy is unlikely to take account of every individual situation. Each case therefore needs to be considered on its merits and this Policy used as

guidance for officers. In cases where officers consider that a decision should be made outside of this Policy, they will be able to refer it to the Council's Executive Committee for a decision.

Where a person considers that his or her case should be considered as an exception to the Policy or where he or she considers that the Policy has not been correctly applied, there will be a right of appeal to the Council's Head of Strategic Housing and Delivery who shall consider all of the information. If the Head of Strategic Housing and Delivery considers that the case should be considered outside of this Policy, he/she will refer it to the Executive Committee for a decision. Where the Head of Strategic Housing and Delivery considers that the Policy has been incorrectly applied, he/she shall direct the Case Officer in how the case shall be determined.

KEY SERVICE STANDARDS

Waverley Borough Council is committed to providing a high quality service within the resources available. To this end, the following Key Service Standards will apply:-

- All telephone calls will be answered within 3 rings
- Staff will be friendly, approachable and professional at all times
- All requests for service will be responded to within 10 working days
- All full applications for a Disabled Facilities Grant or Relocation Grant will be determined within three months of receipt subject to sufficient capital resources being available
- All full applications for a Safe and Warm Grant will be determined within six weeks of receipt subject to sufficient capital resources being available
- All requests for payment will be processed within ten days
- We will comply in all respects with the provisions of the Data Protection Act 1998 and will not use personal data except strictly in connection with processing an enquiry for grant assistance
- We will give appropriate consideration to each service user's race, nationality, cultural or ethnic background, marital status, age, gender, religion, sexual orientation and disabilities and shall not unlawfully discriminate within the meaning and scope of the provisions of the relevant legislation.

All service standards will be included in the information provided to clients and potential clients.

LOCAL PERFORMANCE INDICATORS

The Council seeks to attain and, wherever practicable, exceed the targets it has set itself.

The Council's own targets will include the following:-

<u>Indicator</u>	<u>Annual Target</u>
Performance against the published service standards	95% of responses and decisions within the set service standards
Number of applications for a Disabled Facilities Grant approved	50
Number of discretionary grants approved	50

POLICY IMPLEMENTATION

This Policy comes into effect on 1st January 2018.

This policy will be reviewed during 2019/20 and a revised policy approved and introduced no later than 1st April 2020. However an earlier review may be necessary if there are clear signs that take-up of grants is much higher or lower than expected. Thereafter, the Policy will be reviewed every three years.

Any significant changes to the Policy will be publicised in accordance with the guidance issued by the government in the ODPM Circular 05/2003.

AUTHOR AND FEEDBACK

The Council welcomes comments and feedback on its policies and procedures. If you have any comments please contact Simon Brisk, Private Sector Housing Manager, Waverley Borough Council, The Burys, Godalming, Surrey GU7 1HR.

Telephone: 01483 523421

Email: simon.brisk@waverley.gov.uk

The contact details for the Guildford & Waverley Care and Repair Agency are:

Telephone: 01483 505050

Email: careandrepair@guildford.gov.uk

The contact details for Action Surrey are:

Telephone: 0800 783 2503

Website: www.actionsurrey.org

Related Information

Other Related Council Policies/Information

Disabled Facilities Grant procedure

Safe and Warm Grant guidance

Other Documents:

ODPM Circular 05/2003

<http://webarchive.nationalarchives.gov.uk/20120919132719/http://www.communities.gov.uk/documents/corporate/pdf/145088.pdf>

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title:

HOMELESSNESS REDUCTION ACT 2017

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

Summary and purpose:

To update members of the Housing Overview and Scrutiny Committee on the implications of the Homelessness Reduction Act 2017 and the steps being taken by Officers to help ensure that the Council fulfils its statutory duties under the new legislation.

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

Financial Implications:

The financial implications of the new statutory requirements are set out within the body of this report. It is likely that the new requirements of the Homelessness Reduction Act will create additional costs beyond the additional grant due. This will be monitored and considered throughout the budget setting process for 2018/19.

Legal Implications:

The legal implications of the new statutory requirements are all fully set out within the body of this report.

Introduction

1. Under the Housing Act 1996 Part VII, the Council has a statutory responsibility to assess what advice and accommodation duties are owed to those who are homeless or threatened with homelessness in Waverley. This responsibility is fulfilled mainly by the Council's Housing Options Team, which provide in-depth housing advice and assistance to help eligible households secure alternative accommodation, usually in the private sector.
2. Despite a lack of social housing, specialist supported housing, and affordable private rented accommodation, Waverley has an outstanding record in preventing homelessness. As a result, the number of households being placed in emergency temporary accommodation is kept to an absolute minimum, as shown by the following chart:

	Surrey	Surrey	Waverley
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	Total	Average	
Homeless households in temporary accommodation as at 31 March 2017	830	75	1

3. The Housing Options Team's success in fulfilling the Council's statutory homelessness responsibilities has been recognised by an independent peer review scoring the service at 72%, and by the award of the Silver standard by the Government's National Practitioner Support Service (one of only 14 Councils nationwide).

Homelessness Reduction Act 2017

4. The Homelessness Reduction Act 2017 will come into effect in April 2018, and represents the most significant change in homelessness legislation for 40 years. The main aim of the legislation is to provide more comprehensive housing advice and assistance to all household groups, not just those with children or with significant medical needs.
5. The main changes are set out below.
- To extend the period under which a household can be considered as threatened with homelessness from 28 days to 56 days.
 - To replace a general duty for councils to provide housing advice with a specific duty to provide advice to prevent homelessness (56 day prevention duty). And to provide help for households to secure alternative accommodation (56 day relief duty), irrespective of a household's local connection or whether their actions have caused their homelessness.
 - Councils will need to notify applicants about what duty is owed to them at different stages of the prevention and relief processes, and provide a personalised action plan outlining the tailored support that will be given, as well as what is expected of applicants.
 - Applicants will have statutory rights of review of the decisions made by councils during the prevention and relief processes.
 - In order to monitor the impact and effectiveness of the new duties, the Government has made radical changes to the data reporting requirements expected from councils.

Implications for Waverley

6. Similar legislation to the Homelessness Reduction Act 2017 was introduced in Wales two years ago. This resulted in an increase of 25 - 40% in homeless applications to Welsh councils. Anecdotal feedback estimates that there is a 30% increase in workload in managing each homelessness case under the new duties, due to the case work, administration and reporting required and the additional rights of review.
7. A similar increase in workload at Waverley would mean the Housing Options Team could receive between 225 and 360 more cases each year. Currently the Team deals with an average of 880 cases a year.

8. Given the attractiveness of Waverley, it could be anticipated that a number of customers, with support from their advisors, will seek assistance from the Council irrespective of local connection in the hope of being found accommodation in or near the Borough.
9. Currently very few housing advice approaches to Waverley progress to formal homeless applications, due to the Housing Options Team's success in preventing homelessness. Of these applications, very few request a review. Under the new arrangements the Council will be required to register all housing advice approaches as a homeless application at the outset, and provide detailed personalised housing plans, undertake detailed case work and be able to respond to the new rights of review at different stages in the process.
10. Some Surrey Boroughs are already finalising arrangements to increase their Housing Options Teams by up to 7 additional posts in order to cope with the increased case load and administrative burden. A re-organisation of Waverley's Housing Options and Homechoice Teams was undertaken in February 2017. This has slightly increased the staffing capacity in the Housing Options Team, in anticipation of the new duties.
11. Waverley's Housing Options Team currently consists of 7.4 full time equivalents. Another 2-3 staff may be needed to cope with the expected increase in housing advice approaches, and the predicted 30% increase in workload for each case could require 3 further staff. There will be pressure on all English councils to increase both staffing and service budgets, and there will be challenges in relation to staff retention and remuneration.
12. The majority of the increase in approaches under the new duties will be from single applicants with no children, so it will be necessary to provide more accommodation options for these clients. Due to the impact of Welfare Reform changes on 18 – 35 year olds, options will need to include affordable shared accommodation. There is likely to be a corresponding increase in out-of-hours cases and appropriate arrangements will need to be put in place.
13. Waverley's current in-house IT system for Housing Options Services will not be able to support the increased recording and reporting required under the new legislation without costly modifications. A new, fit for purpose IT system will need to be sourced.
14. The new legislation will undoubtedly raise customer expectations, but it does not change the challenging housing landscape in Waverley: social housing is scarce, and the majority of private sector properties are unaffordable. The freeze in the Local Housing Allowance rate for those needing help to rent privately, the roll-out of further welfare reform measures, and cuts by Surrey County Council in funding for supported housing schemes means it will be even harder to provide suitable and sustainable housing solutions.

Progress so far and next steps

15. The Government has announced £61m of 'new burdens' funding to help Councils implement the new duties. Waverley will receive £64,595 of this over three years (£21,531 a year). Most commentators feel that £61m will barely help London Boroughs implement the new duties, let alone all the other English Councils.

16. On a more positive note, Waverley, along with other Councils, has recently benefited from additional funding from the Government, ring fenced for homelessness prevention work. Waverley has received £131,000 for 2017/18, and will receive £151,000 in 2018/19.
17. Whilst the predicted increase in clients and administrative burdens are a major concern, Officers are reluctant to create and fill additional posts until the Code of Guidance has been published and the legislation implemented. It will then be clearer what extra staff resources are required. However, it is already clear that targeting resources on tenancy sustainment will be key to minimising the number of clients approaching as threatened with homelessness. Therefore, Officers propose the creation of a Tenancy Sustainment/Support Officer post, in advance of the implementation of the legislation. This post will be funded from the homelessness prevention money highlighted in 2017 and 2018.
18. Officers are liaising with colleagues from other Surrey Boroughs and Districts, and with colleagues from Surrey County Council and voluntary organisations, to explore partnership opportunities to meet the new duties and maximise resources. This work has resulted in Waverley purchasing additional bed-spaces in the York Road Project in Woking, and piloting a shared house scheme for single homeless households in partnership with Woking Borough Council and Ethical Lettings.
19. As the private sector market becomes more difficult to access, the Housing Options Team already has to spend more in up-front costs to help clients secure private rented properties. Inevitably, the Homelessness Service budget will need to increase in 2018/19 to meet the costs of securing private rented tenancies and emergency accommodation to relieve homelessness that cannot be prevented. This is being raised through the budget-setting process for 2018/19.
20. Officers are also reviewing how best to use Waverley's Discretionary Housing Payment budget (money from central Government) to target it towards helping homeless households and those threatened with homelessness. This will help limit the exposure of the Council's General Fund to the increased costs associated with the new duties.
21. Officers have attended a number of training events about the new legislation, and have discussed how the Council would apply the new duties to a selection of existing cases. Once the Code of Guidance is published (draft consultation document published 16 October 2017), Officers will adjust the Housing Options procedures for helping homeless applicants accordingly and will liaise with the Housing Portfolio Holder about any Housing Allocation Scheme amendments that are needed.
22. Waverley has successfully applied to pilot a new Homelessness IT system (Housing Jigsaw) which is designed to meet the new recording and reporting duties. The system is free until April 2018 and will then cost £7,500 rather than £10,000 annually due to Waverley piloting the system. The system is being developed by the Government's National Practitioner Support Service and a respected IT provider (Housing Partners, who operate Homeswapper). Waverley will depend on the system being fit for purpose following the pilot.

23. Waverley is also piloting using an external provider to cover out-of-hours homelessness enquiries. If this pilot is successful it will help in managing the impact of the potential increase in out-of-hours calls.
24. Waverley hosted a stakeholder event with statutory and voluntary partners on 17 October 2017. The event started the process of identifying the key priorities for its next Homelessness Strategy (2018-2023), and preparing for the new duties under the Homelessness Reduction Act 2017 was one of the main priorities highlighted.

Conclusion

25. Officers will continue their preparations for the implementation of the new legislation, including exploring partnership opportunities with other statutory and voluntary agencies.
26. The Housing Overview & Scrutiny Committee will be consulted on the Council's new Homelessness Strategy 2018-2023 in the New Year and this will include an update on preparations for the Homelessness Reduction Act 2017 and progress under the Council's existing Homelessness Strategy 2013-2018.

Recommendation

The Housing Overview & Scrutiny Committee is asked to note the preparations being made for the implementation of the Homelessness Reduction Act 2017.

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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WAVERLEY BOROUGH COUNCIL

HOUSING

OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title:

**Service Plans - Mid Year Progress Report for 2017/18
(APRIL – SEPTEMBER 2017)**

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

Summary and purpose:

Service Plans are devised each year in order to deliver the Council's corporate priorities. This report gives the Committee the opportunity to scrutinise the mid-year progress of the Housing Service Plan for 2017/18 and make observations and comments to the Executive.

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

Service Plans form an important part of Waverley's performance management framework and help to ensure that Waverley delivers against all of its Corporate Priorities.

Financial Implications:

Service Plans were prepared as part of the budget process.

Legal Implications:

There are no specific legal implications arising from this report.

1. Background

At the Joint O&S Committee in January 2017 Heads of Service presented the top level strategic actions for each of their service areas. This report sets out the progress made on the Housing Service Plan for the first six months of this financial year.

2. Progress

The five strategic objectives details are set out in the attached Annexe with the outturn report showing completion status and/or progress on each service action. The report has retained the format of the 2016/17 service plan for continuity reasons and provides a RAG rating (with the progress indicated in percentage terms) and any supporting comments against each action.

Progress on the Housing Service Plan has shown excellent performance with project milestones been met and one objective completed. all 18 actions progressing well on target.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee:

To note, discussion by exception only.

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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Service Plan Mid-Year Progress Report 2017/18

Housing

(01/04/2017 – 30/09/2018)

Service : Housing	Head of Service : Hugh Wagstaff / Andrew Smith
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Objective:	H1. To publish a Housing Strategy 2018 – 2022 to set out how the Council will deliver homes for local people in housing need.		
Ref	Action	Status	Progress / comments
H1.1	To draft a new strategy	50%	The team agreed a project plan to develop strategy and determine key milestones. Halfway through the project implementation and on target.
H1.2	To consult with stakeholders	75%	An online residents survey was promoted in the summer edition of "Your Waverley" and the tenants magazine "Homes and People". The consultation with partner Housing Associations took place in September. The Town and Parish consultation events are planned for November 2017.
H1.3	Council to adopt strategy	50%	Halfway through the project plan and on target. Consultation on the draft report with Housing O&S will take place in November.
H1.4	To publish Housing Strategy online	50%	Halfway through the project. On target for Council adoption and publication by the 31 March 2018.

Objective:	H2. To review tenancy agreement(s) to ensure effective management of homes and tenancies		
Ref	Action	Status	Progress / comments
H2.1	To identify the issues and/or concerns regarding the current tenancy agreement and review; suggesting improvements to ensure fair, legal and appropriate.	100%	Tenancy and Estates Team sought legal advice and reviewed internal issues and complaints regarding tenancy agreement. The findings were presented to Housing O&S Committee on the 4 July 2017.
H2.2	To scope review to ensure agreement reflects recent legislation	100%	The team has used legal advice to comply with legislative requirements.
H2.3	To make recommendations to Corporate Overview and Scrutiny Committee on outcomes of reviews.	50%	Project is on target to be presented at the next Housing O&S in November 2017.

Objective:	H3. Improve customer service by increasing range of customer contact options. To deliver preferred method of communication through website development, new telephone system for Customer Service Team and expand texting service		
Ref	Action	Status	Progress / comments

H3.1	Identify key transactional services that can be delivered online	100%	The key transaction services that could be delivered online in the future have been identified by the team in June and are listed below. <ul style="list-style-type: none"> •Tenancy and Estates •Aids and Adaptation •Mutual Exchange •Rents •Housing Options •Planned Maintenance •Sheltered Housing •Voids / new tenants <p>Further review of options continues.</p>
H3.2	Create online forms and workflow process for identified services	50%	Online forms are currently being updated and developed.
H3.3	Publicise and refer tenants to online forms	30%	The team has promoted the Council's website at the all Tenants Open Meeting in the summer and in the summer edition of tenants newsletter.
H3.4	Implement new call handling telephone system for Customer Service Team.	100%	New telephone system piloted and was successfully implemented, increasing customer satisfaction and also meeting target on lost calls rate. (3%)
H3.5	Increase texting service to range of transactions and promote to tenants	50%	On-going programme to check and update mobile phone numbers. Contractor is texting appointment times and progress information and the Rents team are texting missed payments and direct debit information.

Objective:	H4. Implement Executive recommendations regarding the housing maintenance contract procurement to ensure a long term, robust and financially efficient contract		
Ref	Action	Status	Progress / comments
H4.1	Retender or renegotiate maintenance contracts	100%	Draft Selection Questionnaire and Invitation to Tender has been reviewed and finalised. The tender information was published on the 22 September. The tender process is on target for the new contract to start at the beginning of 2019.
H4.2	Meet project milestones	50%	The initial milestone for the project to issue contract documents has been met . The next stage, Assessment is scheduled for November/December 2017.

Objective:	H5. Implement a Vulnerable Persons Resettlement Scheme to assist in the Government's Syrian Refugee Resettlement Programme within Waverley		
Ref	Action	Status	Progress / comments
H5.1	Support the resettlement of five families into Waverley over five years	100%	A refugee family has arrived and settled in July 2017. The Family Support Team sourced all necessary household items and furniture as the family had arrived with only two carrier bags of personal belongings. Since then the children have started school, Dad has found work and they are all taking English lessons.
H5.2	Identify and secure suitable accommodation in the Private Rented Sector	100%	Accommodation was successfully secured for the first refugee family, the team are currently assessing a home for two further families.
H5.3	Resettlement process developed to support work with further families in 2018/19	100%	Resources acquired, local knowledge and lessons learnt during the first family resettlement have been recorded to assist the team with supporting further families in the future.

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WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title:

HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT QUARTER TWO 2017/18

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

Summary and purpose:

This report provides a summary of the housing service performance over the second 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.

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.

Introduction

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

Key Performance Indicators

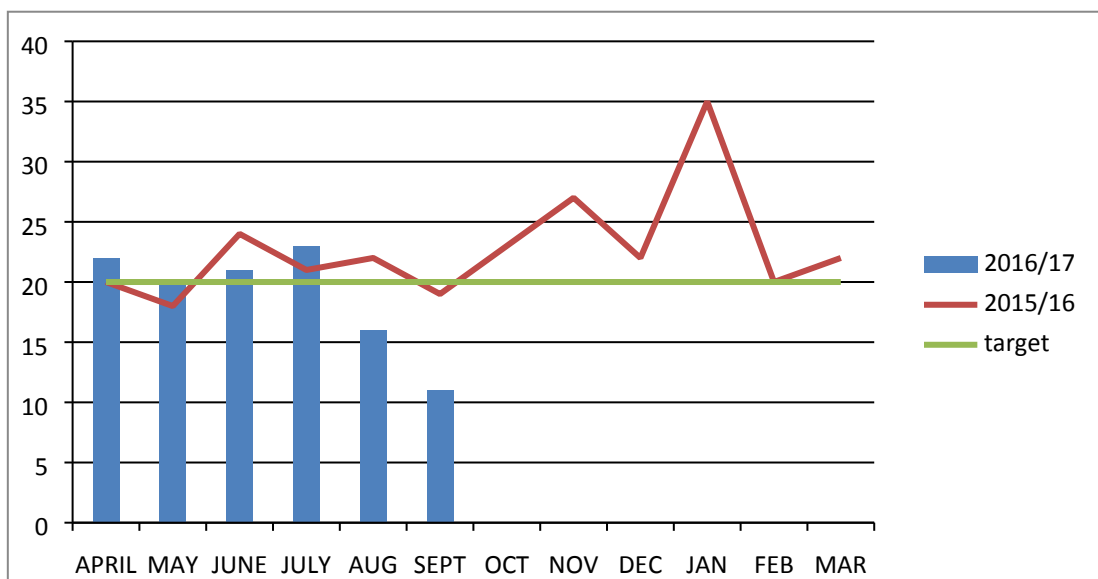
1. The nine Performance Indicators for the Housing Service are set out in Annexe 1.

- The Housing Service performed exceptionally well during Quarter Two. Only one indicator did not meet the target. Comments on performance can be found for each indicator within Annexe 1. Additional information for the Voids (of particular interest to the Committee) and Rents (did not meet performance target) follows:

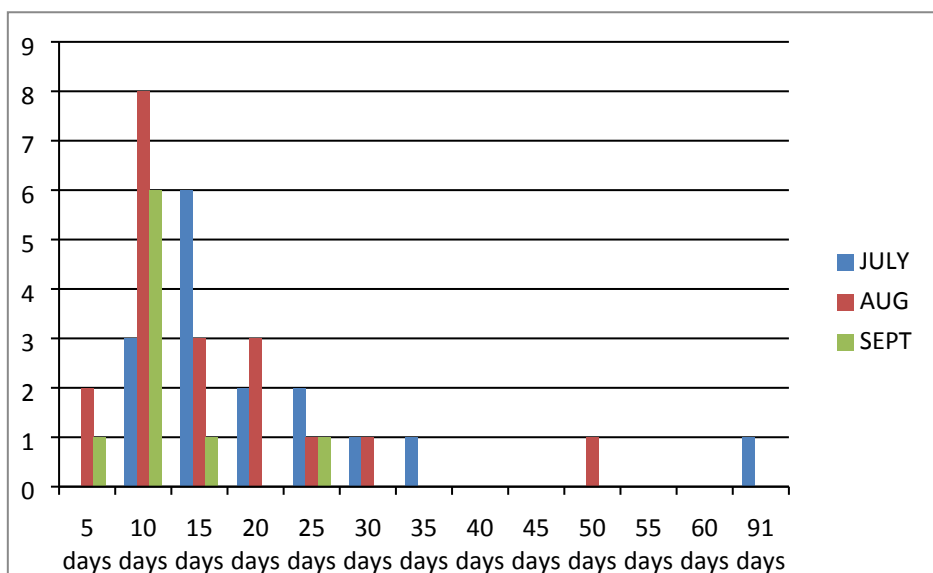
Re-let Performance

- To ensure we provide homes for people in housing need and maximise our rental income homes must be relet promptly. There has been an ongoing improvement in the relet performance for normal voids, achieving target in Quarter Two.
- 44 homes were relet during Quarter One with an overall average of 17 working days. 35 homes were let within target. The breakdown by month demonstrates that performance was off target in August but under target in August and September.

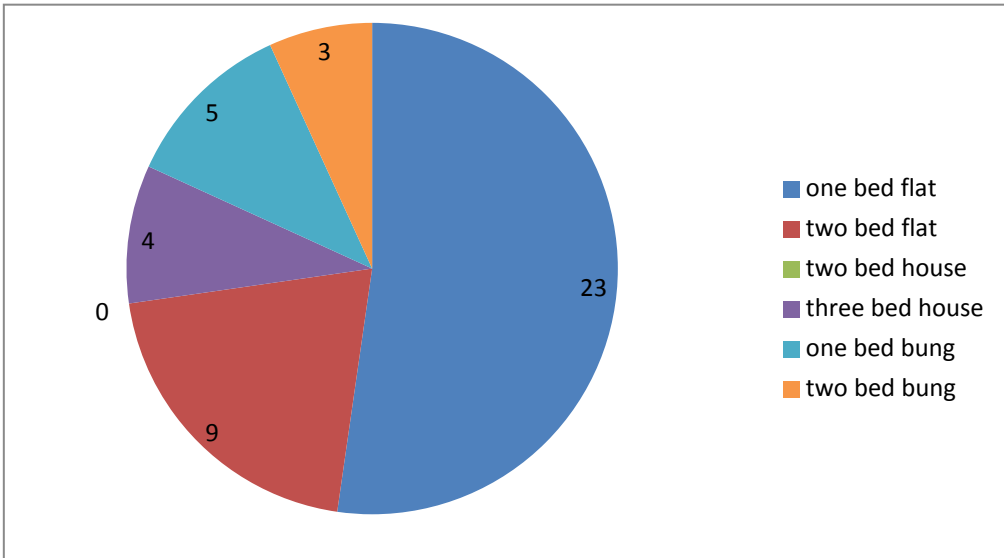
Average number of working days taken to relet normal voids by month



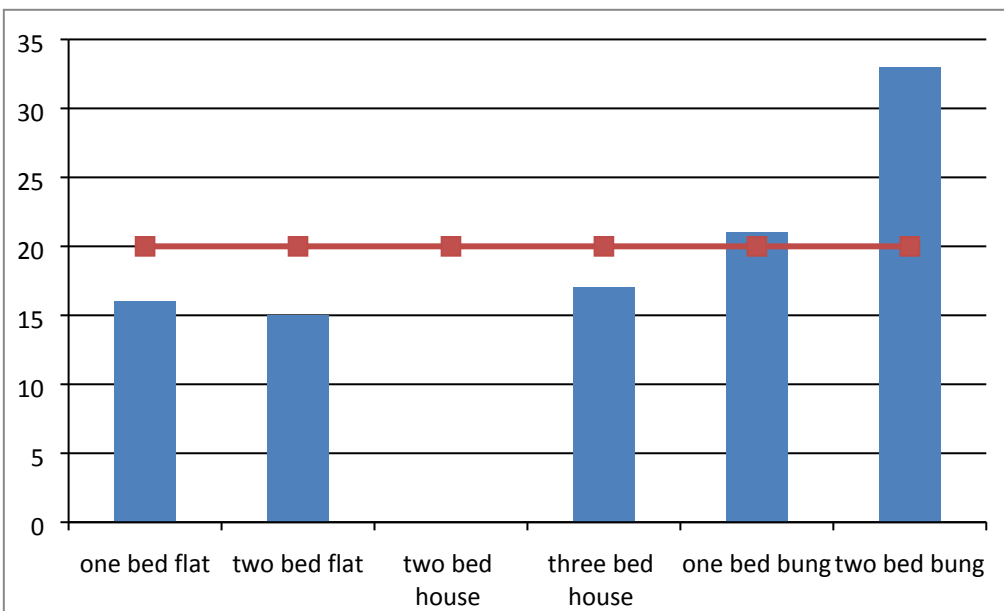
- The mode average data for Quarter Two shows an average of 10 working days.



6. Only two homes took over two months to be relet. One was a more difficult to let sheltered home with multiple offers and refusals and the other void works were delayed due to belongings left in the home.
7. On reviewing the number and size of homes the majority of homes relet in Q2 were one or two bedroomed flats.



8. The data indicates that larger homes took longer to relet. The figures are skewed by the void works being delayed due to belongings left in a two bedroomed bungalow.



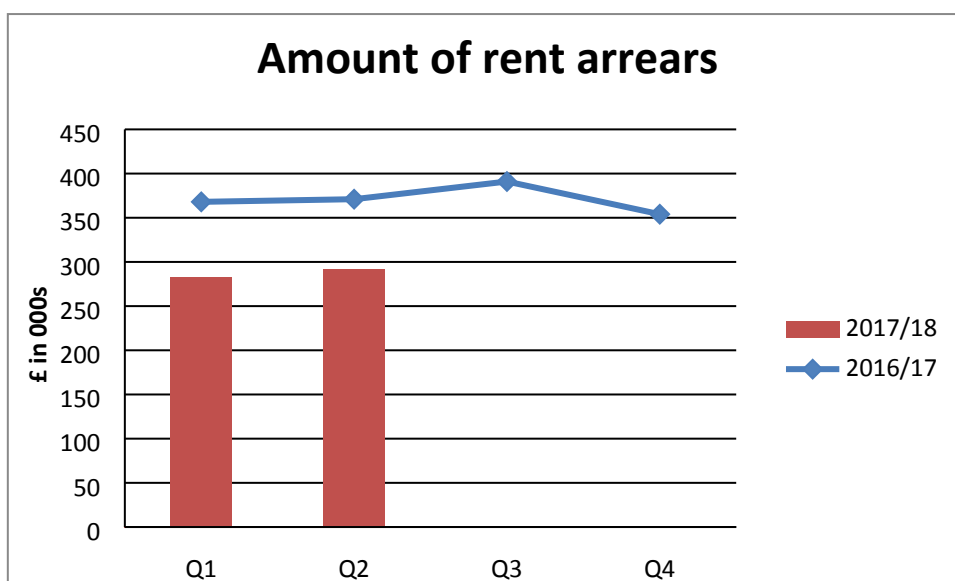
9. A range of actions have been taken to support the current process and address issues:
 - clarity on use and occupation charge when belongings left in home reducing void period.

Rent Collection

10. The team have an excellent history of rent collection performance and this figure is an anomaly. Due to the water charge credit¹ and some proactive work to ensure rent is paid in advance there has been a reduction in the total rent collected this quarter.
11. 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 c300 tenants in credit amounting to an additional c£105,000.

Time period (Q2)	Number of rent accounts in credit	Total credit
End Sept 2016/17	3,337	£493,000
End Sept 2017/18	3,633	£599,000

12. The amount of total arrears also demonstrates good performance in rent collection and an improvement from 2016/17.

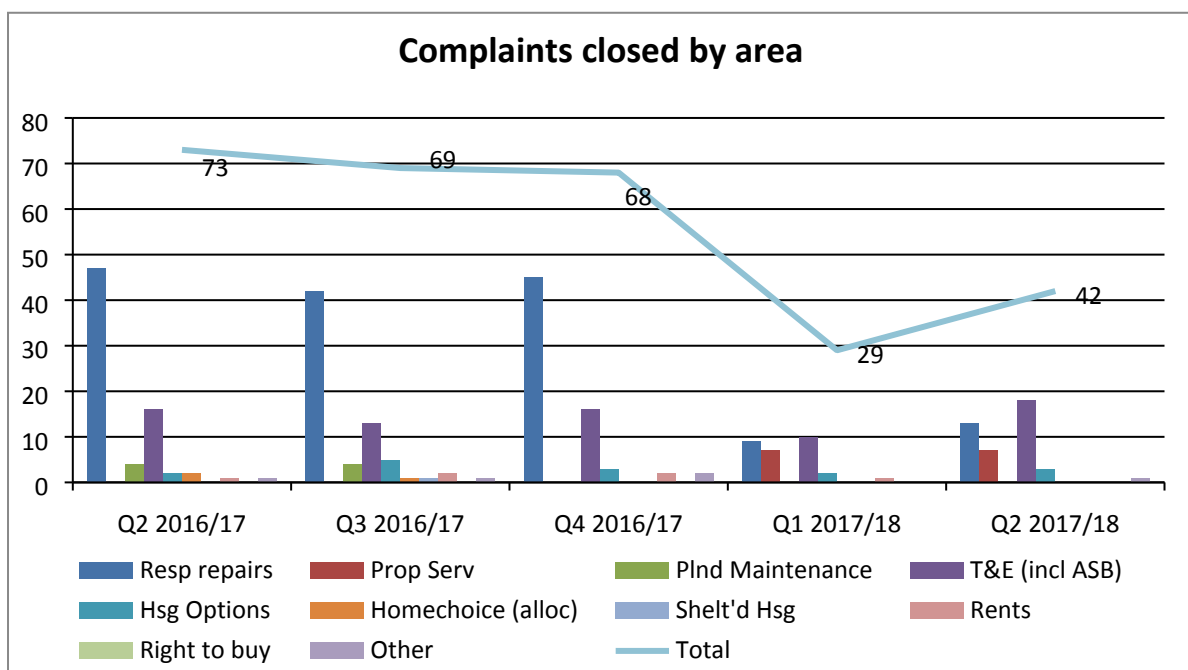


13. The Committee may wish consideration be given to reviewing an alternative indicator eg rent arrears in addition to
14. The team are also working to prepare for the further rollout of Universal Credit. The national pilot and early roll out of Universal Credit has indicated that social tenants have increased risk of rent arrears. The team have identified the risk and mitigations to protect Waverley's rental income. Please refer to Annexe Two for further information.
15. The team also work to promote good budgeting and money management. Joint working with and signposting to the Waverley Citizens Advice has assisted tenants in managing finances and addressing rent arrears and other debts.

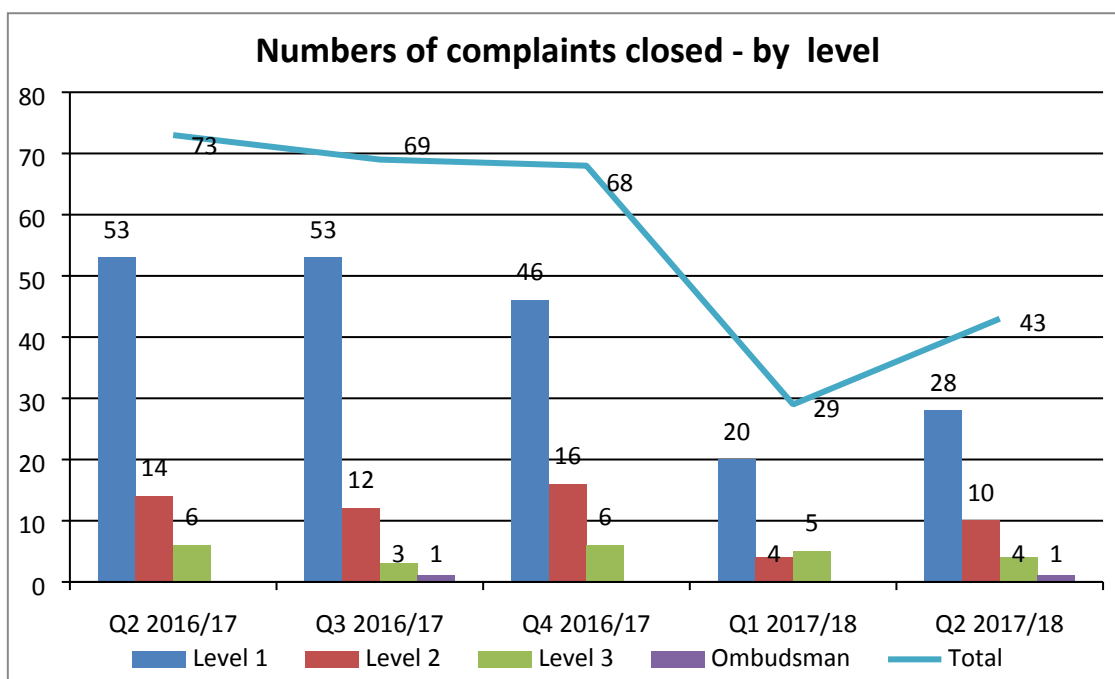
¹ c2500 tenants received a credit to their rent account to reflect commission received by Waverley. This assisted tenants in rent arrears and enabled payment in advance.

Customer Feedback

16. 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.
17. 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.
18. 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.
19. The Housing Service received 22 compliments in Q2. An increase from the 19 received in Q1 2017/18 18 received in Q2 2016/17. Compliments were received across the service, and in particular, Property Services. In addition 20% of satisfied telephone survey respondents also expressed a compliment.
20. 42 complaints were received and closed in Q2 2017/18. An increase from Q1 with an increase in complaints regarding Tenancy and Estates issues.



21. The majority of complaints are resolved at level one with a small number escalating through the process.



22. The team responded ten level two and four level three complaints. The level three cases were comprehensively investigated with three cases not upheld and one upheld.

Conclusion

The housing service built upon the positive start to 2017/18 meeting key performance targets on voids, gas safety, temporary accommodation and overall satisfaction with responsive repairs.

There has been a significant reduction in complaints received compared to 2016/17 with the largest reduction in Property Services.

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 risks and mitigations regarding Universal Credit, as set out in Annexe 2, and agrees any observations or recommendations it wishes to make to the Executive
3. supports the ongoing partnership working with Waverley Citizen Advice on debt management,
4. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and
5. considers scope of work and identifies areas for the Committee future workplan.

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 2, 2017/18
(July - September 2017)

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

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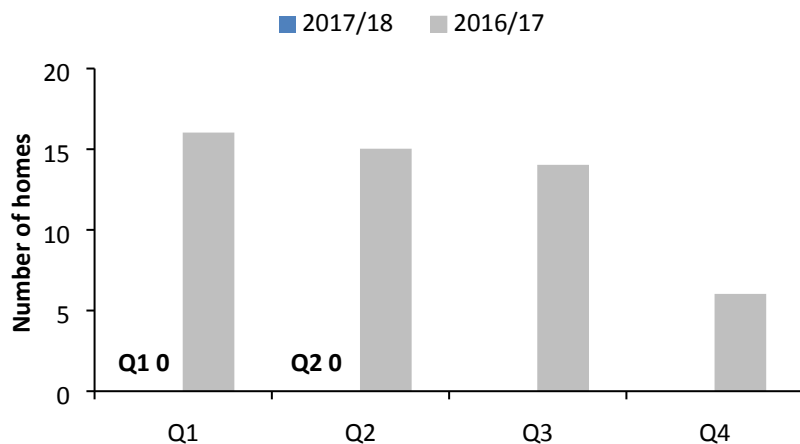
Report date: 27 October 2017

HOUSING

H1: Number of affordable homes delivered by all housing providers

No target

Number of affordable homes delivered



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

Comments

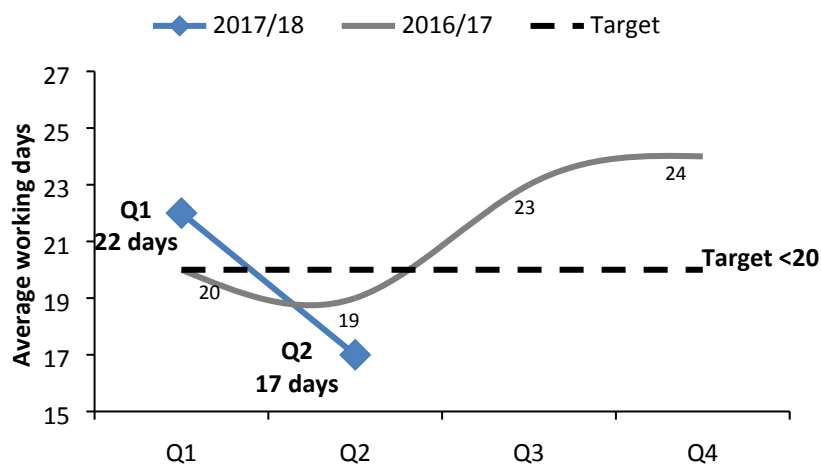
No new homes were delivered in Q2. However there are a number of Council and Housing Association developments currently on site with 158 homes due in the future. In addition 27 planning permission for affordable housing were granted in Q2.

HOUSING

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

GREEN

Average number of working days taken to re-let (lower outturn is better)



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

Comments

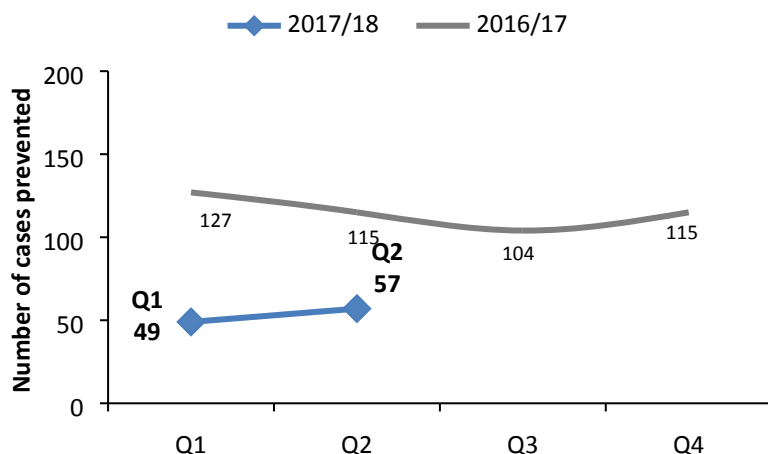
44 homes were relet in Q2. The team achieved target. 35 homes were let within 20 working days.

HOUSING

H3: Housing advice service – homelessness cases prevented

No target

Number of homelessness cases prevented (higher outturn is better)



Quarter	2017/18	2016/17
Q1	49	127
Q2	57	115
Q3		104
Q4		115

Comments

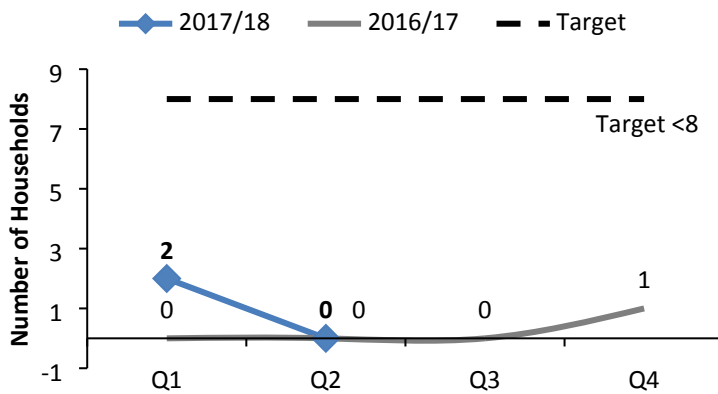
In preparation of the Homelessness Reduction Act the team are no longer collecting homelessness prevention data from all housing teams and Waverley CAB. The team could not provide the level of details on other cases as required under the record requirements of the Act.

HOUSING

H4: Number of households living in temporary accommodation

GREEN

Number of Households living in temporary accommodation (lower outturn is better)



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

Comments

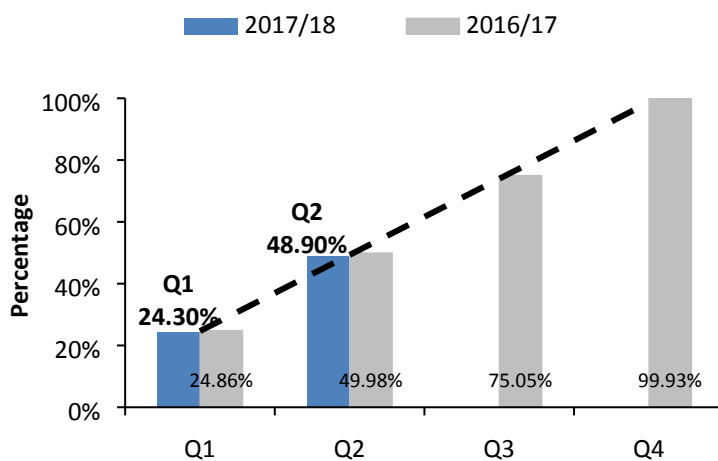
The PI reports on the number of households in temporary accommodation at a set date at the end of each quarter.

HOUSING

H5: Percentage of estimated annual rent debit collected

AMBER

% of estimated annual rent debit collected (higher outturn is better)



Quarter	Target	2017/18	2016/17
Q 1	24.65%	24.30%	24.86%
Q2	49.30%	48.9%	49.30%
Q3	73.95%	73.95%	73.95%
Q4	98.65%	98.65%	98.65%

Comments

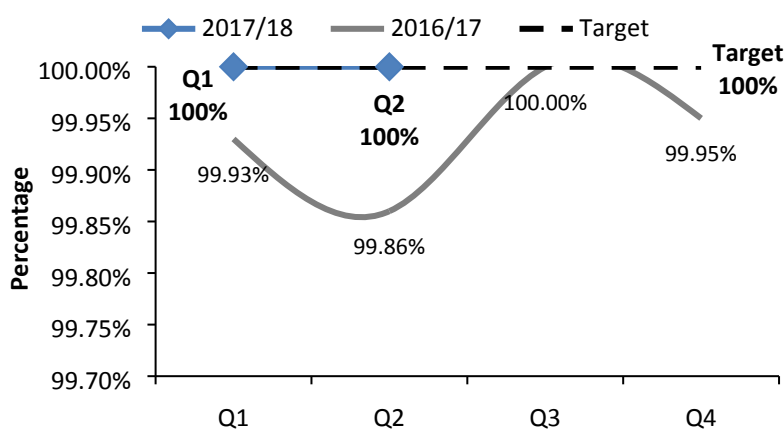
The team performed slightly below target. The dip in performance can be conversely related to the work undertaken to get accounts in credit. Over 1,000 tenants are in credit with total value £599k.

HOUSING

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

GREEN

% of annual boiler services and gas safety checks undertaken on time (higher outturn is better)



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

Comments

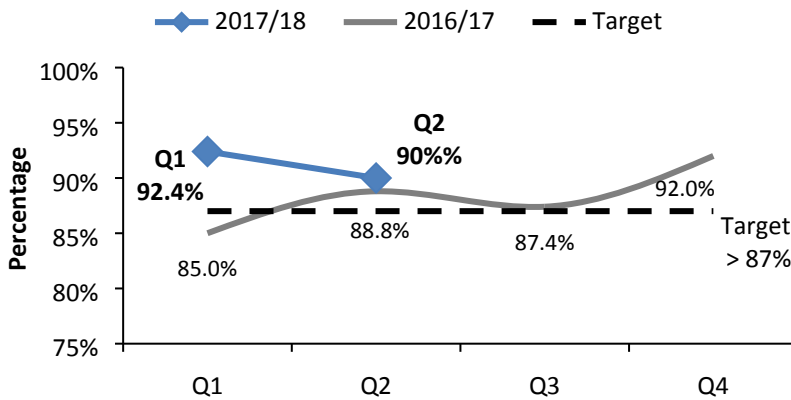
The team achieved target with no checks outstanding at the end of September. The improved performance reflects the team's ongoing proactive approach to access homes.

HOUSING

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

GREEN

Responsive Repairs: how would you rate the overall service you have received (higher outturn is better)



Quarter	Target*	2017/18	2016/17
Q1	87%	92.4%	85%
Q2	87%	90%	88.8%
Q3	87%		87.4%
Q4	87%		92%

Comments

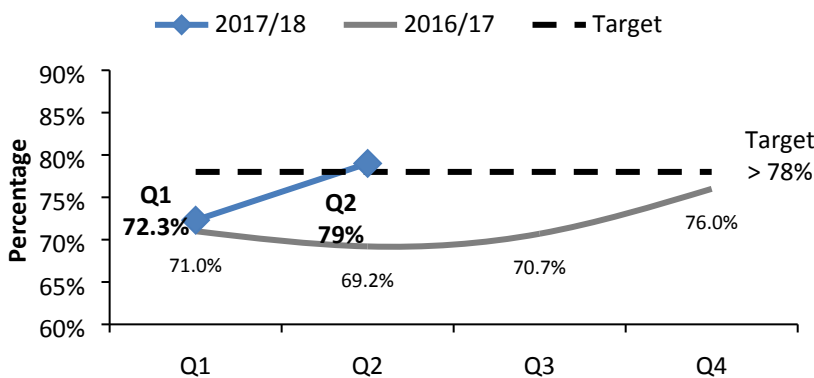
From 2016/17 tenant's views are collected by an independent telephone survey. Overall satisfaction remains high.

HOUSING

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

GREEN

Responsive Repairs: Was the repair completed right the first time (higher outturn is better)



Quarter	Target*	2017/18	2016/17
Q1	78%	72.3%	71%
Q2	78%	79%	69.20%
Q3	78%		70.70%
Q4	78%		76%

Comments

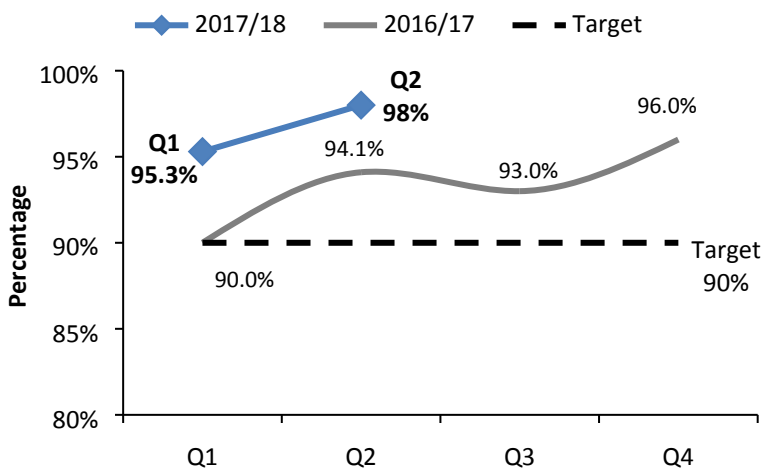
The teams continuous efforts to improve job diagnosis and maintain well stocked vans has achieved target.

HOUSING

H9: Did the tradesperson arrive within the appointment slot

GREEN

Responsive Repairs: Did the tradesperson arrive within the appointment slot (higher outturn is better)



Quarter	Target*	2017/18	2016/17
Q1	90%	95.3%	90%
Q2	90%	98%	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

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Universal Credit Update

What is Universal Credit?

1. Universal Credit (UC) represents a huge change to the welfare system and significant challenge to housing providers. It applies to all people of a working age and brings together six different legacy benefits into a single monthly payment. These benefits are; Income Based Job Seekers Allowance, Income Support, Child Tax Credits, Working Tax Credits, Housing Benefit and Income based Employment and Support Allowance.
2. Claimants are required to make their application online, which takes six weeks to be assessed and awarded.
3. The government's objective for UC is to make work pay. The reform is to help people move into and progress in work, whilst protecting the most vulnerable. UC is designed to replicate a monthly wage, replacing numerous individual benefit payments received at different times.
4. UC is paid monthly thereafter and in arrears, claimants will be expected to live without any benefit during the 6-week assessment period. In some cases, claimants can ask for advanced payments, which are paid back by reducing future payments.

Universal Credit Roll Out

5. Roll out of UC is being done in stages and is to begin the full roll out in Waverley from July 2018.

Potential impact of UC on Waverley Council Tenants

6. Studies carried out nationally indicate between 70 – 90% of UC claimants are in arrears. The average rent arrear being £772 (24housing, 25 July 2017).

7. Currently, only 25% of all WBC tenants are in arrears. The average arrear being £308.
8. Approximately 45% of our income comes directly from Housing Benefit payments and this equates to around £14m per year. Much of this income will cease coming to us directly each week.
9. Many of our tenants may be managing their own finances and budgeting for the first time. The initial delays in the award, poses a significant risk of the tenant borrowing money to live on and getting into debt during this period.
10. Evidence suggests that UC claimants require up to three times more contact, help and support than other tenants do as in many they have not had to pay their own rent before and often lack basic skills around monthly budgeting.
11. Tenants will have to make their claim online, which for many is likely to cause issues, both in terms of having access to a computer/laptop or tablet and being IT literate to complete forms online.
12. Tenants will be required to provide information, attend Job Centres for meetings and evidence they are proactively looking for work. These and others requests are subject to sanctions if not carried out and failure to meet these demands results in reductions and loss of payments.

Risks to Waverley Borough Council from UC

13. The Rents Team will have to collect the income previously paid directly via Housing Benefit from the tenants. Approximately £14 million is received each year in the form of housing benefit (45% of rent roll). This is likely to see a 40-50% increase in workload.
14. The introduction of Universal Credit will mean significantly more rent will need to be proactively collected.

15. When Universal Credit is fully rolled out, having an effective, proven income management solution is crucial to maintaining a strong arrears performance. If systems/processes are not amended to deal with this increased workload (approx. 45-50% additional rent to proactively collect), there will be implications on early intervention, arrears prevention, staff morale and qualitative engagement.
16. Increase in tenants falling into significant arrears is likely to result in increase in court applications, which have a cost implication, currently £325 per application.
17. Increase in tenants losing their homes because of rent arrears has multiple financial implications, not least, increased debt owed and void costs. This also affects negatively on Waverley's aims of providing sustainable communities.
18. In order to mitigate as much of this risk as possible we require an effective and proven arrears management system that prioritises accurate workloads based on automatically analysing individual tenant behaviour patterns and that will be fit for purpose upon the introduction of Universal Credit.
19. Currently our Orchard housing management system does not provide the information we will need to manage the rent collection service effectively as it relies on providing recommendations (workflows) at the point in which a tenant has fallen into arrears.
20. This in many cases will be too late and will create a crisis management approach. The current system will not be fit for purpose in enabling officers to work at maximum capacity and wastage will be significantly exacerbated upon the full roll out of Universal Credit, which poses a massive risk to maintaining strong income streams.
21. To mitigate against this workload increase the options to Waverley are invest in:

- technology to eliminate unnecessary wastage and enable officers to maximise efficiency, or
- at least an additional 2.5 Rent Account Officers to respond to the increased workload.

22. Doing nothing would result in a significant increase in arrears, which would potentially impact on service to tenants.

What Next?

23. The Benefit Manager is meeting with the DWP on 31 October to discuss the go live of UC for all new claims in July 2018.

24. There are training courses available for UC that will be offered to all staff that it relates to.

25. A strategy to support the most vulnerable tenants affected is to be devised with a communication plan. The Welfare Benefit Officer will take the lead on this, supported and directed by the Rent Accounts Manager.

26. A Business Case has been prepared by the Rent Accounts Manager to consider the purchase of RentSense, a software system designed specifically to mitigate the risks and improve rent collection through using algorithms to analyse payment behaviours, aggregate trends, highlight risk and provide predictive intelligence. The output is streamlined accurate workload, earlier intervention, improved efficiencies, lowered cost of collection and reduced arrears.

Conclusion

27. There is much adverse media publicity regarding the roll out of Universal Credit and evidence to support the scale and likelihood of the impact on tenants and Council resources. Work needs to continue between now and July 2018 to raise awareness, provide advice and support and review processes and systems.

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

14 NOVEMBER 2017

Title: **OCKFORD RIDGE UPDATE**

[Portfolio Holder: Cllr Carole King]

[Wards Affected: Godalming Central and Ockford]

1. Finance/funding/costs

- Each development and refurbishment phase has been allocated separate cost codes. The budget for each has been itemised in the Housing Revenue Account Business Plan.
- Careful budget monitoring is taking place and all currently on track and within budget.
- Current budget monitoring report appended.
- Finance Team will ensure project timetable and budgets align.
- Proval LS financial appraisal software being used.

2. Skills and Staff resources

Andrew Smith	Head of Housing Strategy and Delivery	Strategic management
Louisa Blundell	Housing Development Manager	Day to day management Refurbishment Project – Phases 1 & 2
Mark Constable	Housing Development Officer	Delivery of new build project Site A Preparation of options for site E and F Review and preparation options for Site C
Irina Serilogina	Housing Development Officer	Delivery of new build project Site D
Mark Orosz	Housing Development Officer	Assist in preparation and review of tender documentation for Site A (ER's) Delivery of new build project Site B
Fiona Stewart	Tenant Liaison Officer	Liaising with tenants decanting on a permanent or temporary basis. Housing need assessment and identifying suitable property to meet that need. Support preparation of decant properties for refurbishment project.
Ann French (maternity cover)	French Associates – housing development consultancy	Delivery of new build project Site D

3. Project delivery & next milestones

Pilot refurbishment phase

- Pilot refurbishment completed. 'Lessons learned' have been incorporated into the procedure/process for future phases.

Current refurbishment phase

- Executive approval 29 November 2016 to undertake three further refurbishment phases. The first phase of refurbishing 12 properties has commenced, following successful appointment of TCL Group.
- Decanted tenants currently occupying properties on Site A.
- A further external only refurbishment phase will follow in spring 2018.
- The third phase will occur when suitable properties are available to house decanted tenants temporarily during works.

Site D

- Contractor (W. Stirland) appointed and build contract in place – works progressing well: on schedule for completion early summer 2018.
- W. Stirland worked with Stagecoach and Surrey County Council to ensure that the need for a temporary bus stop while drainage and highways works are undertaken does not affect the bus service to residents who currently use the bus stop just outside Site D.
- Work continuing on identifying tenants for the new properties using the Ockford Ridge Allocation Policy. Allocations meeting to be arranged with Housing Needs Manager in due course

Site A

- Planning permission granted 22 September 2017
- Formal appointment of employer's agent now in place
- Procurement and appointment of contractors for disconnection and demolition works to commence in January 2018
- Proposing to apply to Homes and Communities Agency for grant funding

Site B

- Drawings tabled at Housing Delivery Board on 10 July 2017
- Reserved Matters planning application submitted and will be considered on 22 November 2017

- Financial appraisal to be run with revised build cost estimates. Budget approval to be sought from Executive
- Proposing to apply to Homes and Communities Agency for grant funding

4. Procurement and contract management

- Legal Team continue to review all contracts associated with the project
- Site A build contract will be procured through Official Journal of the European Union; Housing Development Team liaising with Procurement Officer
- Site C – last property now acquired and proposals to be worked up

5. Communication/consultation

- The Ockford Ridge Community Representatives Consultation Group oversees the consultation process for the refurbishment and rebuild programme and ensures that the views of the community are taken into account.
- The Group meets once a month at the Ockford Ridge Social Club and consists of development and tenancy and estate officers, Ward Members, Portfolio Holder for Housing, up to 3 tenants representing young families, up to 3 tenants representing older residents, up to 3 tenants representing long-standing local residents and up to 3 residents representing owner occupiers.
- Regular newsletter: 'My Ockford Ridge' – current issue despatched w/c 23 October (to be distributed at meeting).
- Further drop-in information sessions to be planned to keep community informed.

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2017/18 Ockford Ridge Monitoring Group

Cost Code	Project	Current Budget 2017/18	Total Spend & Committed	Forecast Outturn	Budget Remaining	Reschedule	Saving / (Overspend)	2018/19 Revised Estimate	2019/20 Revised Estimate	2020/21 Revised Estimate
New Affordable Homes Projects										
COMMITTED DEVELOPMENT SCHEMES										
K5407	Ockford Ridge - utility	418,275	31,566	418,275	386,709			750,000	1,000,000	
K5407	Ockford Ridge - Show homes	12,150	0	12,150	12,150					
K5425	Ockford Ridge - Site A	628,440	86,943	388,440	301,497	240,000		3,650,630	5,360,560	269,920
K5428	Ockford Ridge - Site D	2,900,000	1,066,991	2,900,000	1,833,009			404,740	152,860	
OTHER SCHEMES IDENTIFIED BUT NOT APPROVED*										
K5426	Ockford Ridge - Site B	60,398	31,899	60,398	28,499					
K5427	Ockford Ridge - Site C	80,504	3,038	80,504	77,466					
LAND AND ASSET PURCHASE										
K5000	Buy Backs	560,369	153,869	560,369	406,500					
Total New Affordable Homes Projects		4,660,136	1,374,306	4,420,136	2,639,330	240,000	0	4,805,370	6,513,420	269,920

2017/18 Ockford Ridge Monitoring Group

Cost Code	Project	Current Budget 2017/18	Total Spend & Committed	Forecast Outturn	Budget Remaining	Reschedule	Saving / (Overspend)	2018/19 Revised Estimate	2019/20 Revised Estimate	2020/21 Revised Estimate
Stock Remodelling										
COMMITTED DEVELOPMENT SCHEMES										
	Ockford Ridge Refurbishment - pilot	155,368	0	155,368	155,368					
K5016	Ockford Ridge Refurbishment - Phase 1	750,839	23,333	750,839	727,506					
K5017	Ockford Ridge Refurbishment - Phase 2 - external works	1,187,928	27,185	1,187,928	1,160,743					
	Ockford Ridge Refurbishment - Phase 3	0	0	0	0			485,000		
	Ockford Ridge Refurbishment - Future phases	0	0	0	0				4,432,569	
Total Stock Remodelling		2,094,135	50,518	2,094,135	2,043,617	0	0	485,000	4,432,569	-

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 – Lists items for Overview and Scrutiny consideration. It is not expected that the committee cover all items listed on the work programme and some items will be carried over into the following municipal year. In-depth scrutiny review topics for consideration by the respective Committee will also be listed in this section.
- Section B – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.
- Section C – Lists the Scrutiny tracker of recommendations for the municipal year.

Section A

Work programme 2017-18

Subject	Purpose for Scrutiny	Executive member lead and Head of Service lead	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Ockford Ridge	<ul style="list-style-type: none"> • Site visit feedback (September 2017) • To scrutinise the development and refurbishment programme; and monitor the delivery of the project (September 2017, November...) 		<i>Standing item</i>		High
Performance management report	<ul style="list-style-type: none"> • To receive and scrutinise the performance information: • Q1 – September • Q2 – November: Use H5 rent debit collection to lead into discussion about the potential impact of Universal Credit on rent collection. • Q3 – March 2018. 		Quarterly		
Homelessness prevention strategy (homelessness reduction bill)	<ul style="list-style-type: none"> • To understand the implications of the Homelessness Reduction Act on homelessness prevention in the context Waverley Borough 		November 2017 & January 2018	November 2017 (earliest date)	High

Housing Overview and Scrutiny Committee

	<p>Council (November 2017).</p> <ul style="list-style-type: none"> To scrutinise the impact the change in strategy will have on Waverley's homelessness prevention strategy (January 2018). 				
Housing strategy 2018-2022	<ul style="list-style-type: none"> To receive and scrutinise the draft housing strategy. 		January 2018	February 2018	High
Housing maintenance contract procurement	Monitor the progress of the housing maintenance contract procurement.		January 2018	January 2018	High
Tenancy Agreement Review	To receive information regarding the next stage post consultation (January 2018).		January 2018	February 2018	
Service plans	<ul style="list-style-type: none"> Service plans mid year progress report (November 2017) New Service plans for 2018-19 (January 2018), including the HRA Business plan. Annual outturn report (June 2018) 		January 2018		

Housing Overview and Scrutiny Committee

<p>Housing design standards and guidelines (Scrutiny in-depth review)</p>	<ul style="list-style-type: none"> • Proposal went to O&S in Sept 2017. • Draft scope prepared and circulated offline for agreement. 		<p>March 2018</p>		
<p>Housing related support white paper</p>			<p>March 2018</p>		
<p>Review of Age-related properties</p>			<p>March 2018</p>		
<p>Impact of Universal Credit on rent arrears</p>	<ul style="list-style-type: none"> • Examine the implications of Universal Credit on the Council's finances (HRA) and on tenants; how and when to collect rent and the level of support some tenants will need to make the transition to a single, direct monthly payment. Include data from CAB. March 2018? 		<p>Briefing note Included as an annex as part of the Performance Management report (November 2017)</p> <p>Comprehensive report on UC due March 2018?</p>		<p>High</p>
<p>HRA Business plan</p>	<ul style="list-style-type: none"> • 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 		<p>Taken as part of the item 'Service Plans' in January 2018</p>	<p>November 2017</p>	

Housing Overview and Scrutiny Committee

	<ul style="list-style-type: none"> payment reductions. To consider the impact of the rising value of land for commercial use on the delivery. 				
HRA development programme				January 2018	
Affordable housing	<ul style="list-style-type: none"> Identify how Waverley Borough Council can support the delivery of affordable housing (shared ownership models, starter homes, social rent etc). Consider Housing for local workers and residents. Consider the extent to which 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. Key workers initiative? Housing strategy? 		TBC		High
Compatibility of Housing IT systems	<ul style="list-style-type: none"> To receive an overview on the IT systems used in Housing and how they interact; including history, lessons learned and the improvements made. 		TBC		High

Housing Overview and Scrutiny Committee

	<ul style="list-style-type: none"> • Gap in time period a void can be re-let as understood by the Council and Contractor • Questions around IT procurement processes and the ways in which different IT systems are compatible with each other (broader than just housing). <p>Went to scrutiny in Sept 2017</p>				
<p>HRA asset management strategy</p>	<ul style="list-style-type: none"> • Housing voids: To review sections of the strategy to reflect the HRA business plan options to either invest or seek disposal of void homes; including the time and budget estimation for housing voids: review 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. • 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). 		<p>TBC</p>	<p>February 2018</p>	

Housing Overview and Scrutiny Committee

<p>Re-procurement of the repair and maintenance contracts</p>	<p>To monitor the procurement process to make sure contracts are delivered on time.</p> <p>Recommendation tracker.</p>		<p>TBC</p>		<p>High</p>
<p>Responsibility as a social landlord and duty of care in the area of tenants' mental health</p>	<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>		<p>TBC</p>		<p>Low</p>
<p>Tenant panel voids report and Housing Service response</p>	<p>To receive the tenant's panel voids report and to scrutinise the housing services response.</p>		<p>TBC</p>		

Housing Overview and Scrutiny Committee

	Report came to Scrutiny on 4 th July 2017				
Changes to housing benefit	Consider the impact of changes to housing benefit entitlement introduced in April 2017 on Waverley tenants with two or more children.		TBC		
Customer Service Project – Housing Pilot Scheme	<ul style="list-style-type: none"> To consider the implications of channel shift on housing services, e.g how the customer service teams for repairs and T&E have been joined up, including the importance of the Agresso interface being implemented (November 2017) Preparation for the roll out of Universal Credit. 		TBC		High
Future of Sheltered Housing Scheme	<ul style="list-style-type: none"> To receive a verbal update regarding the SCC proposals to withdraw Housing related support funding (September 2017). To receive and scrutinise the proposed approach for the future of the service (November 2017). 		TBC		High
Private sector housing	<ul style="list-style-type: none"> For members to receive an introduction to Private Sector Housing (November 2017). Revised Private Sector Home Improvement policy with a 		TBC		High

Housing Overview and Scrutiny Committee

	<p>focus on the Disability Living Allowance (November 2017)</p> <p>Additional strands of PSH for consideration:</p> <ul style="list-style-type: none">• Review the enforcement of standards and compliance on private landlords (governance and regulations); and• Houses in multiple occupations: to scrutinise the Council's approach to enforcing standards of HMOs across the Borough in light of the anticipated legislative changes requiring 1 & 2 storey HMOs to obtain a license.				
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Section B

In-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<p>1. Review of Housing Design Standards</p>	<p>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.</p>	<ul style="list-style-type: none"> • Changes by the Government to the Code for Sustainable Homes • Distinguishing between the legally binding nationally described standards and the optional requirements / recommendations for Local Housing Authorities (building regulations) • Whether current internal design standards (e.g. internal layout, storage space and room layout, including loft storage capacity) meet the needs of tenants and if not to identify which aspects can be improved • Health and safety 	<p>Damian Roberts</p>	<p>Draft scope in circulation</p>

Section C

Scrutiny tracker 2017-18

Housing Scrutiny recommendations tracker				
Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
4th July 2017	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 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.		

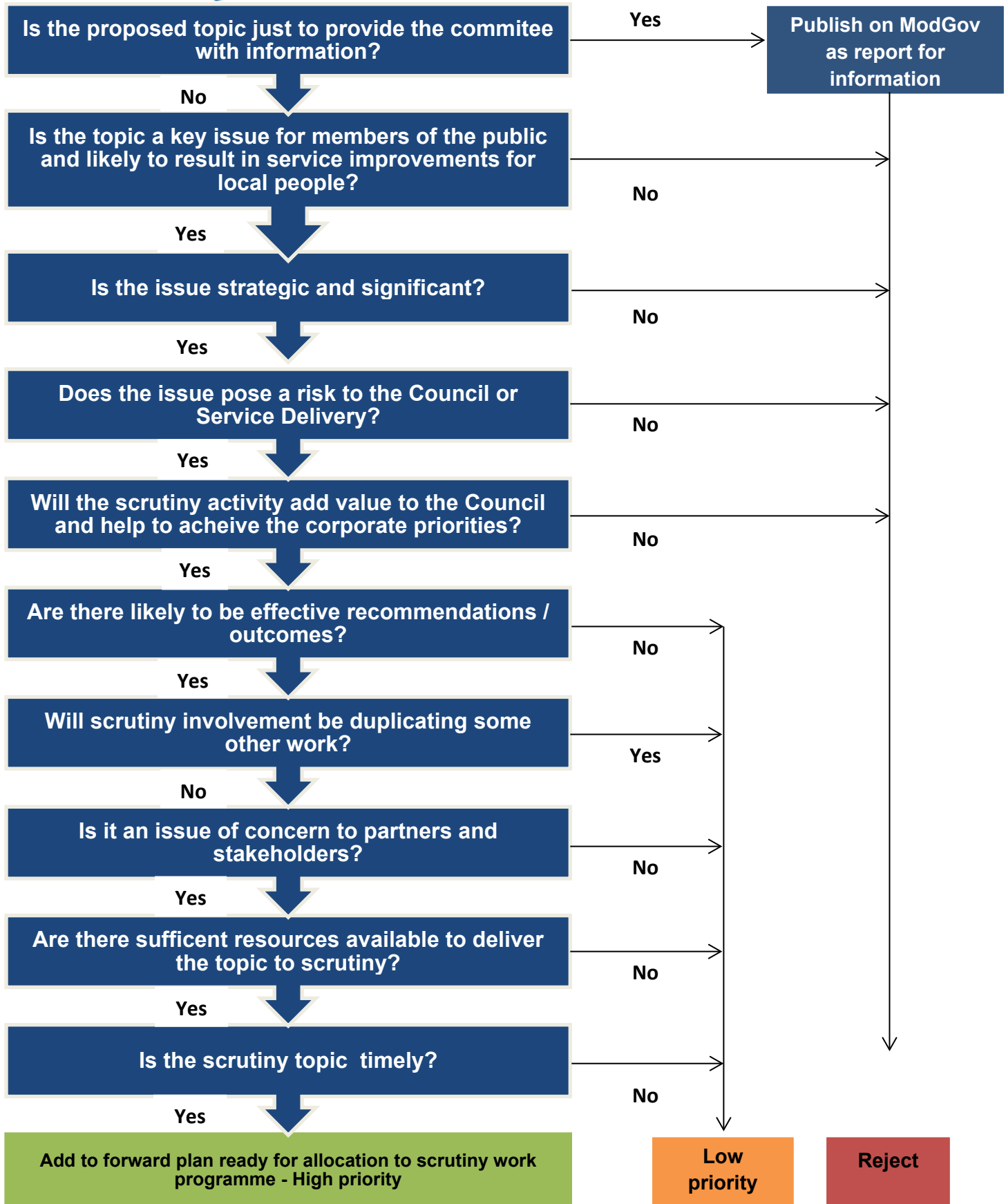
Housing Overview and Scrutiny Committee

Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
September 19th 2017	1. Performance Management Report Q1 2017/18	That the presentation of the void re-let indicator (h2) be revised to show the split of time between the contractor and Waverley during the re-let period, and also an indication of the size of the properties re-let.		
	2. I.T systems in the Housing Service	None.		
	3. Sheltered Housing Service and Housing Related Support	<ul style="list-style-type: none"> • That the Leader writes to all Surrey MP's, the Prime Minister and Minister for the Department of Communities and Local Government to express concerns about the impact of cuts by SCC in Housing Related Support funding; and include the Tenants' Panel report on the impact of the withdrawal of Housing Related Support for older people. • As part of this letter to press the Government to bring forward the long-awaited Green Paper on the future funding of supported housing. 		
	4. Ockford Ridge Site visit feedback	Ockford Ridge be added as a standing item on the committee work programme.	N/A	N/A
	5. Review of Housing Design Standard	The Committee agreed for a scope and timetable for the review to be prepared by the Scrutiny Policy Officer in liaison with Housing Development Officers.	Draft scope prepared	November 2017 - ?

Housing Overview and Scrutiny Committee

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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.

Executive Forward Programme for the period 1 October 2017 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
POLICY AND GOVERNANCE, HUMAN RESOURCES, BRIGHTWELLS AND LEP - CLLR JULIA POTTS (LEADER)						
Brightwells [E3]	To bring forward matters when necessary	Executive	No	Potentially every Executive meeting	Kelvin Mills, Head of Communities and Major Projects	VFM and CS/Environ
Performance Management	Quarterly combined performance report	Executive	No	February 2018	Louise Norie, Corporate Policy Manager	All
Independent Remuneration Panel - Members' Allowances	To receive the report and recommendations of the Panel	Executive, Council	No	November 2017	Emma McQuillan	VFM and CS
CUSTOMER AND CORPORATE SERVICES - CLLR TOM MARTIN (DEPUTY LEADER)						
Property Acquisitions	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	November 2017	David Allum, Head of Customer and Corporate Services	VFM and CS
PLANNING I - CLLR BRIAN ADAMS						
CIL Draft Charging Schedule	To agree the next stage	Executive	Yes	November 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
ECONOMIC DEVELOPMENT - CLLR ANDREW BOLTON						
Economic Development Strategy	For approval	Executive, Council	No	February 2018	Damian Roberts, Director of Operations	VFM and CS
COMMUNITY SERVICES AND COMMUNITY SAFETY - CLLR KEVIN DEANUS						
'Prevent' Counter-Terrorism Strategy	To agree a Strategy and Action Plan	Executive	No	January 2018	Katie Webb, Community Services Manager	Community Wellbeing

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Joint Enforcement Team (JET) Initiative	To agree next steps	Executive	No	November 2017	Richard Homewood, Head of Environmental Services	Environment
ENVIRONMENT - CLLR JIM EDWARDS						
HEALTH, WELLBEING AND CULTURE - CLLR JENNY ELSE						
Leisure Feasibility Study	For approval	Executive	No	November 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
FINANCE - CLLR GED HALL						
Budget Management [E3]	Potential for seeking approval for budget variations	Executive	Yes	Potentially every Executive meeting	Peter Vickers, Head of Finance	VFM and CS
HOUSING - CLLR CAROLE KING						
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
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

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
Implementing requirements of the Housing and Planning Act 2016	Decisions to implement changes resulting from the Act	Executive	Yes	November 2017	Andrew Smith, Head of Strategic Housing Delivery	Housing
Homelessness Reduction Bill	To agree a response and budget/grant allocations	Executive	No	November 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, Hugh Wagstaff, Head of Housing Operations	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

PLANNING II - CLLR CHRIS STOREY

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O & S
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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). 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].

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